



ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Bhubaneswar, (Odisha) – 751 019

Website: www.aiimsbhubaneswar.edu.in

E-Tendering Portal: www.eprocure.gov.in/AIIMSBBSR

E-TENDER DOCUMENT

Name of the e-Tender: Running of CRECHE cum DAY CARE CENTRE at AIIMS, Bhubaneswar.

Notice Inviting E-Tender

E -Tender No. J-11091(07)/AIIMSBBSR/CRECHE/2023/29

Dated- 01.12.2023

The Director, AIIMS Bhubaneswar, invites E-Bids in Two Bid System (i.e. Technical Bid and Financial Bid) from eligible registered NGOs/ Companies / Firms / Individuals online through E- procurement solution portal of AIIMS Bhubaneswar (www.eprocure.gov.in/AIIMSBBSR) as per terms and conditions contained in this document for satisfactory performance for Running of Creche cum Day Care Centre (for off springs of working couple) at AIIMS Bhubaneswar as per the details mentioned in Technical Bid. The duration of the contract shall be initially for a period of 1(One) year from the date of award of contract and extendable up to maximum 4 (four) years on yearly basis on satisfactory performance and mutually agreeable terms & conditions.

The Bidder is expected to examine all Instructions, Terms and Conditions, Forms, and Specifications in the bidding document. The bid should be 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 all 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 on 04.06.2020 and 16.09.2020 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.

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.eproc.gov.in/AIIMSBBSR>

For E-tendering Queries Contact Representative NIC HELPDESK

Name of the e-Tender: Running of CRECHE cum DAY CARE CENTRE at AIIMS, Bhubaneswar.

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Sr. Procurement-cum Store Officer
AIIMS, Bhubaneswar

E-TENDERING SCHEDULE

Name of the e-Tender: Running of CRECHE cum DAY CARE CENTRE at 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- AIIMS BBSR Tender portal/ <https://eprocure.gov.in>, CPP Portal, 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 Tender portal/ <https://eprocure.gov.in>, CPP Portal.

Date, Time & Place of submission of Hard Copies of indicated/ desired documents in the Sealed Envelope : As per e-Tendering Portal of AIIMS, Bhubaneswar AIIMS BBSR Tender portal/ <https://eprocure.gov.in>, CPP Portal

in the Tender box kept in the Office of the
Sr. Procurement-cum Store Officer, Academic
Building, 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 AIIMS BBSR Tender portal/ <https://eprocure.gov.in> CPP Portal,

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://eprocure.gov.in/AIIMSBBSR> and payable to <https://eprocure.gov.in> directly by the prospective Bidder.**

Important Dates of Tender:

Issue / Publishing Date	:	Dt. 01.12.2023
Date & time of Pre-bid Conference	:	Dt. 07.12.2023 at 15.00 Hrs at All India Institute of Medical Sciences, Bhubaneswar - 751019
Date of submission of e-Tender	:	Dt. 13.12.2023, 10:00 AM
Last date and time of submission of e-tender	:	Dt. 02.01.2024, at 05:00 PM
Date & time of opening of e-Tender	:	Dt. 04.01.2024, at 11:00 AM
Date & time of opening of Financial Bid	:	To be notified in due course in the portal

INSTRUCTIONS TO BIDDERS (ITB)

1.1 The Bidders must go through the complete Tender Document for details before submission of their Bids. The bid submitted by Bidder and all subsequent correspondence and documents relating to the bid exchanged between Bidder and the Procuring Entity shall be written in English or the Official Language. However, the language of any printed literature furnished by Bidder in connection with its bid may be written in any other language provided a translation accompanies the same in the bid language. For purposes of interpretation of the bid, translation in the language of the bid shall prevail. Instructions to Bidders shall form part of this bid document and consequent contract out of this bid.

1.2 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.

1.3 Bid Validity: The validity of the Bid/ Tender Document shall be for **90 days** from the date of opening of the bid.

1.4 Bidder' Eligibility: Tender should be quoted only by the registered NGOs / Companies / Firms / Individuals.

1.4.1 The bidder must be a natural person, private entity, or public entity (State-owned enterprise or institution).

1.4.2 The bidder must not be a Joint Venture/ Consortium (an association of several persons, firms, or companies - hereinafter referred to as JV/C).

1.4.3 The bidder must not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of these reasons.

1.4.4 The bidder must not be convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India/ State Government from participation in Tender Processes of all of its entities.

1.4.5 The bidder must not be of the near relations of executives of Procuring Entity involved in this Tender Process.

1.4.6 Service providers having adequate experience in running same/similar type of services in Government departments, Public Sector Undertakings, renowned Private educational institutions may apply along with sufficient proof of their experience and ability of running the Creche.

1.4.7 Any bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this tender. Bids found to have a conflict of interest shall be rejected as nonresponsive.

1.4.8 Participation of authorised agent of any organisation will not be considered and EMD will be returned.

1.5 Bidders' Qualification Criteria:

1.5.1 The Bidder may be a Proprietorship firm, Partnership firm, LLP, Company registered under Companies Act, NGO registered under Societies Registration Act 1860 or any other relevant Act, Corporate body legally constituted, who possess the required licenses, registration certificate etc. as per the appropriate law as applicable for the organisation which should be valid at the date of the opening of tender.

1.5.2 The Bidder shall have at least 3 years' experience of providing Creche/ Day care services (for babies age ranging from 6 months to 10 years) as on 31.12.2022 to Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed Private organisations.

1.5.3 The service provider must have executed minimum three orders for running of Creche or Day Care Centre in the past with at least one order for creche for toddlers aged between 6 months to 3 years.

1.5.4 The bidder should have their Registered office / Branch office in Bhubaneswar or Cuttack or within 30 Kms from Bhubaneswar.

1.6 Earnest Money Deposit (Bid Security):

Item No.	Description	Qty.	EMD (Rs.)
1.	Running of CRECHE cum DAY CARE CENTRE at AIIMS BBSR	01 no.	Rs.50,000/-

1.6.1 The bidder needs to submit **Bid Security** as mentioned above in the form of FDR (duly endorsed by the issuing bank in favour of AIIMS Bhubaneswar) or Bank Guarantee in favour of “**AIIMS Bhubaneswar**” valid for a period of 180 days issued by a scheduled commercial bank and its legible scanned copy must be uploaded in the E-Tendering Solution and Hard copy of the EMD should be submitted along with Technical Bid in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block, AIIMS Bhubaneswar -751 019 on or before the Date and Time of Submission of e-Bid.

The FDR or BG submitted as EMD are subject to verification from the issuing bank before its acceptance. If at any time the said instrument is found to be fake or not as a valid banking instrument, the bidder submitting such instrument shall be black listed and shall be debarred from participating in future tenders of the Institute.

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

1.6.2 **Exemption:** Firms registered with NSIC (for operating Creche/ Day Care Centre) 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.

1.6.3 Further, to enjoy the benefits as per Public Procurement Policy of MSEs Order, 2012, the firms/ units registered as MSME vendor, declaration of UAM (Udyog Aadhar Memorandum) number by the vendor on CPPP is mandatory. The documentary evidence in support of UAM number must be attached with the bid document.

1.7 Pre-Bid Conference (PBC):

All the prospective bidders are requested to attend the Pre-Bid Conference at Board Room, Academic Block, AIIMS Bhubaneswar on 07.12.2023 at 03.00 PM to have a clear understanding on schedule of requirements, specifications and on terms & conditions of the tender. After due deliberation, changes if any may be incorporated in the tender document and will be uploaded on our official website as “Corrigendum”. Therefore, bidders may submit their bid accordingly as per changes if any incorporated after PBC. No press advertisement will be made for corrigendum(s).

Due to ensuing Corona pandemic situation through out the country, local representative 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 below mentioned ids on that day which will be taken care of by the tender committee in consultation with the user department.

1.8 Clarification of bidding documents:

The Tender Inviting Authority shall not be responsible for individually informing the prospective bidders for any notices published related to this bid. Bidders are requested to browse e-Tender portal or website of the Tender Inviting Authority for information/general notices/amendments to bid document etc. on a day to day basis till the bid is concluded before submission of bid.

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. so@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.

1.9 Amendments in Bidding Documents:

(i) At any time prior to the dead line for submission of Bid, the Tender Inviting Authority may, for any reason, modify the bid document by amendment and publish it in e-tender portal, tender wizard and AIIMS, BBSR website.

(ii) 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.

1.10 Terms of Two Bid System:

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

1.10.1 Technical Bid: All required documents to be submitted online. **The scheduled date and time for demonstration will be intimated to the bidders after opening the technical bid.**

1.10.2 Financial Bid: Financial Bid is to be submitted on line. The Financial Bid of bidders, who qualify at Technical Bid Evaluation, will be opened thereafter. While submitting Financial Bid following points need to be taken care of by the bidder.

1.10.2.1 The Rates are to be quoted in the given format as per Annexure-VI.

1.10.2.2 The quoted rate should be for expenses relating to Running of CRECHE cum DAY CARE CENTRE at AIIMS Bhubaneswar for the children strength of 30-40 babies as provided in this document and inclusive of GST if any (percentage of GST must be mentioned clearly).

1.10.2.3 The rates should be quoted in Indian Rupees in figures as well as in words.

1.10.2.4 If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

1.10.2.5 After due evaluation of the bids, Institute will award the contract to the responsive Bidder who has scored the Highest Rank taken together from Technical and Financial evaluations.

1.10.2.6 Prices quoted by Bidder shall remain firm and fixed during the 1st year of the contract and may be reviewed by the Creche Committee of AIIMS Bhubaneswar in subsequent year(s) at the request of the selected bidder.

1.10.3 Manual Submission of Following Document in 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 Running of Creche cum Day Care Centre at AIIMS, Bhubaneswar. The sealed envelope should reach on or before the last date & time of submission of e-Tender online.

- a. Original copy of EMD as mentioned at 1.6 & 1.6.1 in the tender document.
- b. Undertaking for acceptance of all Terms & Conditions as per **Annexure- I**.
- c. Eligibility Declaration Notarized on Indian Non-judicial stamp paper of Rs.10/- as per **Annexure-II**
- d. Details of the bidder with address of office and Creche/ Day Care Centres.
- e. Documents that are technically relevant and supportive to the bid.
- f. The Performance Statement of the Bidder as per **Annexure – III**.

1.11 Withdrawal, Substitution and Modification of Tender:

No bid will be allowed to be withdrawn in the interval between the deadline for submission of bids and expiration of the period of validity. Withdrawal of a bid during this period will result in forfeiture of the bidder's bid security (EMD).

1.12 Bidders are required to quote their monthly charges for running of the Creche and Day Care Centre per baby considering their minimum expenditure towards manpower and other expenses inclusive of GST if any. Their running expenses will be met from the amount collected as user charges from the beneficiaries which will be collected by the selected bidder.

1.13 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 and revised orders issued on 04.06.2020 & 16.09.2020. As per said orders Bidders/Contractors are divided into three categories based on Local Content. Local content in the context of this policy is the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.:

- a) 'Class-I Local Supplier' with local content equal to or more than 50%.
- b) 'Class-II Local Supplier' with local content equal to or more than 20%, but less than that applicable for Class-I Local Supplier.
- c) 'Non - Local Supplier' with local content less than that applicable for Class-II local Supplier, in (b) above.

The 'Class-I Local Supplier'/'Class-II Local Supplier' at the time of bidding shall be required to indicate the percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I Local Supplier'/'Class-II Local Supplier', as the case may be.

Bids with false declarations regarding Local contents shall be rejected as unresponsive, in addition to punitive actions under the MII orders and for violating the Code of Integrity as per the Tender Document.

Bidders have to submit self-declaration of their local content and their status as Class-I/ Class-II/ Non-local Supplier and their eligibility to participate in this tender.

If a Bidder is claiming exemption (as obtained from relevant authorities) from meeting the stipulated local content on account of manufacturing the product in India under a license from a foreign manufacturer with the precise phasing of increase in local content, he must provide proof thereof.

1.14 Purchase preference as per Make in India will be exercised as follows:

(a) If the Goods are Not Divisible in nature:

Among all qualified bids, the lowest bid shall be termed as L-1. If L-1 is 'Class-I Local Supplier' (Under MII clause at 1.12.1), the contract shall be awarded to L-1.

If L-1 is not 'Class-I Local Supplier', the lowest bidder among the 'Class-I Local Supplier' shall be invited to match the L-1 price subject to Class-I Local Supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I Local Supplier' subject to matching the L-1 price.

If such lowest eligible 'Class-I local Supplier' fails to match the L-1 price, the 'Class-I local Supplier' with the next higher and so on, bid within the margin of purchase preference shall be invited to match the L-1 price, and the contract shall be awarded accordingly. If none of the 'Class-I local Supplier' within the margin of purchase preference matches the L-1 price, the contract shall be awarded to the L-1 bidder.

(b) If the Goods are Divisible in nature:

Among all qualified bids, the lowest bid shall be termed as L-1. If L-1 is 'Class-I local Supplier', the contract for full quantity shall be awarded to L-1.

If the L-1 bid is not a 'Class-I local Supplier', 50% of the order quantity shall be awarded to L-

1. After that, the lowest bidder among the 'Class-I local Supplier' whose quoted price falls within the margin of purchase preference shall be invited to match the L-1 price for the remaining 50% quantity, and a contract for that quantity shall be awarded to him, subject to matching the L-1 price. In case such lowest eligible 'Class-I local Supplier' fails to match the L-1 price or accepts less than the offered quantity, the next higher 'Class-I local Supplier' within the margin of purchase preference shall be invited to match the L-1 price for the remaining quantity and so on, and the contract shall be awarded accordingly. If some quantity is still left uncovered on Class-I local Suppliers, such balance quantity shall also be ordered on the L-1 bidder.

(c) Where contract is to be awarded to multiple bidders:

In Bids where contracts are to be awarded to multiple bidder's subject to matching of L-1 rates or otherwise, the 'Class-I Local Supplier' shall get purchase preference over 'Class-II Local Supplier' as well as 'Non-Local Supplier', as per following procedure:

If there is sufficient local capacity and competition for the item to be procured, as notified by the nodal Ministry, only Class I Local Suppliers shall be eligible to bid. As such, the multiple Contractors, who would be awarded the contract, should be all and only 'Class I Local Suppliers'.

In Bids, other than the sufficient local capacity and competition for the item to be procured, 'Class II local Suppliers' or both 'Class II local Suppliers' and 'Nonlocal Suppliers' may also participate in the tender process along with 'Class I Local Suppliers'.

If 'Class I Local Suppliers' qualify for the contract award for at least 50% of the tendered quantity, the contract shall be awarded to all the qualified bidders as per award criteria stipulated in the Tender Documents. However, in case 'Class I Local Suppliers' do not qualify for the award of contract for at least 50% of the tendered quantity as per award criteria, purchase preference should be given to the 'Class I local Supplier' over 'Class II Local Suppliers'/'Non-local Suppliers' provided that their quoted rate falls within the margin of purchase preference of the **highest** bid considered for award of contract. To ensure that the 'Class I Local Suppliers' taken in totality are considered for award of contract for at least 50% of the tendered quantity.

First purchase preference has to be given to the lowest among such eligible 'Class-I local Suppliers', subject to its meeting the prescribed criteria for the award of contract as also the constraint of the maximum quantity that can be sourced from any single Contractor. If the lowest among such 'Class-I local Suppliers' does not qualify for purchase preference because of aforesaid constraints or does not accept the offered quantity, an opportunity shall be given to next higher among such 'Class-I local Supplier', and so on.

To avoid any ambiguity during bid evaluation process, the procuring entity may stipulate its own tender specific criteria for award of contract amongst different bidders including the procedure for purchase preference to 'Class-I Local supplier' within the broad policy guidelines.

1.15 This tender will also be regulated under Public Procurement Policy for the Micro and Small Enterprises (MSEs) Order, 2012 as amended from time to time and Start-up Bidders under Ministry of Finance, Department of Expenditure, Public Procurement Division OM No F.20\212014-PPD dated 25.07.2016 and subsequent clarifications. The condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy & Promotion) subject to meeting of quality & technical specifications. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.

1.16 Procurement outside GeM:

As per the Circular No. F.6/18/2019-PPD issued by Ministry of Finance, Dept of Expenditure dated **23 Jan 20** and DO No.214/CEO-GeM/2020 dated 10.11.2020 regarding procurement of goods/ services outside GeM, bidders are required to submit documents in support of their registration with GeM i.e., Unique GeM Seller Id. with their bid. However, the bidder who is not registered with GeM at the time of submitting the tender needs to submit an undertaking on firm's letter head that GeM seller Id. will be provided at the time of award of contract positively failing which their contract will be treated as null & void and will be dealt suitably.

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"**.

1.17. Bid Opening:

The Technical Bid will be opened online as per schedule mentioned in E-Tender Schedule. The bidder(s) or their authorised representative(s) may remain present at the scheduled date and time. In case the scheduled date is declared Holiday, the tender shall be opened on next working day at same time.

1.18 Evaluation of Bid:

The bid will be evaluated as per the documents asked in this bid and contract will be awarded to the responsive Bidder who has scored the Highest Rank taken together from Technical and Financial evaluations.

A two-stage procedure shall be adopted in evaluation of the proposals. The selection will be done using Quality cum Cost Based Selection (QCBS) process. 70% weightage would be given to the Technical evaluation and 30% weightage would be given to the financial bid.

1.18.1 Evaluation Criteria of Technical Bid:

Sr No	Description	Submission	Marks	Total Score
1.	Detailed plans for age appropriate activities to keep the children engaged with holistic development.	-	-	15
2.	Present staff strength available with the agency e.g. Supervisor, Creche worker, Creche Helper with their Qualification and Experience.	≥ 22 Nos.	20	20
		20-21 Nos.	15	
		18-19 Nos.	10	
		Below 18	0	
3.	Experience in terms of number of Creche/ Day care Centre run by the agency.	≥3 Nos.	20	20
		<3 Nos.	15	
4.	Experience in running creche cum day care facilities: (At least three years' experience should be provided) Copy of award/work order/agreement to be attached with proposal as evidence of experience (Minimum 30 children)	> 7 years	25	25
		> 5 years & upto 7 years	20	
		3 years & upto 5 years	15	
		Below 3 years	0	
5.	Presentation by the agency to officials of the institute. The presentation should cover the basic concept of functioning, the services offered, holistic approach and infrastructure required from AIIMS, Bhubaneswar etc.	-	-	20
Total score =				100

Note: Agency is required to obtain minimum score 70 out of 100 to qualify for further evaluation.

1.18.2 Evaluation Criteria of Financial Bid: -

The proposal with the lowest cost bid will be given a financial score of 30 and the other proposals will be given financial score that are inversely proportionate to their cost bids.

For e.g. assuming that out of technically qualified bids a firm "A" who has quoted Rs. 2,000/- as monthly charge is lowest one, it will be given a financial score of 30. Other technically qualified firms who have quoted above Rs. 2,000/- will be given the financial score as worked out in the following examples.

Firms	Bid Rate	Financial Score [F(S)]
Firm "B" -	2,200/-	$2,000/2,200 \times 30 = 27.27$
Firm "C" -	2,500/-	$2,000/2,500 \times 30 = 24.00$
Firm "D" -	2,800/-	$2,000/2,800 \times 30 = 21.42$

For working out the combined score, the following formula will be used:

Total points = Total Score in Technical Evaluation + Total Score in Financial Evaluation

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract.

1.19 Disclaimers and Rights of Procuring Entity:

The issue of the Tender Document does not imply that the Procuring Entity is bound to select Bid(s) and it reserves the right to reject any or all of the Bids or cancel the tender process; or abandon the procurement process; or issue another tender for same or similar services, without assigning any reason.

Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar

2.0 GENERAL TERMS AND CONDITIONS:

2.1 The validity of the Bid /Tender Document shall be for 90 days from the date of opening of the bid.

2.2 Tenders should be quoted only by a Proprietorship firm, Partnership firm, LLP, Company registered under Companies Act, NGO registered under Societies Registration Act 1860 or any other relevant Act, Corporate body legally constituted.

2.3 Bidders are required to quote their monthly charges for running of the Creche and Day Care Centre per baby considering their minimum expenditure towards manpower and other expenses inclusive of GST if any. Before quoting their price the bidder may visit the site/ location of the store for their convenience.

2.4 The selected bidder will ensure a nurturing, responsive and inclusive environment in the creche at AIIMS Bhubaneswar.

2.5 Daily schedule, Child Safety and essential norms and other relevant material to be displayed on the walls. The centre timings and shift should be followed as decided.

2.6 Special care should be taken to keep the children safe and secure at the centre and to create a child-friendly environment.

2.7 The care giver should have full information about the child's identity, residential address, phone numbers of parents, medical disorders, any special health needs etc.

2.8 Personal details of the person dropping the child at the centre and picking up from the centre should be available with the creche In-charge and workers. Attendance of all children should be taken in the morning on the child's arrival as well as at the time when the child is picked up.

2.9 All sharp objects like scissors, knives, blades, pins etc. and chemicals such as detergents, cleaning agents, phenyl etc. should be kept out of children's reach.

2.10 All hygiene procedures for food preparation, storage/ service to be strictly followed by the workers deployed by the selected bidder. Maintaining cleanliness of the toilets, dining area, activity area and all the surrounding areas especially corners is necessary.

2.11 Personal cleanliness of the child should be maintained. Preventive measures such as washing hands, wipe nose, changing diapers etc. should be practised to minimize the spread of germs. Once the child comes to the centre, diaper to be checked and if found soiled it must be changed. Diapers to be changed only on the creche table. The worker should wash her hands after every diaper change. If plastic potties are used, then they should be cleaned and sterilised after every use. Gloves should be used for potty cleaning.

2.12 Appropriate skills to be introduced to form a foundation for school readiness. Age-appropriate disciplinary techniques should be used with children and no punishment, corporal punishment or verbal abuse to be tolerated under any circumstances.

2.13 The persons deployed by the selected bidder at the centre for delivery of services should be of above eighteen years old, caring, courteous, sober and well behaved in nature. The minimum qualification of Creche Worker should be Class XII (Intermediate) pass or equivalent, of Helper should be Class-X (Matriculation) or equivalent and of Creche In-charge should be Graduation or equivalent.

2.14 The selected bidder will maintain all required registers and records like Admission register, Attendance register of staff and children, Stock register, Meeting register etc. The Creche Committee may verify the registers and records at periodical intervals for review and further necessary actions. **The whole activities of the creche will be monitored and guided by a duly constituted Creche Committee.** AIIMS Bhubaneswar will not guarantee any minimum business criteria to the bidders under any circumstances.

Note: The bidder should follow the SOP related to functioning of the creche which is available on the AIIMS, Website. The sop is amenable to change with the approval of the creche committee.

2.15 PAYMENTS:

- Monthly user charges as quoted by the bidder/ decided by the creche committee will be collected by the selected bidder in the following month preferably within 7th day of following month against a money receipt.
- All payments shall be made in Indian Rupees only by way of cash or direct transfer to the bidder's bank account.

2.16 PERFORMANCE SECURITY DEPOSIT (PSD):

2.16.1 The successful Bidder will be liable to deposit a sum of Rs.50,000/- as Performance Security Deposit in favour of "AIIMS Bhubaneswar" by way of "Irrevocable Performance Bank Guarantee" or FDR (duly endorsed in favour of AIIMS Bhubaneswar) from a nationalized /Commercial Bank. These instruments are subject to verification from issuing bank before its acceptance by the authorities.

2.16.2 The Performance Security should be valid for at least 14 months from date of agreement, which is refundable after 2 months of expiry of the contract subject to successful fulfilment of terms and conditions and on receipt of requisite "No Dues Certificate" from the concerned authorities/ Creche Committee. While making such instruments as PSD, bidders may take care of the period of coverage in the instrument as stated above. If the contract is extended, the validity of the PSD is to be extended every time for the like period.

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

2.16.4 The amount of penalty/fine if any imposed upon the contractor and any damage caused to the property of AIIMS, Bhubaneswar will be deducted from the amount of Performance Security and the rest will be returned to the contractor after completion of the contract period.

2.17 The Director, AIIMS Bhubaneswar has full authority to take into account the performance of the selected bidder to testify the proper dealing & performance in connection with this contract.

2.18 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.

2.19 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.

2.20 POWER TO IGNORE MINOR DEVIATIONS:

AIIMS Bhubaneswar reserves right to ignore any trivial nature of deviation(s) 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 the later stage if 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.

2.21 OTHERS: -

2.21.1 No residential facility will be provided by AIIMS Bhubaneswar inside its campus for the persons deployed by the selected bidder to run the creche.

2.21.2 Under no circumstances, the employees of the bidder shall be treated/ claim as employees of AIIMS Bhubaneswar, neither they will be allowed to show off as employee/staff of AIIMS Bhubaneswar.

2.21.3 The allotted premises (inside and outside) should not be used for any other purpose except for running the Creche and that the walls and surroundings of the premises should not be used for display of wall

posters, writings etc. The agency will be responsible for minor repair and replacement works with electrical fittings without any expenses to the Institute.

2.21.4 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 Director, AIIMS Bhubaneswar. If it is found that the firm has given sub-contract to another Agency, the contract shall stand cancelled & the performance security deposit of such Bidder shall be forfeited by AIIMS Bhubaneswar.

2.21.5 The AIIMS Bhubaneswar shall not be responsible for any financial loss or other damage or injury to any person or item deployed/supplied by the selected bidder during the course of their performing the duties in connection with this contract.

2.21.6 If the bidder denies/ fails to execute the contract/ order after being awarded for the same or to submit the Performance Security, the bid security (EMD) shall be forfeited and the vendor will be debarred for a period of two years from participating in future tenders of the Institute.

2.21.7 In case of any lapses in services, delivery and quality, the contract shall be terminated by serving one-month notice.

2.22.1 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.

2.22.2 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 other wise to influence the procurement process.

(b) any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.

(c) any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.

(d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

(e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.

(f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

(g) obstruction of any investigation or auditing of a procurement process.

(h) making false declaration or providing false information for participation in a tender process or to secure a contract;

(ii) Disclosure of conflict of interest.

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

2.23 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.

2.24 The contract may be terminated by the Contractor after giving a notice of four months whereas AIIMS, Bhubaneswar can terminate the contract after giving one month notice period.

2.25 The Tender Document and associated correspondence are subject to copyright laws and shall always remain the property of the Procuring Entity and must not be shared with third parties or reproduced, whether in whole or part, without prior written consent of AIIMS Bhubaneswar authorities.

2.27 The Director, AIIMS Bhubaneswar (Odisha, India) has the full and exclusive right to accept or reject, any or all Bids, abandon/ cancel the Tender process, and issue another tender for the same or similar Goods at any time before the award of the contract without assigning any reasons thereof. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

Seal & Signature of Bidder

3. Technical Bid (Specification) :

Name of the e-Tender: Running of *Creche cum Day Care Centre* at AIIMS, Bhubaneswar.

3.1 Schedule of Requirements:

The institute requires to run a *Creche cum Day Care Centre* (for off springs of working couple) within its campus.

3.1.1 The selected bidder will be responsible for Running of *Creche cum Day Care Centre* by providing love and care giving personnel to the toddlers, infants and children of working couple of the Institute only for fulfilling their parenthood needs in hygienic environment with full safety of the children for their holistic development.

3.1.2 The Institute plans to run the *Creche cum Day care Centre* with a strength of children of following age group:

Age group of Children:	Strength (Approx.)
6 months to 3 years	15 Nos.
3 years to 6 years	15 Nos.
Above 6 years and up to 10 years	10 Nos.

3.1.3 The selected bidder will provide nursing care to the infants and day care to the school going children after their school time including their feeding, rest, and merry making during their stay at the Centre. They are required to be alert to the well being as well as sudden illness conditions of the children and to report the same to their parents for immediate attention and further needs.

3.1.4 The *Creche cum Day Care Centre* will generally run in 2 shifts like Morning shift/ Shift-A from 7.30 AM to 01.30 PM from Monday to Saturday and Evening Shift/ Shift -B from 01.30 PM to 07.30 PM from Monday to Friday. Besides, if required Evening care on Saturday and day care on Sunday may be included if decided by the *Creche* committee on chargeable basis.

3.1.5 The selected bidder will provide at least one *Creche Worker* and one *Helper* each for 6-8 children in the age group of 6 months to 3 years and from 3 years to 6 years and one *Creche worker* and one *Helper* for 8-10 children in the age group of 6 years and above. Two *Creche In-charge* will be deployed in each shift. All the *Creche workers* are need to be Female only. However, manpower planning may

be rearranged by the bidder with justification and indicated in their write up submitted with Technical bid.

3.1.6 All the bidders are required to submit one write up on overall management of the Creche containing manpower planning, activity planning for holistic development of the children considering the requirements mentioned at 3.1.2 to 3.1.5. along with their technical bid.

3.2 Support from the Institute:

3.2.1 The Institute will provide Space (Room), Electricity, Water, Furniture, Fixtures, Utensils, Toys and Learning sets as per minimum requirement to run the Centre free of cost.

3.2.2 Food for the children will be provided by the parents of the children. However, light snacks, biscuits etc. may be provided from out of users' fees collected. No cooking will be allowed within the Centre except provision of warm water for preparation of baby food and allied services.

3.3 Minimum qualification for creche staff:

3.3.1 Crèche Workers- Class XII (intermediate)

3.3.2 Helper - Class X (Matriculation).

(In case any suitable person with these qualifications is not available relaxation may be given by the State Government/District Administration. However, in any case, the qualification may not be less than Class X and VII respectively.)

3.3.3 Age limit for both the categories - 18-35 years at the time of appointment.

Candidates trained in the last three years from the approved training centre should be given the preference.

3.3.4 Salary/Remuneration of the workers: At-least minimum wages as per the State norms for social security One guard to be appointed to ensure safety and security of children - A background check for all the workers should be done before appointment

3.3.5 The training should also be provided by the institute from their own resources at regular interval (at least once every three years).

3.4 Roles & Responsibilities of the bidder:

3.4.1 Crèche environment:

- Ensure a nurturing, responsive and inclusive environment in the crèche.
- The crèche should have bright, cheerful and child accessible displays of essential play and teaching learning material.
- Daily schedule, child safety and essential norms, and other relevant material to be displayed on the walls.
- Material prepared by children like their drawings and other art work to be displayed at the crèche to create a child friendly environment.

3.4.2 Safety/Protection at the Crèche:

- The centre timings and shift should be followed as decided.
- Special care should be taken to keep the children safe and secure at the centre.
- Entry cards to be issued to parents and staff members.
- Materials and the equipment should be stored safely after the centre is closed every day.
- The teacher should have full information about the child's identity, residential address etc.
- Personal details of the person who is picking up and dropping the child to the centre should be available with the worker and the child should be handed over to that person only. In case any other person picks up or drops the child, then his/her identity with the authorization from parents would be necessary.

- Attendance of all children should be taken in the morning on the child's arrival as well as at the time when child is picked up.
- All sharp objects like scissors, knives, blades, pins etc. should always be kept away from the children.
- Chemicals such as detergents, cleaning agents, phenyl etc. should be kept out of the child's reach.
- All the furniture and fixtures should be safe and sturdy.
- Toys should be child friendly, age appropriate, safe and with no sharp edges.
- It should be ensured that all electrical switches/plugs are out of children's reach.
- Fire extinguishing equipment and other firefighting material should be provided at the centre.
- No child should be left alone at any point in the crèche, even during breaks.
- Any kind of verbal or physical abuse should be strictly prohibited.
- Child protection policy should be made and adhered to. The establishment can refer to the safety and protection guidelines as mandated by National Commission for protection of child Rights.
- Any kind of sexual abuse and sexual exploitation to be strictly dealt under POCSO act.
- The supervisor has to ensure that no persons, known or unknown be allowed inside the crèche at any point of time, during the functioning hours of the crèche. For example, plumbing or any other civil work should be done during weekend/holidays only.
- Police verification of guard is mandatory.

3.4.3 Health Practices:

- Ensure each child undergoes a regular medical check-up, preferably on monthly basis by a qualified medical practitioner.
- It can be either be done at the centre or the parents could provide a medical card in which the medical records are maintained.
- The centre must at all times be equipped with a basic First Aid Kit containing paediatric medicines for common ailments like fever, vomiting, cough and cold, dehydration, common stomach ailments, minor injuries, ointments, band - aids, cotton wool, disinfectants.
- Provide first aid as per the recommended measures.
- In case a child is undergoing a treatment, parent's authorization would be required to administer the medicine.
- Check the expiry date of the medicines every month and dispose of the expired ones immediately.
- Age-appropriate immunization should be ensured.

3.4.4 Nutrition Practices:

- As per the recommendations and suggestions of parents and management the meals can be cooked and served at the crèche or can be sent by the parents.
- In either of the above cases, 3 meals should be served in a day which includes a morning snack, lunch and an evening snacks.
- If the meals are provided at the crèche, all the meals have to be uniform for all children as per the recommended meal chart.
- If the meals are provided by the parents then the recommended menu/ meal chart has to be followed.
- Ensure that children should get a well-balanced and nutritious diet as per recommendations and guidelines
- All hygiene procedures for food preparation/storage/service to be strictly followed.
- Monitor the growth of the child by taking height and weight on monthly basis.
- If the child is underweight then inform the parents immediately and consult doctor.

3.4.5 Crèche Activities:

- Age appropriate activities to be conducted for the holistic development of children.
- The curriculum should be flexible enough to suit the diverse social, cultural, economic and linguistic contexts of our country, as well as adaptable enough to suit individual differences among children.

- The transactions should ensure children's participation - creativity should keep children interested and engaged.
- A daily schedule should be prepared and followed to ensure a balance between child-initiated and teacher-directed activities.
- Appropriate skills to be introduced to form a foundation for school readiness.
- Age appropriate disciplinary techniques should be used with children and no punishment, corporal punishment or verbal abuse to be tolerated under any circumstance.

3.4.6 Hygiene and Sanitation Practices:

Environmental:

- Adequate materials for cleaning should be provided at the centre like soap, phenyl, disinfectants etc.
- Practice preventive measures such as sanitizing toys etc. to minimize spread of germs.
- Label all the dustbins and keep them clean.
- If there is identification of any pest, the administrative staff should be immediately informed and pest control done promptly.
- Maintaining cleanliness of the toilets, dining area, activity area and all the surroundings, especially at the corners, is necessary.
- Use shoe rack for keeping children's shoes.
- Preferably, slippers should not be worn in the crèche.

Personal:

- Personal cleanliness of the child should be maintained.
- Practice preventive measures such as washing hands, wiping nose, changing diapers etc. to minimize spread of germs.
- Check the diaper once the child comes to the centre. If soiled, change the diaper.
- Crèche table should be set up at an appropriate place. Different size diapers, towels, wipes etc. should be kept at the crèche table.
- Diapers to be changed only on the crèche table.
- Change the diaper every 2 ½ to 3 hours and if needed, early
- Throw the soiled diaper after wrapping it with newspaper/ waste paper in the dustbin.
- The worker should wash her hands after every diaper change.
- Always use gloves for potty cleaning.
- If plastic potty's are used then they should be cleaned and sterilized after every use.
- Every week check children's nails. If the nails are long they should be trimmed. But if the parents ask not to trim then ask parents to do so.
- Place two spare slippers in front of toilets for children's use.
- Whenever required use separate towels for each child.
- Workers hair should be tied all the time while working at the crèche.

3.4.7 Monitoring and Supervision: -

Maintaining records: Admission forms to be filled. Attendance registers for staff and children to be maintained at the centre. Stock register/record to be maintained. Set up a creche monitoring committee having a representation from the parents, one creche worker, creche in-charge, one admin/HR person should be formed for supervision and smooth running of the Crèche. Quarterly meetings with parents to be ensured for feedback and sharing of child's progress - Periodic meetings with crèche monitoring committee and proper documentation of the same. Child Protection policy to be in place and abided by the employees as well as parent's Periodic evaluation of the crèche quality through professional agency

3.4.8 Food and Cooking Facilities:

The centre must have adequate cooking/heating facilities, cooking utensils, utensils to feed the children – which should be cleaned regularly before and after use. Certain Food items should always be available for any exigency like milk powder, biscuits, cookies, cakes, chocolates, fruits, juices etc. Junk, Packed, and preserved foods should be avoided. Expiry dates of these items should be checked. The freshness of the food sent by parents should also be ensured before feeding. The cooking area must be located at the place which is away from the activity area of the children to avoid accidents. Essential cooking equipment like induction stove, feeding equipment; storage bins and boxes must be available and safely placed. All safety precautions should be strictly followed by creche staff in the kitchen like switching off the induction stove when not in use, restricting entry of kids into the kitchen, keeping knives, forks, matchbox, etc away from the reach of children.

3.4.9 Growth Monitoring:

Assessment of nutritional status of children using new WHO child growth standards is recognized as an important tool. The growth of children should be regularly monitored and recorded in separate growth charts for boys and girls, which should be maintained by the worker as per the new WHO child growth standard.

3.4.10 Health Check-up, Medicine & First Aid Kit

The health check-up of all children registered in the crèche should be done at least once per quarter by a registered medical practitioner/doctors from Government Hospitals. The centre must at all times be equipped with basic First Aid & Medicine Kit containing paediatric medicines for common ailments like fever, body ache, vomiting, cough and cold, diarrhea, ear-ache, eye infection, stomach ache, worm infestation etc. and band-aids/ bandages, cotton wool and disinfectants for minor injuries. ORS packets, scissors, thermometer and antiseptic ointment should also be part of the medicine kit.

3.4.11 RECORDS AND REGISTERS

The enrolment forms of children duly filled in by the parents should be available with the worker/helper after the child is registered at the crèche. In addition, the crèche worker and helper are required to maintain the following basic records and registers, which should be available for inspection at any time during the working hours of the crèche centres: -

- (i) Admission/ Enrolment register for recording profile of children and their parents including profession/income of both parents.
- (ii) Attendance register of children
- (iii) Attendance registers of functionaries.
- (iv) Health check-ups records including immunization of the child
- (v) Register for consumable and non-consumable items
- (vi) Supplementary nutrition register for recording the food provided to the children.
- (vii) The medical record of children to be shared with doctor.
- (viii) Mother's meeting register
- (ix) Visitors register

- (x) Register for User fee

Note: All records and registers should have specific entry for severely underweight children.

3.4.12 TRAINING OF FUNCTIONARIES: -

(a) The crèches should not only provide custodial care to children but also contribute to the overall development of the child. It needs to be fully recognized that running of a crèche is not an unskilled job but requires proper and appropriate training. It is therefore imperative that all crèche worker and helper be specially trained in child care before the crèche is functional. Thus, trained crèche worker and helper are a pre-requisite for opening a crèche. The training should have preferably been done within the last three years prior to their appointment.

(b) A training module prepared by NIPCCD shall be used for providing training to every crèche worker and helper after their appointment to orient them to provide better day care services and to build up child friendly environment in the Crèche Centre. The training module focuses on practical experiences in general hygiene, health and nutrition and specifically emphasizes the development and use of innovative teaching methods for pre-school children. Regular refresher training once in every two years is mandatory for both worker and helper which the institute will undertake from its own resources.

(c) After training the Crèche worker/helper will be expected to perform following functions: -

- Organize stimulation activities for children below 3 years.
- Prepare low cost teaching, learning material for children.
- Monitor growth of children and accordingly provide counselling to parents
- Teach personal hygienic habits to the children.
- Prepare nutritious food for children attending the crèche centre.
- Keep the centre and its surroundings neat and clean.
- Provide proper arrangements for sleep and rest of children.
- Create awareness about better child care in the community through mothers' meetings
- Maintain records and registers
- Ensure visits by doctors/health workers

3.4.13 OTHERS:-

All creche staff shall remain vigilant for safety of all the kids at all times. Any malfunctioning of any electrical/electronic item, broken furniture, defective sanitary items etc. should be brought to the notice of creche committee/maintenance AIIMS BBSR for immediate repair/replacement.

Creche agency must not cause damage to the creche facility and infrastructure and equipment. No structural modification or renovation of the creche facility must be undertaken by the creche agency without information and approval from the creche committee.

Creche agency must provide_____date regarding numbers of beneficiaries and update on any conditional requirement/issues.

3.3 Technical Bid (Submission Format):

The Scanned copies of the following Mandatory documents to be uploaded on e-Tendering Portal in the following format:

SI 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 Proprietorship /Partnership firm/ Company/NGO 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 by its competent person(s)/ Board of members)		
C	a) Copy of Registration Certificate issued under Shop & Establishment Act (Trade License/Municipal License by Bhubaneswar Municipal Corporation or any other statutory body). b) Copy Firm Registration/ Certificate of Incorporation in case of company/ Certificate of Registration under SRA 1860 c) Copy of Partnership Deed/ Memorandum & Articles of Association/ Memorandum & By Laws of Society		
D	PAN No. (enclose the self-attested copy of PAN Card)		
E	GST No. (enclose GST Registration Certificate of the firm)		
F	Income Tax Return for the last Three years. (Relating to F.Y. 2019-20, 2020-21 & 2021-22)		
G	Annual Turn Over Certificate for last Three Financial Years (Duly signed by Chartered Accountant) along with Financial Statements of last three years ending 31 st March. (Note: The turnover relating to running of Creche/ Day Care may be mentioned in a separate column)		
H	Details of the Earnest Money Deposit (EMD) Rs.____/- FDR/BG No. Date: valid up to:		
I	Firms registered with NSIC for running of creche or day care services and are claiming exemption for submission of EMD (subject to the financial limits indicated in the NSIC certificate) must enclose copy of NSIC Certificate in full.		
J	Whether the firm is a Registered firm under MSME or SSI . 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. (attach copy of such certificate(s) in full).		
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/-. (If you don't submit this, your tender will be out rightly rejected.)		
M	Have you previously run any Creche/ Day Care Centre at any government / reputed private organization? If yes, List of Major Customers to be given on a separate sheet as per Annexure – III . (Work Order/PO copies of similar service must be enclosed.)		
N	Write up on Creche running modalities including manpower planning and activities planning.		
O	Unique GeM Seller Id. (Enclose self-attested copy of relevant document provided by GeM)		

	N.B. <i>The bidder who is not registered with GeM at the time of submitting the tender needs to submit an undertaking on firm's letter head that GeM seller Id. will be provided at the time of award of contract positively failing which their bid will be treated null & void and contract will be dealt suitably.</i>		
P	Copy of Certificate of Registration with Competent Authority in case of a bidder is from country sharing land border with India		
Q	Literatures/ catalogue pertaining to technical details relating to running of Creche/ Day Care, with the name of bidder & address must be enclosed.		

Sl no.	Details / Particulars	Uploaded (Yes/No)	Page No
R	Financial Bid as per Annexure – IV (Note: to be submitted on line only)		----
S	Manual Submission of Documents		----
T	Bank Details: 1. Beneficiary Name: 2. Bank Name: 3. Account No: 4. IFSC Code: 5. Branch Address:		
U	Any other information, if necessary		

Bid Covering Letter

(Should be submitted on Letter head of the bidding firm which should contain complete address, phone no. e-mail id. etc)

Reference No.

To
The Director,
AIIMS Bhubaneswar,

Sir / Madam,

Having examined the abovementioned Tender Document, I/we, the undersigned, hereby submit/ upload our Techno-commercial and Financial bid for the Running of *Creche cum Day Care Centre* at AIIMS, Bhubaneswar in conformity with the said Tender Documents.

We declare that we are a Proprietorship/ Partnership firm/ Limited Liability Partnership/ Private Limited/ Public Limited Company/ Company Limited by shares/NGO. The registration copy to that effect is submitted.

We are submitting this bid on our behalf, and there are no agents/ dealers involved in this tender, and hence no agency agreement is involved. Our company law and taxation regulatory requirements and authorization for signatories and related documents are submitted herewith.

We comply with all the eligibility criteria stipulated in this Tender Document.

We offer to supply the subject services of requisite quality in conformity with the Tender Document.

We have submitted the Bid Security of Rs.10,000/- in shape of FDR/BG. No. _____ date _____ valid up to _____ and other documents as required under this bid.

Signature of the bidder with seal

Name of the E-Tender: Running of Creche cum Day Care Centre at 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 services at reasonable prices to AIIMS Bhubaneswar.
3. I/We hereby undertake to supply the services for the period mentioned in the tender as per directions given in the NoA within stipulated period positively.
4. I/We undertake that the manpower to be supplied are as per the requirement at the Institute.
5. If I/We fail to supply the services in stipulated period, necessary action can be taken by the Director, AIIMS Bhubaneswar who has full power to compound or forfeit the Bid Security/ Security deposit.
6. Performance security as mentioned in the tender document shall be deposited by me/us in the form of FDR/ Irrevocable 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. initially valid for 14 months from date of contract).
7. I/We declare that no legal/financial irregularities are pending against the proprietor/Partner/Director/ President/Secretary of the tendering firm.
8. I/we do hereby confirm that the prices/rates to be charged are at par with the prices prevailing in the present market.
9. I/we undertake to provide the required services diligently during the contract period and to solve any complaint regarding quality and quantity amicably, failing which any penalty as decided by AIIMS Bhubaneswar authorities shall be deducted from Performance Security Deposit before releasing the same to us.
10. 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 tendering authority during the validity of tender period, the Director, All India Institute of Medical Sciences, Bhubaneswar (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of Bidder
With seal of firm
(Name of Bidder)

Place

Date.....

Name of the E-Tender: Running of *Creche cum Day Care Centre* at AIIMS, Bhubaneswar.

ELIGIBILITY DECLARATION

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

I.....S/o.....
Resident of

do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director/President/Secretary of the firm/ company/ NGO (Agency) and also against the firm/ company/NGO.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director/ President/Secretary of the firm/ company/NGO (Agency) and also the firm/ company/NGO has never been blacklisted/ debarred/ banned by any Government authority/ organisation within last three years.
4. The firm/company has not been declared insolvent, bankrupt, not in receivership, or being wound up, not have its affairs administered by a court or a judicial officer.
5. To our best of knowledge and belief, none of the Proprietor/Partner/Director/ President/Secretary of the firm/ company/ NGO is the near relations of executives of Procuring Entity involved in this Tender Process.
6. We certify that we have no conflict of interest in accordance with ITB clause 1.4.6, and the prices quoted against the Tender are competitive and without adopting any unfair/ unethical means including cartelization.

Signature

(Name)

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 the organisation)	Order No. & date	Value of order	Has the Creche run satisfactorily (Yes/No)

Signature and seal of the manufacturer / Bidder

Place :

Date :

Note : Documents to be attached in support of the above (i.e., recent PO copies for running Creche/ Day Care Centre at other AIIMs/ INI/ PSU/ Govt. organisation).

Financial Bid

Sl. No	Particulars	Rate Per month	GST (%)	Total Amount (including GST)
1.	Minimum Monthly User charges per Child (Age: 6 months up to 3 years)			
2.	Minimum Monthly User charges per Child (Age: Above 3 years up to 6 years)			
3.	Minimum Monthly User charges per Child (Age: Above 6 years and up to 10 years)			
	TOTAL			

Total Rupees only.

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 rate is monthly user charges per baby to be collected from beneficiaries of AIIMS Bhubaneswar.
3. That I/We shall supply the requisite services as per tender terms.
4. That the services will be provided as per conditions of GTC.
5. That I/We undertake that the information given in this tender are true and correct in all respect.

Signature of the bidder with seal.

Date:

Place:

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. (Rupees only)

3. We, the said bank further undertakes 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)

(To be made on Rs 100.00 Non-Judicial Stamp/E Stamp Paper)
Contract Agreement for
(Running of Creche cum Day Care Centre at AIIMS Bhubaneswar)

This agreement is made at Bhubaneswar on the _____ day _____ month of Two Thousand Twenty-three 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 'Agency' 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 'Agency' for Running of *Creche cum Day Care Centre* at AIIMS, Bhubaneswar for selection through e-Tender basis for which the 'Agency' has accepted the terms and conditions as per the Tender document for execution and completion of the contract.

Terms & Conditions of the Contract Agreement:

1. Period of Contract Agreement: The contract shall be for a initial period of 01(One) year from the date of award of contract and extendable up to maximum 4 (four) years on yearly basis on satisfactory performance and mutually agreeable terms & conditions.

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/Work Order placed to the vendor
- (j) Payment Terms: as per Terms & Conditions of the Tender Document

3. 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.

4. Variation Clause: The user charges quoted by the agency shall be remain fixed during the first year of contract and is not subject to any change under any circumstance. Subsequently, if at any time during the Contract period, the agency is forced to increase the user charges quoted by it, the same should be informed in writing to the Creche Committee for its consideration. The committee's decision in this regard shall be final and binding if mutually agreed upon by the agency.

5. 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.

6. 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.

7. The agency will comply and obey the rules and scheme framed by the Ministry of Women & Child Development, Govt. of India from time to time with no additional cost to the AIIMS Bhubaneswar.

8. **Performance Security:** The Agency has 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 initially for 14 months i.e. One year + Two months and shall be renewed every time if extension is granted after completion of obligations under the contract.

9. **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.

10. **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.

11. **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.

12. **Obligation of the Agency:** The Agency 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 statutory authority of this contract and paid on behalf of the agency.

13. 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-Three and shall be valid for One Year.

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 ‘Agency’ 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 <https://eprocure.gov.in / AIIMSBBBSR website>

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 <https://eprocure.gov.in / AIIMSBBBSR website>
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 website
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 AIIMSBBBSR'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 <https://eprocure.gov.in / AIIMSBBBSR website>, 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.

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 Tender wizard portal i.e. www.eprocure.gov.in/AIIMSBBBSR

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 – NIL

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/ Bid Security Declaration.
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

<https://www.eproc.gov.in/AIIMSBBBSR>

For E-tendering Queries contact Representative NIC HELPD

