



ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Bhubaneswar, (Odisha) – 751 019

Website: www.aiimsbhubaneswar.edu.in

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

E-TENDER DOCUMENT

Name of the E-Tender : Rate Contract for Supply of Laboratory Reagents(Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to AIIMS, Bhubaneswar.

Notice Inviting E-Tender

E -Tender No. 11022/010/AIIMSBBSR/BIOCHE/2020-21/41

Dated : 14-10-2020

The Director, AIIMS Bhubaneswar, invites E-Bids in Two Bid System (i.e. Technical and Financial Bid) from eligible Manufacturers / Firms / Companies / Authorized Agents / Distributors/ Dealers on line through E- procurement solution portal of AIIMS Bhubaneswar (<https://www.tenderwizard.com/AIIMSBBSR>) on mutually agreed terms and conditions and satisfactory performance for Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to AIIMS Bhubaneswar and supply of items as per the Specifications. **The Supply Shall be for 01 (One) year on Rate Contract Basis extendable for another one year on mutually agreeable conditions.**

The Bidder is expected to examine all instructions, terms and conditions, forms, and specifications 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.

The Procurement of goods and services under this tender will be regulated as per the applicable provisions of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Government of India. The condition of prior turnover and prior experience may be relaxed for startups (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.

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/AIIMSBBSR>

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 : Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to 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.edu.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 Rs. 1,00,000/- in the form of FDR/BG from the nationalized /Commercial bank valid for 06 months in favour of AIIMS Bhubaneswar.**

Schedule of Tender

Issue / Publishing Date	:	Dt. 14-10-2020
Pre-Bid Conference	:	Dt. 28-10-2020 , at 03:00 PM
Last date and time of submission of e-tender	:	Dt. 26-11-2020 , at 11:00 AM
Date & time of opening of e-Tender	:	Dt. 26-11-2020 , at 12.00 PM
Amount of Earnest Money Deposit (EMD)	:	Rs.1,00,000/- (Rupees One Lakh only)
Venue	:	All India Institute of Medical Sciences Bhubaneswar - 751019

Earnest Money Deposit (Bid Security):

No	Description of Product/ Service	EMD
1	Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to AIIMS, Bhubaneswar.	Rs.1,00,000/-

The bidder needs to deposit the EMD amount as mentioned above in the form of FDR (duly endorsed by the issuing bank in favour of AIIMS Bhubaneswar) or Bank Guarantee in favour of “**AIIMS Bhubaneswar**” and its legible scanned copy must be uploaded in the E-Tendering Solution and Hard copy of the EMD should be submitted in sealed envelope in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block, AIIMS Bhubaneswar -751 019 on or before the Date and Time of Submission of e-Bid.

The FDR or BG submitted as EMD are subject to verification from 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 bidder submitting such instrument shall be blacklisted and shall be debarred from participating in future tenders of the Institute.

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

Exemption: Firms registered with NSIC (for sale of Reagents, Chemical & consumables etc) 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 departments/ firm have to submit the relevant certificate (NSIC etc.) and financial limit to avail this exemption.

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. The documentary evidence in support of UAM number must be attached with the bid document.

Clarification of bidding documents.

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. aso@aiimsbhubaneswar.edu.in, aso.jkbiswal@aiimsbhubaneswar.edu.in & spo@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.

All the prospective bidder shall attend the Pre-Bid Conference at Board Room, Academic Block, AIIMS, Bhubaneswar on **28-10-2020 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. **Due to ensuing lockdown situation through out the country following corona pandemic, local representation of the prospective bidders may be participating in PBC. Those who are not able to attend the PBC may submit their queries/doubts/representation/clarification by e-mail to above mentioned e-mail ids, which will be taken care of by the tender committee in consultation with user department.**

Amendments in Bidding Documents

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**

Two Bid System Terms & Conditions :

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

- (i) **Technical Bid:** All required documents submitted to be online.
- (ii) **Financial Bid:** The Financial Bid of bidders, who qualify at Technical Bid Evaluation, will be opened thereafter.

(iii) **Manual Submission of Following Documents (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 Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to AIIMS, Bhubaneswar. The sealed envelope should be reached on or before last date & time for submission of e-Tender. i.e before the due date of submission of online bidding.

- a. EMD
- b. Undertaking for acceptance of all Terms & Conditions (**Annexure- I**).
- c. Notarised affidavit on Indian Non judicial stamp paper of Rs.10/- as per **Annexure-II**
- d. Details of Make , Model of items, Country of Origin without mentioning price.
- e. Technical Literature/ Catalogues & documents that are technically relevant and supportive to the bid.
- f. Manufacturers Authorisation certificate in case of authorised distributor of OEM (**Annexure- III**)
- g. The statement of deviation (Parameter wise) from the tender technical Bid Specification - (**Annexure-IV**)

Technical Bid (Specification) :

TECHNICAL SPECIFICATIONS FOR LABORATORY REAGENTS (KITS) AND CHEMICALS FOR BECKMAN COULTER AUTOANALYZER (AU PLATFORM)

1. Laboratory reagents (kits) and chemicals, for bar coded dedicated system packs compatible with Beckman Coulter Autoanalyzer (**AU platform: Models AU5811, AU5800, AU680, AU480**)
2. Diagnostic Kits should be from standard companies, which are USFDA / CE or ISO13845 certified. The pack size should be the smallest available.
3. Kits should have long stability and have long expiry (at least one year from the date of supply of kits to the Institute)
4. Products and reagent should be in original packing of the manufacturer and not refilled.
5. Test programming should be available inside the kit and should be submitted along with the technical bid. Original product literature of Manufacturer having all details of the test should be provided along with the Technical bid which should include normal range, sensitivity limit , linearity, reproducibility, on board reagent stability, calibration frequency, expiry date and interferences in assay etc.
6. Single reagent testing would be preferred, but should not have more than two reagents in any case. Should have ready to use on concentrated liquid reagent and not lyophilised reagent.
7. Traceability certificates for Controls and calibrators should be submitted along with the Technical bid.
8. Normal reference range of different analytes for the **AU series, AU 480, AU 680 and AU 5800** should be mentioned in the product literature.
9. Declaration that the Technical support will be provided from the Company within 3-6 hours of call log/Telephonic/e-mail complaint registered to resolve the queries for instrument application, QC interpretation, Calibration issues, Reagent and Result related issues.
10. Downtime of not more than 5 hrs is must for the company, providing technical support and should be based in Bhubaneswar.
11. Quantity of kits required per year will vary, the need will depend on the patient load and reagent consumption.
 - A. The kits have to be stocked with the dealers/ Suppliers based in Bhubaneswar, who can be asked to provide the same at short notices, not exceeding 3-6 hours.**
 - B. In case of reagents and kits of manufacturers other than Beckman Coulter, the bidder needs to submit the following documents:**
 - I. The list of users (Hospital /Government Laboratories / Research Institutes /PSU / Education Institutional Complex) where such reagents are being used on fully Automatic Beckman Coulter Analysers of AU Platform.
 - II. Proof of experience (of more than 3 years) in the form of experience certificates / supply orders from such institutions.
 - III. A performance certificate /validation certificate from the users indicating satisfactory performance of those reagents on Fully Automatic Beckman coulter Analysers of AU Platform.
 - C. Before finalisation the rate contract, the dealer/Manufacturer must demonstrate the performance of the chemicals and kits on the fully automatic Backman Coulter Analysers of AU Platform in AIIMS, Bhubaneswar Biochemistry Laboratory, verifying the pack size with number of tests mentioned in the tender document.**
 - D. L-1 vendor quoting for existing test reagents will be asked to provide the reagents for newer tests added in future as and when required as a demand from clinician/ Patient requirement as per the supplied rate to any Central Govt. / State Govt./ Institute of National Importance.**

Test parameters for Reagents and consumables on AU Platform

S No	Particulars
1	Glucose
2	Urea
3	Creatinine
4	Uric Acid
5	Cholesterol
6	Triglyceride (TG)
7	HDL Cholesterol
8	LDL Cholesterol
9	Total Protein
10	Albumin
11	Bilirubin Total
12	Bilirubin Direct
13	ALT W/O P5P
14	AST W/O P5P
15	Alkaline Phosphatase
16	Amylase
17	Lipase
18	HbA1c
19	HbA1c Control Serum
20	Hemoglobin Denaturant
21	CSF Protein
22	General Chem. Calibrator
23	HDL Calibrator
24	LDL Calibrator
25	Total Calcium
26	Phosphorus
27	LDH
28	Urine /CSF albumin (Microalbumin)
29	Urine /CSF albumin (Microalbumin) Calibrator
30	Microalbumin Control
31	Iron
32	UIBC
33	CRP High Sensitive application
34	CRP Latex Calibrator highly sensitive test
35	CRP Latex Control Serum (highly Sensitive)
36	ADA
37	ADA Calibrator
38	ADA Control
39	Gamma Glutamyl Transpeptidase Test (GGT)
40	Serum Magnesium
41	Serum Haptoglobin
42	Serum B2 Microglobulin
43	Serum Immunoglobulin profile
	Immunoglobulin A
	Immunoglobulin G
	Immunoglobulin M
44	C3
45	C4
46	Serum Ceruloplasmin
47	Serum CPK (CK)

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). 1. Name & Address of Tenderer with phone number, email –id. 2. Specify whether a Company /Proprietorship / Partnership firm 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 Service Centre 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.		
G	Annual Turn Over for last Three Financial Years (Duly signed by CA)		
H	Details of the Earnest Money Deposit (EMD) Rs.1,00,000/- (Rupees One Lakh only), BG /FDR No _____, date _____		
I	Firms registered with NSIC (for sales & Service of Similar Items) 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 Rs.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. (iii) 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	Manufacturers' Authorisation form as per Annexure – III		
N	Whether the items quoted is as per specification, if not, the statement of deviation (Parameter wise) from the tender technical specification must be enclosed. - (Annexure-IV)		

Sl no.	Details / Particulars	Uploaded (Yes/No)	Page No
O	Have you previously supplied these items to 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 (Annexure - V) The purchase order copies of any with price to supplied any Govt / PSU/INIs Institute /reputed private Hospital same & similar items may be enclosed in bid documents.		
P	The Procurement of goods and services 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 startups (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.		
Q	The makes/brands of the Reagents/Chemicals with specification, whether indigenous or imported with name of manufacturer & address must be enclosed.		
R	Manual Submission of Documents		
S	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :		
T	Any other information, if necessary		

(ii) FINANCIAL BID :

1. The Rates are to be quoted in the given format “**Annexure- VI**”.
2. All quoted rates should be inclusive of freight charges, packing charges, forwarding & insurance Charges, Transportation, & Labour, percentage of GST etc.
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. L-1 will be decided on the Lowest quoted price of each item and for each product for which the bidder is quoting. Taxes has to be mentioned clearly in percentage including GST.

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

GENERAL TERMS AND CONDITIONS :

- A. Validity of Tender:** The validity of the Bid tender Document shall be for 180 days.
- B. Qualified Bidders are required to arrange a demonstration of the /articles, if required by evaluation committee. Failure to arrange for a demonstration on the given date may lead to cancellation of the bid. Cost of organizing such demonstration shall be borne by the bidder.
- C. Tenders should be quoted only by the actual manufacturer or their authorized distributors or selling agent of a particular firm. It should submit a current authority letter in support of the same from the actual manufacturer concerned in the format given at “**Annexure-III**”.
- D. If the supplier, having been notified, fails to respond to take action to replace the defect(s) within 48 hours on a 24 X 7X 365 basis, the purchaser may proceed to take such remedial action(s) as deemed fit by the purchaser, at the risk and expense of the supplier and without prejudice to other contractual rights and remedies, which the purchaser may have against the supplier.

The supply of Goods/Stores/Articles should be brand new and supply should be made in good condition to the Central stores, AIIMS, BBSR by the bidder at their own cost up to F.O.R. to AIIMS Bhubaneswar.

- E. **Fall Clause:** If at any time during the execution of the contract, the Contractor/Manufacture/Distributor/Dealer reduces the sale price or sells or offers to sell such stores, 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.
- F. The Director, AIIMS Bhubaneswar has full authority to take into account the performance of manufacturer/authorized dealer or distributor/bidder and they should submit a latest performance certificate from any other Govt. Hospitals/Institutions/PSUs to testify the proper dealing & performance as well as installation and Supply of Items.

G. DELIVERY OF THE SUPPLIES/STORES: -

- I. I. Delivery of stores shall be **F.O.R to Central Store, AIIMS Bhubaneswar**. The AIIMS Bhubaneswar is not liable for payments on account of Freight/Taxes/Expenditures, which are to be paid inclusively by the suppliers.
- II. The firm will be bound to supply the ordered items within 21 days. 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.
- III. All the aspects of safe delivery of goods shall be the exclusive responsibility of the supplier. Piece meal supply of ordered items will not be acceptable and supplier will supply all items mentioned in supply order. In case items are not available with the manufacturer a certificate to that effect from manufacturer stating the date of availability and supply should be submitted.

- iv. If the supplier fails to deliver the goods 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. The competent authority of the institute may also cancel the supply. In such a case, bid security of the supplier shall stand forfeited.
- v. Part/Partial supply will not be accepted. For part/partial supply, Part billing is strictly prohibited.
- vi. In case the quality of goods supplied are not in conformity with the standard given in tender and as per the samples supplied or the supplies are found defective at any stage these goods shall immediately will be taken back by the supplier and will be replaced with the tender quality goods, without any delay. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications and liquidates damages shall be charged.
- vii. In case the tenderer on whom the supply order has been placed, fails to made supplies within the delivery schedule and the purchaser has to resort risk purchase, the purchaser (AIIMS, Bhubaneswar) may recover from the tenderer the difference between the cost calculated on the basis of risk purchase price and that calculated on the basis of rates quoted by tenderer.
- viii. **The AIIMS Bhubaneswar reserves the right to place an order for supply of any items mentioned in the Financial Bid or otherwise, to any other firm (s) in emergency/ unavoidable situation.**
- ix. Order shall be issued for tentative **Quarterly / Six months** requirement on actual need basis. Bills in triplicate for the items supplied by the selected firm(s), should be raised for payment. Payment shall be released after deducting TDS as per Income Tax Rules and any other deductions as per Government rules only after it is ensured that the quantity and quality of items supplied are to the entire satisfaction of this office and accepted. If any item is found to be defective, or not of the desired quality, the same shall be replaced immediately, for which no extra payment shall be made by AIIMS Bhubaneswar.
- x. The details of the item needed is mentioned in Financial Bid but it is approximate detail and is subject to increase/decrease at the discretion of the competent authority of AIIMS, Bhubaneswar. The payment would be made for actual supply taken and no claim in this regard should be entertained.
- xi. The selected tendering Firm/Agency/Company shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours and on holidays. The person should be capable of taking orders and making arrangement for supply of the desired items even on short notice to AIIMS Bhubaneswar.
- xii. The bills raised by the selected tendering Firm/Agency/Company should have all tax registration numbers printed on bill. The bill shall be signed by the authorized signatory of the firm across a revenue stamp. Validity of the tax registration during the currency of contract shall be the sole responsibility of the tendering Firm/Agency/Company. The bill shall be raised indicating permissible taxes separately and the copies of proof of GST or other applicable taxes deposited to Tax Authorities by the firm for recent period, just before the submission of Bills must also be enclosed for reference of AIIMS Bhubaneswar authorities.
- xiii. The tendering Firm/Agency/Company shall be bound by the details furnished by him/her to the All India Institute of Medical Sciences (AIIMS) Bhubaneswar while submitting the tender or at subsequent stage. Upon selection of the tendering Firm/Agency/Company, if at any stage, the documents furnished by him/her is found to be false or the quality of the articles or rates are found of poor quality/ different specifications, it would be deemed to be a breach of terms of contract, the contract shall be cancelled and performance security shall be stand forfeited.

- XIV. The percentage of discount quoted by the selected tendering Firm/Agency/ Company, and as approved by the All India Institute of Medical Sciences (AIIMS) Bhubaneswar, shall remain valid throughout the period of contract and the request to increase the rates for any or all items, during the currency of contract, shall not be entertained at any stage.
- XV. The selected firm(s) shall not be allowed to transfer, assign, pledge or sub-contract its rights and The contract will be valid from the date; it is awarded/formalities completed. This office will, however, reserve the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed shall be required to be rectified and compliance reported. This office reserves the right to suo-moto terminate the contract by giving one month's notices at any point of time.
- XVI. The Life period of any of the item supplied by the successful Bidder/Bidders will have the **Minimum of two third of the expiry period remaining on the date of receipts of Items** in AIIMS Bhubaneswar. The supplied items having less than two-third expiry period to AIIMS Bhubaneswar shall not be accepted. Loss or premature deterioration due to biological and/or other Factors during life span of Stores against the manufacture's standard warranty/ Expiry of such items shall be replaced by the Bidder on free of cost.
- XVII. The supply contract will be valid from the date; when the Purchase Order Issued /formalities completed by AIIMS Bhubaneswar. This office will, however, reserve the right to conduct performance review at any time during the supply contract period and deficiencies, if any, noticed shall be required to be rectified and compliance reported. This office reserves the right to suo-moto terminate the supply contract by giving 30 days notices at any point of time.
- XVIII. Both on large and smallest units (Bottle/Strips/pack) of the Reagents & Chemicals it is mandatory to Print/ Sticker / stamp in indelible ink on label / packets / cartons **"Not for sale / for use by AIIMS Bhubaneswar only"** & No Price Should be quoted/printed on the Label. Cases wherein quoting of price cannot dispensed with, it should be covered in indelible ink.

H. INSPECTION OF SUPPLIES:-

Inspection will be done by the duly constituted committee members nominated by Director, AIIMS Bhubaneswar and or his authorized representatives in AIIMS Bhubaneswar premises at designated place.

I. PAYMENTS: -

- 100% payment shall be released after successful delivery of the ordered goods against the satisfactory inspection report by the User Dept. and only after the submission of the performance security.

J. OTHERS:-

Tenderer 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 Tenderer shall be forfeited by AIIMS Bhubaneswar.

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 in the course of their performing the duties to this office in connection with purchase order/supply order for supplying of Stores/ Goods/ Items at AIIMS Bhubaneswar.

K. PACKING & MARKING OF SUPPLIES:-

The firm shall supply the stores with proper packing and marking for transit so as to be received at destination free from any loss or damage.

L. 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.

M. 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.

N. PERFORMANCE SECURITY DEPOSIT: -

The successful tenderer will be required to furnish a Security Deposit of Rs.1,00,000/- as Performance Security Deposit in favour of “AIIMS Bhubaneswar” by way of “Performance Bank Guarantee or Fixed Deposit Receipt” from a nationalized /Commercial Bank refundable after expiry of the contract/or after the completion of 01 (One) year Contract period + 2 (Two) months i.e valid for 14 months. Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect

O. After due evaluation of the bid(s) Institute will award the contract to the responsive tenderer who has quoted the lowest Price or highest discount in catalogue price in each of the items. Item wise evaluation will be done for determining lowest quoted price in each of the Items.

P. Conditional Bids will be treated as unresponsive and therefore may be rejected.

Q. *The Institute reserves the right to accept in part or in full or reject any or more Tender / offer without assigning any reasons or cancel the tendering process and reject all Tender at any time prior to award of contract, without accepting any liability, whatsoever.*

R. *The Procurement of goods and services 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 support in support of their claim.*

S. 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.

T. 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 to otherwise 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, India has the full and exclusive right to accept or reject, increase or decrease order quantity, any or all the tenders without assigning any reasons thereof and also to cancel the supply at any time without assigning any reason.

Seal & Signature of Bidder

Please see annexure enclosed: - Annexure-I to VI

S/N	Particulars	Annexure Ref.	Refer Page
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure- I	16
2	Criminal Liability Undertaking	Annexure- II	18
3	Manufacturers Authorisation Form	Annexure- III	19
4	Deviation Statement Form	Annexure- IV	20
5	Performance Statement Form	Annexure- V	21
6	Financial Bid (PART -I)	Annexure- VI	22

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

Name of the E-Tender : Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to 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 items in the approved prices to AIIMS Bhubaneswar.
3. The articles shall be 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 Items, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the bid. Cost of such demonstration shall be borne by me/us.
5. Performance security Rs.1,00,000/- (Rupees One lakh Only) shall be deposited by me/us in the form of FDR/Bank Guarantee in the name 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 Contract period plus two month (i.e. for 14 months).
6. 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.
7. I/We hereby undertake to supply the items during the validity of tender as per directions given in supply order within stipulated period positively.
8. If I/We fail to supply the stores in stipulated period the AIIMS Bhubaneswar has full power to compound or forfeit the Bid Security/security deposit.
9. I/We declare that no legal/financial irregularities are pending against the proprietor/ Partner/ Director of the tendering firm or manufacturer.

10. I/we undertake to supply the ordered items within stipulated period and if fail to supply during the stipulated period the necessary action can be taken by the Director, AIIMS Bhubaneswar, India.
11. I/We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.
12. I/We undertake that the items supplied are as per Make/Model /Catalogue/ technical literature description.
13. 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 Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to supply the items at the prices and rates not exceeding those mentioned in the Financial Bid.
14. 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 : Rate Contract for Supply of Laboratory Reagents (Kits) & Chemicals for Beckman Coulter Autoanalyser (AU Platform) to AIIMS, Bhubaneswar.

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.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/FWMA/Income 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.

Name & Signature

Seal of the participating Bidder Company

Affirmation/Verification

Annexure-III

Manufacturers' Authorisation Form

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. : insert Complete name and address of Purchaser

WHEREAS

We (**Insert Complete name of Manufacturer**), Who are official Manufacturers 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 Goods, manufactured by us (**insert name and or brief description of the Goods**), and to subsequently negotiate and sign the contract.

We accept the warranty / Guarantee condition mentioned in the tender documents of 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 on behalf on: (**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 Specifications.

Specification	Deviations	Remarks (including Justification)

Place :

Date :

Signature and seal of the
Manufacturer/Bidder

Note :

- 1) Where there is no deviation, the statement should be returned duly signed with an endorsement indicating “ No deviations”

Performance Statement Form
(Last Three Years)

Name of the Firm

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

Signature and seal of the manufacturer / Bidder

Place :

Date :

**Note : Documents to be attached. (i.e. PO copies of earlier supplies made to any AIIMS/
Govt. Hospitals / Reputed Pvt. Hospitals for same type of reagents / Chemicals)**

Financial Bid

S No	Name of Item	Part /Code No. of Item	Pack Size	Rate per Pack (Excluding GST)	GST	Total rate Per Pack (including GST)	Rate per Test (Total Price as per Col. F / Total No of Tests per Pack) (F/C)
(A)	(B)		(C)	(D)	(E)	(F)	(G)
1	Glucose						
2	Urea						
3	Creatinine						
4	Uric Acid						
5	Cholesterol						
6	Triglyceride (TG)						
7	HDL Cholesterol						
8	LDL Cholesterol						
9	Total Protein						
10	Albumin						
11	Bilirubin Total						
12	Bilirubin Direct						
13	ALT W/O P5P						
14	AST W/O P5P						
15	Alkaline Phosphatase						
16	Amylase						
17	Lipase						
18	HbA1c						
19	HbA1c Control Serum						
20	Hemoglobin Denaturant						
21	CSF Protein						
22	General Chem. Calibrator						
23	HDL Calibrator						
24	LDL Calibrator						
25	Total Calcium						
26	Phosphorus (2400 test)						
27	LDH						
28	Urine /CSF albumin (Microalbumin)						
29	Urine /CSF albumin (Microalbumin) Calibrator						
30	Microalbumin Control						

S No	Name of Item	Part /Code No. of Item	Pack size	Rate per Pack (Excluding GST)	GST	Total rate Per Pack (including GST)	Rate per Test (Total Price as per Col. F / Total No of Tests per Pack) (F/C)
(A)	(B)		(C)	(D)	(E)	(F)	(G)
31	Iron						
32	UIBC						
33	CRP High Sensitive application						
34	CRP Latex Calibrator highly sensitive test						
35	CRP Latex Control Serum (highly Sensitive)						
36	ADA						
37	ADA Calibrator						
38	ADA Control						
39	Gamma Glutamyl Transpeptidase Test (GGT)						
40	Serum Magnesium						
41	Serum Haptoglobin						
42	Serum B2 Microglobulin						
43	Serum Immunoglobulin profile						
	Immunoglobulin A						
	Immunoglobulin G						
	Immunoglobulin M						
44	C3						
45	C4						
46	Serum Ceruloplasmin						
47	Serum CPK (CK)						

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. No other charges would be payable by the Institute.
3. That I/We shall supply the items of requisite quality.
4. That I/We undertake that the information given in this tender are true and correct in all respects.

*** Rate per test should be price of Pack size + GST / Total No. of test per pack.**

Signature of the bidder with seal.

Date:

Place:

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 Tenderwizard portal i.e. <https://www.tenderwizard.com/AIIMSBBSR>

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.