



ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Bhubaneswar, (Odisha) – 751 019

Website : www.aiimsbhubaneswar.nic.in

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

E-TENDER DOCUMENT

Name of the E-Tender : “Supply of Medical Equipment/ Instruments on Rental Parallel Rate Contract Basis to AIIMS, Bhubaneswar”

Notice Inviting E-Tender

E -Tender No. AIIMS/J-11077(018)/S&P/20-21/VOL-III/24

Dated: 01 Mar 2022

The Director, AIIMS Bhubaneswar, invites E-Bids from eligible Manufacturers / Firms / Companies / Authorized Agents / Distributors/ Dealers online through E-procurement solution portal of AIIMS Bhubaneswar (<https://www.tenderwizard.com/AIIMSBBSR>) on mutually agreed terms and conditions and satisfactory performance Supply of Medical Equipment/ Instruments on Rental Rate Contract basis. **The Supply Shall be for a period of 01 (One) year on Rate Contract Basis extendable for another one year on mutually agreeable conditions and satisfactory performance of the firm.**

The Bidder is expected to examine all instructions, terms and conditions, 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 provision of Public Procurement (Preference to Make in India), order 2017 and revised order dated 04 Jun 2020 of MoC&I (DIPP) & order vide F.No.6/18/2019-PPD dated 23 Jul 2020 of Ministry of Finance, Govt. of India. Condition of prior turnover and prior experience may be relaxed for start-up (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 : “Supply of Medical Equipment on rental Parallel Rate Contract Basis 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.aiimsbhubaneswar.nic.in and CPP Portal www.eprocure.gov.in for downloading/ participating
Last Date of downloading/participating in the E-Tendering Solution for this E-Tender	As per e-Tendering Portal of AIIMS BBSR https://www.tenderwizard.com/AIIMSBBSR
Date, Time & Place of submission of indicated desired Hard Copies in the Sealed Envelope	As per e-Tendering Portal of AIIMS, Bhubaneswar https://www.tenderwizard.com/AIIMSBBSR in the Tender box kept in the Office of the Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar -751019 (Odisha)
Date, Time & Place of Opening of Technical Bid	The Technical Bid will be opened 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 is 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 Bidder.
<u>Schedule of Tender :</u>	
Issue / Publishing Date	Dt. 01-03-2022
Pre-Bid Conference	Dt. 08-03-2022, at 03:00 PM
Last date and time of Submission of e-tender	Dt. 21-03-2022, at 11:00 AM
Date & time of opening of e-Tender	Dt. 21-03-2022, at 01.00 PM
Venue	All India Institute of Medical Sciences Bhubaneswar - 751019

Earnest Money Deposit (Bid Security):

No	Description of Product/ Service	EMD
1	“Supply of Medical Equipment/ Instrument on Rental Rate Contract (Parallel) Basis to AIIMS, Bhubaneswar”	Rs. 66,000.00

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

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

Clarification of bidding documents.

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. helpdesk_sp@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 bidders shall attend the **Pre-Bid Conference at Board Room, Academic Block, AIIMS, Bhubaneswar on 08 Mar-2021 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 throughout the country following corona pandemic, local representation of the prospective bidders may participate 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

E-Tender System Terms & Conditions :

(i) **Technical Bid:** All required documents submitted to be in online.

(ii) **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 on

Parallel Rate Contract for Supply of Equipment on rental basis at AIIMS, Bhubaneswar.
The sealed envelope should reach on or before last date & time for submission of e-Tender i.e. before the due date of submission of online bidding.

- a. Undertaking for acceptance of all terms & conditions
- b. Notarised affidavit on Indian Non-judicial stamp paper of Rs.10/-
- c. Declaration of Bid Security

1. **Technical Specifications & Price List for Rate Contract for “Supply of Medical Equipment on Parallel Rate Contract Basis to AIIMS, Bhubaneswar”.** All the rental rates fixed and given below are inclusive of freight charges, packing charges, forwarding & insurance Charges, Transportation & Labour, GST etc.

Sn	Item Description	Brand	Price upto 14 days (Rs)	Price upto 1 month (Rs)
1	Oxygen Cylinder with flowmeter		1000.00	1600.00
2	Oxygen Concentrator	Oxymed/ Philips	5000.00	7000.00
3	Suction Machine	Oxymed/ SCURE/K-Life	1500.00	2000.00
4	Pulse oximeter	Dr. Trust	300.00	500.00
5	Compressor Nebulizer	Oxymed/ Dr. Morepen	300.00	500.00
6	Patient 3 PARA Monitor	SCURE/ K-Life	2000.00	3800.00
7	Wheel Chair (Basic Model)	Oxymed/ Karma	1000.00	2000.00
8	BIPAP (S)	Lumis 100	3500.00	6000.00
9	BIPAP (ST)	REDMED/ Philips/ Lumis 150	3500.00	6000.00
10	BIPAP (AVAP)	Philips/ Dreamstation/ Oxymed/I-Series/ Resmed	4000.00	7000.00
11	BIPAP (IVAP)	Resmed/ Philips	4000.00	6000.00
12	BIPAP A40	Philips	6000.00	10000.00
13	CPAP	Resmed/ Philips	3000.00	5000.00
14	Digital BP monitor	Oxymed/ Dr. Morepen	300.00	400.00
15	Hospital Bed	Single Fowler's with mattress – railing	1500.00	3000.00

Selection Criteria :

The firms who agree to provide the above said Medical Equipment/ Instruments on rental rate contract basis as per the rates fixed by the Institute shall be empanelled subject to fulfilling all the documents/ conditions asked in the Technical Eligibility Criteria.

Date :

Seal & Signature of the Bidder
Contact No. :

Technical 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	(To be Mentioned in the Letter head of the Firm). 1. Name & Address of Bidder with phone number, email-id. 2. Specify whether a Proprietorship / Partnership firm/ Company 3. Name of Proprietor /Partner/Managing Director/Director.		
B	Name, address & designation of the authorized person for signing the bid documents. (Authorization should be made in Letter head of the Organisation)		
C	Name, Address, Phone & Fax No. of the office of the Bidder at Bhubaneswar or nearby.		
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 2 years. Note: The condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim		
G	Annual Turn Over for last Two Financial Years (Duly signed by Chartered Accountant) (Note: The condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.)		
H	Bidders to submit the GeM registration details that they are already registered in GeM as the category of the product is not available in GeM, they are not able to participate in it. It is mandatory to submit the relevant documents as supporting evidence. An undertaking also to be given in company letter head that “Such already registered suppliers should be boarded on GeM as and when the item or service gets listed on GeM” .		
I	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.		
J	Undertaking for acceptance of all Terms & Conditions in original (Annexure-I) .		
K	EMD as per tender terms and conditions		

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	Whether the item quoted is as per specification, if not, the statement of deviation (Parameter wise) from the tender technical specification must be enclosed. - (Annexure-III)		
N	Performance Certificate : Have you previously supplied these items to any government / reputed private organization on rental basis? If yes, list of Major Customers may be given on a separate sheet and proof of previous satisfactory supply, purchase order copies with reflection of price should enclosed (Annexure - IV) . If no, the Bid shall be rejected.		
O	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 start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.		
P	The location of the establishment/ office of the bidder should be nearer to AIIMS, BBSR location. (Electric Bill, Income tax proof to be submitted)		
Q	Manual Submission of Documents in Original is mandatory.		
R	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :		
S	Any other information, if necessary		
T	Acceptance of all Terms & Conditions of tender (A copy of tender documents to be submitted with Signing each page with seal).		

Date :

Seal & Signature of the Bidder
Cell No. : _____

GENERAL TERMS AND CONDITIONS :

- A. **Validity of Tender:** The validity of the Bid tender Document shall be for 180 days.
- B. **The bidder should have the establishment/ Office nearer to AIIMS, Bhubaneswar.**
- C. **The rental equipment/ instruments should be of good quality and in good condition and to be delivered at the given locations at the cost of the Bidder/ firm.**
- D. **Fall Clause :** If at any time during the execution of the contract, the Manufacture/Distributor/Dealer reduces the rental price or offers to give 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.
- E. **Other Terms and Conditions-**
1. Initial set up will be at AIIMS, BBSR and the family along with Project team members will be demonstrated the use by the firm's representative.
 2. The vendor will provide the Services at the patient's home and equipment/Instrument safety will be ensured as per their terms with the family.
 3. Payment will be made in a quarterly mode through the project by AIIMS, BBSR after feedback from the user end. Payment may be in blocks of 1 to 3 months for all patients together.
 4. Any duration of less than 15 days will be considered half a month and 15 or more than 15 days as a full month for rental payment.
 5. Payment shall be released on successful completion of services and receiving clearance from the PI and effort will be taken for earliest possible payment i.e. may maximum within one month.
 6. The timeliness and user feedback will be considered vital for continuing the contract with the vendor as it is a life-saving service. The project core committee will do a periodic assessment.
 7. All the pages of the Tender document should be sealed and signed by the Bidder.
 8. The Competent Authority of AIIMS, Bhubaneswar reserves the right to cancel the tender at any point of time without assigning the reasons thereof.
- F. **DELIVERY: -**
- I. 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 on the advice of the PI may also cancel the supply. In such a case, bid security of the supplier shall stand forfeited.
 - II. In case the quality of equipment/ instrument supplied are not in conformity with the standard given in tender 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.

- III. In case the tenderer on whom the supply order has been placed, fails to make supplies within the delivery schedule and the purchaser has to resort to 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.
- IV. If there is breach of contract any time during the execution of the contract, the full PBG will be forfeited.
- V. The details of the item needed as mentioned in Bid is approximate detail and is subject to increase/decrease at the discretion of the competent authority of AIIMS, Bhubaneswar. If there is an acute need, addition of equipment/ instrument will be done and the rates shall be finalized with the consent of all rate contract holders on the basis of current market rate. The payment would be made for actual supply taken and no claim in this regard should be entertained.
- VI. 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 of AIIMS Bhubaneswar.
- VII. 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 items/quantity and quality of items supplied are to the entire satisfaction of this office and accepted.
- VIII. 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.
- IX. 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.
- X. The rates 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.
- XI. 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 terminate the contract by giving one month's notices at any point of time and the PSD shall be forfeited.
- XII. 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 so-moto terminate the supply contract by giving 30 days notices at any point of time.

XIII. The manufacture or its authorized agent should have their office/ establishment within 30 Kms of Bhubaneswar. A declaration to that effect should be furnished in form of Affidavit in the Technical Bid.

G. OTHERS:-

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 supplying of Stores/ Goods/ Items at desired locations.

H. 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.

I. 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.

J. PERFORMANCE SECURITY DEPOSIT: -

The successful tenderers will be required to furnish a **Security Deposit of 3% of the Contract value 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 2 (Two) years Contract period. Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

K. After due evaluation of the bid(s) AIIMS, BBSR will award the contract to the responsive tenderers. Item wise evaluation will be done and lowest quoted price in individual items will be termed as L1.

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

M. *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.*

N. *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 evidence in support of their claim. S. 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. The purchaser will respond in writing (e-mail) to any request for clarification, provided that such request is received not later than ten (10) days prior to the deadline for submission of bids.

P. 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.

Q. 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 subclause with any entity in any country during the last three years or of being debarred by any other procuring entity.

(iv) 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.

Seal & Signature of Bidder

Annexures to be enclosed :

Annexure-I to VIII

S/N	Particulars	Annexure Ref.
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure - I
2	Deviation Statement Form	Annexure- II
3	Criminal Liability Undertaking	Annexure- III
4	Performance Statement	Annexure- IV
5	Finance Bid	Annexure- V

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

UNDERTAKING

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

**To
The Director,
AIIMS Bhubaneswar,**

Sir/Madam,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/We undersigned hereby bind myself/ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR, ODISHA-751019 to supply the approved awarded 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 of 3% of the Contract value shall be deposited by me/us in the form of FDR/Bank Guarantee in favour of All India Institute of Medical Sciences, Bhubaneswar on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director, AIIMS BBSR till the validity of the Contract period plus two month (i.e. for 26 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, then 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 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 equipment 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 document 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.

Place & Date

Signature of Bidder

With seal of firm
(Name of Bidder)

NOTARISED AFFIDAVIT

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.)

BIDDER

DEVIATION STATEMENT FORM

1. The following are the particulars of deviations from the requirements of the tender

Technical Bid Specifications (parameter wise).

Specification	Deviations (Yes/No)	Remarks (including Justification)

Note :

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

Place :

Signature and seal of the Manufacturer/Bidder

Date :

PERFORMANCE STATEMENT

SN	Organization served	PO No./ Work order No. & Date	Equipment details on Rental basis	Attach Photocopy of Work Order
1				
2				
3				
4				
5				

ANNEXURE – IV**FINANCE BID**

Sn	Item Description	Brand	Price upto 14 days (Rs)	Price upto 1 month (Rs)	Quoted price by the Bidder (14 Days)	Quoted price by the Bidder (1 Month)
1	Oxygen Cylinder with flowmeter		1000.00	1600.00		
2	Oxygen Concentrator	Oxymed/ Philips	5000.00	7000.00		
3	Suction Machine	Oxymed/ SCURE/K-Life	1500.00	2000.00		
4	Pulse oximeter	Dr. Trust	300.00	500.00		
5	Compressor Nebulizer	Oxymed/ Dr. Morepen	300.00	500.00		
6	Patient 3 PARA Monitor	SCURE/ K-Life	2000.00	3800.00		
7	Wheel Chair (Basic Model)	Oxymed/ Karma	1000.00	2000.00		
8	BIPAP (S)	Lumis 100	3500.00	6000.00		
9	BIPAP (ST)	REDMED/ Philips/ Lumis 150	3500.00	6000.00		
10	BIPAP (AVAP)	Philips/ Dreamstation/ Oxymed/I-Series/ Resmed	4000.00	7000.00		
11	BIPAP (IVAP)	Resmed/ Philips	4000.00	6000.00		
12	BIPAP A40	Philips	6000.00	10000.00		
13	CPAP	Resmed/ Philips	3000.00	5000.00		
14	Digital BP monitor	Oxymed/ Dr. Morepen	300.00	400.00		
15	Hospital Bed	Single Fowler's with mattress – railing	1500.00	3000.00		

Form of Performance Guarantee / Bank Guarantee Bond

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

1. We, (hereinafter referred to as "the Bank") hereby undertake to pay to the AIIMS Bhubaneswar an amount not exceeding Rs. (Rupees..... Only) on demand by the AIIMS Bhubaneswar.
2. We,(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the AIIMS Bhubaneswar stating that the amount claimed as required to meet the recoveries due or likely to be due from the said vendor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. (Rupeesonly)
3. We, the said bank further undertake to pay the AIIMS Bhubaneswar any money so demanded notwithstanding any dispute or disputes raised by the vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the vendor(s) shall have no claim against us for making such payment.
4. We, (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the AIIMS Bhubaneswar under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Director AIIMS Bhubaneswar on behalf of the Government certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Vendor(s) and accordingly discharges this guarantee.
5. We, (indicate the name of the Bank) further agree with the AIIMS Bhubaneswar that the Institute shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Vendor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said vendor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Vendor(s) or for any forbearance, act of omission on the part of the AIIMS Bhubaneswar or any indulgence by the AIIMS Bhubaneswar to the said Vendor(s) or by

any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor(s).
7. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the AIIMS Bhubaneswar in writing.
8. This guarantee shall be valid up tounless extended on demand by the AIIMS Bhubaneswar. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated theday offor.....(indicate the name of the Bank)

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

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

Contract Form
(To be made on Rs 100.00 Non-Judicial Stamp/E Stamp Paper)
FORMAT of Contract Agreement for
(EQUIPMENT- HEPA FILTER MAKE: & MODEL:)

This agreement is made at Bhubaneswar on the _____ day _____ month of Two Thousand Twenty-One between **All India Institute of Medical Sciences (AIIMS) Bhubaneswar, Sijua, Dumuduma, Bhubaneswar-751019 (Odisha)** (hereinafter called '**Client**' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Party.**

BETWEEN

M/s. _____, having its registered office at _____ (hereinafter called the '**Vendor/Agency/OEM/ Authorized Dealers**' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Party.** WHEREAS the '**Client**' is desirous to engage the '**Vendor**' for supplying, installation & commissioning of (**Equipment Name with Make & Model**) on e-Tender basis at AIIMS Bhubaneswar for which the '**Vendor**' has accepted the terms and conditions as per the Tender document for execution and completion of supply defects therein.

Terms & Conditions of the Contract Agreement:

- 1. Period of Contract Agreement:** The contract shall be for a period of 05 (Five) years from the date of satisfactory installation & commissioning of the Equipment
- 2.** The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (a) Notice Inviting E-Tender, Instruction to Bidders (ITB).
 - (b) General Conditions of Contract (GCC).
 - (c) Special Condition of Contract.
 - (d) Technical Specification
 - (e) Technical and Financial Bid
 - (f) Clarifications of Pre Bid queries and amendment/ corrigendum published before bid opening.
 - (g) Amendment/corrigendum on technical specifications.
 - (h) All the correspondence till award of contract i.e. Notification/Letter of Award.
 - (i) Supply/Purchase Order placed to the vendor
 - (j) Payment Terms: as per Terms & Conditions of the Tender Document
 - (k) Uptime Guarantee & Downtime Penalty Clause: as per Terms & Conditions of the Tender Document

3. Warranty/Guarantee of the Equipment:

The Equipment will be with 01 (Twelve) months Onsite Warranty including Spare Parts & Labour etc. for trouble free use and maintenance of the facility from the date of satisfactory assembling & Fixing absolutely at no extra cost to the institution

The Vendor will guarantee One visit of technical support staff every three months (4 visits in a year) for periodic/preventive maintenance and any time for attending repairs /breakdown calls.

4. Penalty & Recovery of Sums Due:

(a) The Vendor guarantees that the equipment including the accessories will be maintained in good working condition for a period of 347 days out of a period of 365 days (i.e. 95% uptime on yearly basis throughout the warranty period as well as during the service contract period).

If the equipment is out of order for more than 05(Five) hours during any day, it shall be considered as one day down time. The essential period to shut down the installation entirely or partially should also be included in the down time if it exceeds 02 (Two) days while calculating the 95% guaranteed uptime.

Upon receipt of notice from AIIMS, Bhubaneswar, the supplier shall within 48 hours on a 24 X 7 X 365 basis respond to take action to repair or replace the defective Equipment/ Accessories or parts thereof, free of cost, at the ultimate destination. The Vendor shall take over the replaced parts/ accessories/ stores after providing their replacements and no claim, whatsoever shall lie on the purchaser for such replaced parts/ accessories/ stores thereafter. The penalty clause for non-replacement will be applicable as per tender conditions.

(b) If the vendor, having been notified, fails to respond to take action to replace the defect(s) within 48 hours on a 24 X 7 X 365 basis, AIIMS, Bhubaneswar may proceed to take such remedial action(s) as deemed fit by the AIIMS, Bhubaneswar, at the risk and expense of the Vendor and without prejudice to other contractual rights and remedies, which AIIMS, Bhubaneswar may have against the Vendor.

The Vendor will be required to pay a penalty of Rs. 500/-(Rupees Five Hundred only) per day for per unit in case the number of days of down time in each period of 365 days is more than the downtime permissible which is to be calculated as defined above and the delay for not bringing the equipment in functioning order is in any way directly, even partially, attributable to the Vendor.

(c) In case the Penalty Amount is not paid by the Vendor, then AIIMS, Bhubaneswar will recover the same from the Performance Security/ Bank Guarantee Deposit given by the Vendor.

5. AIIMS Bhubaneswar shall not be responsible for any financial loss or other damage or injury to any item supplied or person deployed by the vendor in the course of their performing the duties in connection with purchase order/supply order.

6. Fall Clause: If at any time during the Contract period, the Manufacturer/Distributor/Dealer reduces sale price or sells or offers to sell such stores, as are covered under the contract to any person/Organisation including the purchaser or any Department of Central Government of any Department of AIIMS, Bhubaneswar Hospital/PSUs at a price lower than the price chargeable under the contract. The benefit of such price reduction would be passed on to AIIMS, Bhubaneswar by the Agency, If any such price reduction in case for any of above approved item come to the notice of AIIMS Bhubaneswar, the Vendor is liable to pass on correspondingly reduction of price to AIIMS, Bhubaneswar and deposit such reduction price difference to AIIMS Bhubaneswar, in case of supplied items from the date of coming in to force of such reduction or AIIMS Bhubaneswar will deduct the such difference amount from the pending bills/ Performance Security Deposit to recover the loss to the Government.

7. The Competent Authority of AIIMS Bhubaneswar reserves the right to relax/withdraw any of the terms and conditions mentioned in the Contract, in doing so if it is in the interest of the AIIMS Bhubaneswar. If at any time during the period of this contract, the client feels that

performance of this contract is not beneficial to it, the Director, AIIMS, Bhubaneswar reserves the right to terminate this contract without assigning any reasons.

8. Force Majeure: If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, exception, epidemics, quarantine restriction, strikes, lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by the second party to the client within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries have been so resumed or not shall be final and conclusive.

Further, if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, BBSR shall be at liberty to terminate the contract.

9. Any complementary scheme offered by the Manufacturer shall be provided to the AIIMS Bhubaneswar with no additional cost.

10. Performance Security: The Vendor/Agency/Authorized Dealer have to furnish Performance Security of Rs. (Rupees)
(Performance Security Amount as per Purchase Order) in shape of FDR/ TDR/ Irrevocable Bank Guarantee in the name of All India Institute of Medical Sciences, Bhubaneswar. The Performance Security should be kept valid for 62 months i.e. Five years + Two months after completion of obligations under the contract.

11. Insolvency etc.: In the event of the Vendor/Agency/Authorized Dealer being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Bhubaneswar shall have the power to terminate the contract without any prior notice.

12. Right to call upon information regarding status of contract: The AIIMS, BBSR will have the right to call upon information regarding status of contract at any point of time.

13. Legal Jurisdiction: The agreement shall be deemed to have been concluded in Bhubaneswar, Odisha and all obligations here under shall be deemed to be located at Bhubaneswar, Odisha and Court within Bhubaneswar, Odisha will have Jurisdiction to the exclusion of other courts.

14. Obligation of the Vendor: The Vendor shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The vendor shall keep AIIMS, Bhubaneswar fully indemnified against liability of tax, interest, penalty if any imposed by any

15. statutory authority of this contract and paid on behalf of the vendor.

16. In addition to above, all other terms and conditions express and implied and essential for execution of this agreement as per Tender enquiry document will form part of this agreement.

THIS AGREEMENT will take effect from _____ Day _____
 Month of _____ Two Thousand Twenty-One and shall be valid for Five Years.
 IN WITNESS WHERE OF both the parties here to have caused their respective common
 seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the
 day and year mentioned above in Bhubaneswar in the presence of the witness:

For and on behalf of the 'Vendor /Agency /Authorized Dealer' Signature of the Authorized Official Name of the Official Seal of the 'Vendor/ Agency/ Authorized Dealer' Signed, sealed and delivered by the said official of Vendor in presence of	For and on behalf of the 'Director, AIIMS, Bhubaneswar' Signature of the Authorized Officer Name of the Officer Seal of the Authorized Officer Signed, sealed and delivered by the said officer in presence of
Witness: _____ Name: _____ Address: _____ _____ _____ _____	Witness: _____ Name: _____ Address: _____ _____ _____ _____

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.edu.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.

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/.
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 @mail.com](mailto:twhelpdesk614@mail.com)