



ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Bhubaneswar, (Odisha) – 751 019

Website : www.aiimsbhubaneswar.nic.in

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

E-TENDER DOCUMENT

Name of the E-Tender: Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar.

Notice Inviting E-Tender

E -Tender No. 11021/010/AIIMSBBBSR/VEICLEHIRING/21-22/04

Dated:30-04-2022

The Competent Authority of AIIMS Bhubaneswar, invites E-Bids in Two Bid System (i.e. Technical and Financial Bid) from eligible Manufacturers / Firms / Companies / Authorized Agents / Distributors/ Dealers on line through E-procurement solution portal of AIIMS Bhubaneswar (<https://www.tenderwizard.com/AIIMSBBBSR>) on mutually agreed terms and conditions and satisfactory performance for **Hiring of Taxies and Bus Services for AIIMS Bhubaneswar (i.e. Innova (Crysta) / Maruti Swift Dzire / Honda Amaze / Maruti Brezza / Mahindra XUV300 / Tempo traveller 12 seater/ Tempo traveller 17 seater/ 40 Seater Bus / 30 seater Bus etc.** as per the Terms & Conditions. **The contract shall be for 01 (One) year on Rate Contract basis extendable for another one year on mutually agreeable conditions.**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. The bid should not be conditional. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The Procurement of goods and services under this tender will be regulated as per the applicable provisions of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Government of India. The condition of prior turnover and prior experience may be relaxed for startups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.

The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Bhubaneswar will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

E-Tendering Portal:

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

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

Email: twhelpdesk614@gmail.com **or** twhelpdesk404@gmail.com , **Mob:**

07377708585 / 011-49424365.

E-TENDERING SCHEDULE

Name of the E-Tender: Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar.

- Date of availability of E-Tender document in the AIIMS BBSR E-Tendering Solution portal : As per e-Tendering Portal of AIIMS Bhubaneswar www.tenderwizard.com/AIIMSBBSR, www.aiimsbhubanewar.nic.in and CPP Portal www.eprocure.gov.in for downloading/ participating
- Last Date of downloading/participating in the E-Tendering Solution for this E-Tender : As per e-Tendering Portal of AIIMS BBSR <https://www.tenderwizard.com/AIIMSBBSR> -
- Date, Time & Place of submission of indicated desired Hard Copies in the Sealed Envelope : As per e-Tendering Portal of AIIMS Bhubaneswar <https://www.tenderwizard.com/AIIMSBBSR> in the Tender box kept in the Office of the Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar -751019 (Odisha)
- Date, Time & Place of Opening of Technical Bid : The Technical Bid will open online as per the schedule given in the <https://www.tenderwizard.com/AIIMSBBSR>
- Tender Document Cost payable to AIIMS Bhubaneswar : To be downloaded from website hence no cost applicable.
- E-Tendering Solution processing fee for providing online participation support & necessary DSC Certificates to Vendor for participate in Online E-Tender process : **As applicable and displayed on <https://www.tenderwizard.com/AIIMSBBSR> and payable to www.tenderwizard.com directly by the prospective Tenderer.**
- EMD : **EMD ₹ 5,00,000/- in the form of FDR/BG from the nationalized /Commercial bank valid for 06 months endorsed in favour of AIIMS Bhubaneswar. EMD in the form of DD (Demand Draft) is not acceptable.**

Schedule of Tender

Issue / Publishing Date	:	Dt. 30-04-2022
Pre-Bid Conference	:	Dt. 13-05-2022 at 11.00 AM
Last date and time of submission of e-tender	:	Dt. 03-06-2022 at 01:00 PM
Date & time of opening of e-Tender	:	Dt. 03-06-2022 at 02.00 PM
Amount of Earnest Money Deposit (EMD)	:	₹ 5,00,000 /- (Rupees Five Lakh only)
Venue	:	All India Institute of Medical Sciences Bhubaneswar - 751019

Earnest Money Deposit (Bid Security):

S.No.	Description of Product/ Service	EMD
01	Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar	₹ 5,00,000 /-

Tenderer need to deposit the EMD amount as per above mentioned Item in the Form of Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial banks in favour of “**AIIMS Bhubaneswar**” and its legible scanned copy must be uploaded in the E-Tendering Solution and Hard copy of EMD in sealed envelope should be submitted on or before the Date of Submission of Bid in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block, AIIMS Bhubaneswar -751 019. AIIMS Bhubaneswar will not pay any interest on any EMD Amount to bidder. If at any time the above said instrument is found to be fake or not as a valid banking instrument, the said bidder submitting such instrument shall be black listed and shall be debarred from participating in future tenders of the Institute.

The EMD of the successful bidders shall be returned after the successful completion of contract and in case of unsuccessful bidders the same would be returned after award of the contract.

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

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

The condition of prior turnover and prior experience may be relaxed for startups (as defined by Department for Promotion of Industry and Internal Trade) 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 on bidding documents.

A prospective bidder requiring any clarification on the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. aso@aiimsbhubaneswar.edu.in, aso.dkmahana@aiimsbhubaneswar.edu.in & spo@aiimsbhubaneswar.edu.in. 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.

All the prospective bidder shall attend the Pre-Bid Conference (PBC) at Board Room, Academic Block, AIIMS, Bhubaneswar as mentioned in the schedule of tender. 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 taking with account the clauses / modifications after PBC. No press advertisement will be made for corrigendum.

Amendments in Bidding Documents

At any time till **7 (seven) days before** the deadline for submission of bids, 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 AIIMS, BBSR till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders.

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

Two Bid System Terms & Conditions:

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

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

The following documents are to be sent to Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar- 751019, separately in a sealed envelope superscripted as: e-Tender for Hiring of Taxi and Bus Services for 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 (**Annexure- I**).
- b. Notarised affidavit on Indian Non judicial stamp paper of Rs.10/- as per **Annexure- II**
- c. EMD in Original.
- d. Number of own/contract vehicles available with the bidder.

(i) Technical Bid (Specification):

E-Tender for Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar.

S.No	Name of Vehicle	No. of Vehicles Required
1	Toyota Innova (Crysta)	03
2	Maruti Swift Dzire / Honda Amaze	01
3	Maruti Brezza / Mahindra XUV 300	03
4	Tempo Traveller (12 Seater)	01
5	Tempo Traveller (17 Seater)	01
6	Bus 40 seater (Non AC)	01
7	Bus 30 seater (Non AC)	01

SPECIAL TERMS & CONDITIONS:

1. All Vehicle to be provided must be of year 2019 model or later. All vehicles shall be duly registered with Transport authority as commercial/passenger vehicles and must be ensured as per the law.
2. Vehicle should carry portable fire extinguisher.
3. Vehicle must be cleaned both externally and internally regularly.
4. Availability of the vehicle must be 24 X 7 basis along with medically fit drivers who hold valid Driving License.
5. **Buses (30 & 40 seater) require a Board in the front Stating “On Official Duty of AIIMS, Bhubaneswar “**
6. All hired vehicles /Buses will be under the administrative control of AIIMS Bhubaneswar during the hiring period and shall be parked in designated locations of AIIMS Bhubaneswar campus when not in use during the period of hiring.
7. The Vendor /Contractor has to be registered with the Tax Department and should submit a copy of GST Registration Certificate.
8. The contract for hiring of the vehicle/Buses will be initially for a period of one year. However, the contract may be extended for further period up to one year based up on mutual agreement at the same rate, terms and conditions, if the services of the contractor are satisfactory.
9. The quoted rates are to be filled as per the proforma given in financial bid Part-A to F.
10. Suitable alternate arrangement has to be made by the agency in case a vehicle goes for maintenance.
11. After completion of duty, the service provider should ensure that the Duty Slips of AIIMS Bhubaneswar (**Annexure -V**) are completed and signed by the users.

12. Tampering of meter reading, vehicle / Bus usage timings, overwriting of summary / log Book sheet and misbehaviour of driver while on duty shall be viewed seriously, leading to even cancellation of contract.
13. **AIIMS Bhubaneswar reserves the right to cancel any bids or all or for any particular vehicle without assigning any reason.**
14. All repairs and maintenance, running costs, fuel, lubricants, salaries of drivers, taxes, etc. necessary for the running & maintenance of vehicle will be borne by the contractor.
15. Contractor would be responsible for the good conduct of the drivers employed and if at any point of time any driver is found to be working against the interest of the institute, the said driver shall be withdrawn and a fresh driver shall be provided to the AIIMS Bhubaneswar at no additional cost.
16. Contractor shall obtain vehicle fitness certificate from Competent Authority, vehicle registration, comprehensive Insurance, payment of road tax, inter-state permit, etc. Driver should always carry all necessary documents like Registration papers, Insurance papers, Pollution under Control (PUC) clearance, RTO tax payment papers, valid driving license and all other documents that should accompany vehicle as per rules & regulations of applicable laws.
17. Contractor shall ensure that the driver has valid driving license for commercial use and copies of their licenses should be submitted to the institute.
18. Generally, the travel involve within the state of Odisha. Vehicles, if required, should be able to move freely to the neighbouring States without any restrictions as sometimes vehicles may be used for the Inter State travels.
19. Contractor shall provide valid certificate of pollution check for the vehicle from the concerned authorities from time to time and the same shall be renewed well before the due date. Copies of the renewal certificates shall be deposited with the Institute.
20. All vehicles shall be comprehensively insured against all risks (including the driver and occupants & third party). Insurance policy shall be renewed well before the due date.
21. Bus/car which are in good roadworthy condition, not older than 2019 years make and also complying with the conditions as laid down by the Government for an Educational Institution only would be considered.
22. The bidder shall not assign this contract or any part thereof to any third party.
23. In case of breakdown of any vehicle, the Contractor shall, within two hours provide another vehicle without any extra cost. The Institute shall have absolute right to charge Rs. 1,000 per day if the vehicle is not provided within two hours.
24. In case of any accident to the vehicle, it will be the responsibility of the contractor or his representative (drivers) to lodge FIR etc. with police. All RTO issues and Traffic violations are to be taken care by the contractor.
25. The contract is valid for providing services of Vehicle hiring and at no point of time any or all of the Staff of the Transporter shall raise a claim for employment in the AIIMS Bhubaneswar.
26. Drivers should carry sufficient cash for discharging obligations on account of parking charges & toll taxes.
27. Parking charges & toll fee will be reimbursed to the contractor on actual basis. Proper supporting documents would have to be submitted along with such claims.
28. Lodging, boarding, transportation of drivers shall be the contractor's responsibility.
29. The driver provided by the contractor should fulfil the following conditions:
 - i. Should be in possession of valid commercial driving license issued by RTO for the class of vehicle he is driving.

- ii. Should wear white uniform which should be properly washed / ironed.
 - iii. Should be well qualified and should be able to read and write, and have minimum three years of experience as driver.
 - iv. Should not resort to intoxication in any form.
 - v. Should not get indulged in any activity inimical to security of the officers travelling in his car.
 - vi. Should be in possession of Mobile phone with valid connection.
 - vii. Should attend to the duty at least 10 min in advance of the scheduled time.
 - viii. Should not use mobile phone, while driving.
 - ix. Driver should be alert /careful enough to take care of items/material kept in the vehicles.
 - x. In the event of driver not being in properly dressed, not behaving properly, engaging in rash and unsafe driving, the AIIMS Bhubaneswar shall have right to expel or refuse entry to such of the drivers and vehicle to be treated as absent.
- 30.** Duties/ Taxes/ Cess which is not payable as per law in force shall not be paid to the Transport Service Provider.
- 31.** The timings of night halt are 10.00 PM to 06.00 AM.
- 32.** All the vehicles on contract are to be provided in fit and clean condition. The same shall also be inspected by the Transport Supervisor / Concern Officer from time to time.
- 33.** The acceptable colour of all vehicles is white, except buses.
- 34.** Whenever extra KM's / Extra Hr's charges to be paid, the same will be worked out separately. But only the higher of two will be paid.

(i) Technical BID (Submission Format):

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 operation office at Bhubaneswar / Undertaking as per Annexure-VI		
D	PAN No. (enclose the attested copy of PAN Card)		
E	GST Registration Certificate showing clearly GST no. of the firm		
F	Income Tax Return for the last Three Financial years.		
G	Annual Turn Over for last Three Financial Years (Duly signed by Chartered Accountant) along with financial statements of last three years.		
H	Bidders to submit the GeM registration details. A self-attested Unique GeM Seller ID copy has to be attached. 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” . (Note- Those who have not yet registered with GeM will have to get themselves resisted and copy of the same to be provided at the time of acceptance of LoA)		
I	Details of the EMD of Rs. FDR / BG No- , Dated: , Valid Upto:		
J	Whether the firm is a Registered firm under MSEs, SSI or NSIC (attach copy of certificate). MSME registered bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME. Whether declaration of UAM number by the bidder on CPPP has been made or not.		
K	Undertaking for acceptance of all Terms & Conditions in original (Annexure-I).		
L	Notarised affidavit as per Annexure –II on Indian Non Judicial Stamp Paper of Rs.10/- that (i) no police case is pending against the Proprietor / Partner/ Director of the Firm/Company (Agency). (Indicate any convictions if any against the Company/firm/partner.) (ii) proprietor/firm has never blacklisted by any organization. (i) we have not quoted the price higher than previously supplied to any Government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past. (If you don't fulfil these criteria, your tender will be out rightly rejected.)		
M	Have you previously provided these vehicles to any government / reputed private organization? If yes, list of Major Customers may be given on a separate sheet and proof of previous satisfactory service, if any (Annexure - III)		
N	List of Own / Contract Vehicles (Annexure-VII)		
O	Manual Submission of Documents		
P	Bank Details : 1. Beneficiary Name : 2. Bank Name :3. Account No :4. IFSC Code :5. Branch Address :		
Q	Copy of Trade Licence / EPF, ESI Registration Certificate		
R	Agency should comply the Motor Vehicle act, and its latest amendments (Supporting Documents Should be provided)		
S	Any other information, if necessary		

(ii) FINANCIAL BID:

1. The Rates are to be quoted in the given format “**at financial bid Part-01 (A to D) and Part-02 (E and F)**” at **Annexure-IV**. The bidder can participate in Part-01 or Part-02 or in both. However, partial participation in Part-01 or Part-02 will subject to non-consideration of bid for the particular part.
2. All quoted rates should be Excluding of GST and all other charges. However, the payment will be done as per actual GST.
3. The rates should be quoted in Indian Rupees only.
4. If a firm quotes NIL charges in any part / any vehicle / consideration, the bid shall be treated as unresponsive for the particular part and will not be considered.
5. L-1 will be decided on the lowest price excluding of GST of each part (Part-01 & Part-02) for which the bidder is quoting.
6. Evaluation will be done separately for Part-01 and Part-02. (The L-1 of Part-01 is decided by combining the A, B, C & D of financial bid and the L-1 of Part-02 is decided by combining the E & F of financial Bid).

Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar

GENERAL TERMS AND CONDITIONS:

- A.** The validity of the Bid Tender Document shall be for 90 days from the date of opening of the bid. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

However, in case of sudden escalation or plunge in the fuel price more or less than 20% of the initial fuel price during the currency of the contract, the Competent Authority may enhance or decrease the vehicle hiring rate as per the formula mentioned below

$$\text{Percentage of escalation or plunge in vehicle hiring rate per KM} \\ = \frac{0.4 \times (\text{Actual increase or decrease in fuel price} - 20\%)}{100}$$

(Note – 0.4 is taken as the average operational cost for fuel of hired vehicle)

Example: If in any of the month, the fuel prices increases by 22% of initial contract date and the existing rate per KM is Rs. 10/- then the % of increase per KM will be
$$= \frac{0.4 \times (22 - 20)}{100} \times 10 = \text{Rs. } 0.08$$
 will be the increased amount per KM.

In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required mutually, without changing any terms, conditions etc. of their original tender.

- B.** Liquidated damages: The successful tenderer shall start operating the service within 15 days from the date of receipt of order. Any delay in commencement of operation beyond 15 days from the date of receipt of order will attract Liquidated damage per vehicle is Rs. 1,000/- per day till the starting of the service.
- C.** *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. The Institution may also enter into parallel Contract with any other agency for any vehicle at any time.*
- D.** The Purchaser reserves the right at the time of Contract award to increase or decrease the quantity of Vehicle originally specified in the Schedule of Requirements without any change in price or other terms and conditions.
- E.** Conditional Bids will be treated as unresponsive and therefore may be rejected.
- F.** Penalty: If there is any disruption (or) non-performance of service due to any reason or whatsoever, the following penal charges will be levied: -
- Rs. 2,000/- towards penalty for each day.
 - In addition, non-payment of proportionate hire charges for those days or recovery of charges incurred by AIIMS Bhubaneswar, whichever is higher.
- G.** Termination: The AIIMS Bhubaneswar may, without prejudice to any other remedy for breach of contract may terminate the contract in whole or in part in the event of the following:
- If the contractor fails to arrange the supply of any or all of the vehicles within the period (s) specified in the contract or any extension thereof granted by Institute.
 - If the contractor fails to perform any other obligation(s) under the contract. In case of termination of the contract, the Performance Security will be forfeited.

H. Eligibility Conditions for Bidders: The Contractor/Agency should fulfil following eligibility criteria for applying this tender.

- i. The contractor/Agency should have registered office with staff available (24 x 7) within 10 KM radius of AIIMS Bhubaneswar. If not, an undertaking shall be submitted that within 10 days of award of contract, the firms shall open and operate an office and proof of the same should be submitted.
- ii. The Contractor/Agency should have at least 17 (Seventeen) vehicles with models not older than year 2019 and vehicles registered as commercial vehicles as mentioned in the below table.

SNo.	Vehicle Details	No. of own Vehicles	No. of Own / Contract Vehicles
01	Toyota Innova (Crysta)	03	03
02	Maruti Swift Dzire / Honda Amaze	01	02
03	Maruti Brezza / Mahindra XUV 300	02	02
04	Tempo Traveller (12 Seater)	01	01
05	Tempo Traveller (17 Seater)	01	01
Total No. of Vehicles		08	09

- iii. Among 17 vehicles, the Contractor/Agency should own at least 08 vehicles, for remaining 09 vehicles the Contractor/Agency can be in valid contract with other agency / service provider till the completion of contract period. **Such valid documentary evidence should be produced** by the tendering agency. In case Institute requires more than tendered vehicles at a time it will be the responsibility of the contractor to manage the same & from anywhere at the contractual rates specified in the contract.
 - iv. The bidder should have overall experience of 03 years in supplying at least EIGHT commercial/passenger vehicles (w.e.f. date of issue of Tender Notice) to any Govt. organization / PSU / Autonomous bodies / Similar Nature of reputed Private Organisations (Educational Institutes / Hospital / Universities).
- I.** The Annual turnover of the Bidder should be at least Rs.1.00 crore (Minimum One Crore) in the last three financial years. Audited financial statements or financial statement showing turnover duly certified by a Chartered Accountant to be enclosed as proof of the same. IT returns (or) Audited balance sheet reports of last three financial years to be submitted. The turnover for transport business (Passenger Carrier) will only be considered.
- J. PAYMENTS:** Payment shall be made on monthly basis after submission of bill in triplicate along with the daily logbook and duty slip signed by designated authority of AIIMS, Bhubaneswar.
- K.** The Competent Authority of AIIMS Bhubaneswar has full authority to take into account the performance of service provider and they should submit a latest performance certificate from any other Govt. Hospitals/ Institutions/PSUs / reputed private organisations to testify the proper dealing & performance of taxi or bus service.
- L. PERFORMANCE SECURITY DEPOSIT: -**

The successful Bidder will be liable to furnish a security deposit of Three percent (03%) of contract value as Performance Security Deposit in favour of “AIIMS Bhubaneswar” by way of Account Payee Demand Draft / Fixed deposited Receipt / Bank Guarantee from a commercial bank. The Performance Security should be valid up to 02 months beyond the validity of contract period which is refundable after 2 months of expiry of the contract period subject to successful

fulfilment of terms and conditions and on receipt of requisite No Dues Certificate from the concerned Departments /authorities.

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

M. 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 Competent Authority of 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.

N. 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.

O. OTHERS: -

After due evaluation of the bid, Institute will award the contract to the responsive Bidder who has quoted the lowest price for each part; i.e., L-1 bidder will be selected for Part-01 (*by combining A, B, C & D of financial bid*) and Part -02 (*by combining E & F of financial bid*) separately.

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

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 Agency during the course of their performing the duties to this office in connection with this contract / order for providing the vehicles at AIIMS Bhubaneswar.

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

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;

(i) disclosure of conflict of interest.

(j) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause with any entity in any country during the last three years or of being debarred by any other procuring entity.

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

The Competent Authority of AIIMS Bhubaneswar, India has the full and exclusive right to accept or reject, increase or decrease order quantity, any or all the tenders without assigning any reasons thereof and also to cancel the supply at any time without assigning any reason.

Seal & Signature of Bidder

Please see annexure enclosed: - Annexure- I to V

S/N	Particulars	Annexure Ref.	Refer Page
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure- I	15-16
2	Criminal Liability Undertaking	Annexure- II	17
3	Performance Statement Form	Annexure- III	18
4	Financial Bid	Annexure- IV	19-21
5	Format Of Duty Slip	Annexure- V	22
6	Undertaking of Operational Office	Annexure- VI	23
7	List of Own / Contract Vehicles	Annexure- VII	24

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

Annexure-I

Name of the E-Tender: Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar.

UNDERTAKING

(to be furnished on the letter head of the firm)

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 vehicles shall be of the best service and of the kind as per the requirement of the institution. The decision of the Competent Authority of AIIMS Bhubaneswar, India (herein after called the said officer) as regard to the quality and kind of vehicle shall be final and binding on me/us.
4. Performance security of 03% (Three Percent) of contract value shall be deposited by me/us in the form of Account Payee Demand Draft / Fixed deposited Receipt / Bank Guarantee from a commercial bank in favour of All India Institute of Medical Sciences, Bhubaneswar on award of the contract and shall remain in the custody of the Competent Authority of AIIMS BBSR till the validity of the Contract period plus two months (i.e. for 14 months from the starting of the services).
5. I/We hereby undertake to provide the vehicles during the validity of tender as per directions given in work order/contract within stipulated period positively.
6. If I/We fail to provide the Service in stipulated period the AIIMS Bhubaneswar has full power to compound or forfeit the Bid Security/security deposit.
7. I/We declare that no legal/financial irregularities are pending against the proprietor Partner of the tendering firm or manufacturer.
8. I/we undertake to provide the ordered vehicle within stipulated period and if fail to provide vehicle during the stipulated period the necessary action can be taken by the Competent Authority of AIIMS Bhubaneswar, India.

9. I/We undertake that if the rates of any vehicle are lowered due to any reason, I will charge the lower rates.
10. I/We undertake that the vehicles are as per Make/Model quoted in the tender.
11. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to provide the vehicles the prices and rates not exceeding those mentioned in the Financial Bid.
12. I/we will submit unique GeM seller ID copy along with technical bid / at the time of award of contract as the same is get to be received from GeM. (Tick of strike off appropriate option)
13. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period, the Competent Authority of All India Institute of Medical Sciences, Bhubaneswar (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of Bidder

With seal of firm

(Name of Bidder)

Place

Date.....

Name of the E-Tender: Hiring of Taxi and Bus Services for AIIMS, Bhubaneswar.

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.10/-Non-Judicial Stamp Paper duly attested by Public Notary)

I..... S/o.....
Resident of
.....
do solemnly pledge and affirm that,

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

Name & Signature
Seal of the participating Bidder Company

Affirmation/Verification
By Notary Public

Performance Statement Form

Name of the Firm

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

Signature and seal of the Bidder

Place:

Date:

Note: Documents to be attached in support of the above. (i.e. PO copies/ contract of vehicles provided to any Govt. / Reputed private Hospitals).

Financial Bid (Part-01)**A - Monthly Basis**

Sl. No.	Vehicle Type	No. of Vehicles	Rate for 2,000 KMs Per Month	a x b	Rate for extra KM beyond 2,000 KMs
		a	b	c	d
1	Toyota Innova (Crysta)	3			Rs. 17.00
2	Maruti Swift Dzire / Honda Amaze	1			Rs. 13.00
3	Maruti Brezza / Mahindra XUV300	3			Rs. 14.00
4	Tempo Traveller 12 Seater	1			Rs. 19.00
5	Tempo Traveller 17 Seater	1			Rs. 20.00
Total T-1 = c x 12 Months					

B - Long Tour (400 KMs/10 Hrs)

Sl. No.	Vehicle Name	No. of Vehicles Trips per	Rate for 400 KMs & 10 Hrs	a x b	Rate for extra KM beyond 400 KMs	Rate for extra HRs beyond 10 HRs	Night Halt Charges
		a	b	c	d	e	f
1	Toyota Innova (Crysta)	3			Rs. 17.00	Rs. 180.00	Rs. 300.00
2	Maruti Swift Dzire / Honda Amaze	6			Rs. 13.00	Rs. 140.00	Rs. 200.00
3	Maruti Brezza / Mahindra XUV300	2			Rs. 14.00	Rs. 160.00	Rs. 200.00
Total T-2 = c x 12 Months							

C - Local Tour (200 KMs/10 Hrs)

Sl. No.	Vehicle Name	No. of Vehicles Trips per month	Rate for 200 KMs & 10 Hrs	a x b	Rate for extra KM beyond 200 KMs	Rate for extra HRs beyond 10 HRs	Night Halt Charges
		a	b	c	d	e	f
1	Toyota Innova (Crysta)	4			Rs. 17.00	Rs. 180.00	Rs. 300.00
2	Maruti Swift Dzire / Honda Amaze	8			Rs. 13.00	Rs. 140.00	Rs. 200.00
3	Maruti Brezza / Mahindra XUV300	2			Rs. 14.00	Rs. 160.00	Rs. 200.00
4	Tempo Traveller 12 Seater	2			Rs. 19.00	Rs. 200.00	Rs. 300.00
5	Tempo Traveller 17 Seater	2			Rs. 20.00	Rs. 200.00	Rs. 300.00
Total T-3 = c x 12 Months							

D - Local Pick & Drop (4Hrs - 40 KMs)

Sl. No.	Vehicle Name	No. of Vehicle Trips Per Month	Rate for 4 Hrs / 40 KMs	a x b	Rate for extra KM beyond 40 KMs	Rate for extra Hrs beyond 4 Hrs
		a	b	c	d	e
1	Toyota Innova (Crysta)	4			Rs. 17.00	Rs. 300.00
2	Maruti Swift Dzire / Honda Amaze	8			Rs. 13.00	Rs. 200.00
3	Maruti Brezza / Mahindra XUV300	4			Rs. 14.00	Rs. 200.00
Total T-4 = c x 12 Months						

Note:

1. No. of Trips may vary; this requirement is only indicative.
2. Evaluation and selection of vendor will be done combinely taking total amount of A, B, C & D together (i.e. T-1 + T-2 + T-3 + T-4). The bidder who will be lowest in summation of T-1, T-2, T-3 & T-4 Shall be awarded the work order for Part-01.
3. The Extra Hour and Extra KM Charges will be worked out separately and only higher of the two will be paid to the vendor as extra charges.

Financial Bid (Part-02)

E - Monthly Bus Service

SNo	Vehicle Name	No. of Vehicles	Rate for 2,000 KMs per month	a x b	Rate for Extra KM beyond 2,000 KMs
		a	b	c	d
01	Bus 30 seater (Non AC)	01			Rs. 25.00
02	Bus 40 seater (Non AC)	01			Rs. 30.00
Total T-5 = c x 12 Months					

F - Bus Service - (80KMs/10Hrs)

SNo	Vehicle Name	No. of Vehicles Trips per Month	Rate for 80 KMs & 10 Hrs	a x b	Rate for extra KM beyond 80 KMs	Rate for extra HRs beyond 10 Hrs
		a	b	c	d	e
01	Bus 30 seater (Non AC)	10			Rs. 25.00	Rs. 400.00
02	Bus 40 seater (Non AC)	08			Rs. 30.00	Rs. 500.00
Total T-6 = c x 12 Months						

Note:

1. No. of Trips may vary; this requirement is only indicative.
2. Evaluation and selection of vendor will be done combinely taking total amount of E & F together (i.e. T-5 + T-6). The bidder who will be lowest in summation of T-5 & T-6 Shall be awarded the work order for Part-02.
3. The Extra Hour and Extra KM Charges will be worked out separately and only higher of the two will be paid to the vendor as extra charges.

Terms & Conditions:

1. I/We have gone through the Terms & Conditions as stipulated in the tender enquiry document and confirm to accept and abide by the same.
2. The above quoted rates are inclusive of insurance, other incidental charges. No other charges would be payable by the Institute.
3. That I/We shall provide the vehicle as per requirement.
4. That I/We undertake that the information given in this tender are true and correct in all respect.

Signature of the bidder with seal.

Place:

Date:

FORMAT OF DUTY SLIP**(Name of the company & address)**

S. No.....

Date.....

(To be filled by contractor/driver)

1. Regn. No. of Vehicle:
2. A/C or Non-A/C, Model & Year, petrol/Diesel
3. Name, Designation & address of user

(To be filled by user)

4. Purpose of Journey (detail)
5. Places visited
6. Meter Reading at Starting Point at Closing Point
7. Total KMs Run
8. Date & Time at Starting Point Date at Closing Point
9. Extra Detention Hours (beyond duty Hrs.)
10. Charges for Parking/Toll Tax etc.....
11. Number of Night Halts (for outstation journey only)

Driver's Name & Signature

Signature of User

Mob. No-

Mob. No.

Signature of Bidder with Seal

Undertaking of Operational Office

(for who don't have registered office with staff available (24 x 7) within 10 KM's radius of AIIMS, Bhubaneswar)

Name of the Firm & Address

I am the Proprietor/Partner/Director /authorized signatory of M/s. hear by undertake that I will open and operate a registered office with staff available (24 x 7) within 10KM's radius of AIIMS, Bhubaneswar within 10 days of award of contract and proof of the same shall be submitted.

Signature and seal of the Bidder

Place:

Date:

List of Own / Contract Vehicles

Name of the Firm & Address

I am the Proprietor/Partner/Director /authorized signatory of M/s.
..... hear by providing the list of own / contract vehicles.

SNo.	Vehicle Details	Year of Vehicle Model	No. of own Vehicles	No. of Own / Contract Vehicles
01	Toyota Innova (Crysta)			
02	Maruti Swift Dzire / Honda Amaze			
03	Maruti Brezza / Mahindra XUV300			
04	Tempo Traveller (12 Seater)			
05	Tempo Traveller (17 Seater)			
Total No. of Vehicles				

Note:

1. The Contractor/Agency should have at least 17 (Seventeen) vehicles with models not older than year 2019 and vehicles registered as commercial vehicles.
2. The Contractor/Agency should own at least 08 vehicles, for remaining 09 vehicles the Contractor/Agency can be in valid contract with other agency / service provider till the completion of contract period. **Such valid documentary evidence should be produced** by the tendering agency.
3. In case Institute requires more than tendered vehicles at a time it will be the responsibility of the contractor to manage the same & from anywhere at the contractual rates specified in the contract.

Signature and seal of the Bidder

Place:

Date:

E-TENDERING INSTRUCTIONS TO BIDDERS

General:

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

Instructions:

1. Tender Bidding Methodology:

Two Stage Online Bidding

2. Broad outline of activities from prospective Bidders:

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

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

3. Digital Certificates:

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

4. Registration:

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

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

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

Bid submission

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

Broad outline of submissions are as follows:

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

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

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

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

Offline Submissions:

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

1. EMD-Bid Security in Original, Form of Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial banks only pledged in favour of AIIMS, Bhubaneswar, valid for a period 180 days (If applicable for the bidder).
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 a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and / or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

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

Other Instructions

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

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

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

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

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

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