



ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Bhubaneswar, (Odisha) – 751 019

Website: www.aiimsbhubaneswar.edu.in

E-Tendering Portal: <https://www.tenderwizard.com/AIIMSBBBSR>

E-TENDER DOCUMENT

Name of the e-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

Notice Inviting E-Tender

E -Tender No. AIIMSBBBSR/J-11082/001/MRD/2019-20/136

Dated 02 Mar 2020

1. The Director, AIIMS Bhubaneswar, invites E-Bids in Two Bid System (i.e. Technical and Financial Bid) from eligible Firms / Companies on line through E- procurement solution portal of AIIMS Bhubaneswar (<https://www.tenderwizard.com/AIIMSBBBSR>) on mutually agreed terms and conditions and satisfactory performance for Scanning, Digitising and archiving at Medical Records Dept of AIIMS Bhubaneswar as per the Specifications mentioned in Technical Bid.
2. The Bidder is expected to examine all instructions, terms and conditions, forms, and technical guidelines in the bidding document. The bid should be precise, 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 every respect will be at the Bidder's risk and may result in rejection of the bid.
3. **The requisite work under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. of India and the condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification.**
4. **Therefore bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.**
5. 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.

E-Tendering Portal:

<https://www.tenderwizard.com/AIIMSBBBSR>

For E-tendering Queries contact Representative of ITI Limited (Bhubaneswar).

Email: twhelpdesk614@gmail.com **or** twhelpdesk404@gmail.com , **Mob:** 07377708585 /011-49424365.

E-TENDERING SCHEDULE

Name of the e-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

Date of availability of E-Tender document in the AIIMS BBSR E-Tendering Solution portal	As per e-Tendering Portal of AIIMS Bhubaneswar www.tenderwizard.com/AIIMSBBSR , www.aiimsbhubanewar.nic.in and CPP Portal www.eprocure.gov.in for downloading/ participating
Last Date of downloading/participating in the E-Tendering Solution for this E-Tender	As per e-Tendering Portal of AIIMS BBSR https://www.tenderwizard.com/AIIMSBBSR
Date, Time & Place of submission of indicated desired Hard Copies in the Sealed Envelope	As per e-Tendering Portal of AIIMS, Bhubaneswar https://www.tenderwizard.com/AIIMSBBSR in the Tender box kept in the Office of the Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar - 751019 (Odisha)
Date, Time & Place of Opening of Technical Bid	The Technical Bid will open online as per the schedule given in the https://www.tenderwizard.com/AIIMSBBSR In case the Scheduled date is declared Holiday the tender shall be opened on next working day.
Tender Document Cost payable to AIIMS Bhubaneswar	To be downloaded from website hence no cost applicable.
E-Tendering Solution processing fee for providing online participation support & necessary DSC Certificates to Vendor for participate in Online E-Tender process	As applicable and displayed on https://www.tenderwizard.com/AIIMSBBSR and payable to www.tenderwizard.com directly by the prospective Tenderer.
EMD	EMD ₹ 40,000/- in the form of FDR/BG from the nationalized /Commercial bank valid for 06 months endorsed in favour of AIIMS Bhubaneswar. EMD in the form of DD(Demand Draft) is not acceptable.

Schedule of Tender

Issue / Publishing Date	:	Dt. 02 Mar 2020
Pre-Bid Conference	:	Dt. 13 Mar 2020 , at 03:00 PM
Last date and time of submission of e-tender	:	Dt. 27 Mar 2020, at 11:00 AM
Date & time of opening of e-Tender	:	Dt. 27 Mar 2020, at 12.00 PM
Amount of Earnest Money Deposit (EMD)	:	₹ 40,000 /- (Rupees Forty Thousand only)
Venue	:	All India Institute of Medical Sciences Bhubaneswar – 751019

Earnest Money Deposit (Bid Security):

Item No.	Description	Qty.	EMD (Rs.)
1.	Scanning, Digitising and Archiving Medical records	75000 appx	₹ 40,000.00

6. Tenderer need to deposit the EMD amount as per above mentioned Item in the Form of FDR/Irrevocable Bank Guarantee in favour of “**AIIMS Bhubaneswar**” and its legible scanned copy must be uploaded in the E-Tendering Solution and Hard copy of EMD in sealed envelope should be submitted on or before the Date of Submission of Bid in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block , AIIMS Bhubaneswar -751 019. AIIMS Bhubaneswar will not pay any interest on any EMD Amount to bidder. The FDR or BG submitted as EMD are subjected to verification from the issuing bank before its acceptance. If at any time the said instrument is found to be fake or not as a valid banking instrument, the said bidder submitting such instrument shall be black listed and shall be debarred from participating in future tenders of the Institute.

7. The EMD of the successful bidders shall be returned after the successful completion of contract and in case of unsuccessful bidders the same would be returned after award of the contract. AIIMS, Bhubaneswar shall not pay any interest on EMD to any bidders.

8. **Exemption:** Firms registered with NSIC (for above work) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective firm / departments have to submit the relevant certificate (NSIC etc.) and financial limit to avail this exemption.

9. Further, to enjoy the benefits as per Public Procurement Policy of MSEs Order, 2012, the firms/ units registered as MSME vendor, declaration of UAM (Udyog Aadhar Memorandum) number by the vendor on CPPP is mandatory.

10. The condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification. **Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.**

Clarification of bidding documents.

11. The Tender Inviting Authority shall not be responsible for individually informing the prospective bidders for any notices published related to this bid. Bidders are requested to browse e-Tender portal or website of the Tender Inviting Authority for information/general notices/amendments to bid document etc. on a day to day basis till the bid is concluded before submission of bid.

12. A prospective bidder requiring any clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. spo@aiimsbhubaneswar.edu.in & aso.rnpattnaik@aiimsbhubaneswar.edu.in. The purchaser will respond in writing (through e-mail) to any request for clarification, provided that such request is received not later than 10 (ten) days prior to the deadline for submission of bids.

13. **All the prospective bidder shall attend the Pre-Bid Conference at Board Room, Academic Block, AIIMS, Bhubaneswar on 13 Mar 2020 at 3.00PM. Changes, if any, may be incorporated in the bidding document after the Pre-Bid Conference and will be uploaded on our official website as “Corrigendum”. Therefore, bidders are requested to submit their bids accordingly to revise changes after PBC, if any. No press advertisement will be made for corrigendum.**

Amendments in Bidding Documents

14. At any time till 7 (seven) days before the deadline for submission of bids, the AIIMS Bhubaneswar may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. AIIMS, BBSR shall not be responsible to notify the amendments to individual bidders. All amendments by the AIIMS, BBSR till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders.

**Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar**

Terms of Two Bid System:

The tender shall be submitted in 2 (Two) parts online:

- (a) **Technical Bid:** On line submission of all required documents.
- (b) **Financial Bid:** The Financial Bid shall be submitted online. The financial Bid of bidders, who qualify at Technical Bid Evaluation, will be opened thereafter.
- (c) **Manual Submission of Following Document in original:** The following documents are to be sent to Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar- 751019, separately in a sealed envelope superscripted as: e-Tender for **Scanning, Digitising and Archiving Medical records at AIIMS, Bhubaneswar**. The sealed envelope should reach on or before the last date & time of submission of e-Tender online.
 - (i) EMD
 - (ii) Undertaking for acceptance of all Terms & Conditions as per **Annexure- I**.
 - (iii) Notarised affidavit on Indian Non-judicial stamp paper of ₹.10/- as per **Annexure-II**
 - (iv) Technical Literature/ Catalogues & documents that are technically relevant and supportive to the bid.
 - (v) Manufacturers Authorisation certificate in case of authorised distributor of OEM as per **Annexure- III**.
 - (vi) The statement of deviation (Parameter wise) from the tender technical Bid Specification - **(Annexure-IV)**

Technical Bid (Specification):

Name of the e-Tender: For Scanning/ Digitizing/ Archiving Medical Records of MRD Section at AIIMS Bhubaneswar.

TECHNICAL SPECIFICATION:

1. Scanning / Digitizing / Archiving:

- a) The pages to be converted in requisite format will have to be cleaned before scanning.
- b) The scanned images should be in TIFF format at early stage and final copy should be in PDF/PDF-A file format. The PDF files should be compressed
- c) The output should be of acceptable readability, reasonable accuracy, consistent in term of tone and colour reproduction and use neutral common rendering for all images.
- d) The scanner should have minimum of 300 dpi (dot per inch) optical responses or resolutions with [Bit depths: Bit, not less than 8-bit Grayscale, or 24-bit Colour (True colour)].
- e) Image Enhancement – Basic Enhancement Raster cleaning, De-skew, DE Speckle Cropping & hole removal etc. shall have to be carried out on each image for optimum images clarity.
- f) No cropping is allowed for Raw Image, the entire document has to be scanned for maintaining original size and shape of the document.
- g) The scanning specifications for text support - the production of a scan that can be reproduced as a legible at the same size as the original (at 1:1, even the smallest significant character should be legible).
- h) Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners, platens, and copy MRD will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many documents tend to be dirty and will leave dirt in the work area and on scanning equipment.
- i) The final scanned copy in PDF/PDF-A should be legible, with completeness, image quality (tonality and colour), and the ability to reproduce pages in their correct (original) sequence.
- j) A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with AIIMS officials in charge of the project.
- k) The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of documents; remove dust, taking them out of shelves and putting them back at its place etc.
- l) In case of any damage to content, same should be informed to AIIMS without delay by the vendor.

2. Cleaning :

- (a) The vendor shall be responsible for preparing the documents for scanning/digitization purpose,
- (i) cleaning of pages
 - (ii) remove dust
 - (iii) Skew/De-skewing
 - (iv) De-speckling
 - (v) Cropping of Images taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to nodal officer, MRD without delay by the vendor.

3. Bookmarking

(Tagging of pages with visit encounter like Discharge, Nurse Chart, Admission etc.

- (i) This will be discussed with MRD and final Tag list will be prepared
- (ii) A maximum of 12 tag will be maintained

4. Indexing

- (i) Preparation of XLS files with required fields
- (ii) A maximum of 15 fields will be maintained
- (iii) The ICD/Procedure code will be entered in the XLS file by the vendor. The codes should be written on the case sheet or provided by the MRD.

5. Retrieval Software:

- (a) The software should be capable of:
- (i) Software must be compatible with E-Office software of NIC.
 - (ii) Easy storage and retrieval of documents.
 - (iii) To capture and integrate new arrival of digital / non-digital (after scanning) records
 - (iv) To index and categories documents for easy access
 - (v) Managing multiple user accounts for access control
 - (vi) Support from DMS for 50 concurrent users.
- (b) The software should have the following features
- (i) Indexing
 - (ii) Search & Retrieval
 - (iii) User access
 - (iv) Admin Control – creation of Users & Groups, setting privileges and rights
 - (v) Adequate Security Features with ability to set access controls at multiple levels
 - (vi) Data Security and unauthorized access protection
 - (vii) Built-in back up and data recovery features
 - (viii) Scope for future enhancement
- (c) The software should have the facilities:
- (i) Independent of hardware
 - (ii) Ability to access multiple applications concurrently being run by the customer using standard interfaces
 - (iii) Ability to print reports direct to PC networked printers
 - (iv) Ability to capture digital records – Images
 - (v) Custom report capabilities
 - (vi) User access.

6. Storage

- (a) Scanned Images to be uploaded in to server after quality check
- (b) Two copies will be maintained of the scanned images, one in the server and another in the external hard disk provided by the AIIMS
- (c) The data/ images shall be the property of the MRD and the vendor will have to supply two copies of the same on DVD/hard drive. (Hard drive/DVD shall be supplied by the MRD Data/images will not be erased without written permission of the MRD.

TECHNICAL SPECIFICATION OF DIGITIZATION & SCANNING OF MEDICAL RECORDS DOCUMENTS

- 1. Receiving of Medical Records from Medical Record Department for scanning.
- 2. Scanning of Records & image enhancement & storing image, storing in DVD/Hard Drive disc of MRD & Server room
- 3. The temporary storage during the scanning will be the responsibility of the firm. The scanned data to be provided in DVD/Hard Drive.
- 4. The record should be scanned and returned to MRD within 24 hours. The paper work for receipt and issue of records to be printed / provided by outsource agency and returning back the case sheet in original in Assembled / Stapled order to MRD.
- 5. The scanning will be done in MRD only, But the hardware / Software/ Maintenance/ Manpower will be provided by the outsourcing agency. Only the office infrastructure & Electricity will be provided by the hospital.
- 6. Software for retrieval of Medical records by various parameters viz. Admission No. i.e. MRD No., Demographic profile, ICD-10 code Nos., date/month/year, etc. of scanned documents for searching these parameters either keyword or using a software link. The software should also have a provision for retrieval of diagnostic data and should be provided with various parameters viz. retrieval of data disease wise, sex wise, age wise, unit wise, geographical wise, etc.
- 7. The software should be installed at hospital server for easy retrieval.
- 8. Software for MRD functions i.e. file issue, reports & follow up of records with various departments as and when any other required, training of MRD staff to work on software.
- 9. Entering of ICD Code while indexing, as per the ICD codes entered already in the case sheet to be done by man power of outsource agency in the software at MRD/ Server room of this hospital.
- 10. The key if any for all the above software i.e. scanning & MRD Functions should be given to server room of this hospital for any repair/alteration/corrections/additions, as & when required.
- 11. The scanning should be done in the PDF/any latest format.
- 12. Initially the contract will be awarded for the period of two years extendable till 5 years based on performance & after getting successful completion certification from the CMO in charge of MRD every year.
- 13. The company should have at least three years of experience in a Government institution.
- 14. The company should submit Income Tax Return for the last three years.
- 15. Record ID: auto generated unique ID irrespective of case sheet no.
- 16. Record Type i.e. IPD case sheet, OPD Case sheet, emergency case sheet, post mortem report, discharge summary, death/ birth certificate etc.
- 17. Hardcopy Record storage: Rack detail with location.
- 18. Hardcopy Record Storage: Shelf detail with location

Name, Signature & Seal of the Bidder

Technical Bid (Eligibility Criteria):

The Scanned copies of the following Mandatory documents to be uploaded on e-Tendering Portal in the following format :

Sl no.	Details / Particulars	Uploaded (Yes/No)	Page No
A	(To be Mentioned in the Letter head of the Firm). 1. Name & Address of Bidder with phone number, email-id. 2. Specify whether a Proprietorship / Partnership firm/ Company 3. Name of Proprietor /Partner/Managing Director/Director.		
B	Name, address & designation of the authorized person for signing the bid documents. (Authorization should be made in Letter head of the Organisation)		
C	Name, Address, Phone & Fax No. of Branch Office at Bhubaneswar or nearby, if any.		
D	PAN No. (enclose the attested copy of PAN Card)		
E	GST Registration Certificate showing clearly GST no. of the firm		
F	Income Tax return for the last Three years (2017-18,2018-19 & 2019-20). Note: the condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.)		
G	Annual Turn Over for last Three Financial Years (2017-18,2017-18,2018-19). (Duly signed by Chartered Accountant) (Note: the condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.)		
H	Details of the Earnest Money Deposit (EMD) ₹.40,000/- (Rupees Forty Thousand only). EMD will be accepted in the form of FDR or BG (Bank Guarantee). {DD (Demand Draft) will not be accepted}.		
I	Firms registered with NSIC (for said work) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate).		
J	Whether the firm is a Registered firm under MSEs, SSI or NSIC (attach copy of certificate). MSME registered bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME. Whether declaration of UAM number by the bidder on CPPP has been made or not.		
K	Undertaking for acceptance of all Terms & Conditions in original (Annexure-I) .		
L	Notarised affidavit as per Annexure –II on Indian Non-Judicial Stamp Paper of ₹.10/- that (i) no police case is pending against the Proprietor / Partner/ Director of the Firm/Company (Agency). (Indicate any convictions if any against the Company/firm/partner.) (ii) proprietor/firm has never blacklisted by any organization. (ii) we have not quoted the price higher than previously supplied to any Government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.		

	(If you don't fulfil these criteria, your tender will be out rightly rejected.)		
M	Whether the details quoted is as per specification, if not, The statement of deviation (Parameter wise) from the tender technical specification must be enclosed. - (Annexure-IV)		
N	Have you previously undertaken this work in any government / reputed private organization? If yes, list of Major Customers may be given on a separate sheet and proof of previous satisfactory supply, if any. Experience of similar work in 500 bedded Hospital in last three work. (Annexure - V)		
P	The said work under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. of India, therefore bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.		
T	Manual Submission of Documents		
U	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :		
V	Any other information, if necessary		

FINANCIAL BID :

1. The Rates are to be quoted in the given format as per “**Annexure- “VI”**”.
2. All quoted rates should be inclusive of all work like Scanning/ Digitizing/ Archiving, Cleaning, Bookmarking, Indexing and Retrieval Software & labour charges and GST **(Both Percentage and Numerical calculation against each item to be mentioned.)**
3. The rates should be quoted in Indian Rupees in figure as well as in words only.
4. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
5. After due evaluation of the bids, Institute will award the contract to the responsive Bidder who has quoted the Lowest Price for the works mentioned at **Para-1**.

**Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar**

GENERAL TERMS AND CONDITIONS :

1. The validity of the Bid Tender Document shall be for 180 days from the date of opening of the bid.
2. Tenders should be quoted by the original manufacturer (OEM) recommended authorised distributor or selling agent of a particular firm, who shall submit a current authority letter in support of the same from the original manufacturer concerned in the format given at “**Annexure-III**”.
3. Bidders are required to quote strictly as per specification. Deviation if any to specification must be brought out clearly giving deviation statement in **Annexure-IV**.
4. Additional features if any should be listed separately in the offer.
5. The work required to be undertaken as per the buyer under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications and particulars contained/ mentioned in the clauses hereof. The purchaser will be entitled to reject the said work as may be discovered not to conform to the said description and quality.
6. The Bidder should state categorically whether they have fully trained technical staff for undertaking the above said work.
7. The supplier further warrants that the works undertaken as per the contract shall have no defect arising after the completion of task and also as per the AIIMS, Bhubaneswar specifications) or workmanship and will provide support service to MRD Section in case of emergency and problem entangled during implementation of the software after work is completed.

FALL CLAUSE:

If at any time during the execution of the contract, the Manufacture/Distributor/Dealer reduces the sale price or sells or offers to sell such equipment, as are covered under the contract, to any person/organization including the purchaser or any department of Central Government or any department of AIIMS Bhubaneswar/PSUs at a price lower than the price chargeable under the contract during the Current Financial Year, he shall forthwith notify AIIMS, Bhubaneswar. The necessary difference amount about such reduction or sale or offer of sale to the purchaser and the price payable under the contract for the stores supplied after the date of coming into force of such reduction or sale or offer of sale shall stand correspondingly reduced and deposited to AIIMS Bhubaneswar by the Bidder or AIIMS Bhubaneswar will deduct from the pending bills/Performance Security Deposit to recover the loss to the Government.

SCHEDULE OF WORK:

1. The firm will be bound to start the work within 30 (Thirty) days from the date of PO/SO. Thereafter suitable action as deemed fit, will be initiated. The hospital will recover the general damages or extra expenditure incurred in the risk purchase at the risk and cost of bidder and amount paid in excess shall be deducted from their pending bills. The above shall be in addition to forfeiture of Bid Security and black listing of the firm depending upon the circumstances of the default/merit of the case.
2. If the supplier fails to start the work on or before the stipulated date, then Late Delivery charges at the rate of 0.5% per week or part there of shall be levied subject to maximum of 10% of the total order value exceeding 3 days from the stipulated date. (Excluding the date of issue of Supply Order / acceptance letter and date of delivery). Purchaser may also resort to termination of the Supply Order & even Tender at any time after expiry of the allowable period for supply of the materials.
3. Part/Partial work will not be accepted and may be decided after PBC.
4. The Director, AIIMS Bhubaneswar has full authority to consider the performance of bidder and they should submit a latest performance certificate from any other Govt. Hospitals/Institutions/PSUs to testify the proper dealing & performance related to the said work.

PAYMENTS:

- (a) 70% payment of the total order value shall be released after the successful Installation & Commissioning of the ordered software against submission of the Installation &

Commissioning Report & on furnishing of Performance Security & execution of Contract Agreement.

(b) Balance 30% of the order value shall be released after one month of successful installation & Commissioning of the Software & digitisation and based upon the Report of Satisfactory Functioning to be furnished by the user department of AIIMS, Bhubaneswar.

(c) For processing the payment, the supplier has to submit three copies of Invoice along with receipted challan copy, Installation Report duly counter signed by the user department and other relevant papers etc.

PERFORMANCE SECURITY DEPOSIT: -

1. The successful Bidder will be liable to deposit 10% of value of the Contract/ Purchase Order as Performance Security Deposit in favour of "AIIMS Bhubaneswar" by way of "Irrevocable Performance Bank Guarantee" or FDR (duly endorsed in favour of AIIMS Bhubaneswar) from a Nationalised /Commercial Bank.

2. The Performance Security should be valid for **06 months**, which is refundable immediately after 06 months of successful running of Software and verification of Records by the Technical Committee.

3. The Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

DISPUTES AND ARBITRATION: -

All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion, failing which the matter will be referred to an arbitrator who will be appointed by the Director, AIIMS Bhubaneswar for arbitration for settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment, whose decision shall be binding on the contracting parties.

POWER TO IGNORE MINOR DEVIATION: -

AIIMS, BBSR reserve the right to ignore any trivial nature of deviation in tender documents as decided by the Competent Authority while processing the tender. The Institute may also seek any clarification / documents to substantiate the claim of the bidder at the later stage if felt necessary. However, the bidder cannot claim it as a matter of right and will be bound to comply the Terms & Conditions of the Tender without citing the ground of trivial deviation / seeking of the clarification/ documents in support of the cancellation of his/ her bid.

LAW GOVERNING THE CONTRACT AND JURISDICTION.

The contract shall be governed under Indian Contract Act 1872 and instructions thereon from the government of India. The Court of Bhubaneswar shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

OTHERS: -

1. After due evaluation of the bid, Institute will award the contract to the responsive Bidder who has quoted the lowest price for the said work.

2. The Bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency/ies without prior written consent of the Director, AIIMS Bhubaneswar. If it is found that the firm has given sub- contract to another agency, the contract shall stand cancelled & the performance security deposit of such Bidder shall be forfeited by AIIMS Bhubaneswar.

3. The AIIMS Bhubaneswar shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the Supplier Agency during the course of their performing the duties to this office in connection with purchase

order/supply order for supplying/installation/ commissioning of ordered Equipment/ Accessories/ Items at AIIMS Bhubaneswar.

U. Debarment from bidding.

- (i) A bidder shall be debarred if he has been convicted of an offence-
 - (a) under the Prevention of Corruption Act, 1988; or
 - (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- (ii) A bidder debarred under sub-section (i) or any successor of the bidder, shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.
- (iii) A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.
- (iv) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.

V. Code of Integrity:

No official of the bidder shall act in contravention of the codes which includes

- (i) Prohibition of
 - (a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or other wise to influence the procurement process.
 - (b) any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - (c) any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - (d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - (e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - (f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - (g) obstruction of any investigation or auditing of a procurement process.
 - (h) making false declaration or providing false information for participation in a tender process or to secure a contract;
- (ii) Disclosure of conflict of interest.
- (iii) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause with any entity in any country during the last three years or of being debarred by any other procuring entity.

The purchaser will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

The Director, AIIMS Bhubaneswar (Odisha, India) has the full and exclusive right to accept or reject, increase or decrease the order quantity, any or all the terms of the tender without assigning any reasons thereof and also to cancel the supply at any time without assigning any reason.

E-TENDERING INSTRUCTIONS TO BIDDERS

General:

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in this Tender Document. Submission of Online Bids is mandatory for this Tender. E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers / Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, AIIMS BHUBANESWAR has decided to use the portal www.tenderwizard.com/AIIMSBBSR, <https://eprocure.gov.in> or www.aiimsbhubaneswar.nic.in

Instructions:

1. Tender Bidding Methodology:

Two Stage Online Bidding

2. Broad outline of activities from prospective Bidders:

1. Procure a Class III Digital Signature Certificate (DSC)
2. Register on the e-Procurement portal www.tenderwizard.com/AIIMSBBSR
3. Create Users on the above portal
4. View Notice Inviting Tender (NIT) on the above portal
5. Download Official Copy of Tender Documents from the above portal
6. Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, BBSR
7. Bid-Submission on the above portal.
8. Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part
9. Post-TOE Clarification on the above portal (Optional) – Respond to AIIMSBBSR's Post-TOE queries.
10. Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Financial Part (Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

3. Digital Certificates:

For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration:

To use the Electronic Tender portal www.tenderwizard.com/AIIMSBBSR, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorised Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable (i.e. Rs.2000 +GST as applicable).

Note: After successful submission of Registration details and Annual Registration Fee, please contact to the Helpdesk of the portal to get your registration accepted/activated.

1. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
2. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However it shall be sole responsibility of bidder that the uploaded documents remain legible.
3. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
4. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

Bid submission

The entire bid-submission would be online on the Tender wizard portal i.e. <https://www.tenderwizard.com/AIIMSBBBSR>

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
- (ii) Submission of information pertaining to Bid Security/ EMD.
- (iii) Submission of signed copy of Tender Documents/Addendums.

The TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required to establish compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.

The FINANCIAL PART shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copy of duly filled price schedule as **Annexure** are to be uploaded.

Processing Fee : Firm have to pay processing fee (i.e. 0.1% of ECV+ GST as applicable (min.750/- & Max Rs.7500/- + GST as applicable) through online (Credit card/ Debit Card/ Net Banking), When participating in the e-Tender.

Offline Submissions:

The bidder is requested to submit the following documents offline to **The Sr. Procurement-cum Store Officer, AIIMS, Sijua, Bhubaneswar (Odisha) – 751019** on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (name of the tender), the tender number and the words ‘DO NOT OPEN BEFORE’ (due date & time).

1. EMD-Bid Security in Original, in shape of FDR/BG only pledged in favour of AIIMS, Bhubaneswar, valid for a period 180 days
2. Documents as Per NIET

Public Online Tender Opening Event (TOE)

The e-Procurement portal offers a unique facility for ‘Public Online Tender Opening Event (TOE). Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal provides a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and / or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Important Note: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement / e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMSBBBSR by the bidders in time, then AIIMSBBBSR will promptly reschedule the affected event(s).

Other Instructions :

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
2. Register your organization on the portal well in advance of your first tender submission deadline on the portal
3. Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
4. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc)

While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be imparted by the ASP, M/s. ITI, Bhubaneswar, if required, before participation in the online tendering.

For any further assistance, please contact Mr Swadesh Kumar Bal (07377708585/ 09776823641), Helpdesk-011-49424365, ITI email ID for mailing communication:- twhelpdesk404@gmail.com /twhelpdesk680@gmail.com/ twhelpdesk614 @ gmail.com

Please see annexure enclosed: - Annexure-I to VII

S/N	Particulars	Annexure Ref.	Refer Page
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure- I	
2	Criminal Liability Undertaking	Annexure- II	
3	Manufacturers Authorisation Certificate for Software	Annexure- III	
4	Deviation Statement Form	Annexure- IV	
5	Performance Statement Form	Annexure- V	
6	Financial Bid (PART -I)	Annexure- VI	
7	Performa of performance Guarantee/Bank Guarantee bond	Annexure- VII	

**Sr. Procurement-cum Store Officer
AIIMS, Bhubaneswar**

Name of the E-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

UNDERTAKING

FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER DOCUMENT

**To,
The Director,
AIIMS Bhubaneswar,**

Sir / Madam,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/We undersigned hereby bind myself/ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR, ODISHA-751019 to supply the approved awarded Software/ other items in the approved prices to AIIMS Bhubaneswar.
3. The t/Instruments/Apparatus shall be brand new, of the best quality and of the kind as per the requirement of the institution. The decision of the Director, AIIMS Bhubaneswar, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/We undertake to arrange for a demonstration of the Software/ other items, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of our bid. Cost of such demonstration shall be borne by me/us.
5. I/We hereby undertake to supply the Software/ other items during the validity of tender as per directions given in supply order within stipulated period positively.
6. I/We undertake that the items supplied are as per Make/ Model /Catalogue/ technical literature description.
7. If I/We fail to supply the Software/ other items in stipulated period, necessary action can be taken by the Director, AIIMS Bhubaneswar who has full power to compound or forfeit the Bid Security/ Security deposit.
8. If it is deemed necessary to change any article on being found of inferior quality, it shall be replaced by me/us free of cost in time to prevent inconvenience.
9. Performance security of 10% of the cost of the supply value shall be deposited by me/us in the form of FDR/Irrevocable Bank Guarantee in favour of All India Institute of Medical Sciences, Bhubaneswar on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director, AIIMS BBSR till the validity of the warranty period plus two months may be decided after PBC.
10. I/We declare that no legal/financial irregularities are pending against the proprietor Partner/Director of the tendering firm or manufacturer.
11. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Government of India/Govt. Hospitals/Medical

Institutions/PSUs. I/we also offer to supply the Equipment at the prices and rates not exceeding those mentioned in the Financial Bid.

12. I/We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.

13. I/We undertake to supply the all Literature (Log Book/ Maintenance Record/ Troubleshooting / Operation Manuals etc.) supplied with each Equipment by Principal Manufacturer in Original to AIIMS Bhubaneswar.

14. I/we have necessary infrastructure for the maintenance of the equipment and will provide all accessories/spares as and when required during warranty period as well as CMC period.

15. I/we undertake to get the Equipment repaired within 48 hours of the receiving of the complaint from the AIIMS Bhubaneswar, failing which a penalty at the rate of Rs.300/- per day shall be deducted from pending bill/ Performance Bank Guarantee before releasing the same as decided in PBC.

16. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything, adverse comes to the notice of purchaser during the validity of tender period, the Director, All India Institute of Medical Sciences, Bhubaneswar (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of Bidder

With seal of firm

(Name of Bidder)

Place

Date.....

Name of the E-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

CRIMINAL LIABILITY UNDERTAKING

(To be executed on ₹ 10/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....
Resident of
.....
.....

do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted by any Government authority/ organisation.
4. I/We have not quoted the price higher than previously supplied to any Government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.

Signature

(Name)

Seal of the participating Bidder Company

Affirmation/Verification
By Notary Public

Manufacturers' Authorisation Form for Software

(The Bidder shall require the manufacturer to fill in this form in accordance with the instructions indicated. This letter of authorisation should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.)

Date: ***Insert date (as day, month and year)*** of Bid Submission

Tender No.: ***(Insert number from Invitation for Bids.)***

To

The Director

AIIMS Bhubaneswar

Sijua, Odisha, India

WHEREAS

We ***(Insert Complete name of Manufacturer)***, who are official manufacturer in ***(Insert type of goods manufactured)***, having factories at ***(insert full address of Manufacturer's Factories)***, do hereby authorise ***(Insert Complete Name of Bidder)*** to submit a bid the purpose of which is to provide the following equipment, manufactured by us ***(insert name and or brief description of the equipment)***, and to subsequently negotiate and sign the contract.

We accept the Warranty / Guarantee condition mentioned in the tender documents of AIIMS Bhubaneswar.

We also hereby confirm that we would be responsible for the satisfactory execution of contract placed on the authorized agent including availability of spare parts & consumables for the period of 10 years for supplied equipment to AIIMS Bhubaneswar.

Signed : ***(insert signature of authorised representative of the manufacturer)***

Name : ***(insert complete name of authorised representative of the manufacturer)***

Duly authorised to sign this authorisation of behalf of: ***(insert complete name of Bidder)***

Date on _____ day of _____, _____

(insert date of Signing)

Deviation Statement Form

1. The following are the particulars of deviations from the requirements of the tender Technical Bid Specifications (parameter wise).

Specification	Deviations	Remarks (including Justification)

Note :

- 1) Where there is no deviation, the statement should be returned duly signed with an endorsement indicating (parameter wise) ***“No Deviations”***

Place :

Date :

Signature and seal of the
Manufacturer/Bidder

Performance Statement Form

Name of the Firm

Sl No.	Order placed by (Full address of Purchaser)	Order No. & date	Value of order (Equipment)	Have the items been installed & Commissioned satisfactorily (Yes/No)

Signature and seal of the manufacturer / Bidder

.....

Place :**Date :****Note : Documents to be attached.**

Annexure- VI

Financial Bid

(Following Finance bid to be submitted on the letterhead of the company firm)

SL NO	TYPE OF WORK	UOM	QTY	UNIT PRICE	GST TAX (%)	GST TAX AMOUNT	TOTAL AMOUNT (INCLUDING GST)
01	Scanning/ Digitizing/ Achieving	Whole work	01				
02	Cleaning	Whole work	01				
03	Book Marking	Whole work	01				
04	Indexing	Whole work	01				
05	Retrieval Software	Ea	01				

1. I/We have gone through the Terms & Conditions as stipulated in the tender enquiry document and confirm to accept and abide by the same.
2. The above quoted rates are inclusive of all charges payable up to AIIMS Bhubaneswar site and cost involved for whole work. No other charges would be payable by the Institute.
3. That I/We shall provide the quality work.
4. **Work to be started:** within 30 days from issuance of PO at AIIMS, Bhubaneswar.
5. That I/We undertake that the information given in this tender are true and correct in all respect.

Signature of the bidder with seal.

Date:

Place:

Form of Performance guarantee / Bank guarantee bond

In consideration of the Director of All India Institute of Medical Sciences Bhubaneswar (hereinafter called "AIIMS Bhubaneswar") having offered to accept the terms and conditions of the proposed agreement between AIIMS Bhubaneswar and (hereinafter called "the said Vendor(s)") for the supply, installation & commissioning of (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. (Rupees only) as a bid security/performance guarantee from the vendor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement with reference to tender No.

1. We, (hereinafter referred to as "the Bank") hereby undertake to pay to the AIIMS Bhubaneswar an amount not exceeding Rs. (Rupees Only) on demand by the AIIMS Bhubaneswar.

2. We, (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the AIIMS Bhubaneswar stating that the amount claimed as required to meet the recoveries due or likely to be due from the said vendor(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. We, the said bank further undertakes to pay the AIIMS Bhubaneswar any money so demanded notwithstanding any dispute or disputes raised by the vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the vendor(s) shall have no claim against us for making such payment.

4. We, (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the AIIMS Bhubaneswar under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Director AIIMS Bhubaneswar on behalf of the Government certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Vendor(s) and accordingly discharges this guarantee.

5. We, (indicate the name of the Bank) further agree with the AIIMS Bhubaneswar that the Institute shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Vendor(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 vendor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Vendor(s) or for any forbearance, act of omission on the part of the AIIMS Bhubaneswar or any indulgence by the AIIMS Bhubaneswar to the said Vendor(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.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor(s).

7. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the AIIMS Bhubaneswar in writing.

8. This guarantee shall be valid up to unless extended on demand by the AIIMS Bhubaneswar. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees) 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 this guarantee shall stand discharged.

Dated the day of for (indicate the name of the Bank)

(Name, designation and code No. of the Bank Officer(s) signing the guarantee)

(Address & other details of the Controlling Officer of the branch of the bank issuing the BG)