

Notice Inviting e-Tender for **AMC (Annual Maintenance Contract)** **for Fire Fighting Systems Installed at AIIMS, Bhubaneswar**

(File No. : AIIMS/BBSR/Engg./ 555 refers)



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NIT No. : **AIIMS/BBS/Engg./ 006 /2020-21**
NIT Issue Date : 12th Jun 2020
Last Date of Submission : 22nd Jun 2020 (by 1400hours)

“Certified that, this tender document contains **35 (Thirty Five)** Pages only”.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

**Government of India, Ministry of Health & Family Welfare
Project Cell, AIIMS, Bhubaneswar**

Name of Work : **AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar.**

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

(a)	Name of Work	AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar. <i>(i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar).</i>
(b)	Tender (NIT) No.	<u>AIIMS/BBS/Engg./ 006 /2020-21</u>
(c)	Contract Period	01 (One) Year.
(d)	Estimated Cost	Rs. 33,66,065/- (Rupees THIRTY THREE LAKH SIXTY SIX THOUSAND AND SIXTY FIVE only)
(e)	Earnest Money Deposit (EMD)	Rs. 68,000/- (Rupees SIXTY EIGHT THOUSAND only)
(f)	Performance Security (Bank Guarantee)	05% of Tendered Cost.
(g)	Security Deposit	NA.
(h)	Tender documents will be Issued From	Download from Institute Website. (i.e. www.aiimsubnaneswar.edu.in , www.tenderwizard.com / AIIMSBBSR , www.eprocurement.gov.in).
(j)	Last Date, Time & Place of Submission	By 12th Jun 2020 at 1400 Hours through online.
(k)	Date, Time for opening of Technical Bid	On 22nd Jun 2020 at 1530 Hours.

1. The time of submission of Tender is **22nd Jun 2020 by 1400 Hours**. The indenting Bidder must read the Terms & conditions of AIIMS, Bhubaneswar carefully. He/They should only submit his/her/their bid if he/she/they consider himself/themselves eligible and he/she/they is/are in possession of all the documents required.

2. Information and Instructions for bidders posted on website shall form part of bid document.

3. The Bid documents consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms & conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website www.aiimsubnaneswar.edu.in Or www.tenderwizard.com/AIIMSBBSR.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR e-TENDERING

The Executive Engineer (Civil), AIIMS, Bhubaneswar invites on behalf of Director, AIIMS, Bhubaneswar, Item Rate Tender from **Bidders** with experience of *Similar Work* as per eligibility Criteria in Two (02) Bid system (Technical & Financial respectively) for the Work. Reputed Bidder having enough experience is required to quote their best price for the Work :-

Ser. No.	Description	Details
(a)	NIT No.	<u>AIIMS/BBS/Engg./ 006 /2020-21</u>
(b)	Name of Work:	AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar. (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar).
(c)	Estimated Cost	Rs. 33,66,065/- (Rupees THIRTY THREE LAKH SIXTY SIX THOUSAND AND SIXTY FIVE only)
(d)	Earnest Money	Rs. 68,000/- (Rupees SIXTY EIGHT THOUSAND only)
(e)	Period of Completion	01 (One) Year.
(f)	Last date and time of online submission of tender	By 12th Jun 2020 at 1400 Hours through online.
(g)	Time and date of online opening of Documents	On 22nd Jun 2020 at 1530 Hours.
(h)	Time and date of opening of Online Financial Bids	To be intimated later.
(j)	Period during which <u>hard copies of EMD (in Original), Registration Certificates, Undertaking and other Documents to be submitted to the Office of EE (Civ.) by the Lowest Bidders.</u>	Only the Lowest Bidder (L-1 Bidder) shall have to submit/deposit <i>the Original Instrument for EMD (Demand Draft) and Self Certified Copies of other Eligibility Documents with the Executive Engineer (Civil) calling the Tender within 01 (One) Week of the opening of Financial Bid.</i>

1. AIIMS, Bhubaneswar invites Tender for Annual Maintenance Contract (AMC) of Fire Fighting Systems installed at AIIMS, Bhubaneswar. The Buildings located in Hospital & Residential Complex are as follows which needs AMC :-

- (a) **Hospital Complex.**
- | | |
|---|------------------|
| (i) Hospital Buildings. | - (G + 6 Levels) |
| (ii) Administrative Building. | - (G + 2 Levels) |
| (iii) Academic Building. | - (G + 4 Levels) |
| (iv) Nursing College. | - (G + 4 Levels) |
| (v) Auditorium. | - (G + 2 Level) |
| (vi) Animal House | - (G Level Only) |
| (vii) STP/ETP Building. | - (G Level Only) |
| (viii) Waste Management Complex. | - (G Level Only) |
| (ix) Mortuary. | - (G Level Only) |
| (x) 'Ayush' Building. | - (G Level Only) |
| (xi) Gas Manifold Room. | - (G Level Only) |
| (xii) Sub-Station-1, Sub-Station-2, Boiler Maintenance Room, Maintenance Workshop | - (G Level Only) |

- (b) **Housing Complex.**
- (i) Block `A`, Block `B`, Block `C`, Block `D`, Block `E`.
 - (ii) Hostels (PG - IA, PG - IB, PG - II & PG - III)
 - (iii) Staff Quarters (Type - II, Type - III, Type - IV, Type - V)
- (c) Director's Bungalow. - (G Level Only)
- (d) Guest House. - (G Level Only)

2. The intending bidder must read the terms and conditions of Tender document carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents/certificates required.

3. Information and Instructions for bidders for e-tendering posted on website shall form part of bid document.

4. 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 <http://www.tenderwizard.com/AIIMSBBBSR> or www.aiimsbhubaneswar.edu.in free of cost.

5. For e-tendering of this tender, AIIMS has engaged e-portal maintained by M/s ITI Limited, Bhubaneswar. Intending bidders shall have to register with M/s ITI Limited, Bhubaneswar to participate in the tendering process. For details kindly visit website <http://www.tenderwizard.com/AIIMSBBBSR> or contact Shri SANJEEB MAHAPATRA (Mobile No. 7377708585). If needed they can be imparted training on online bidding process as per details available on the website.

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

7. The bid can be submitted only after depositing e-tender Processing Fee in favor of ITI Limited and uploading the mandatory scanned documents as specified within the period of bid submission.

8. Copies of eligibility documents and EMD 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.

9. Bidders must ensure to quote rate of each item. The column meant for quoting rate in figures appears in dark yellow colour and the moment rate is entered, it turns sky blue. 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). After submission of the bid online the contractor can re-submit revised bid any number of times but before last time and date of submission of bid as notified.

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. **The Bidders shall have to scan & upload the following Eligibility Documents within the period of bid submission :-**

- (a) Demand Draft of any scheduled Bank against EMD in favor of AIIMS, Bhubaneswar.
- (b) **Certificates of Work Experience & Completion Certificate of Similar work from Client not below the Rank of Executive Engineer, as mentioned in Ser. No. - 4, Page No. - 7 refer under Eligibility Criteria.**
- (c) Certificate of Registration for GST and acknowledgement of Clearance up to date filed return.
- (d) Copies of Contractor's License or Registration of the Firm.
- (e) Copies of ESI Registration (with Latest Copy of Challan/Voucher as deposited).
- (f) Copies of EPF Registration (with Latest Copy of Challan/Voucher as deposited).
- (g) Declarations to be given by the Tenderers (as per Page 07).
- (h) **Details of Work Completed during last 07 (Seven) Years (Appendix 'A', Page-11) and Detailed Information of Bidder (Appendix 'B', Page-12) duly completed and signed by the Bidder.**

15. Deployed manpower for the above purpose should have at least Diploma Certificate on Fire Safety from Reputed Institution.

16. **Payment Terms.**

(a) Payment of AMC Charges shall be released on monthly basis on submission of Invoice, filled up forms towards Job Done/Carried Out for the month as per **Annexure 'A'** which should be **checked by JE (In-Charge) and duly certified by Executive Engineer (Civil/Electrical).** The **User Certificate should be signed by concerned user and duly countersigned by Medical Superintendent or Medical Superintendent (In-Charge) in the absence of Medical Superintendent.**

(b) Payment towards deployed manpower shall be released monthly basis on submission of Invoice, Filled up Forms towards Job Done/Carried Out for the month as per Annexure 'B' which should be **checked by JE (In-Charge) and duly certified by Executive Engineer (Civil/Electrical).** The **User Certificate should be signed by concerned user and duly countersigned by Medical Superintendent or Medical Superintendent (In-Charge) in the absence of Medical Superintendent.**

17. ***Only the Lowest (L-1) Bidder shall have to submit/deposit the Original Instrument for EMD (Demand Draft) and Self Certified copies of other Eligibility Documents with the Executive 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 from Tendering in AIIMS".***

18. Information & Instruction for Contractor will form Part of NIT.

**Executive Engineer (Civil)
AIIMS, Bhubaneswar**

DECLARATIONS TO BE GIVEN BY THE TENDERERS

It is to certify that :-

(a) I /We have gone through CPWD W-8 amended up to correction Slip No.6 as available on website www.tenderwizard.com / www.aiimsbhubaneswar.edu.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 Civil Zone, Odisha. In case at any stage, it is found that the information given by me is false/incorrect, AIIMS shall have the absolute right to take any action as deemed fit without any prior intimation to me".

Date : _____

Signature of the Tenderer

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

(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, than 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 Earnest Money Deposit/Performance Guarantee".

Date : _____

Signature of the Tenderer

(d) ***"In Case I/We become the Lowest Bidder, the Original Instrument for EMD (Demand Draft) and Self Certified copies of other Eligibility Documents shall be deposited by me/us with the Executive 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 withdraw my/our enlistment/debar me/us from Tendering in AIIMS".***

Date : _____

Signature of the Tenderer

GENERAL RULES & DIRECTIONS

Superintending Engineer (I/C), AIIMS, Bhubaneswar invites on behalf of Director, AIIMS, Bhubaneswar invites Item Rate Tender from Firms/Contractor of reputed/experienced Registered Contractors/Firms and other eligible firms having successfully completed works of similar nature as per eligibility conditions.

1. **Name of Work** : **AMC** (Annual Maintenance Contract) **for Fire Fighting Systems installed at AIIMS, Bhubaneswar** (i.e. *Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar*).

2. The work is estimated to cost of **Rs. 33,66,065/-** (Rupees **THIRTY THREE LAKH SIXTY SIX THOUSAND AND SIXTY FIVE** only). The estimate, however, is given merely as a rough guide.

3. **Eligibility Criteria**. Contractor shall also have to fulfill following eligible criteria to apply :-

(a) The Specialized Agencies having Experience of **07 (Seven) Years** in Providing Comprehensive Operation of fire Fighting and Maintenance Services and **Turn Over not less than Rs 50 (Fifty) Lakh per year in fire Fighting System** and having experience of execution in similar nature of work in Government Buildings, Multi-Storied Apartments, Business Centers, Malls, Railway Station/Air Port not less than 75,000 Sq. Ft. (super Built-Up Area) needs only apply for providing Comprehensive Operation and Maintenance Service of Fire Alarm and Fire fighting Services for AIIMS, Bhubaneswar.

(b) Three (03) similar works, each of value **not less than 40%** of estimated cost put to tender **or** Two (02) similar works each of value **not less than 60%** of estimated cost put to tender **or** one (01) similar work of value **not less than 80%** of estimated cost put to tender **in last 07 (Seven) Years ending 31st Mar 2020**. The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 07% per annum, calculated from the date of completion to the last date of submission of bid.

(c) The scope of work for as detailed in **Annexure - I & II** shall be applied to the Fire Alarm and Fire Fighting Systems of AIIMS, Bhubaneswar.

(d) The Bidder should have registration with **Employee Provident Fund (EPF) Commissioner** and **Employee State Insurance (ESI) Corporation**.

(e) The experience of similar work should be from Central Govt., State Govt., PSU and Autonomous Body.

(f) 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.

(g) The site for the work is available.

(h) 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.

(j) Conditional Bids shall not be considered and will be out-rightly rejected at the very first instance.

4. **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 ***"AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar)"***.
5. **Earnest Money Deposit.** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **Rs. 68,000/-** (Rupees **SIXTY EIGHT THOUSAND** only) by way of Demand Drafts only. **Scanned Copy of the Demand Drafts 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.
6. **Performance Guarantee.** The successful contractor will be required to furnish a **Performance Guarantee of 05% (Five Percent) of Contract Value** after receiving notification of award ***in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank duly pledged in the name of the "All India Institute of Medical Sciences, Bhubaneswar"*** which shall be kept valid for a period of 60 days beyond completion of all the contractual obligations. The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non-observance of any condition of the contract. Performance Security will be discharged after completion of contractor's performance obligations (including Warranty/Guarantee period) under the contract. In case the contractor fails to deposit the said performance guarantee within the period including the extended period if any, the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor. The earnest money deposited along with tender shall be returned after receiving the aforesaid performance guarantee.
7. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at their 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.
8. The Tender paper/documents can be seen/ downloaded from Official website & submitted through Online or Site. For any query Executive Engineer (Civil), Phone : 0674 - 2476068/Superintending Engineer (I/C), Phone : 0674 - 2476666, AIIMS, Bhubaneswar, may be contacted.
9. The competent authority on behalf of 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.
10. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable to rejection.
11. The Competent Authority, The Director, AIIMS, Bhubaneswar reserves to hereelf/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.

12. The contractor shall not be permitted to bid for works in the AIIMS, Bhubaneswar responsible for award and execution of contracts, in which his near relative is posted as an officer in any capacity between the grades of Superintending Engineer and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any 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.

13. 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.

14. The bid for the works shall remain open for acceptance for a period of 180 days from the date of opening of bids.

15. 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.

16. (a) Security Deposit equal to 05% of the Material 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.

17. This the Contract for 01 (One) Year 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. If the contractor fails to complete the work on or before the stipulated date, than a penalty at the Rate of 0.50% per week of the total order value shall be levied subject to maximum of 10% of the total order value.

18. List of Documents to be submitted along with the Technical Bid (Hard Copy).

(a) Demand Draft of any scheduled Bank against EMD.

(b) Form A & B duly filled in.

(c) Certificates of Work Experience & Completion Certificate of Similar Work from Owner.

(d) Certificate of Registration for GST and acknowledgement of up to date filed return if required.

(e) All documents as per Ser. No. 13 (a) to (h) (Page - 05 refers).

**Executive Engineer (Civil)
AIIMS, Bhubaneswar**

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

(i.e. FOR THE YEAR ENDING MAR 2019)

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)	(i)	(k)
1.									
2.									
3.									
4.									
5.									
6.									
7.									

(Authorized Signature of the Bidder with Seal)

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 centre 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)

Percentage Rate Tender / Item Rate Tender & Contract for Works

e-Tender for the Work of : Tender for “**AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar)**”.

To be submitted online by :

- (a) Time and date of online Opening of Technical Bids. : **22th June 2020 by 1400 Hours.**
- (b) Time and date of opening of Online Financial Bids. : **To be intimated later.**

TENDER

I/We have read and examined the notice inviting tender, schedule along with Appendices and Annexure(s) 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.

A sum of **Rs. 68,000/-** (Rupees **SIXTY EIGHT THOUSAND** only) is hereby 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 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 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 contractor on back to back basis. Further that, if such a violation comes to the notice of AIIMS, Bhubaneswar, then I/We shall be debarred for tendering in AIIMS, Bhubaneswar in future forever. Also, if such a violation comes to the notice of AIIMS, Bhubaneswar before date of start of work, the Administrative Officer shall be free to forfeit the entire amount of 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 : *
(* To be filled in by the Contractor.)

Occupation : *

SPECIAL CONDITIONS OF CONTRACT

Name of Work : ***AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar).***

1. **Discrepancy between Specifications.** In case of discrepancy in the specifications or any other matter, the matter shall be brought by the contractor to the notice of the Engineer-in-Charge for further decision.
2. **Contractor to employ Qualified Supervisor.** The contractor shall employ Skilled Supervisor to supervise and execute the work.
3. **Inconvenience to the Public.** The Contractor shall not deposit or store any materials at any site without permission of the Engineer. The materials will be stored at such places only with prior approval of the Engineer as there is no obstruction in Traffic or other Agencies.
4. **The provision against Accident & Safety Measures.**
 - (a) The Contractor will take all necessary precautions against a Fire during the course of his work and will ensure the work against Fire at his own cost.
 - (b) He will also take all care against likely damage of Floor, Walls, Doors, Windows or any part of the Building. In case of any damage or loss, the contractor has to make good at his own cost.
5. **Specifications.** In the absence of specifications for any work or material, relevant Indian Standard (ISI) Specification shall be applicable.
6. **Cleaning the Site.** The site described and shown on the plans, shall be cleared off all the rubbish of all kinds etc. complete. After completion of the work and the site shall be handed over in neat and clean condition.
7. **Secrecy.** In a view to safeguard the Secrets & Confidential information relating to All India Institute of Medical Science, Bhubaneswar, the Tenderer binds himself and his successors to secrecy & contracts to bind to secrecy of his Officials, Managers, Technical Senior Staff & all other staff directly or indirectly concerned in or whom have to acquire information relation to the AIIMS, Bhubaneswar equipment and the Tenderer shall access to any such information.
8. **Security Rules.** The Contractor shall follow at Site Security rules regarding removal of materials from site, issue of materials from site, issue of materials from stores, issue of Identity Card etc., as may be framed from time to time by the Engineer. It is to note that the Security Section is empowered to carry out the checks.
9. **Care in case of occupied buildings.** Tenderer may also note that when the subject work is to be carried out in the premises of occupied residential and other buildings which are already under occupation, all care shall be taken to protect personal and/or Government materials fixtures, appliances, equipment's etc. In case of any damage to any of the existing arrangements, contractor is liable to do such work to its original and/or shall be liable to pay the cost of such damages/losses. The work shall be carried in close co-ordination with occupants of these buildings without any hindrance and interruption.
10. **Supply of Tools, Tackles & other materials.** For full completion of the work, Contractor shall at his own expense arrange and furnish all necessary work tools, tackles, scaffolding, tagaries, mugs, scrappers, wire brushes etc., that may be required to complete the work under contract.
11. **Inspection of Work.** Engineer or any person appointed by them shall have access and right to inspect the work, or any part thereof at all times and places during the progress of the work. The inspection and supervision is for the purpose of assuring owner and/or Engineer and their representative will extend to contractor all desired assistance in interpreting the plans and specifications, all such assistance shall not relieve contractor from any responsibility for the work. Contractor without delay shall correct any work, which proves faulty.

12. Contractor shall take all precautionary measures to avoid any damages to adjoining property. All necessary arrangement shall be made at his own cost.
13. The contractor shall take instructions from the Engineer-in-Charge regarding collection and stacking of materials at any place. No excavated earth or building rubbish shall be stacked on areas where other buildings, roads, services and compound walls are to be constructed.
14. Normally, Contractors shall not be allowed to work at night. Work at night shall, however, be allowed if the site condition/circumstances so demand. However, if the work is carried out in more than one shift or at night, no claim on this account shall be entertained. In such situations, the Contractor shall make available to the department in proper means of transport such as vehicle at his own cost.
15. The contractor shall be responsible for the procurement of all the materials required to complete the work.
16. The work included in this Contract consists of “**AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar** (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar)”. The Contractor should arrange all Tools, Plants & Scaffolding materials for the work. No extra payment will be made for the materials.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

Scope of Work for Operation of fire Alarm & Fire Fighting System (Part - I)

1. Fire Supervisor.

- (a) **One (01) Trained Fireman Supervisor having Fireman Training Certificate from ITI or any Fire Training Institute with 05 (Five) Years of Experience** is required.
- (b) He shall be responsible for maintenance and upkeep of Fire Alarm system and Fire Fighting Installations and complete supervision of Staff & Systems.
- (c) He shall organize periodical Fire Drills with the assistance of Local Fire Brigade at least once in 06 (Six) Months. In the event of Fire, he shall take over command of the Fire Fighting and Evacuation of Operations. He shall position himself in the control Room and give necessary instructions to the Floor Warden and others on Public Address System/Telephone. He shall be responsible for ensuring that the Fire Brigade has been notified of the Fire. On arrival of the Fire Brigade, he shall direct them to the Fire Floor and act further according to their Instructions.

2. Fire Man/Assistant Fire Man.

- (a) **Three (03) Fireman having Fireman Training Certificate from ITI or any Fire Training Institute with 03 (Three) Years of Experience** is required.
- (b) The Fire Man/Assistant Fire Man shall familiarize himself with the fire Alarm and Extinction Appliances on the Floor, Location of Exit etc. If any damages noticed shall be immediately reported by them to the Fire Safety Officer.
- (c) They shall check for obstructions, if any, in the escape routes and arrange to remove them promptly.
- (d) In the event of Fire or Fire Alarm, the Fire Man shall ascertain the location of the Fire and take steps to extinguish the fire with available appliances. They ensure that the Supervisor Fire Man/Assistant Fire Man Officer is notified immediately. In the case evacuation becomes accessory, they shall organize evacuation operations on the Floor. The Floor Warden shall check the environment in the stairs prior to evacuation. If it is affected by smoke, alternative stairs shall be used.

3. Fire Safety Plan.

- (a) The agency shall be responsible for the drawing up of Fire Safety Plans for the Building with reference to the existing plan available with AIIMS, Bhubaneswar and for nominating Fire Man/Assistant Fire Man Officer in co-ordination with Consultant Security/Security Officer.
- (b) The Fire Safety Plan shall be drawn up in consultation with the Local Fire Brigade and the concerned Electrical Units. Inadequacies in the fire Alarm and Fire Fighting Applications shall be made good at the earliest.
- (c) The Fire Safety Plan shall include printing and displaying of Fire Safety Instruction to the Staff.

(d) The fire Safety Plan shall specify action to be taken by different Categories of Staff in cases of Fire e.g. supervisor floor Man, Fire Fighters, Watchman, Air-Conditioning Staff, Liftmen, Pump Operators, Sub-Station Staff and other remaining Staff.

(e) **The Fire Supervisor/Fireman will impart training of Staff on Fire Safety.**

4. **Records.** Systematic Records shall be maintained in connection with Inspection, Testing and Maintenance of Fire Fighting and Alarm Appliances :-

(a) **Log Book of Fire Alarm System.** The Log Book shall be a Record of Inspection Note, details of Replacements, Modifications, Abnormal Behavior Observed, Corrective Measures taken etc.

(b) **Log Book of Wet Riser System.** The Log Book shall be a record of Inspection Notes of Pump, Wet Riser and Static Water Tanks etc. The Log Book shall indicate the Results of Trial Runs of the System, Deficiencies noticed and Replacement etc.

(c) **Log Book of Fire Extinguishers.** The Log Book of Fire Extinguisher shall indicate Ser. No. of the Extinguishers, Type of Extinguishers, Location, Date of Purchase, Details of Tests, Inspection, Repairs and Recharging.

(d) A copy of the Fire Safety Plan of the Building incorporating details of the Fire Safety Organization, details and locations of Alarms, Fire Extinguishers, Floor Plans etc. shall be always available with the Fire Fighting Supervisor and in the Control room.

(e) **Fire Drill.**

5. **Surveillance.** The Fire Fighting supervisor should inspect the Buildings once every day to check House-Keeping and cleanliness. The Fire Man/Assistant Fire Man shall also check obstructions if an on Escape route and Fire Safety Appliances. After departure of the Staff, each day, the premises shall be inspected by Official/Officials nominated by the Fire Supervisor to see that there is no collection of Waste Paper or any other inflammable materials likely to cause fire. It shall be ensured that all electrical appliances such as heaters, Water Coolers, Air-Conditioners, Soldering Irons are Switched Off and Disconnected.

6. **Reporting of Fire to the Higher Authorities.** In all events of fire in AIIMS, Bhubaneswar, the Superintending Engineer (I/C) or Executive Engineer (Civil) or Executive Engineer (Electrical) of the Building should be informed through Officer-in-Charge of the Building, the Superintending Engineer (I/C) or Executive Engineer (Civil) or Executive Engineer (Electrical)/Security consultant Inspection.

7. **Maintenance of Fire Extinguisher.**

Executive Engineer (Civil)
AIIMS, Bhubaneswar

Scope of Work for Operation of Fire Alarm & Fire Fighting System (Part - II)

The Fire Fighting Equipment shall be kept in good working order at all times and maintenance schedule of the system should be drawn up by the Agency and circulated to all the concerned for proper monitoring and execution. Fire Supervisor shall be responsible for proper monitoring of the Fire Detection and Fire Fighting System and its General Cleanliness.

A Log Book to record Inspection Notes, details of Replacements, Modifications, abnormal behaviors observed, corrective measures taken etc. should be maintained.

Some Important Points as under should be Test Checked during Inspection to be carried out by the fire Supervisor :-

- (a) **Fire alarm and Detection System (minimum once in a Month and as per requirement).**
 - (i) Functional test on/form Control Panel(s).
 - (ii) Working of the Manual Fire Alarm Points.
 - (iii) General Cleanliness of the System particularly the Detector Heads.
- (b) **Wet Riser Systems.** Hydrant mains shall be tested once a fortnight for its satisfactory operation.
- (c) **Hose Pipes and Nozzles.**
 - (i) All House Boxes/House Stations shall be inspected externally once a Week to ensure that equipment installed therein is intact.
 - (ii) Fire Protection Hoses shall not be utilized for any other purposes.
- (d) **Fire Pumps.**
 - (i) A Trained Person shall be available at all Hours of the Day & Night to operate the Pump when required. The Services of such a Person can also be utilized for other Maintenance operations.
 - (ii) Test Run of Fire Pumps must be done every day.
 - (iii) The level of water in the Priming Tank shall be checked daily to ensure that the Foot Valve is not leaking.
- (e) **Portable fire Extinguishers.** Routine Inspection Maintenance and Testing of existing Fire Extinguishers should be carried out by properly trained personnel once a month and the supervisor should Test Check the functioning of the Extinguishers for their proper working.
- (f) **Daily attention by the Agency.** A check should be made every day to ascertain that :-
 - (i) The Panel indicates normal Operation; if not, that any fault indicated is recorded in Log Book and is receiving urgent attention, and
 - (ii) Any Fault warning recorded the previous day has received attention.

(g) **Weekly attention by the Agency.** The Tests should be made every Week to ensure that the system is capable of operating under alarm conditions :-

(i) **Once a Week.** At least one rigger device or end of line switch on one zone circuit should be operated to test the ability of the control and indicating equipment to receive a signal and to be should the alarm and operate other warning devices. If there is more than one Zone on a system having unmonitored wiring, each unmonitored zone should be tested each week, but without sounding the alarm more than once. For systems having monitored wiring zones, each Zone should be tested. It is preferable that each time a particular Zone is tested, a different trigger device that has been used to initiate the test. If the operation of the alarm sounders and, or the transmission of the alarm signal has been prevented by disconnecting, than a further test should be carried out to prove the Final reinstatement to the sounders and if permissible, the Alarm Transmission Circuit.

(ii) A visual examination of the Battery and connections should be made to ensure that they are in Good conditions. Action should be taken to remedy any defect, including low electrolyte level. Any defect should be recorded in the Log Book and reported to Superintending Engineer (I/C) or Executive Engineer (Civil) and action should be taken to correct it.

(h) **Quarterly Inspection and Test by the Agency.** The following Check-List and Test Sequences is to be carried out :-

(i) Entries in the Log Book since the previous Inspection should be checked and any necessary action taken.

(ii) Batteries and their connections should be examined and tested to ensure that they are in Good Serviceable Conditions.

(iii) Where applicable, secondary batteries should be examined to ensure that the specific gravity of electrolyte in each cell is correct. Necessary remedial action should be taken and an appropriate entry in the Log Book. Care should be taken to ensure that Hydrometers, Vessels etc. used in the servicing of Alkaline Secondary Cells are not contaminated by acid and vice-versa. Contamination of electrolyte can ruin a cell.

(iv) Primary Batteries, including reserves should be tested to verify that they are satisfactory for a further period.

(v) The Alarm function of control and indicating equipment should be checked by the operation of a trigger device in each zone as described. The operation of alarm sounders and any link to a remote manned centre should be tested. All ancillary function of the Control Panel should be checked preferably by the simulation of Fault Condition. The control and indicating equipment should be visually inspected for signs of moisture ingress and other deterioration.

(vi) A visual inspection should be made that structural or occupancy changes have not affected the requirements for the sitting of trigger devices (Manual call Points, Smoke Detectors and Head Detectors). The visual inspection should also confirm that clear space of at least 750mm Radius is preserved in all directions below every detector and that the detectors are sited and that all manual call points remain unobstructed and conspicuous. Any defect should be recorded in Log Book and reported to the responsible person and action should be taken to correct it.

(j) **Annual Inspection Tests.** The following Checks & Test Sequence should be carried out :-

(i) The instruction and Test routines detailed at **Annexure 'A'**.

(ii) Operation of at least 20 percent of the detectors in an installation should be checked each year, and the section should be done in such a way that all the detectors in on installation shall have been checked once in every 05 (Five) Years - Replacement by a new one.

(iii) Each detector should be checked for correct operation using specified test equipment and method, except non reset table detectors. The checks to be carried out are specified as below in 1 to 4 in respect of heat detectors and 5 and 7 in respect of smoke detectors.

(aa) Restorable heat detectors and restorable elements of combination detectors should be tested by a heat source, such as a hair dryer, or a shielded heat lamp until it responds, making sure that the sensing elements is not damaged. After each heat test, the detector should be reset. Precautions should be taken to avoid damage of the non-restorable fixed temperature element of a combination rate of rise/fixed temperature detector.

(ab) Non reset table fixed temperature heat detector which are not to be heat tested should be tested mechanically or electrically for fire alarm function.

(ac) Heat detector with replaceable fusible alloy element should be tested first by removing the element to see whether contacts operate properly and then reinserting them in proper position.

(ad) in Periodic Testing, heat detectors should be visually examined for damage or other conditions such as heavy coats of paints, etc. likely to interfere with the correct operation.

(ae) Each smoke detector should be tested to initiate an alarm at its installed location with smoke of proper approved aerosol which demonstrates that the smoke can enter the chamber and initiate an alarm.

(af) In order to ensure each smoke detector in within its sensitivity range it should be tested using further :-

(af.1) A calibrated test method, or

(af.2) A manufacturers/suppliers approved calibrated sensitivity test.

(af.3) Approved control equipment arranged for the purpose, or

(af.4) Other approved Calibrated sensitivity Test Methods.

(ag) Detectors found to have a sensitivity outside the approved range should be replaced :-

(af.1) Visual inspection should be made to confirm that all cable fittings and equipments are secure, un-damaged and adequately protected.

(af.2) At least once every three years at the annual inspection, the electrical installation should be tested. Any effect should be recorded in Log Book and suitable remedial action should be taken.

(af.3) On completion of the Annual Inspection, the entry should be made in Register in respect of defects found. After the defects are rectified, the entries should then again be made.

(af.4) Other approved Calibrated sensitivity Test Methods.

(k) **General Points about Detectors.** It is essential (Particularly for installations involving life hazard) to ensure specified range of sensitivity of the detectors being installed and that the correct degree of sensitivity is mentioned. Users should satisfy themselves on this point. Sensitivity range should be checked on equipment as already specified. It is essential to apply frequent sensitivity checks and routine tests as prescribed in the code so that the correct sensitivity levels/degree is maintained during the entire service span of the installation.

(l) **Cleaning and Maintenance.** Detectors required periodic cleaning to remove dust or dirt that has accumulated, the frequency of cleaning depending on the type of detector and the local ambient conditions. In any case, the interval should not exceed a period of 03 (Three) Months. For each detector, the cleaning, checking, operating and sensitivity adjustment should be attempted only after consulting manufacturer's instructions. These instructions creating should details methods such as creating vacuum to remove loose dust and insects, and washing heavy greasy and grimy deposits. Following practical disassembly of the washing of detectors to remove contamination, the sensitivity test requirements in accordance with the relevant clause should be performed.

(m) **Test following an Alarm of Fire.** All detectors suspected of exposure to a Fire condition should be tested in accordance with the provisions contained in code pertaining to annual inspection tests. In addition, a visual check of battery charger should be carried out to ensure perfect serviceability. However, a check should be made of the extent of damage, if any to the cables and other components and also the operation of the systems as a whole.

(n) **System Disconnection during Testing.** Care should be taken to minimize the disruption of the normal use of the building by alarm sounding during detector testing. If detectors are removed for testing or servicing, replacement detectors should be provided.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

Maintenance of Fire Fighting Pump and its Accessories

The following points to be followed for Fire Fighting Pump Sets and its Controlling System along with the Fire Alarm installed inside AIIMS, Bhubaneswar :-

- (a) The maintenance job involves operation and maintenance of Fire Fighting and Fire Alarm System including operation of Jockey Pump, Fire Fighting Pump during round the clock for the whole Year.
- (b) The Agency has to take possession to total fire fighting installation including Pumps and Motors and Fire Alarming system connecting to the Fire Fighting in complete as per detail **Inventory List**.
- (c) The Agency has to engage at least 04 (Four) Fire Fighting Trained personnel (3 will be in Three Shifts and one as leave reserve) who have adequate knowledge IN OPERATION Fire Fighting System operation of Hydrant valves and Fire Fighting Extinguisher etc. and should have at least Diploma certificate in Fire Safety from reputed institution.
- (d) The Agency has to replace the proper fuses, other minor spares from the control Panel and Motor and pump at his own cost during the maintenance period including motor repair like Pipe Line, Leakage, Valve Leakage, Gland packing replacement of Pump etc.
- (e) Any Problem like false over cable Faults, wiring Fault of control panel Faults, Pump and Motor Suction Ball and other Main Faults have to be attended by the Agency without any delay at his own cost.
- (f) All the terminals in the control Panel, Terminals of the Motor are to be cleaned twice in a month positively by the electric driven Blower and the same should be noted in the Log Book.
- (g) The Suction Pipe priming is most important which may be checked in each shift.
- (h) The Motor and Pump Coupling for freeness of the pumping set has to be checked twice in a month.
- (j) The stag line should be loaded by the agency by operating the Jockey Pump in each two day interval.
- (k) The Agency has to maintain the Pumping Set by replacing the Grease, Change of Gland Packing (when necessary) checking of alignment of the pumping set, checking the foundation Nuts and Bolts once in a month at his own cost by engaging the License Hold Electrician and Plumber. All the maintenance including **Motor Winding/Stand by Motor** should be noted in the Log Book.
- (l) The Agency has to operate the Main Fire Fighting Pumping Set once in a week (on Sundays) by releasing the Water at the Ground floor points. All sluice Valves installed in the stag line operated once in week to keep always free, if found jam, the agency should make it free immediately.
- (m) The Agency should note the voltage in three phase power supply line before starting the Fire Fighting Pump. If the input voltage goes below than the operation voltage he should operate the pumping set through the Generator Set to avoid the damage in the Motor Winding of side by side the same should be noted in the Log Book. The Agency has to check the Pressure Gauge pressure switch bearing Lamp, Proper Rating Current in the Motor winding and leakage through gland packing.

(n) The agency should provide the following measuring Instruments and safety equipments to the operator which may be kept inside the Control Room :-

- (i) Rubber Gloves.
- (ii) Line Tester.
- (iii) Test lamp.
- (iv) Rubber Shoes.
- (v) Tongue Tester.
- (vi) Electrical Driven Blower for cleaning the Dust.

(o) All the Fire Alarm Cable should be checked once in a week especially on the Sunday and if found any Fault, should be attended by the agency without any delay.

(p) THE Agency should always keep the Fire Fighting underground sump filled with the water, daily records to be maintained.

(q) The Agency should keep contact with Fire Service Department for Periodical Operation and demonstration in each month so that the Agency Staff and Fire Service Staff will be well acquainted with the Building for Emergency operation as and when required.

(r) The Firm will submit safety certificate from Local Fire Officer once in a year the above arrangements should be made by the Agency at his cost and record maintained for such demonstration to be signed by the Officer of the Fire Services.

(s) The priming arrangement made for the purpose is to be checked regularly ensuring immediate use for the pumps during the case of emergency. The repair to leakage of pipe lines replacement of washer in foot valves and other connected fixtures including cost of materials and labor are to be attended immediately of his own cost. In case of any major replacement of parts of the system is to be brought to the notice of Officer-in-Charge of the Work immediately and get the work done by personal permeation, Likewise the Vertical Riser are to be maintained certain water pressure through jockey (round the clock for 365 days). This is to be ensured regularly by the Agency through the maintenance procedure.

(t) The Fire Fighting personnel should be regularly trained weekly / fortnightly in consultation with Odisha Fire Brigade Service, along with demonstration of use of the equipments. Fire Fighting system, to time changes and development of the procedure of improvements in maintaining the system to clearly imported of referring to the stage fire brigade service (i.e. operation of fire Hose, Hydrant, Valves, different type of Fire Extinguishers, its filling and operation).

(u) As this system is operated in emergency, the maintenance of the system is to be done on top priority basis and relevant records (such as Attendance register of Staff engaged in shifts, Log Book for Operation of Pumps, Log Books of Day-to-Day Maintenance etc. duly signed by the Agency and Officer-in-Charge on duty from AIIMS, Bhubaneswar) to maintain correctly and regularly and copy of which is to be produced by the Agency during the submission of Monthly Payments.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

Periodical Testing & Maintenance Chart

- Daily.**
1. Check Water level in U.G. Fire tank.
 2. Check Water Pressure in Sprinkler & Yard Hydrant ring mains.
 3. Check Voltage of Incoming Electric Supply.
 4. Check Operation of Jockey Pump.
 5. Check Level of Fuel in Diesel Storage Tank.
 6. Check Level of Lubricant Oil in Diesel Engine.
 7. Check Starting Battery Voltage.
 8. Check Healthiness of fire Detection System.
- Weekly.**
1. Check Water Leakage in Hydrants, if any.
 2. Check and Operate Yard Hydrants.
 3. Check and Operate Yard Hydrants.
 4. Check Automatic Operation of Main electrical Pumps.
- Monthly.**
1. Check automatic Operation of Diesel Engine.
 2. Check Air filter of Diesel Engine.
 3. Check Setting of controls.
 4. Cleaning of all Hydrants & Nozzles.
 5. Cleaning of all Hydrants & Nozzles.
 6. Tighten Glands & replace Gland Dori if required OF ALL Pumps & Valves.
 7. Check operation of Fire Brigade inlet and outlet Valves.
 8. Check the conditions of Portable Fire Extinguishers.
- Annual.**
1. Check all sluice & Gate Valves and Descale.
 2. Grease all the bearing of Pumps & Motors.
 3. Check connections of all the Cables, Switches and Starters.
 4. Drain Water of U.G. Tank & Clean.
 5. Replace Suction Water Strainer in U.G. Tank.
 6. Paint Yard Hydrant Cabins and exposed Pipes, Motors & Pumps etc.

Periodical Testing & Maintenance Chart

- Daily.**
1. Check Water level in U.G. Fire tank.
 2. Check Water Pressure in Sprinkler & Yard Hydrant ring mains.
 3. Check Voltage of Incoming Electric Supply.
 4. Check Operation of Jockey Pump.
 5. Check Level of Fuel in Diesel Storage Tank.
 6. Check Level of Lubricant Oil in Diesel Engine.
 7. Check Starting Battery Voltage.
 8. Check Healthiness of fire Detection System.

AFFIDAVIT

(To be submitted on Letter Head of the Company/Firm)

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 imposed any action as per NIT 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 :-

Place : _____

Name :

(Signature of Bidder with Firm's Seal)

Dated : _____

FORM OF PERFORMANCE SECURITY (GUARANTEE)

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

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

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

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

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

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

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

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

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

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

Dated the _____ day of _____ for _____

(Indicate the name of Bank)

AGREEMENT (Specimen)

This Agreement is made at **Bhubaneswar** on this _____ day of _____ 20____.

BETWEEN

Director, AIIMS, Bhubaneswar represented through Executive Engineer (Civil), 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 (NIT No. **AIIMS/BBSR/Engg./ 001 /2020-21** (herein after refer red to as "**Tender/Bid**") and intends to award, under laid down organizational procedure, contract for **AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar)**, hereinafter referred to as the "**Contract**".

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

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

The Tendered Value which has been accepted by Competent Authority for "**AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar (i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar)**" is Rs _____/- (Rupees _____ only).

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

Article - 1 : Commitment of the Principal/Owner.

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

- (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or 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)/Contractor(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 EMD/Performance Guarantee/Security Deposit :** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contractor has accrued the right to terminate/determine the Contract according to Article-3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, 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 : 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 - 8 : Scope of Work.

The Scope of as elaborated at Pages 16 & 17 of the Tender Documents shall be a part of this Agreement and work will be assigned accordingly.

Article - 9 : LEGAL AND PRIOR RIGHTS.

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

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

.....
(For and on behalf of **Bidder**/Contractor)

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

WITNESSES:

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

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

Place : Bhubaneswar

Place : Bhubaneswar

Dated :

Dated :

Financial Bid

AIIMS, Bhubaneswar

NIT No. : **AIIMS/BBSR/Engg./ 001 /2020-21**

Name of Work : **AMC (Annual Maintenance Contract) for Fire Fighting Systems installed at AIIMS, Bhubaneswar**
(i.e. Comprehensive Operation and Maintenance of Fire Alarm & Fire Fighting System of AIIMS, Bhubaneswar).

Ser. No.	Description	Quantity	Per	Rate Per Month (in Rs.)	GST (%)	Amount Per Annum (in Rs.)
1	All inclusive Comprehensive Operation & Maintenance of Fire Fighting and Protection & Detection System at AIIMS, Bhubaneswar. It includes Fire control Programming & Repair, Pumps Maintenance, Wet Riser Pipes and all other Materials as per requirement for smooth Operation of the entire Fire Fighting Systems.	12	Months			
2.	Fire Detectors	100	Nos.			
3.	MCP (Manual Call Points)	10	Nos.			
4.	Hooter with Flasher	10	Nos.			
5.	Fire Extinguisher Refill (Annual)					
	(a) ABC Type	359	Nos.			
	(b) DCP Type	29	Nos.			
	(c) CO ₂ Type (4.5 Kg)	261	Nos.			
	(d) CO ₂ Type (22.5 Kg)	29	Nos.			
	(e) Water CO ₂ Type (09 Liters)	619	Nos.			
	(f) Foam Type (09 Liters)	12	Nos.			
6.	Installation of New Fire Extinguishers [CO ₂ Type (4.5 Kg) to be installed by Agency and Bill to be submitted by the Agency separately for Payment]	86	Nos.			
7.	Deployment of Manpower (04 Persons)					
	(a) Skilled Technician (01 Person)	12	Months			
	(b) Semi-Skilled Techincian/Helper (03 Persons)	12	Months			

GRAND TOTAL (in figures) = _____

(The Rates quoted should be inclusive of GST as applicable)

(In Words) =(Rupees _____ only)

Note. : Bidders are requested to visit the site, verify the existing Fire Fighting System of AIIMS, Bhubaneswar. If found any non-functional equipment which needs repair before taking the System under Maintenance, detail cost estimate to be furnished to make all the defective equipment operational in a separate format which will be evaluated along with the Operation and Maintenance of the above System.

Executive Engineer (Civil)
AIIMS, Bhubaneswar

E-Tendering Instructions to Bidder(s)

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 through an ASP, M/s. ITI Ltd., Bhubaneswar.

Instructions.

- 1. Tender Bidding Methodology.** Two Stage Online Bidding.
- 2. Broad outline of activities from Bidders prospective:**
 - (a) Procure a Class III Digital Signature Certificate (DSC).
 - (b) Register on the e-Procurement portal www.tenderwizard.com/AIIMSBBSR.
 - (c) Create Users on the above portal.
 - (d) View Notice Inviting Tender (NIT) on the above portal.
 - (e) Download Official Copy of Tender Documents from the above portal.
 - (f) Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, Bhubaneswar.
 - (g) Bid-Submission on the above portal.
 - (h) Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part.
 - (j) Post-TOE Clarification on the above portal (Optional) – Respond to AIIMS, Bhubaneswar's Post-TOE queries.
 - (k) 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 Authorized 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. (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.

(a) The Bidder must ensure that after following above, the status of bid submission must become - "Submitted".

(b) 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.

(c) 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.

(d) The Financial part/BOQ 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.

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

6. Broad outline of submissions are as follows :-

(a) Submission of Bid Parts (Technical & Financial).

(b) Submission of information pertaining to Bid Security/ EMD.

(c) Submission of signed copy of Tender Documents/Addendums.

7. 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.

8. 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 (Section VII) for both packages are to be uploaded. If required, additional documents in support of taxes, quoted duties etc may also be uploaded.

9. Tender Processing Fee. You pay processing fee (0.1% of ECV + GST as applicable (Min. 750/- & Max 7500/- + GST as applicable)) through online (Credit card/ Debit card/ Net Banking), when participating in the e-tender.

10. 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 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 AIIMSBSR by the bidders in time, then AIIMS, Bhubaneswar will promptly reschedule the affected event(s).

9. 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).
5. 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 impacted by the ASP, M/s. ITI, Bhubaneswar, if required, before participation in the online tendering.
6. For any further assistance, please contact Mr. Swadesh Bala (07008064095/ 07377708585), Helpdesk - 011-49424365 ITI email ID for mailing communication:- twhelpdesk404@gmail.com / twhelpdesk680@gmail.com / twhelpdesk605@gmail.com.