

Notice Inviting e-Tender

For

Comprehensive Maintenance Contract of Split Type Air Conditioners of AIIMS Bhubaneswar

(File No.: AIIMS/BBSR/EE(AC&R)/58/2021)



All India Institute of Medical Sciences
Engineering Branch, Bhubaneswar (Odisha)-751019
www.aiimsbhubaneswar.edu.in

NIT No. : **AIIMS/BBSR/AC&R/CMC SPLIT AC/11/2021**
Estimated Cost : **₹ 16,23,663.00**(₹ Sixteen lakhs twenty three thousand six hundred sixty three only)
Rate Contract Period : **365Days (FROM THE ISSUE OF WORK ORDER)**

“Certified that, this tender document contains **35 pages** only”.

Executive Engineer (AC & R)
AIIMS, Bhubaneswar

Project Cell, AIIMS, Bhubaneswar

Name of Work	:	Comprehensive Maintenance Contract of Split Type Air Conditioners of AIIMS Bhubaneswar		
NIT No.	:	<u>AIIMS/BBSR/AC&R/CMC SPLIT AC/11/2021</u>		
<u>INDEX</u>				
			Page No	
1.	Subject & Index		-	01 & 02
2.	Notice Inviting e-Tender / Notice Inviting Tender		-	03
3.	Information & Instructions to Bidders for Tendering		-	04 & 05
4.	Declarations to be given by the Tenderers		-	06
5.	General Rules & Directions and General Conditions		-	07 to 11
6.	Form for details of all works of similar class completed during last 07 (Seven) Years (Appendix `A' refers)		-	12
7.	Form for Detailed information of the Bidder (Appendix `B' refers)		-	13
8.	Performa for EMD Declaration (Appendix `C' refers)		-	14
9.	Bidders undertaking against Item Rate Bid for Work		-	15
10.	Special Conditions for Split AC Works		-	16 to 18
11.	Technical Specification and Approved Make		-	19
12.	Scope of work		-	20 to 21
13.	Technical Bid (Eligibility Criteria)		-	22
14.	Affidavit		-	23
15.	Form for Performance Security (Bank Guarantee) (Annexure - I)		-	24
16.	Format for Agreement		-	25 to 28
17.	PROFORMA OF SCHEDULES			29 to 30
18.	Financial Bid (Schedule of Quantities)		-	31 to 32
19.	e-Tendering Instruction to the Bidder		-	33 to 35

NOTICE INVITING e-TENDER

(a)	Name of Work	<u>Comprehensive Maintenance Contract of Split Type Air Conditioners of AIIMS Bhubaneswar</u>
(b)	Tender No.	<u>AIIMS/BBSR/AC&R/CMC SPLIT AC/11/2021</u>
(c)	Estimated Cost	₹ 16,23,663.00 (Rupees Sixteen lakhs twenty three thousand six hundred sixty three only)
(d)	EMD	NIL
(e)	Performance Security (Bank Guarantee)	3% of Tendered Cost.
(f)	Security Deposit	5% of the Final Value.
(g)	Tender documents will be Issued From	Download from Institute Website. (i.e. www.aiimsubhubaneswar.edu.in , www.tenderwizard.com / www.eprocurement.gov.in).
(h)	Last Date, Time & Place of Submission	11/06/2021 at 14:00 Hours through online.
(i)	Date, Time for opening of Tender	On 11/06/2021 at 15:30 Hours.

1. The time of submission of e-Tender is **11/06/2021 by 14:00 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 specifications, the schedule of quantities of various types of items to be executed and the set of terms & conditions of the contract & special conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website www.aiimsubhubaneswar.edu.in Or www.tenderwizard.com/AIIMSBBSR.

Executive Engineer (AC & R)
AIIMS, Bhubaneswar

INFORMATION AND INSTRUCTIONS TO BIDDERS FOR e-TENDERING

Ser. No.	Description	Details
(a)	NIT No.	<u>AIIMS/BBSR/AC&R/CMC SPLIT AC/11/2021</u>
(b)	Name of Work:	Comprehensive Maintenance Contract of Split Type Air Conditioners AIIMS Bhubaneswar.
(c)	Estimated Cost	₹ 16,23,663.00 (Rupees Sixteen lakhs twenty three thousand six hundred sixty three only)
(d)	Period of Completion	365 Days (FROM THE ISSUE OF WORK ORDER)
(e)	Last date and time of online submission of tender	By 08/06/2021 at 14:00 Hours through online.
(f)	Time and date of on line opening of Tender (Technical Bid)	On 11/06/2021 at 15:30 Hours.
(g)	Time and date of opening of Online Financial Bids	To be intimated later on through website.
(h)	Period during which hard copies of declaration of EMD Registration Certificates, Undertaking and other Documents to be submitted to Executive Engineer (AC & R), 1st floor, Academic Building, AIIMS, Bhubaneswar by the Bidders for reference. However, the Eligibility will be considered as per uploaded documents.	To be submitted on same Days i.e. on 11/06/2021 i.e. by 14:00 Hours . In case the last day happens to be closed holidays, these Documents shall be submitted on the next working day failing which technical Bid will not be considered for Evaluation.
(j)	Mode of submission of Tender	On Line.

1. The intending bidder must read the terms and conditions of Tender document carefully. He should submit his bid if he considers himself eligible and he is in possession of all the certificates / documents required.
2. Information and Instructions for bidders for e-tendering posted on website shall form part of bid document.
3. The bid document consisting of 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.
4. 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.
5. The intending bidders must have valid class-III digital signature to submit the bid.

6. The bid can be submitted only after depositing e-tender Processing Fee in favour of ITI Limited and uploading the mandatory scanned documents as specified within the period of bid submission.
7. Copies of eligibility documents as specified in the notice inviting tender shall be scanned and uploaded on the e-tendering website within the period of tender submission. Bidders can upload documents in the form of JPG format, PDF format and any other format as permissible by the e-tendering portal.
8. 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.
9. 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.
10. Financial bids shall be opened online only for bidders for whom all the necessary documents are found in order and who are found to be eligible to bid for work. On opening date, the bidder can login and see the bid opening process. After opening of bids, he will receive the competitor bid sheets.
11. If the contractor is found ineligible after opening of bids, his bid shall become invalid.
12. 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.
13. **The Bidders shall have to submit original instrument for self-certified copies of all the scanned and uploaded mandatory documents on same day of opening of tender in the office of Tender Opening Authority. List of mandatory Eligibility Documents to be scanned and uploaded within the period of bid submission: -**
 - (a) Performa for EMD declaration (Appendix" C") duly completed and signed by the bidder.
 - (b) Appendix 'A to C' duly filled in (Pages 12, 13 & 14 ref.) and signed with stamp.
 - (c) Certificates of Work Experience & Completion Certificate of Similar Work from Client not below the Rank of Executive Engineer or equivalent, as mentioned in Ser. No. - 4, Page No. - 7 refer under Eligibility Criteria.
 - (d) Certificate of Registration for GST and acknowledgement, up to date filed return if required.
 - (e) Copies of PAN Sheets
 - (f) Copies of Balance Sheets
 - (g) Copies of undertaking for the servicing of Air Conditioners
 - (h) Copies of ESI Registration.
 - (i) Copies of EPF Registration. (Latest submitted challan copy)
 - (j) The Bidder should have their Registered Office/Branch in Bhubaneswar. If not, an Office should be opened in Bhubaneswar within 30 (Thirty) Days of the award of Work. Details of Address Proof of Office located at Bhubaneswar should be given.
 - (k) Declarations to be given by the Tenderers (as per Page 06.).
 - (l) Each page of the e-tender documents should be duly signed with seal otherwise the bid shall become invalid.
14. Information & Instruction for Contractor will form Part of NIT.

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 Electrical Zone, Odisha. In case at any stage, it is found that the information given by me is false/incorrect, AIIMS shall have the absolute right to take any action as deemed fit without any prior intimation to me".

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

GENERAL RULES & DIRECTIONS AND GENERAL CONDITIONS

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

1. **Name of Work:** Tender for “Comprehensive Maintenance Contract of Split Type Air Conditioners AIIMS Bhubaneswar”
2. The work is estimated to cost of ₹ **16,23,663.00**(₹ **Sixteen lakhs twenty three thousand six hundred sixty three** only). The estimate, however, is given merely as a rough guide.
3. Intending Bidder is eligible to submit the bid provided he has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority of having satisfactorily completed similar works. The similar work means, **“Comprehensive Maintenance Contract of all type of Split Air Conditioners with supply of material/spare along with manpower.” Or SITC of split/window/cassette Air Conditioners etc.”** (Copy of WO(s) & respective completion certificate(s) must be furnished by the bidder in Tech Bid in support of eligibility)
4. **Eligibility Criteria.** Indenting Bidder, who fulfil following requirement shall be eligible to apply: -
 - (a) Three (03) similar completed works each of value **not less than 40%** (i.e. for ₹ **649465.00**) of estimated cost put to tender or Two (02) similar completed works each of value **not less than 60%** (i.e. for ₹ **974198.00**) of estimated cost put to tender or one (01) similar completed work of value **not less than 80%** (i.e. for ₹ **1298930.00**) of estimated cost put to tender in **last 07 (Seven) Years** ending **31st March 2021**.
 - (b) The Bidder should have registration up to date with **Employee Provident Fund (EPF) Commissioner** and **Employee State Insurance (ESI) Corporation**.
 - (c) The bidder should have positive net worth and should not have incurred loss in last 03 (Three) Years ending i.e. by **31st March 2021**, duly certified by Chartered Accountant.
 - (d) The experience of similar work should be from Central Govt., State Govt., PSU, Autonomous Body, Govt. Hospitals and reputed Pvt. Hospitals.
 - (e) Agreements shall be drawn with the successful bidders for item/items on prescribed format. Bidders shall quote their rates as per various terms and conditions of the said form which will form part of the agreement.
 - (f) The bid document consisting of plans, specifications, the schedule of quantities of the various type of items to be executed and the set of terms & conditions of the contract to be complied with and other necessary documents.
 - (g) Conditional Bids shall not be considered and will be out-rightly rejected at the very first instance.
 - (h) **Average Annual Financial**, the turnover during the last 3 years, ending **31st March 2021** should be at least 30% of the estimated cost. (i.e. ₹ **4,87,099.00**)
5. **Preparation & Submission of Tender through Online.** The Tender should be submitted in **02 (Two) parts i.e. Technical Bid and Financial Bid Respectively**. The Technical Bid should be sent by the Bidder through online as **“Technical Bid”** for **Comprehensive Maintenance Contract of Split Type Air Conditioners AIIMS Bhubaneswar**.

6. **Performance Bank Guarantee.** The successful contractor will be required to furnish a Performance guarantee of 3% (three Percent) of Contract Value after receiving notification of award in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank (as per clause-v) in the name of the "All India Institute of Medical Sciences, Bhubaneswar" which shall be kept valid for a period of 60 days beyond completion of all the contractual obligations. The security deposit which is 05% of the contract value 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. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost, all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions.
8. The Tender paper/documents can be seen/downloaded from Official website & submitted through on line. For any query, Executive Engineer (AC& R), Phone: 9437317123, AIIMS, Bhubaneswar, may be contacted.
9. 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 Director, AIIMS, Bhubaneswar reserves to himself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate quoted.
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 Assistant Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazette officer in the AIIMS, Bhubaneswar. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of this Department.
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. Bidders are strongly advised to inspect and assess the site conditions and its surroundings at their own cost and satisfy themselves before submitting their bids. The prospective bidders are advised to depute their technical experts with authorization letter to visit, assess and examine the conditions, requirements, nature & quantum of work which may be necessary for the purpose of bidding and submit a realistic offer for the successful execution of the work. In general, they shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A Bidder shall be deemed to have full knowledge of the site whether he/she inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Bidders shall submit a realistic offer for the execution of the work at their own cost without any liability on AIIMS, BBSR.

The Contractor should inspect the equipment prior to submission of bid at his/her own cost and quote accordingly in a realistic manner. Price quoted by the bidder shall include maintenance of the equipment for trouble-free performance during the period of contract.

15. The bid for the works shall remain open for acceptance for a period of 90 days from the date of opening of bids.
16. 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.
17. (a) Security Deposit equal to 05% of the Contract Value will be deducted from the Bills of the Contractor
(b) The Income Tax as applicable shall be deducted from the Bill unless exempted by the Income Tax Department.
(c) The quoted Rates shall be inclusive of GST.
(d) Labour CESS @ 01% will be deducted from the Bill.
(e) Water charge @ 01% will be deducted from the bill (If use of Water from AIIMS, Bhubaneswar)

18. **Goods and Services Tax (GST).**

- (a) **GENERAL REMARKS ON TAXES & DUTIES:** In view of GST Implementation from 1st July 2017, all taxes and duties including Excise Duty, CST/VAT, Service tax Entry Tax and other indirect taxes and duties have been submerged in GST. Accordingly, reference of Excise Duty, service Tax, VAT, Sales Tax, Entry or any other form of indirect Tax except of GST mentioned in the bidding document shall be ignored.
- (b) Bidders are required to submit copy of the GST Registration certificated while submitting the bids wherever GST (CGST & SGST/UTGST or IGST) is applicable.
- (c) "GST shall mean Goods and services Tax charged on the supply of material(s) and services. The term 'GST' shall be construed to include the integrated Goods and Services Tax (Hereinafter referred to as "IGST") or central Goods and Services Tax (hereinafter referred to as "CGST") or State Goods and services Tax (Hereafter referred to as "SGST") or union Territory Goods and services Tax (hereinafter referred to as "UTGST").
- (d) Quoted price/rate(s) should be inclusive of all taxes and duties, except GST (i.e. IGST or CGST and SGST /UTGST applicable in case of interstate supply or intra state supply respectively and cess on GST if applicable) on the final service. However, GST rate (including cess) to be provided in the respective places in the price Bid. Please note that the responsibility of payment of GST (CGST & SGST or IGST or UTGST) lies with the supplier of Goods/services (service provider) only. Supplier of Goods/Service (Service provider) providing taxable service shall issue an invoice/Bill, as the case may be as per rules/regulation of GST. Further, returns and details

required to be filled under GST laws & rules should be timely filed by supplier of Goods /services (Service provider) with requisite details.

19. The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Bhubaneswar site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by AIIMS, Bhubaneswar for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
- (a) The Payment of Wages Act 1936.
 - (b) The Employees Provident Fund & MP Act, 1952.
 - (c) The Contract Labour (Regulation) Act, 1970.
 - (d) The Payment of Bonus Act, 1965.
 - (e) The Payment of Gratuity Act, 1972.
 - (f) The Employees State Insurance Act, 1948.
 - (g) The Employment of Children Act, 1938.
 - (h) The Motor Vehicle Act, 1988.
 - (j) Minimum Wages Act, 1948.
20. **Breach of Terms and Conditions.** Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract or in Case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to reject the bid at any stage without assigning any reason thereof and nothing will be payable by AIIMS, Bhubaneswar.
21. **Termination of Contract.** AIIMS, Bhubaneswar would have the right to terminate the contract, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, Bhubaneswar rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff and the agreement may be terminated. The decision of AIIMS, Bhubaneswar's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, Bhubaneswar shall have the right to engage any other tenderer to carry out the task.
22. **Arbitration.** The Arbitration shall be held in accordance with the provision of the Arbitration and conciliations Act, 1996 and the venue of arbitration shall be at Bhubaneswar. The decision of the Arbitrator shall be final and binding on the both parties.
23. **Dispute Settlement.** It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Director, AIIMS, BHUBANESWAR whose decision shall be final and binding on both the parties. The contract shall be governed by laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.
24. The Lowest Bidder will be decided as per the Commutation Rates quoted by the Bidder for individual item.
25. Payment will be made on quarterly basis after due Certification of the Bills by the Representative of Engineer-in-Charge.
27. GST and other Taxes as applicable shall be recovered/ paid from the contractor's bill as per Govt. of India/AIIMS Rules.

28. **Penalty:** For non-compliance or partial compliance of satisfactory execution of items, the Engineer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this non-conformity continues. Ordinarily the complaint must be attended within 2 hours of call if no spares are to be changed, otherwise the call must be completed within 48 hours of receipt of call. Thereafter under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of **Rs.500.00** per day & per complaint subject to maximum of **Rs.3000** against the complaint. After five days of non-compliance of the call, the AC will be repaired at AIIMS Bhubaneswar cost and the amount shall be recovered from the contractor.
29. Emergency complains (24*7) must be attended immediately and if there is a major complain, it should be rectified on the urgent basis. During summer i.e., from 15th March to 15th Sept., the Contractor shall check all the air conditioners, once in a fortnight and ensure that these equipment are functioning properly and submit performance certificate from the equipment user(s).
30. All necessary tools related to the work and stock material like ladders, jet pump, vacuum pump, hose pipe, Ref. gas, compressor, condenser, capacitor, fan motor, thermostat, remote kit/PCB etc. must be available at within the seven days from the issue of work order.
31. The necessary quantity of spare parts {like Ref. gas (R-22, R-32, R-410a etc.), compressor, condenser, capacitor of different capacity, fan motor, fan blade, cleaning material etc.} related to maintenance work must be available at site before processing the quarter bill which is also verified by Engineer-in-Charge and make of the spares & consumables to be used for repair / maintenance of the machines are mentioned at Page-19. The contractor shall ensure that at least 06 Nos. of Split ACs are kept in good working condition at all times so that the same can be put into service in emergency.
32. In case of AC being covered under warranty, the Contractor shall have to coordinate with the AC manufacturer/authorised dealer on behalf of AIIMS to avail warranty services etc. The Contractor shall also carry out day-to-day normal maintenance of the equipment under warranty period without any extra cost.
33. Vendor shall submit the following documents after execution of given work:
- (a). Work Completion Certificate
 - (b). Testing & Commissioning Certificate
 - (c). Material Test Certificate
 - (d). Warranty/ Guarantee Certificate
 - (e). Colour Photos for executed work on glossary paper
 - (f). Non-Objection Certificate (NOC) regarding work
 - (g). GST return up to date Voucher
 - (h). Bank Account Details

Executive Engineer (AC & R)
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 2021)

S. 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)	(j)
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 Certificate)	
GST Number (enclose the attested copy of 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)

All India Institute of Medical Sciences
Engineering Branch, Bhubaneswar (Odisha)-751019 www.aiimsbhubaneswar.edu.in

PERFORMA FOR EARNEST MONEY DEPOSIT DECLARATION

Whereas, I/We.....(Name of Agency).....have submitted
 bids for.....

I/We hereby submit following declaration in lieu of submitting Earnest Money Deposit

1. If after opening of the tender, I/We withdraw or modify my/our bid during the period of validity of tender (including extended validity of the tender) specified in the tender documents.

Or

2. If after the award of work, I/We fail to sign the contractor to submit Performance Guarantee before the deadline defined in the tender document.

I/We shall be suspended for One year and shall not be eligible to bid for AIIMS Tender from the date of issue of suspension order.

Name:

(Full signature of the bidder with Firm's seal)

Place: _____

Dated: _____

Percentage Rate Tender / Item Rate Tender & Contract for Works

E-Tender for the work of: Comprehensive Maintenance Contract of Split Type Air Conditioners of AIIMS Bhubaneswar.

To be submitted online by:

- (a) Time and date of online Opening of Technical Bids. : **11/06/2021 (15:30 Hours).**
- (b) Time and date of opening of Online Financial Bids. : **To be intimated later through website.**

T E N D E R

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

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

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

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

Dated: * _____

Signature of Contractor(s)
with full Postal Address

Witness: *

Address: *

(* To be filled in by the Contractor.)

Occupation: *

SPECIAL CONDITIONS OF CONTRACT

1. Any facility not mentioned in this scope, but which is vital to **Comprehensive Maintenance Contract of Split Type Air Conditioners** are assumed to be included in the scope of work.
2. The Contractor has to ensure safety and provide adequate supervision/precautions and shall ensure that the workmen engaged by him are professionally competent and have the required expertise to carry out the intended maintenance. The contractor shall provide minimum 2 Nos. of Technicians, 2 Nos. of helpers & 1 No of supervisor for smooth execution of the work.
3. During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Institute or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account & no claim for delay on this account shall be entertained.
4. The tender shall be based on Conditions of Contract and tenderers are required to quote their own rates against each item in schedule of quantities (B.O.Q), which is enclosed. All rates shall remain firm for the contract period/extended contract period.
5. If the contractor fails to proceed with the work within the stipulated time as specified from the date of issue of work order to proceed with the work, it shall be treated as failure on the part of the Contractor to discharge the Contractual obligations which may result in termination of the contract and forfeiture of the Security Deposit.
6. At end of the contract, contractor must hand over all the machines (as mentioned in the contract) in healthy and working condition before processing the final quarter bill.
7. All the works to be carried out in accordance with latest CPWD/BIS Specifications and as per the directions of Engineer-in-charge.
8. **Packing:**

The supplier shall provide such packing of the goods, as is required to prevent their damages or deterioration during the transit to their final destination as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit.
9. **Drawing and Specifications:**

A copy of tender documents and all relevant drawings and specifications viz. Indian standards, latest CPWD specifications etc. shall be made available at site if & when asked for reference.
10. **Cost of Tests:**

The cost of preparing samples and carrying out tests for quality of material or workmanship will be borne by the contractor except for such exclusions as are specifically mentioned in the specifications laid down in contract. The cost of all test carried out by Laboratories directed by the Engineer-In-Charge will be borne by the contractor.
11. The work shall be carried out strictly as per the attached technical specifications, relevant IS specifications.
12. The contractor has to get approved all the material from the Engineer-in-Charge before its actual use at site of work.
13. The scope of work includes all minor building works required for execution work such as cutting of wall etc. and making good the same. Nothing extra will be paid to contractor for the same.

14. The watch and ward of material and installation shall rest on the part of contractor during execution of work and till handing over of the same after completion of work in accordance with schedule of work.
15. The contractor will take care of the building etc. while handling / installing the equipment to avoid damages to the building. If any damages occur during execution of work, it shall be made good by contractor without any extra cost.
16. Existing materials on good condition may be used after joint inspection by Engineer-in charge & AIIMS representatives & vendor.
17. Dismantling of non-used materials to be deposited at Engineering Dept. by the Firm.
18. For all items of Split AC; CPWD specifications with correction slips up to the date of receipt of tender shall be followed. For the items which are not covered under CPWD specifications; the special conditions /B.I.S. specifications shall apply. In this regard the decision of Engineer-in- charge shall be final & binding.
19. Wherever any reference is made of any Indian Standard, it shall be taken as reference to the latest edition with all amendments / revision issued thereto up to the date of receipt of tenders.
20. On account of security consideration, there could be some restrictions on the working hours, movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and adjust the program for execution accordingly, for which nothing extra shall be paid.
21. The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local bodies, Labour Laws, minimum wages act, workmen compensation act and other statutory laws enact by Central Govt. as well as State Govt.
22. No residential accommodation shall be provided to any of the staff engaged by the contractor. The contractor shall not be allowed to erect any temporary set up for staff in the campus.
23. No claims of the labours shall be entertained by the department including that of providing employment, regularization of services etc.
24. All labour & transportation, ladders, Hydra, Scaffolding etc, electrical instruments for execution of internal electrification work, required for execution of the work shall be arranged by the contractor.
25. Staff employed by the contractor should be well behaved, polite & courteous. Any complaint against staff should be taken very seriously and such staff should be removed by the contractor immediately from the site and replacement shall be provided immediately.
26. All dismantled material will be removed from site by contractor after verification of measurement of the same by JE and Chases, holes & drilling works etc. shall be done using power operated tools in the cost of Contract. No extra will be paid for the same.
27. The contractor shall make all safety arrangement required for the labour engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. AIIMS Bhubaneswar will not be responsible for any mishap, injury, accident or death of the contractor's staff. No claim in this regard shall be entertained / accepted by the AIIMS Bhubaneswar. Also, Contractor is responsible to the damage caused to any man/material/ Govt. property by his or his labour during execution of work and this should be rectified by the contractor at his own cost.
28. For non-compliance or partial compliance of satisfactory execution of items, the Engineer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this non-conformity continues. However, the total amount of this compensation for the whole contract shall not exceed 10% of the tendered value of this contract. This shall be without prejudice to other remedies available to Engineer-in-charge under this contract to take action against the contractor.

29. The materials used for carrying out the work shall be of best locally available quality and the contractor has to carry out the necessary testing of the material as ordered by the Engineer-in-Charge for its conformity and all testing charges shall be borne by the contractor.
30. As directed by EIC/EE(AC&R)/JE(AC&R) the deployed manpower shall work in other similar related work like HVAC & etc.
31. Initially this Comprehensive Maintenance Contract is for one-year period, if the work is completed satisfactory, approved by Engineer-in-charge, the CMC period can be extended up to two years in the same rate contract and Bank Guarantee will be extended up to same and the agreement is also renewed.
32. A dedicated telephone number is to be provided by the contractor for logging of complaints.
33. In the case of discrepancy between the schedule of quantities, the Specifications and/or the Drawings, the following order of preference shall be observed: -
- (a) Description of schedule of quantities (B.O.Q).
 - (b) General rules & Directions and General Conditions/ Special Conditions/CPWD Specifications.
 - (c) Indian standards specifications/BIS.
 - (d) Any reference made to any Indian standards specifications in these documents, shall imply to the latest version of that standard, including such revisions/amendments as issued by the Bureau of Indian Standards up to last date of receipt of tenders. The contractor shall keep at his own cost all such publications of relevant Indian Standards applicable to the work at site.
 - (e) If there are varying or conflicting provisions made in any one document forming Part of contract, Engineering In-charge shall be deciding authority and regard to the intention of the document, his decision shall be final and binding on the Contractor.
34. The Vendor shall submit colour photographs of new materials/items replaced during CMC, while submitting the Bills.
35. After expire of warranty period of any existing Split ACs/Cassette ACs, the contractor shall agree to continue the CMC of these extra ACs with same quoted rates in NIT after due approval from the Engineering -in-Charge(EIC).
36. If the performance of the contractor is found unsatisfactory during the period of CMC, the contract shall be ceased, after giving notice period of 3 months by Engineering -in-Charge (EIC).
37. Quarterly payment will be made on submission of original tax invoice along with all necessary documents by the vendor after verification of work done by the vendor, in the same period, from AIIMS Authorities.
38. The contractor will be fully responsible for the safety of their workers, stocks, furniture, fixtures, machines and equipment etc. AIIMS/BBS will not be responsible/liable for any damages caused to the contractor by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by AIIMS/BBS. The contractor shall be responsible for any loss/theft /pilferage or damage to the properties belonging to AIIMS/BBS, caused by their employees/staff negligence and will pay/compensate to AIIMS/BBS or allow the amount of loss sustained by the AIIMS/BBS, to be deducted from any such amount found due to the contractor. The responsibility for any such theft or loss or damages/ pilferage shall have to be decided on the finding of the inquiry committee, to be constituted for this purpose by the AIIMS/BBS. If considered necessary, AIIMS/BBS will also be free to take up the matter with the police for proper investigations/ action and recovery of loss due to such theft/ pilferage and damages etc.

Executive Engineer (AC & R)
AIIMS Bhubaneswar

SIGNATURE OF THE CONTRACTOR

TECHNICAL SPECIFICATION

1. GENERAL

Technical specifications in this section cover the Comprehensive Maintenance Contract of Split Type Air Conditioners. The scope of work inclusive of Electrical Works/Mechanical Works/Cassette AC Works.

2. STANDARDS AND CODES.

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

3. ITEMS:

Sl. No.	Description	Specification
1	1.5 TON Split Type air conditioners	Make- Voltas, Samsung, LG, Blue Star, Hitachi, Llyod, Daikin etc. Total- 274 nos.
2	2.0 TON Split Type Air Conditioner	Make- VOLTAS Total- 10 Nos.
3	4.0 TON Split Type Air Conditioner	Make- Voltas Total- 7 nos.

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

5. APPROVED MAKE LIST

Sl. No.	Description of Items	Make
1	Compressor	Emersion, Hitachi or Equivalent (ISI, BIS Standard)
2	Condenser Coil	Respective Split AC Marker or ISI, BIS Standard
3	Outdoor & Indoor Fan motor	As per manufacturing standard (ISI, BIS Standard)
4	Refrigerant Gas (R-22, R-32, R-410, R-407A)	Floron or Equivalent
5	Copper Pipe (5/8,1/2,3/8,1/4)	As per manufacturing standard (ISI, BIS Standard)
6	3 core copper flexible cable (2.5 sqmm)	R.R, FINOLEX, HAVELLS, POLYCAB etc. or Equivalent

Scope of Work:

At present there are about 291 Nos of different make Air Conditioners covered under this contract located in various places like hospital, academic, administrative, nursing college buildings etc. of AIIMS, Bhubaneswar, provide above. The details of Air Conditioners Type, Capacity and Nos covered under the CMC are provided in BOQ of price bid. The details of locations of air conditioners will be provided along with letter of award.

1. **Preventive Maintenance Services (PMS) Schedule Monthly:**

Monthly services include:

- a) Cleaning of Air Filters, indoor unit grills & filters through air blower.
- b) Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.
- c) Refrigerant check & if required then top-up.
- d) Check the unit amps
- e) Check the indoor unit motor noise
- f) Check the drain pipe & clean
- g) Check the swing motor & flap
- h) Check the return air sensor & coil sensor
- i) Check the remote battery.

2. **Preventive Maintenance Services (PMS) Schedule Quarterly:**

- a) Every machine shall be serviced at least once every quarter. A record of such services duly checked by the person using the machine or in his absence, in charge of the location of the AC shall be maintained.

- b) Quarterly PMS shall include at least the following services:

- i) Replacement of filter if found damaged/unusable
- ii) Checking of selector switch, thermostat, relays, remote control etc.
- iii) Checking of motor bearings
- iv) Checking of ground connections
- v) Checking of blower and condenser fans
- vi) Cleaning of blower and condenser fan
- vii) Cleaning of the evaporator & condenser coils
- viii) Checking and tightening of nuts and bolts
- ix) Oiling of the motors.
- x) Checking of the backup electrical power outlet/MCB
- xi) Checking of the drive motors and fans
- xii) Overhauling of the AC, with chemical washing process
- xiii) Checking of cooling efficiency
- xiv) Checking firmness of the supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners
- xv) Replacement of any component of air conditioners (indoor and outdoor units, inlet and outlet pipes, electrical connections etc) found defective after the above checks and tests.
- xvi) Charging of Refrigerant gas during the period of contract if need arises, a maintenance schedule mutually agreed upon will be prepared before commencement of the CMC. Any delay beyond the agreed schedule will attract penalty of 1% of the rate contract value per day of delay or the part there of subject to maximum deduction of 10% of the rate contract value.

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

3. **Comprehensive maintenance services:** The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, comprehensive maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent/ chemical solution and flushing with high pressure jet water
- b) Greasing of blower motors and all moving parts.

The above activities must be carried out within 15 days from the date of award of the contract or before commencement of the summer season.

4. **Breakdown Services:** On call CMC services shall include attending to any complaint at any time of the year on receipt of verbal/written complaint from coordinating officer of AIIMS Bhubaneswar. A record of the breakdown calls attended duly acknowledged by the occupant or user of the Air Conditioner or in his absence by the person in charge of the location shall be maintained.

5. This comprehensive contract includes replacement of any faulty spares like compressors, starting capacitors, running capacitors, relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, power contractors, control contractors, external time switch units provided for specific time running of AC's, Stabilizers, Rewinding of motors, providing ball bearing of motors, fan blades, electronic control circuitry, remote control units, etc at contractor's cost including gas charging and complete repair and maintenance of their related voltage stabilizers, attending all complaints and breakdowns of all types of air conditioners. The contractor shall repair the damaged body of the Air Conditioners if any and take up special repair of reciprocating compressors and Rewinding of Motors.

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

7. It is the primary duty of the successful contractor to ensure that all air-conditioners under the contract are in working condition including those in unmanned area such as Server Room, UPS Room etc. Hence, the contractor should monitor and daily inspect all air conditioners in unmanned areas.

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

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

Technical Bid (Eligibility Criteria)

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

S.No.	Details/Particulars	Uploaded (Yes/No)	Page No.
(A)	Performa For Earnest Money Deposit Declaration		
(B)	Appendix `A to C' duly filled in (Pages 12,13 & 14 ref.) and signed with stamp.		
(C)	Certificates of Work Experience & Completion Certificate of Similar Work from Client not below the Rank of Executive Engineer or equivalent, as mentioned in Ser. No. - 4, Page No. - 7 refer under Eligibility Criteria		
(D)	Certificate of Registration for GST and acknowledgement, up to date filed return if required.		
(E)	Attested Copies of PAN Sheets		
(F)	Copies of Balance Sheets		
(G)	Copies of undertaking for the servicing of Air Conditioners		
(H)	Copies of ESI Registration		
(I)	Copies of EPF Registration. (Latest submitted challan copy)		
(J)	The Bidder should have their Registered Office/Branch in Bhubaneswar. If not, an Office should be opened in Bhubaneswar within 30 (Thirty) Days of the award of Work. Details of Address Proof of Office located at Bhubaneswar should be given.		
(K)	Declarations to be given by the Tenderers (as per Page 06.)		
(L)	Each page of the e-tender documents should be duly signed with seal otherwise the bid shall become invalid.		

AFFIDAVIT

(To be submitted on Rs. 100/- Stamp Paper)

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

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

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

"I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for bidding in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee".

Business Address: -

Name:

(Signature of Bidder with Firm's Seal)

Place: _____

Dated: _____

FORM OF PERFORMANCE SECURITY (BANK 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).

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

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

Dated the _____ day of _____ for _____

(Indicate the name of Bank)

Format for Agreement
(To be made on Rs 100/- Judicial Stamp Paper)

This Agreement is made at.....on this.....day of.....2019.

BETWEEN

Director, AIIMS, Bhubaneswar represented through Superintending Engineer, 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.....)

(here in after refer red to as "**Tender/Bid**") and intends to award, under laid down organizational procedure,
contract for: **Comprehensive Maintenance Contract of Split Type Air Conditioners 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.

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

Article - 1: Commitment of the Principal/Owner.

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

- (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in
connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or
third person, any material or immaterial benefit which the person is not legally entitled to.
- (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The
Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same
information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s)
could obtain an advantage in relation to the Tender processor the Contract execution.
- (c) The Principal/Owner shall endeavour 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
Executive Engineer (AC&R) **Page 25** **(Signature of the Bidder with Seal)**

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 participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
 - (e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to, or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice **means a wilful 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 vigour 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: LEGAL AND PRIOR RIGHTS.

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

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

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

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

WITNESSES:

1.
(Signature, Name and address)

2.
(Signature, Name and address)

Place:

Dated:

Executive Engineer (AC&R)

Page 28

(Signature of the Bidder with Seal)

PROFORMA OF SCHEDULES

SCHEDULE A'

(Reference to General conditions of Contract.)

Name of Work: **Comprehensive Maintenance Contract of Split Type Air Conditioners AIIMS, Bhubaneswar**

Estimated Cost of Work: ₹ **16,23,663.00**

(a) Performance Guarantee = **03% of Tendered Value**

(b) Security Deposit = **05% of Final Value**

SCHEDULE 'B'

GENERAL RULES & DIRECTIONS:

Officer Inviting Tender: - Executive Engineer (AC & R), AIIMS, Bhubaneswar

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

in accordance with Clause -12.2 &12.3 = 50%

Definitions

See below

- | | | |
|---|---|---|
| 2 (v) | Engineer-in-Charge | Superintending Engineering
AIIMS, Bhubaneswar |
| 2(viii) | Accepting Authority | Director
AIIMS, Bhubaneswar |
| 2(x) | Percentage on cost of materials and labour to cover all over heads and profit | : 15% |
| 2(xi) | Standard Schedule of Rates | - Central Public Works Department Schedule of Rates 2018 at Delhi with upto date correction slips |
| 9(ii) | Standard AIIMS Contract Form up to and including correction slip | - GCC for CPWD Works - 2014 as amended and |
| (i) Time allowed for submission of Performance guarantee, Program Chart (Time & Progress) and applicable Labour Licenses, Registration with EPFO, ESIC & BOCW Welfare Board or proof of applying thereof from the date of issue of letter of acceptance | | : 07 Days |
| (ii) Maximum allowable Extension with late fee @ 0.1% of Performance guarantee amount beyond the period provided in (i) above. | | : 01 to 15 days |

Clause – 2.

Authority for fixing compensation under Clause 2 : Director, AIIMS, Bhubaneswar

Clause – 2A.

Whether Clause 2A shall be applicable : **No**

Clause – 5.

Time allowed for execution of work : **365 days (AFTER ISSUE OF WORK ORDER).**

Time of start of work: Within Seven days after issue of work order.

Number of days from the date of issue of letter of acceptance for reckoning date of start : **07 Days**

Authority to decide fair & reasonable extension of time for completion: of work **Superintending Engineer, AIIMS, Bhubaneswar**

Clause – 6A.

Whether Clause 6A shall be applicable : **No.**

Clause – 7A.

Whether clause 7A shall be applicable : **YES.**

Clause – 10B(ii).

Whether Clause 10B(ii) shall be applicable : **No.**

Clause – 10C. : **Not applicable.**

Clause – 10CA. : **Not applicable.**

Clause – 16.

Competent Authority for deciding reduced rates : **Superintending Engineer AIIMS, Bhubaneswar**

Clause – 25.

Settlement of dispute & Arbitration : **Director, AIIMS, Bhubaneswar**

Clause – 36(i). Requirement of Technical Staff and rate of recovery in case of non-compliance shall be as per the following table:-

Value of Work	Ser. No	Minimum qualification of Technical Representative	Discipline	Designation (Principal Technical/ Technical representative)	Minimum Experience in years	Number	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause36(i)	
							(Figures)	(Words)
For Agreement amount up to Rs150 Lakhs	(a)	Graduate Engineer OR Diploma Engineer	Elect. /civil	Principal Technical representative	02 years for Graduate Engineer/ 05 years for Diploma Engineer	1	Rs 15000/-	Rs Fifteen Thousand only

Executive Engineer (AC&R)

Page 30

(Signature of the Bidder with Seal)

Financial Bid (Schedule of Quantities)

NIT NO.: AIIMS/BBSR/AC&R/CMC SPLIT AC/11/2021

Name of the work: - Comprehensive Maintenance Contract for Split Type Air Conditioners of AIIMS, Bhubaneswar					
PART A : COMPREHENSIVE MAINTENANCE CONTRACT					
BOQ. Item No.	Description	Unit	Qty.	Unit Cost	Total Amount
1.0	Voltas/LG/Samsung/ Blue Star make split type Air Conditioners (1.5 Ton)	Nos	274		
2.0	Voltas make Split type Air Conditioners (2.0 Ton)	Nos	10		
3.0	Voltas make Cassette Units (4.0 Ton)	Nos	7		
Total Amount in Figures of Part A - (including GST)					
Total Amount (including GST) (in Words): Rupees _____ only					
PART B: MATERIAL COMPONENTS OF SPLIT AC only for dismantling and shifting					
SI No	Description	Unit	Qty.	Unit Cost	Total Amount
1.0	Copper Pipe (5/8,1/2,3/8,1/4) with insulation and wrapping	Mtr	80		
2.0	Drain Pipe (Nylon Braided hose pipe)	Mtr	150		
3.0	Outdoor & Indoor Stand	Nos.	10		
4.0	Refrigerant Gas (R-22, R-32, R-410, R-407A)	Kg	20		
5.0	3 core copper flexible cable (2.5 sqmm)	Mtr.	150		
6.0	Dismantling and shifting of ACs	Each	12		
Total Amount in Figures of Part B - (including GST)					
Total Amount (including GST) (in Words): Rupees _____ only					
Total Cost (A+B)					
PART A : Comprehensive Maintenance Contract Component (including GST)					
PART B: MATERIAL COMPONENTS OF SPLIT AC only for dismantling & shifting (including GST)					
Grand Total(A+B) (including GST)					
Total Amount (including GST) (in Words): Rupees _____ only					

Note: -

1. 'L1' will be decided on composite basis be on basis of total of Part A & B.
2. **MR = To be read as Market Rate.**
3. The Bidder must submit Financial Bid in On-Line Mode.
4. I/We have gone through the terms & conditions as stipulated in the tender and confirm to accept and abide the same.
5. No other extra charges would be payable by the Institute
6. Quantity mentioned above is tentative, it may increase or decrease as per site requirement.
7. Contractor has to bring samples as per above preferred brands only and Engineer-In-Charge shall approve one sample out of the samples brought by the contractor. The contractor has to use material of that approved sample only. No claim in this regard shall be entertained.
8. In case of non-availability of material of approved make, prior approval from Engineer-In-Charge shall be obtained for other make.
9. The rates quoted should be inclusive of GST as applicable.

Name : _____

Business Address: _____

Signature of the Bidder: -

Date : _____

Place : Bhubaneswar

Seal of the Bidder _____

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

7. 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.

8. 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 the Tender Opening Event (TOE). This is available to (Signature of the Bidder with Seal)

‘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 AIIMS, BBSR 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).

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.

For any further assistance, please contact **Mr Swadesh Bal (07008064095/ 07377708585)**, Helpdesk-011-49424365 ITI email ID for mailing communication: -
twhelpdesk404@gmail.com/ twhelpdesk680@gmail.com/ twhelpdesk605@gmail.com.