



Notice Inviting e-Tender

N.I.T. No. :	AIIMS/BBSR/ENGG/ELECT/61/2025
Name OF Work:	Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.
Estimated Cost:	13,57,871.00
Earnest Money:	@2% of the Estimated Value
Performance Guarantee:	@ 5% of Contract Value
Security Deposit:	@ 2.5% of Contract Value
Contract Period:	1 Year
Type of work:	Water Purifier Maintenance Work
Tender issue date:	08.05.2025
Last Date & Time of Submission of Tender:	16.05.2025 at 17.00 Hours

“Certified that, this tender document contains 47 pages only”.

**Executive Engineer (Elect.)
AIIMS, Bhubaneswar**

Government of India, Ministry of Health & Family Welfare, AIIMS, Bhubaneswar

Name of Work	:	Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.
NIT No.	:	<u>AIIMS/BBSR/ENGG. /ELECT. /61/2025</u>

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ALL INDIA INSTITUTE OF MEDICAL SCIENCE, BHUBANESWAR
NOTICE INVITING TENDER (NIT) for e-tender

TENDER NOTICE NO :

The Executive Engineer (Elect.), AIIMS, Bhubaneswar, (Phone - 0674 2476083 , Email - eeel@aiimsbhubaneswar.edu.in) invites on behalf of Executive Director, AIIMS, Bhubaneswar, Percentage Rate Tender from reputed Contractor in single Bid system from eligible Agency of CPWD, MES, AIIMS, central Govt., State Govt., Central PSU, State PSU etc. having successfully completed works of similar nature as per eligibility criteria for the following work: -

Ser. No.	Description	Details
(a)	NIT No.	AIIMS/BBSR/ENGG. /ELECT. /61/2025
(b)	Name of Work:	Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.
(c)	Estimated Cost	13,57,871.00 (Thirteen Lakh Fifty Seven Thousand Eight Hundred Seventy One Only
(d)	Earnest Money	@2% of the Estimated Value
(e)	Period of Completion	01 (One) Years
(f)	Last date and time of online submission of tender	By 16/05/2025 at 17.00 Hours through online.
(g)	Time and date of on line opening of Tender	On 19/05/2025 at 11.00 Hours.
(h)	Period during which hard copies of EMD, Registration Certificates, Undertaking and other Documents to be submitted to Executive Engineer (Elect), Bhubaneswar office by the Bidders for reference. However, the Eligibility will be considered as per uploaded documents. For any query kindly contact: eeel@aiimsbhubaneswar.edu.in Phone: 0674 – 2476083	To be submitted on 17/05/2025 i.e. by 13.30 Hours . In case the last day happens to be closed holiday, these Documents shall be submitted on the next working day failing which technical Bid will not be considered for Evaluation.
(i)	Mode of submission of Tender	Online.

- The intending bidder must read the terms and conditions of Tender document carefully. He should submit his bid if he considers himself eligible and he is in possession of all the certificates / documents required.
- Information and Instructions for bidders for e-tendering posted on website shall form part of bid document.
- The bid document consisting of NIT, plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from <https://eprocure.gov.in> or www.aiimsbhubaneswar.nic.in free of cost.
- The bid document consisting of NIT, plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from <https://eprocure.gov.in> or www.aiimsbhubaneswar.nic.in free of cost.
- The intending bidders must have valid class-III digital signature to submit the bid.
- The tender processing fee for submission of bid shall be as per guidance of CPP portal.
- Copies of eligibility documents and EMD as specified in the notice inviting tender shall be scanned and uploaded on the e-tendering website within the period of tender submission. Bidders can upload documents in the form of JPG format, PDF format and any other format as permissible by the e-tendering portal.

8. Bidders must ensure to quote percentage above or below against BOQ price. The column meant for quoting rate in figures appears in Sky blue colour. If any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO). After submission of the bid online the contractor can re-submit revised bid any number of times but before last time and date of submission of bid as notified.
9. After submission of bid online, it can be revised any number of times before specified time on last date of submission of bid. While submitting the revised bid, bidder can revise the rate of one or more item(s) any number of times (he need not re-enter rate of all the items) but before last time and date of submission of bid as notified.
10. Financial bids shall be opened online only for bidders for EMD and other documents are found in order and who are found to be eligible to bid for work. On opening date, the bidder can login and see the bid opening process. After opening of bids, he will receive the competitor bid sheets.
11. If the contractor is found ineligible after opening of bids, his bid shall become invalid.
12. If any discrepancy is noticed between the eligibility documents as uploaded at the time of submission of bid and hard copies as submitted physically by the bidder, the bid shall become invalid.
13. ***The Bidders shall have to submit original Earnest Money Deposit (EMD) and self-certified copies of all the scanned and uploaded documents on same day of opening of tender in the office of Tender Opening Authority before online opening of e-Tender otherwise the bid will be Invalid. List of Eligibility Documents to be scanned and uploaded within the period of bid submission: -***
 - (a) Demand Draft of any scheduled Bank against EMD in favour of AIIMS, Bhubaneswar.
 - (b) Details of Annual Turnover (Appendix-A), Work Completed during last 07 (Seven) Years (Appendix `B`) and Detailed Information of Bidder (Appendix `C`) duly filled and signed by the Bidder.
 - (c) Certificates of Work Experience & Completion Certificate of Similar Work from Client not below the Rank of Executive Engineer or equivalent, as mentioned in Ser. No. - 4, Page No. - 6 refer under Eligibility Criteria.
 - (d) Certificate of GST Registration and acknowledgement of up to date filed return.
 - (e) Copy of PAN card.
 - (f) Copies of Balance Sheets & profit loss statement of last three years From CA.
 - (g) Percentage Rate Tender & Contract and Affidavit to be given by Tenderers.
 - (i) Copies of ESI Registration.
 - (j) Copies of EPF Registration.
 - (k) The Bidder should have their Registered Office/Branch in Bhubaneswar. If not, an Office should be opened in Bhubaneswar within 30 (Thirty) Days of the award of Work. Details of Address Proof of Office located at Bhubaneswar should be given to EE(Elect).
 - (l) Declarations to be given by the Tenderers.
 - (m) Copies of annual turnover of last three years.
 - (n) Each page of the e-tender documents should be duly signed with seal otherwise the bid shall become invalid.

14. FRAUD AND CORRUPTION:

- 14.1 The Engineer-in-Charge will reject a proposal for award if he determines that the bidder recommended for award has been engaged in corrupt or fraudulent practices in competing for the contract in question. He will report to the Officer Inviting Bid / next higher authority.
- 14.2 Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited & the tenders submitted by the contractors who resort to canvassing will be liable for rejection.
- 14.3 The Contractor shall be debarred for one year as decided by the AIIMS, Bhubaneswar Authority for the following reason-.
 - (i) If the contractor submits false experience/completion certificates, **as mentioned in Ser. No. - 4(a), Page No. - 6 (refer under Eligibility Criteria)**. The department reserves the right to verify the particulars furnished by the applicant independently.
 - (ii) If the contractor fails to commence the work on or before the scheduled date stated in the work order.
 - (iii) Violates any important condition of contract.

15. The Bid(s) shall be opened first by the Committee **on 19/05/ 2025 by 11.00 Hours**. After the evaluation of the Bid(s) AIIMS, Bhubaneswar will award the contract to the Lowest Evaluated Responsive Tenderer. Conditional Bid(s) will be treated as unresponsive and will be rejected.
16. Information & Instruction for Contractor will form Part of NIT.

**Executive Engineer (Elect.)
AIIMS, Bhubaneswar**

GENERAL RULES & DIRECTIONS OF CONTRACT

1. **Name of Work:** Tender for “**Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.**”
2. The work is estimated to cost **13,57,871.00 (Thirteen Lakh Fifty-Seven Thousand Eight Hundred Seventy-One Only)** The estimate, however, is given merely as a rough guide.
3. Intending Bidder is eligible to submit the bid provided he has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority of having satisfactorily completed similar works.
4. **Eligibility Criteria.** Contractor/Agency who fulfill following requirement shall be eligible to apply: -
 - (a) The bidder should have satisfactorily completed the works as mention below during the last seven (07) years end previous day of last date of submission of tender.
 1. one (01) similar work costing not less than 80% of Estimated cost **(i.e. for Rs 10,86,297.00/-)**
OR
 2. Two (02) similar works each costing not less than 60% of Estimated cost **(i.e. for Rs.8,14,723.00 /-)**
OR
 3. Three (03) similar works each costing not less than 40% of Estimated cost **(i.e. for Rs. 5,43,148.00 /-)**

Similar Work Means: - “CMC / Annual maintenance Contract/SITC of Water Purifier System.

The experience of similar work should be from any Govt. organization i.e Central govt./state Govt./Central PSU/State PSU/ Govt. Autonomous Body.

- (b) The Bidder should have registration up to date with **Employee Provident Fund (EPF) Commissioner** and **Employee State Insurance (ESI) Corporation.**
 - (c) The experience of similar work should be from Central Govt., State Govt., PSU and Autonomous Body, Govt. Hospitals.
 - (d) Agreements shall be drawn with the successful bidders for item/items on prescribed format. Bidders shall quote their rates as per various terms and conditions of the said form which will form part of the agreement.
 - (e) The bid document consisting of plans, specifications, the schedule of quantities of the various type of items to be executed and the set of terms & conditions of the contract to be complied with and other necessary documents.
 - (g) Conditional Bids shall not be considered and will be out-rightly rejected at the very first instance.
 - (i) Average annual financial turnover during the last three years should be more than 30% of the estimated cost.
- Note: The period of the contract will be One years from the Date of Start which shall be reckoned from 7th day of issue of work order or from the First Date of Handing Over of the Site, whichever is later, in accordance with the phasing, if any, indicated in the bid documents. The tender is initially for a period of One year and may be extended further for a period of 12 Months with mutual consent, on the same Terms and Conditions and Rates.**
5. **Preparation & Submission of Tender through Online.** The Tender should be submitted in **02 (Two) parts i.e. Technical Bid and Financial Bid Respectively.** The Technical Bid should be sent by the Bidder

through online for “**Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.**”

6. (a) **Earnest Money Deposit.** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of 2% of the Estimated Value, Drafts must be uploaded and the original DD must be submitted with the Technical Bid documents. Bid(s) received in tender without Demand Drafts of EMD will be rejected. The EMD of the successful Bidder shall be returned after the successful submission of Bank Guarantee/Annual Deposit and, for unsuccessful bidder(s) it would be returned after Award of the Contract.

(b)(i) As per SOP No. 5/1 & Clause No. 06 of CPWD Manual – 2019 the MSME firms registered in NSIC under PP policy are exempted from payment of EMD for supply of GOODS & Services only.

(ii) Micro & Small Enterprises if registered with any Government bodies specified by Ministry of Micro, Small & Medium Enterprises (M/o MSME) with valid certificate duly issued by GOI are exempted for submitting Earnest Money Deposit (EMD).

(iii) Other Firms, registered with MSME/NSIC with valid certificate duly issued by GOI are also exempted for submitting EMD. No other type of certificate is acceptable.

(iv) The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of Opening of Tender.

7. **Performance Guarantee.**

(a) The successful contractor will be required to furnish a Performance guarantee of **05% (Five Percent) of Contract Value** in the form of Fixed Deposit Receipt or Bank Guarantee from any Scheduled Bank duly **pledged in the name of the "All India Institute of Medical Sciences, Bhubaneswar"** which shall be kept valid for a period of 60 days beyond completion of all the contractual obligations as per GCC-2020.

(b) The time allowed for submission of performance guarantee will be 07 days from the issue of Letter of Acceptance (LOA). However, in case of last day of submission of performance guarantee happens to be bank holiday, the last day of submission shall be the next working day.

(c) The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non-observance of any condition of the contract. Performance Security will be discharged after completion of contractor's performance obligations (including Warranty/Guarantee period) under the contract. In case the contractor fails to deposit the said performance guarantee within the period including the extended period if any, the contractor shall be debarred from the AIIMS tender for one year.

8. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids, the means of access to the site and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost, all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions.

9. The Tender paper/documents can be seen/downloaded from Official website & submitted through on line. For any query, Executive Engineer, Electrical, email- eeel@aiimsbhubaneswar.edu.in, Phone: **0674 – 2476083** AIIMS, Bhubaneswar, may be contacted.

10. The competent authority on behalf of the Executive Director, AIIMS, Bhubaneswar does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidder shall be summarily rejected.
11. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable to rejection.
12. The competent authority, the Executive Director, AIIMS, Bhubaneswar reserves to himself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate Percentage.
13. The contractor shall not be permitted to bid for works in the AIIMS, Bhubaneswar responsible for award and execution of contracts, in which his near relative is posted as an officer in any capacity between the grades of Superintending Engineer and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazetted officer in the AIIMS, Bhubaneswar. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of this Department.
14. No Engineer of Gazetted rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the bid or engagement in the contractor's service.
15. The bid for the works shall remain open for acceptance for a period of 75 days from the date of opening of bids.
16. This notice inviting bid shall form a part of the contract document. The successful bidder/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of "The Notice Inviting bid, all the documents including additional conditions, specifications and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and rate Percentage online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
17. **List of Documents to be submitted along with the Technical Bid.**
 - (a) EMD.
 - (b) Form A to C duly filled in.
 - (c) Certificates of Work Experience & Completion Certificate of Similar Work from the officer not below than Executive Engineer or equivalent.
 - (d) Certificate of Registration for GST and acknowledgement of up to date filed return if required.
 - (e) All documents as per Ser. No. 13 (a) to (n) (Page - 04 refers).
18.
 - (a) The Percentage Rates shall be inclusive of GST.
 - (b) Security Deposit equal to 2.5% of the Contract Value will be deducted from the Bills of the Contractor.
 - (c) The Income Tax as applicable shall be deducted from the Bill unless exempted by the Income Tax Department.
 - (d) Labour CESS @ 01% will be deducted from the Bill.
19. **Goods and Services Tax (GST).**

- (a) **GENERAL REMARKS ON TAXES & DUTIES:** In view of GST Implementation from 1st July 2017, all taxes and duties including Excise Duty, GST/VAT, Service tax Entry Tax and other indirect taxes and duties have been submerged in GST. Accordingly, reference of Excise Duty, service Tax, VAT, Sales Tax, Entry or any other form of indirect Tax except of GST mentioned in the bidding document shall be ignored.
- (b) Bidders are required to submit copy of the GST Registration certificated while submitting the bids wherever GST (CGST & SGST/UTGST or IGST) is applicable.
- (c) "GST shall mean Goods and services Tax charged on the supply of material(s) and services. The term 'GST' shall be construed to include the integrated Goods and Services Tax (Hereinafter referred to as "IGST") or central Goods and Services Tax (hereinafter referred to as "CGST") or State Goods and services Tax (Hereafter referred to as "SGST") or union Territory Goods and services Tax (hereinafter referred to as "UTGST").
- (d) Quoted price/ Percentage rate(s) should be inclusive of all taxes and GST (i.e. IGST or CGST and SGST /UTGST applicable in case of interstate supply or intra state supply respectively and cess on GST if applicable) on the final service. Please note that the responsibility of payment of GST (CGST & SGST or IGST or UTGST) lies with the supplier of Goods/services (service provider) only. Supplier of Goods/Service (Service provider) providing taxable service shall issue an invoice/Bill, as the case may be as per rules/regulation of GST. Further, returns and details required to be filled under GST laws & rules should be timely filed by supplier of Goods /services (Service provider) with requisite details.
- (e) The supplier/Contractor/Firm is advised to comply all the GST Norms as per Rules. Accordingly, Supplier/Contractor/Firm is to submit the Original Challan/Voucher justifying that it has been actually and genuinely paid to the Govt. at the time of submission of Bills to Finance Wing for release of Payments.

Executive Engineer (Elect.)
AIIMS Bhubaneswar

DECLARATIONS TO BE GIVEN BY THE TENDERERS

It is to certify that: -

- (a) I /We have gone through CPWD W-8 amended up to correction Slip No.6 as available on website www.eprocure.gov.in / www.aiimsbhubaneswar.nic.in or in the office of Superintendent Engineer and I/We agree with the terms and conditions of it and understood that it will form part of the agreement.

Date: _____

Signature of the Tenderer

- (b) “I, S/o Shri resident of hereby certify that none of my Relative(s) as defined in Paragraph 14 of CPWD W-6 is/are employed in AIIMS Electrical Zone, Odisha. In case at any stage, it is found that the information given by me is false/incorrect, AIIMS shall have the absolute right to take any action as deemed fit without any prior intimation to me”.

Date: _____

Signature of the Tenderer

NOTE: - (To be certified by all the partners in case of partnership firms, by all the directors in case of companies).

- (c) “I/We undertake and confirm that eligible similar Work(s) has/have not been got executed through another contractor on back to back basis. Further, it is stated that, if such a violation comes to the notice of Department, then I/We shall be debarred for bidding in AIIMS in future forever. Also, if such a violation comes to the notice of AIIMS, Bhubaneswar before date of start of work, the Superintending Engineer shall be free to forfeit the entire amount of Performance Guarantee”.

Date: _____

Signature of the Tenderer

Appendix `A`**FORM FOR FINANCIAL INFORMATION**

(Financial Analysis)

Details to be furnished duly supported by figures in Balance Sheet/Profit & Loss Account for the last three financial years duly Certified by the Chartered Account, as submitted by the applicant to the Income Tax Department (copies to be attached).

Ser. No.	Description	2021-22	2022-23	2023-24

Note: (i) Gross Annual Turn Over only.
(ii) Profit/Loss

Appendix `B`**FORM FOR DETAILS OF ALL WORKS OF SIMILAR CLASS****COMPLETED DURING THE LAST 07 (SEVEN) YEAR**

(i.e. FOR THE YEAR ENDING last date of tender submission)

Ser. No.	Name of Work/ Project	Location	Owner or Sponsoring Organization	Cost of Work in Lakhs	Date of Commencement as per Contract	Stipulated date of Completion	Actual date of Completion	Litigation/ Arbitration pending/ In progress with details	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
1.									
2.									
3.									
4.									
5.									
6.									
7.									

(Authorized Signature of the Bidder with Seal)

Appendix `C`**FORM FOR DETAILED INFORMATION BY BIDDER**

Name of Firm/Contractor/Supplier	:
Complete Address and Telephone Number	:
Name of Proprietor/Partner/Managing Director/Director	:
Phone Number	:
Mobile Number	:
e-Mail ID	:
Name and address of service center nearby Bhubaneswar	:
Whether the firm is a registered Firm (Yes/No. Attach Copy of Certificate)	:
PAN Number. (enclose the attested copy of PAN Card)	:
Service Tax Number. (enclose the attested copy of VAT Certificate)	:
GST Number (enclose the attested copy of VAT Certificate)	:
Whether the firm has Uploaded the Earnest Money Deposit (EMD).	:
Whether the Firm/Agency as signed each and every page of Tender/NIT	:
EPF No. (Enclose the attested copy of EPF Registration Certificate)	:
ESI Code.	:
Any other information, if necessary.	:

(Authorized Signature of the Bidder with Seal)

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

Percentage Rate Tender Contract for Works

(To be Submitted on Non-Judicial Stamp Paper of Rs 10/- or above)

E-Tender for the work of: Tender for **“Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.”**

To be submitted online by:

- (a) Time and date of Opening of online Bid (Technical and financial) Bids.: **19.05.2025 by 11.00 Hours.**

T E N D E R

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

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

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

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

Dated: * _____

Signature of Contractor
With full Postal Address

Witness: *

Address: *
(* To be filled in by the Contractor.)

Occupation: *

CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT

Name of the work: “Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.”

1. Prices quoted should be valid for the contract period from the date of opening of your offer. The prices quoted should be for the entire scope of work.
2. **Rates-** The prices quoted shall be inclusive of GST, PF/ESI. PF & ESI amount paid to the statutory authorities by the contractor shall be reimbursed on actual basis throughout the contract period on submission of the documentary evidence in next bill or after the final bill. GST shall be reimbursed on actual basis on submission of the documentary evidence.
3. **PF & ESIC Contribution: -**
 - (i) The contractor shall have to register with PF & ESIC (where ever applicable) for workmen engaged for the work & challans / deposit receipts of PF ESI contribution shall be submitted in EIC office for verification/reimbursement, at the time of submission of bill.
 - (ii) The PF dues (including EDLI and administrative charges) in respect of workers engaged by the contractor for AIIMS works to be deposited by the contractor every month by a challan and the documentary evidence in support of such payments along-with employee wise details of the PF contribution (both employee's share and the employer's contribution) need to be submitted to the Engineer in Charge for the work/ contract.
4. **Terms of Payment: -**

4.1 Running bill Payment:

The Running payments for the work done shall be released **Quarterly/Half yearly** by AIIMS, Bhubaneswar. The Security Deposit @ 2.5% of gross amount shall be deducted from the running bills, which shall be released after Six months from the date of completion of work, without any interest thereupon.

The Following documents as applicable shall be produced and self-attested photo copy shall be submitted by the contractor during each running bills:

 - (i) Complain register.
 - (ii) Bank Account details/ e-payment details of the vendor.
 - (iii) Warranty/Guarantee Certificate. (if any)
 - (iv) Colour Photos for Executed work on glossary paper.
 - (v) Copies of User certified material used list of all complaints.
 - (vi) GST return up to date Voucher.
 - (vii) No claim certificate (along with final bill)
 - (viii) Work completion declaration (final bill)

4.2 Final bill Payment:

The agency shall submit final bill along with all the documents related with AIIMS, Bhubaneswar in addition to all maintenance schedule registers, documents, log book etc. related to the work. The agency also formally handover the list of equipments in good working condition, without any damage as handed over to them by AIIMS, Bhubaneswar.

4.3 Labour Wages:

 - (i) The contractor has to pay the prevailing minimum wages issued by the office of Chief Labour Commissioner Govt. of India from time to time.
5. **Transport**
 - 5.1 The transport required within the complex for carrying items inside the AIIMS complex for supply of materials, repairing work etc. shall be arranged by the contractor. The contractor may however seek the help of department to take permission to take heavy items for repair outside the AIIMS, Bhubaneswar complex if considered necessary.

- 5.2 Contractor's materials, transport, etc. shall normally be permitted to go out of the area between 9.00hrs.to 18.00hrs only. Contractor may also be allowed to carry out the work beyond office hours (day and night) with special permission from the Executive Director AIIMS, Bhubaneswar. However, no movement of materials and transport out of site of works shall be permitted during night or during holidays unless special permission obtained from the Executive Director, AIIMS, Bhubaneswar.

6. **Antecedents**

The contractor shall employ only Indian Nationals as his representatives, servants, work men and verify their antecedents and loyalty before employing them on the works. He shall ensure that no person of notorious antecedents and nationality is in anyway associated with the works and if for reasons of technical collaboration or other consideration, the employment of any foreign national is unavoidable, the contractor shall furnish full particulars to this effect to the accepting officer at the time of submission of tender. The Executive Director, AIIMS, Bhubaneswar shall have full powers and without giving any reasons to the contractor immediately cease to employ in connection with this contract, any representative agency, servant and workman or employee whose continuous employment in his opinion is undesirable. The contractor shall not be allowed any compensation on this account.

7. The term of agreement shall be initially for a period of one year. On expiry of the term the contract may be extended for one year on mutual consultation by both the parties on the same terms and conditions mutually agreed to.
8. The contractor shall maintain the installations clean and tidy inside as well as around the installations and buildings. No rags and waste etc. shall be thrown near the building. This shall be deposited in the dustbins provided nearby. If Pump House and other areas mention in the scope is found untidy a lump sum amount (Rs. 1000/- per day) will be deducted from the contractor's bill. The amount quoted by the contractor must include the cost of man power for such purpose.

9. **Security Pass**

Immediately after acceptance of the contract, the contractor shall submit the list showing the names of the individuals, he wishes to employ in the work, with their particulars to the department for getting the security verification and arranging the temporary pass for them up to security gate only and subsequently to inside the technical area, the contractor shall provide security to the operator/helpers.

12. **Penalty Clause:**

12.1) In case of any failure of / delay in services the penalty shall be invoked as per Clause-2 of GCC of CPWD Maintenance works-2023, by the as per schedule F.

12.2) A penalty of Rs. 300 per day per water purifier will be imposed if complaint is not resolved beyond 24 hrs and up to 72 hrs. The amount will be deducted from the next RA Bill.

12.3) A penalty of Rs. 500 per day per water purifier will be imposed if complaint is not resolved beyond 72 hrs. . The amount will be deducted from the next RA Bill.

12.4) All melba/rubbish/waste, garbage etc generated due to any operation and maintenance work, the same shall be disposed off by the contractor to the authorized municipal dumping ground and nothing extra shall paid on this account. In case of non-removal/disposal in the specified period, a compensation of **Rs 1000/- (Rupee One Thousand only)** per day shall be recovered from the contractor.

12.5 The Agency shall maintain the installations clean and tidy inside as well as around the installations and buildings. No rags and waste etc. shall be thrown near the building. This shall be deposited in the dustbins provided nearby. If inside the building area mention in the scope is found untidy a lump sum amount **(Rs. 1000/- per day)** will be deducted from the Agency's RA bill.

13. **Maintenance of records:**

The contractor shall maintain all records such as log book, schedule of maintenance activity, complaint register, stock register, material requisition book, gate pass and other statutory registers for manpower employed etc. such records are to be maintained as per the formats supplied by the department. Records of major breakdown occurred during the period shall be maintained showing the cause of the defect and location and type of repairs carried out. The cost of stationary required for maintenance of the above record are under the scope of Contractor.

13.1 Following documents / records to be maintained at site

1. Complaint Register.
 2. Stock Register/ Issue Register.
 3. User Certification of all works Executed.
 4. Preventive Maintenance Schedule Register.
15. The work shall be governed by AIIMS, Bhubaneswar's general conditions and security regulations of the contract.
 16. The number and names of the contractor's personnel along with two photographs to be engaged shall be indicated/submitted in advance to meet the security regulations, etc.
 17. The tenderer should sign in each page of tender document all the terms and conditions of the contract as a mark of his acceptance of contract. The signed tender copy has to be submitted to AIIMS, Bhubaneswar.
 18. The submission of tender by a tenderer implies that he has read this Notice and the conditions of contract and has made himself aware of the scope and specifications of the work to be done and of the conditions and rates at which stores, tools and plant etc. will be issued to him and local conditions and other factors bearing on the execution of the work.
 19. No foreign exchange and import license for import of technical know-how or equipment, components, spares or materials will be arranged or provided by the AIIMS, Bhubaneswar. In case the offered equipment involves any foreign exchange, this shall be clearly indicated together with a statement as to how this is being arranged by the tenderer.
 20. The tenderer shall indicate the source of supply, the detailed specifications, furnish test certificates, such as guarantee/warranty etc. for all brought out items.
 21. The Executive Director, AIIMS, Bhubaneswar or any one or more officers authorized by him shall have the right to visit contractor's/sub contractor's premises to check the physical progress of work, inspection, testing etc. of the contract items or any part thereof at any time during all stages of operation & maintenance. The contractor shall extend all necessary facilities for carrying out such inspection and check of progress of work.
 22. **Deviations:**

Any exclusion, deviation from specification shall be clearly spelt out and listed at one place only and tenderer shall substantiate the same with appropriate reasons. In absence of the same, it will be considered that tenderer has followed the specification fully in words and spirit.

24. Specifications and Standards

The operation and maintenance shall be in conformity with relevant Indian standard specification. National Electrical codes including provisions of these specifications. In the event of any conflict between the provisions/clause for a particular item in the above-mentioned rules and specifications the most suited clause based on requirement shall be applicable.

25. Any work that the tenderer would normally off load to his sub-vendor or subcontractor with the permission of AIIMS, Bhubaneswar, it is to be noted that the Executive Director, AIIMS, Bhubaneswar

shall not have any obligations whatsoever towards the tenderer's sub-contractor / sub-vendor. Only the tenderer is responsible to the Executive Director, AIIMS, Bhubaneswar and AIIMS, Bhubaneswar does not accept any liability for the sub-contractor or his work men.

26. It must be understood that the number of people indicated here would in any way bind the tenderer for any contractual obligations or delay in schedule of work etc. This information would be used only for tenderer evaluation and later on to assess tenderer's progress with regard to adequacy of manpower.
27. Any other information the tenderer feels necessary to understand the quotation in complete.
28. It is the responsibility of the successful tenderer to hand over the entire system to the Executive Director, AIIMS, Bhubaneswar on completion of the contract period in its initial working condition. Any damages/replacement etc. should be done at free of cost with the knowledge of the Executive Director, AIIMS, Bhubaneswar. The final taking over will be done after detailed joint inspection by the Executive Director, AIIMS, Bhubaneswar/ or his authorized representative and the contractor on completion of the contract period.
29. The contractor shall not be entitled to any additional payment during the tenure of the contract due to increase in cost of manpower rates should be quoted accordingly
30. The lump sum price offered by the contractor shall include the charges for any minor job of maintenance which are obviously fairly intended and which may not have been referred to in these documents but are essential for this work. In case of difference of opinion as to whether or not a certain item of work constitutes minor details of maintenance or not included in contractors' prices, the decision of Executive Director, AIIMS, Bhubaneswar shall be final and binding.
31. **Risk Purchases:**

The cost of repairs/rectification's necessitated due to negligence of contractor's employee shall be recovered from the contractor as per assessment made by the Executive Director, AIIMS, Bhubaneswar. If the contractor fails to repair/rectify the defects in installations within the time given to him, the same will be got repaired/rectified from other agency at the risk and cost of the Contractor. The decision of Executive Director, AIIMS, Bhubaneswar shall be final and binding on both the parties.
32. If the work is found unsatisfactory and not up to the expected standards, an amount which the Executive Director, AIIMS, Bhubaneswar determines, shall be deducted from the Contractor's bill. The amount so deducted shall be final.
33. The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Bhubaneswar site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by AIIMS, Bhubaneswar for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
 - (a) The Payment of Wages Act 1936.
 - (b) The Employees Provident Fund & MP Act, 1952.
 - (c) The Contract Labour (Regulation) Act, 1970.
 - (d) The Payment of Bonus Act, 1965.
 - (e) The Payment of Gratuity Act, 1972.
 - (f) The Employees State Insurance Act, 1948.
 - (g) The Employment of Children Act, 1938.
 - (h) The Motor Vehicle Act, 1988.
 - (i) Minimum Wages Act, 1948.
34. **Breach of Terms and Conditions.** Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract. Or In Case of breach of any terms and conditions as

- mentioned above, the Competent Authority, will have the right to reject the bid at any stage without assigning any reason thereof and nothing will be payable by AIIMS, Bhubaneswar.
35. **Termination of Contract.** AIIMS, Bhubaneswar would have the right to terminate the contract, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, Bhubaneswar rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff and the agreement may be terminated. The decision of AIIMS, Bhubaneswar's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, Bhubaneswar shall have the right to engage any other tenderer to carry out the task.
 36. **Arbitration.** The Arbitration shall be held in accordance with the provision of the Arbitration and conciliations Act, 1996 and the venue of arbitration shall be at Bhubaneswar. The decision of the Arbitrator shall be final and binding on the both parties.
 37. **Dispute Settlement.** It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then same shall be referred to the sole Arbitrator appointed by the Executive Director, AIIMS, BHUBANESWAR whose decision shall be final and binding on both the parties. The contract shall be governed by laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.
 38. GST and other Taxes as applicable shall be recovered/ paid from the contractor's bill as per Govt. of India/AIIMS Rules.
 39. Payment shall be made on after successful completion of work and due Certification of the Bills by the Representative of Engineer-in-Charge.

Executive Engineer (Elect.)
AIIMS Bhubaneswar

ADDITIONAL CONDITIONS FOR WATER PURIFIER WORKS

A. GENERAL CONDITIONS

1. **“Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.**
2. For all items of Electrical, CPWD specifications with correction slips up to the date of receipt of tender shall be followed. For the items which are not covered under CPWD specifications; the special conditions /B.I.S. specifications shall be applied. In this regard the decision of Engineer-in- charge shall be final & binding.
3. Wherever any reference is made of any Indian Standard, it shall be taken as reference to the latest edition with all amendments / revision issued thereto up to the date of receipt of tenders.
4. Unless otherwise specified, the agreement rates for all items of work in the schedule of quantities are for all heights, depths, leads and lifts involved in the execution of work.
5. Other agencies working at site will also simultaneously execute the work entrusted to them and the contractor shall offer necessary co-operation wherever required to other agencies.
6. On account of security consideration, there could be some restrictions on the working hours, movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and adjust the program for execution accordingly, for which nothing extra shall be paid.
7. The work shall be carried out in a manner complying in all respects with the requirements of relevant by laws of the local bodies, Labor Laws, minimum wages act, workmen compensation act and other statutory laws enact by Central Govt. as well as State Govt.
8. No residential accommodation shall be provided to any of the staff engaged by the contractor. The contractor shall not be allowed to erect any temporary set up for staff in the campus.
9. No claims of the labours shall be entertained by the Department including that of providing employment, regularization of services etc.
10. The contractor shall have registration with Employee’s Provident Fund commission and Employee’s state Insurance Corporation for safe guarding interest of his workmen. He shall obtain all other necessary approvals from statutory bodies as per law in vogue.
11. All T&P, Electrical instruments/meters for maintenance/water purifier instruments, , consumable and Contingent Articles required for execution of the work shall be arranged by the contractor.
12. Complaint register, and other records will have to be produced either daily according to the requirement or when asked to do so by the Engineer-in- charge or his authorized representative.
13. When a register gets completed, it will be handed over the concerned J.E/A.E. It will not be returned to the contractor and the same will remain the property of the department.
14. All required registers will be certified by Engineer-in-Charge/Executive Engineer duly marked in chronological order but the contractor will have to arrange all such registers/stationery etc. Nothing extra shall be paid on this account.
15. The contractor shall take immediate action to attend any complaint assigned to him through site order book/verbal instructions from Engineer-in-Charge or his representative over telephones from occupants. In all cases he shall attend the complaints in the specified duration as mentioned below.

(a) **Emergent complaints:** Complaints of emergent nature of works as instructed by Engineer in charge or his representative shall have to be attended immediately **within 6 hours**.

(b) **Normal Complaints:** Normal Complaints shall have to be attended within **24 hours**.

17. The personnel and laborers engaged by the contractor under this contract shall wear neat and clean uniforms are approved by the Engineer-in-Charge along with name badges. As identity card duly countersigned by the Engineer-in-charge or his representative shall be issued to each personnel by the contractor to have proper identifications. The character and antecedents of the staff employed by the contractor shall be got verified from the police by the contractor.

18. Staff employed by the contractor should be well behaved, polite & courteous. Any complaint against staff on behavior should be taken very seriously and such staff should be removed by the contractor immediately from the site with replacement of a suitable candidate.

19. All dismantled material will be removed from site by contractor after duly verification and measurement of the same by JE and AE.

20. The contractor shall make all safety arrangement required for the labour engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise, shall remain with the contractor. The department shall not be responsible for any mishap, injury, accident or death of the contractor's staff. No claim in this regard shall be entertained / accepted by the department. Also, Contractor is responsible to the damage caused to any man/material other than his team during execution, and AIIMS will not be responsible for that.

21. Contractor shall be fully responsible for any damages caused to govt. property or allotter's property by his or his labor in carrying out the work and shall be rectified by the contractor at his own cost.

22. GST and other Taxes as applicable shall be recovered/paid from the contractor's bill as per Govt. of India/AIIMS Rules.

23. Security Deposit of 2.5% of the Contract Value will be deducted from the RA Bills.

24. Chases, holes & drilling works etc. shall be done using power operated tools in the cost of Contract. No extra will be paid for the same.

25. For non-compliance or partial compliance of satisfactory execution of items, the Engineer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this non-conformity continues. However, the total amount of this compensation for the whole contract shall not be exceed **10% of the tendered value** of this contract. This shall be without prejudice to other remedies available to Engineer-in-charge under this contract to act against the contractor.

26. In the case of discrepancy between the schedule of quantities, the Specifications and/or the Drawings, the following order of preference shall be observed: -

- (a) Description of schedule of quantities.
- (b) Additional specifications and special conditions, if any.
- (c) Contract clauses of general conditions of contract for central P.W.D. works.
- (d) Architectural drawings.
- (e) Indian standards specifications/BIS. Any reference made to any Indian standards specifications in these documents, shall imply to the latest version of that standard, including such revisions/amendments as issued by the Bureau of Indian Standards up to last date of receipt of tenders. The contractor shall keep all such publications of relevant Indian Standards applicable to the worksite at his own cost.

27. Each worker shall maintain a complaint diary and get the feedback recorded from the allotters" regarding attending the complaint. In case, it is found that the complaint has been attended unsatisfactory; it will be considered as unattended. list of such complaints shall be submitted to the Engineer-in-Charge or his representative on daily basis.

28. The contractor or his engineer at the service center shall maintain complaint register for recording the complaints.
30. The agency shall restore back the premises and other articles provided by the department to the department at the time of closure of the contract.
31. The contractor and/ or his authorized agent should see the site order book every day and get the compliance of instruction given by the JE/AE/Engineer-in-charge as per time scheduled.
32. No permanently /temporary huts /structures shall be constructed by the contractor at the site of work or at any government land/premises. Such structures, if any, found at the site or at AIIMS Bhubaneswar land shall be demolished and removed at the cost of the agency without any notice.
33. Any damage to the building structure, fittings or any other articles etc. done by the contractor on his workman during the execution of the work shall be made good by the contractor at his own cost.
34. The contractor shall clear the site property after the completion of the work.
35. Major/Minor complaint shall be decided by the Engineer-in-charge or his representative. The decision of Engineer-In-charge shall be final & binding.
36. Payment shall be made on after successful completion of work and due Certification of the Bills by the Representative of Engineer-in-Charge.

B. SPECIAL CONDITIONS

1. Any facility not mentioned in this scope, but which is vital to '**maintenance of Water purifier works**' are assumed to be included in the scope of work.
2. Contractor has to ensure safety and provide adequate supervision/precautions during the work.
3. During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Corporation or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account & no claim for delay on this account shall be entertained.
4. No compensation shall be payable to the contractor for any damage caused by rains lightening, wind, storm, floods Tornado, earth quakes or other natural calamities during the execution of work. He shall make good all such damages at his own cost; and no claim on this account will be entertained.
5. **The tender shall be based on Conditions of Contract and tenderers are required to quote their % rates against BOQ item in schedule of quantities, which is enclosed. All rates shall remain firm for the contract period/extended contract period.**
6. If the contractor fails to proceed with the work within the stipulated time as specified from the date of issue of letter of intent/letter to proceed with the work, the Corporation shall forfeit the performance guarantee money deposited by him along with the tender.
7. All the works to be carried out in accordance with latest CPWD/BIS Specifications and as per the directions of Engineer-in-charge.
8. **Packing:** The supplier shall provide such packing of the goods, as is required to prevent their damages or deterioration during the transit to their final destination as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit.

10. COST OF TESTS

The cost of preparing samples and carrying out tests for quality of material or workmanship will be borne by the contractor except for such exclusions as are specifically mentioned in the specifications laid down in contract. The cost of all test carried out by Laboratories directed by the Engineer-in-Charge will be borne by the contractor.

11. The work shall be carried out strictly as per the attached technical specifications, relevant IS specifications, Indian Electricity Rules & National Electrical Code.

12. The contractor has to get approved all the material from the Engineer-in-Charge before its actual use at site of work.

13. The scope of work includes all minor building works required for execution work such as cutting of wall etc. and making good the same. Nothing extra will be paid to contractor for the same.

14. The watch and ward of material and installation shall rest on the part of contractor during execution of work and till handing over of the same after completion of work in accordance with schedule of work.

15. The contractor will take care of the building etc. while handling / installing the equipment to avoid damages to the building. If any damages occur during execution of work, it shall be made good by contractor without any extra cost.

16. Existing materials in good condition may be used after joint inspection by AIIMS representatives & vendor.

17. Dismantled/ un-used materials to be deposited at Engineering Dept. by the Firm.

18. The vendor shall submit color photographs printed with glossy paper for showing different stages of work during the submission of final bill.

20. Minor welding work as and when required to be carried out by the contractor.

23. **Warranty/Guarantee: The warranty/Guaranty certificate shall be provided as per manufacture standard norms.**

24. All safety appliances like Safety shoes, Safety gloves, Safety goggles etc. shall be arranged before starting the job.

25. The tender shall be based on Conditions of Contract and tenderers are required to quote their % rates against in schedule of quantities (B.O.Q), which is enclosed. All rates shall remain firm for the contract period/extended contract period.

26. One dedicated Mobile number, and one E-mail ID shall be provided by the vendor to the personnel deployed for logging of complaints

C. GENERAL CONDITIONS FOR SUPPLY OF MATERIALS

1. The materials shall be as per CPWD specifications with up to date correction slip and ISI specifications wherever mentioned.

2. In the event of any variation between CPWD specifications and that in the IS code the former shall take precedent over the later. In the event of variation between the nomenclature of item as per schedule of quantities and specifications, the former shall prevail.

4. The agency must keep spare machine at site all the time for urgent nature of works.

5. The sample of all the items shall have to be got approved by the contractor from the Engineer-in-Charge/Executive Engineer or his Representative before the supply commences. The approval of sample shall be only in respect of workmanship and finish, and shall be without prejudice to the right of Engineer-in-Charge to get random samples tested out of the actual lot received as per additional conditions. This decision is the prerogative of Engineer –in-Charge.
6. The contractor shall furnish the manufacture's certificate (if required) that the material supplied satisfy the requirements of the relevant specifications.
7. The Engineer-in-Charge shall be at liberty to test respective sample(s) of each item from schedule of quantity in any approved laboratory as decided by him. The sample for testing shall be provided by the contractor. The testing charge in respect of satisfactory test shall be borne by the contractor. All other expenditure required to be incurred for making available the sample conveyance and packing etc, shall be borne by the contractor himself. In case any sample of particular lot fails in testing the contractor shall be bound to replace the entire lot with fresh material of prescribed specifications and the rejected lot shall only be returned to the contractor after fresh lot is supplied.
8. Rejected materials shall have to be removed by the contractor at his own cost within a week of the instructions of doing so. Also go-down rent as decided by Engineer –in-Charges shall be charged by the department.
9. In case of any dispute regarding rejection of quantity of materials, the decision of Engineer-in-Charge shall be final and binding up on the contractor.
10. Conditional tenders are liable to be summarily rejected.
11. The rates shall be quoted only in the schedule of quantities attached with the tender and nowhere else i.e letterheads etc.
12. The contractor are specifically required to quote only percentage rate against BOQ item. The rate Quoted for any item of material shall conform to the prescribed specifications.
13. The quantities are approximate and are liable to change up to any extent on either side. The Engineers-in-Charge reserves right to order deviation from the quantities mentioned in the tender. The contractor shall supply the additional quantity on the rates quoted in the tender documents irrespective of deviation limit mentioned elsewhere in the agreement. The contractor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage which might have derive from the execution of supply in full as mentioned in tender but which did not derive any consequence of the full supply of material mentioned in tender not having been ordered. It is not necessary to use all items in the BOQ/Schedule during contract period. The use shall be based on the requirement at Site. Contractor cannot claim payment against storage of items to maintain the deadline of completion of work as per Tender.
14. The maker of material shall be same as that of actually installed/fixed at site. But, in case of non-availability or due to any reason, Engineer-in-Charge can take decision to install equivalent/new items available in the BOQ/Schedule. In case of any dispute the decision of Engineer-in-Charge shall be final with regards to make /brand of materials.
15. In case of non-availability of any items due to any reason, the vendor can install equivalent/new items available in the market in place of the non-available items at same rate as per the BOQ by taking the permission of the Engineer-in-Charge.
16. For materials used in this work, the record shall be maintained at site in a standard performs to watch quality and consumption of the materials.
17. Lowest One (L-1) will be decided from the cumulative Value of all items in the BOQ (Schedule).

Executive Engineer (Elect.)
AIIMS Bhubaneswar

Technical Specification and Scope of work

Technical Specification of the contract:

1. Quarterly service visit for regular checkup of the system including preventive maintenance without hampering the need of users. The list of Aquaguard installed at various places in the hospital Campus is attached at **Annexure A**.
2. All the maintenance jobs will be carried out at site and if necessary, off site repairing would be done, providing alternative arrangements. The maintenance work will be carried out as per the Scope of work.
3. The machines will be kept under working conditions throughout the year except certain eventualities (like including but not limited to acts of God, epidemic, acts of Government, War, Civil commotion, terrorism, fire, flood, adverse climate conditions or natural disaster) of the service provider.
4. Any additional visits during the contract period, as and when required, in the event of any breakdown/malfunctioning of the equipment on intimation in this regard by this office in free of cost and covered under CMC.
5. Contractor will take immediate action against any breakdowns, faults or defects reported to him and take the necessary corrective actions to restore the service.
6. Apart from the above points, all the major and minor breakdowns will be covered under CMC except the force majeure case.
7. All safety precautions shall be taken by the Contractor. The safety of the person working at site is the sole responsibility of the Contractor & the Contractor will be sole responsible for any accident during the execution of the job.
8. **Agency must deploy one dedicated trained Service Technician to AIIMS Bhubaneswar during contract period for attending the complain on priority basis, no extra charges will be paid on this behalf by AIIMS Bhubaneswar.**
9. Location wise logbook will be maintained by the service technician. Any machine repaired / maintained will be entered in the same time in the concerned log book and got it verified/ signed by user department in charge and JE/AE.
10. **During the execution of CMC if any new machines are installed in the AIIMS hospital complex then the same can be taken in the BOQ with the consent letter from Engineer-in-charge and with the same price and terms & conditions of the agreement. similarly, if any machine gets condemned or service of any machine is not required further, then the machines shall be excluded from the BOQ and the price shall be deducted accordingly.**

11.Scope of Work

1. Job card is to be maintained for every water Purifier. The Job card is to be pasted on the machine duly sealed in a plastic pouch or cover to protect it from any damage. The Job card should contain machine serial number, Model Name, Location, service date, next due date, name of service technician with sign and User department sign.
2. TDS report of water should be checked during every service and mention in job card format.
3. **The scope of work includes checking the performance of water Purifier and submitting a service report Quarterly of each water purifier.** The scope of work includes check-up of each Unit/system and general cleaning, chemical cleaning of cartridge and Tank, if required.
4. All stores/ spare parts consumable/ non-consumable whichever is required to make the machine functional is covered under CAMC.
5. The CMC is for Four (4) preventive as well as unlimited break down maintenance, and includes repair and replacement of the all Spares part and Consumables Parts, no extra payment shall be given by AIIMS Bhubaneswar in this regard.

6. a) Free Repair/replacement of all consumable's/Non-consumable parts such as PCB, all type of Adapter, Display, Sensor, All Electronics Parts, Fuse, Thermostat etc. are mandatory, during the contract period as required.
 - b) Free repair/ replacement all Electrical consumable/Non-consumable parts such as electric motor, UV Lamp, UV Charnal, fuse, Resistor, Photo Resistor, Switch sets, low pressure Switch, Controller, TDS Controller, Heating Coil, Relay, refrigerant, compressor, gas filling, compressor air dryer etc. are mandatory, during contract period as per requirement.
 - c) Free Repair/Replacement of all consumable/Non-consumable parts such as all type of Tap, all type of Valve, all type of Elbow, Check Block, AC Block, Uva pipe, all type of Drain Pipe, all type of PL pipe, all type PF Nozzle, all type of connector, stopcock valve, Pre-filter body, Candle body, Membrane Body etc. are mandatory, during contract period as per required.
7. Each Water Purifier must be inspected by authorized service personnel and maintained at least Four times during the contract period. As and when required Executive Engineer/Engineer in charge may direct the vendor to make extra visits to ensure good quality of water.
 8. **All types of filters, including candle, carbon filter, block filter, RO kit, UV kit, and membrane, should be replaced at least twice per year. If more than two replacements are required, the agency will replace the same and no extra charge will be paid by AIIMS.**

**Executive Engineer (Elect.)
AIIMS, Bhubaneswar**

Annexure-A**Location Wise List Of Water Purifier**

Sl. No.	Location	Modal	Make
1	Billing Counter	AG 200	Eureka Forbes
2	NUCLEAR MEDICINE	AG 200	Eureka forbes
3	J+3	AG 200	Eureka forbes
4	RICU	AG 200	Eureka forbes
5	CICU	Ag 200	Eureka forbes
6	Paediatric Surgery ICU + PICU	AG 200	Eureka forbes
7	CTVS ICU	AG 200	Eureka forbes
8	ELECTRICAL MAINTENANCE	aqua fresh	AQUA FRESH
9	HOUSING MAINTENANCE	aqua fresh	AQUA FRESH
10	SUBSTITUTION 1	aqua fresh	AQUA FRESH
11	CHILER PLANT	aqua fresh	AQUA FRESH
12	Burn And Plastic Surgery OPD	AQUASURE	Eureka forbes
13	BURN UNIT 1ST FLOOR	AQUASURE	Eureka forbes
14	PATHOLOGY	AQUASURE	Eureka forbes
15	CMFM	AQUASURE	Eureka forbes
16	MICROBIOLOGY	BLUE STAR PURE CHILL	BLUE STAR
17	NEW TRAUMA WAITING AREA	BLUE STAR PURE CHILL	BLUE STAR
18	Dharamshala	BLUE STAR PURE CHILL	Blue STAR
19	Dialysis Unit	Champ UV	Eureka forbes
20	PVT J	Classic	Eureka forbes
21	PMR WARD OPD	Classic	Eureka forbes
22	I+4	Classic	Eureka forbes
23	F+5	Classic	Eureka forbes
24	H+5	Classic	Eureka forbes
25	Surgical Oncology	Dr. Classic	Eureka forbes
26	BURN UNIT RECEPTION	Dr. Classic	Eureka forbes
27	General surgery OPD	CRYSTAL	Eureka Forbes
28	Dental OPD	CRYSTAL	Eureka Forbes
29	BLOOD BANK	CRYSTAL	Eureka forbes
30	J+1	CRYSTAL	Eureka forbes
31	H+1	CRYSTAL	Eureka forbes
32	F+2	CRYSTAL	Eureka forbes
33	I+3	CRYSTAL	Eureka forbes
34	I+2	Crystal pluse	Eureka forbes
35	SICU	Crystal pluse	Eureka forbes
36	TICKET COUNTER	Elegant Lite	Kent
37	General surgery OPD (Nurseling Room)	Elegant Lite	Kent
38	Endocrinology OPD	Elegant Lite	Kent
39	Immunisation OPD	Elegant Lite	Kent
40	General Medicine OPD	Elegant Lite	Kent
41	Paediatric OPD	Elegant Lite	Kent
42	Haematology OPD	Elegant Lite	Kent
43	Eye OPD	Elegant Lite	Kent

44	PULMONARY OPD	Elegant Lite	Kent
45	PAC OPD	Elegant Lite	Kent
46	Nephrology OPD	Elegant Lite	Kent
47	CIVIL MAINTENANCE	Elegant Lite	Kent
48	Radiation Oncology	Elegant Lite	KENT
49	PHYSIOLOGY	Elegant Lite	Kent
50	New Trauma Ground Floor OPD	Elegant Lite	KENT
51	F+1	Elegant Lite	KENT
52	I+1	Elegant Lite	KENT
53	D+2	Elegant Lite	KENT
54	E+2	Elegant Lite	Kent
55	D+3	Elegant Lite	KENT
56	BURN UNIT ward	Elegant Lite	KENT
57	PHYSIOLOGY	Elegant Lite	KENT
58	J+4	Elegant Lite	KENT
59	D+5	Elegant Lite	KENT
60	I+5	Elegant Lite	KENT
61	J+5	Elegant Lite	KENT
62	F+6	Elegant Lite	KENT
63	EHS OPD	Elegant Lite	KENT
64	EHS OPD 1ST FLOOR	Elegant Lite	KENT
65	SAMPLE COLLECTION 1ST FLOOR	Elegant Lite	KENT
66	SAMPLE COLLECTION 4TH FLOOR	Elegant Lite	KENT
67	NURSING ESTABLISHMENT	Elegant Lite	KENT
68	DEAN OFFICE	Elegant Lite	KENT
69	Lab Room 2	Elegant Lite	KENT
70	Lab 1st floor	Elegant Lite	KENT
71	Burn ICU	Elegant Lite	KENT
72	Neurology ICU	Elegant Lite	KENT
73	GICU	Elegant Lite	KENT
74	MICU	Elegant Lite	KENT
75	SHDU	Elegant Lite	KENT
76	CARDIOLOGY ICU	Elegant Lite	KENT
77	NICU	Elegant Lite	KENT
78	S 4+1 (CTVS OT)	Elegant Lite	KENT
79	Cath lab	Elegant Lite	KENT
80	PMR OT	Elegant Lite	KENT
81	Radiotherapy Day-care	Elegant Lite	KENT
82	NEW TRAUMA Ward	Genia Plus	BLUE STAR
83	MRI	Glitz RO+UV	LIVPURE
84	Dharamshala	Glitz RO+UV	LIVPURE
85	Dharamshala	Glitz RO+UV	LIVPURE
86	H+4	Glitz RO+UV	LIVPURE
87	Transplant ICU	Glitz RO+UV	LIVPURE
88	AYUSH BUILDING	Hi-flo	Eureka forbes
89	CENTRAL LAB	Hi-flo	Eureka forbes
90	PATIENT CANTEEN	Hi-flo	Eureka forbes
91	PVT H	Hi-flo	Eureka forbes

92	PVT I	Hi-flo	Eureka forbes
93	J+2	Hi-flo	Eureka forbes
94	MORTUARY IN	Hi-flo	Eureka forbes
95	ANATOMY	Hi-flo	Eureka forbes
96	PHYSIOLOGY	Hi-flo	Eureka forbes
97	BIOCHEMISTRY	Hi-flo	Eureka forbes
98	PHARMACOLOGY	Hi-flo	Eureka forbes
99	D+4	Hi-flo	Eureka forbes
100	NURSING GROUND FLOOR	Hi-flo	Eureka forbes
101	NURSING CLG 1ST FLOOR	Hi-flo	Eureka forbes
102	NURSING CLG 2ND FLOOR	Hi-flo	Eureka forbes
103	NURSING CLG 3RD FLOOR	Hi-flo	Eureka forbes
104	NURSING CLG 4TH FLOOR	Hi-flo	Eureka forbes
105	AUDITORIUM GF	Hi-flo	Eureka forbes
106	AUDITORIUM GF	Hi-flo	Eureka forbes
107	AUDITORIUM 1ST FLOOR	Hi-flo	Eureka forbes
108	ADMIN SARASWATI STATUE	Hi-flo	Eureka forbes
109	SE OFFICE	Hi-flo	Eureka forbes
110	LIBRARY	Hi-flo	Eureka forbes
111	DEAN OFFICE	Hi-flo	Eureka forbes
112	ADMIN	Hi-flo	Eureka forbes
113	S 2+1	Hi-flo	Eureka forbes
114	FACULTY ROOM	HOT AND COLD	Eureka forbes
115	PMR WARD	HOT AND COLD	Eureka forbes
116	E+1	HOT AND COLD	Eureka forbes
117	MS Office	NRICH	Eureka forbes
118	General surgery OPD	NRICH	Eureka forbes
119	PSHYTRIC OPD	NRICH	Eureka forbes
120	Dermatology OPD	NRICH	Eureka forbes
121	NEUROLOGY OPD	NRICH	Eureka forbes
122	CARDIOLOGY OPD	NRICH	Eureka forbes
123	CSSD	NRICH	Eureka forbes
124	Surgical Oncology	NRICH	Eureka forbes
125	AYUSH BUILDING	NRICH	Eureka forbes
126	Medical Onco DAY CARE	NRICH	Eureka forbes
127	NEW TRAUMA 1st FLOOR	NRICH	Eureka forbes
128	PET CT	NRICH	Eureka forbes
129	H+2	NRICH	Eureka forbes
130	F+3	NRICH	Eureka forbes
131	H+3	NRICH	Eureka forbes
132	E+4	NRICH	Eureka forbes
133	F+4	NRICH	Eureka forbes
134	E+5	NRICH	Eureka forbes
135	E+6	NRICH	Eureka forbes
136	F+6	NRICH	Eureka forbes
137	JMS OFFICE	NRICH	Eureka forbes
138	Neurology Surgery ICU	NRICH	Eureka forbes
139	SHDU	NRICH	Eureka forbes
140	S 4+4	NRICH	Eureka forbes

141	S 4+3	NRICH	Eureka forbes
142	S 4+2	NRICH	Eureka forbes
143	D+6	premier	Eureka forbes
144	Neurology ICU	premier	Eureka forbes
145	Haematology ICU	premier	Eureka forbes
146	Laboure Room	premier	Eureka forbes
147	Dharamshala	PURE CHILL	Eureka forbes
148	ACADEMIC 4TH FLOOR	PURE CHILL	Eureka forbes
149	S 2+4	PURE CHILL	Eureka forbes
150	S 4+4	PURE CHILL	Eureka forbes
151	S 2+3	PURE CHILL	Eureka forbes
152	Orthopaedic OPD	Super Pluse	Kent
153	GASTROLOGY OPD	REVIVA	Eureka forbes
154	MORTUARY OUT SIDE	REVIVA	Eureka forbes
155	Radiation Oncology	ASTOR	Eureka forbes
156	OPD corridor	kent perk	Kent
157	OPD corridor	kent perk	Kent
158	OPD corridor	kent perk	Kent
159	OPD corridor	kent perk	Kent

**Executive Engineer AIIMS,
Bhubaneswar**

Technical Bid (Eligibility Criteria)

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

Sl. No.	Details/ Particulars	Uploaded (Yes/No)	Page No.
(A)	Demand Draft of any scheduled Bank against EMD in favour of AIIMS, Bhubaneswar/ MSME registration Certificate.		
(B)	Details of Annual Turnover (Appendix-A), Work Completed during last 07 (Seven) Years (Appendix `B') and Detailed Information of Bidder (Appendix `C') duly filled and signed by the Bidder.		
(C)	Certificates of Work Experience & Completion Certificate of Similar Work from Client not below the Rank of Executive Engineer or equivalent, as mentioned in Ser. No. - 4, Page No. - 8 refer under Eligibility Criteria		
(D)	Certificate of Registration for GST and acknowledgement, up to date filed return if required		
(E)	Attested Copies of PAN No.		
(F)	Copies of Balance Sheets & profit loss statement of last three years From CA.		
(G)	Percentage Rate Tender & Contract (Page-14) and Affidavit (Page-34) to be given by Tenderers.		
(H)	Copies of ESI Registration (enclose latest challan copy)		
(I)	Copies of EPF Registration. (enclose latest challan copy)		
(J)	The Bidder(s) should have their Registered Office/Branch in Bhubaneswar. If not, an Office should be opened in Bhubaneswar within 30 (Thirty) Days of the award of Work. Details of Address Proof of Office located at Bhubaneswar should be given to EE(Elect.).		
(K)	Declarations to be given by the Tenderer(s) (as per Page 07).		
(M)	Copies of annual turnover of last three years.		
(N)	Each page of the e-tender documents should be duly signed with seal otherwise the bid shall become invalid.		

AFFIDAVIT**(To be submitted on Rs. 10/- Indian Non-Judicial Stamp Paper)**

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

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

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

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

Business Address: -

Name:

(Signature of Bidder with Firm's Seal)

Place: _____

Dated: _____

FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)

1. In consideration of the Executive Director, AIIMS, Bhubaneswar (hereinafter called “the Government”) having offered to accept the terms and conditions of the proposed agreement between _____ and _____ (hereinafter called “the said Contractor(s)”) for the work (hereinafter called “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs. _____ (Rupees _____ only) as a security/ guarantee from the contractor(s) for compliance of his obligation in accordance with the terms and conditions in the said agreement.

I/We _____ (hereinafter referred to as Bank) hereby (Indicate the name of the Bank) undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____ only) on demand by Government.

2. I/We _____ do hereby undertake to pay the (Indicate the name of the Bank) amount due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____ only).

3. I/We _____ the said bank undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

4. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor (s) shall have no claim against us for making such payment.

5. I/ We _____ further agree that the guarantee herein contained (Indicate the name of Bank) shall remain in full force and effect during the period that would be taken for the performance of the said agreement and it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till Engineer-in-charge on behalf of the Government, certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor (s) accordingly discharges this guarantee.

6. I/We _____ further agree with the Government that the (Indicate the name of Bank) Government shall have the fullest liberty without our consent, and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor (s) and to forebear or enforce any of the terms and conditions relating to the said agreement & we shall not be relieved from our liability by reasons of any such variation or extension being granted to the said contractor (s) or for any forbearance, act of omission on that part of the Government or any indulgence by the Government to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. The guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

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

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

Dated the _____ day of _____ for _____

(Indicate the name of the bank)

Format for Agreement

(To be Submitted on Non Judicial Stamp Paper of Rs 100/- or above)

This Agreement is made at **Bhubaneswar** on this (day) of(Month) **2025**.

BETWEEN

Executive Director, AIIMS, Bhubaneswar represented through **Executive Engineer (Elect.)**, AIIMS, BHUBANESWAR (hereinafter referred as the) (Address) **“Principal/Owner”**, which expression shall unless repugnant to the meaning or context hereof include its success or sand permitted as signs)

AND

..... (Name and Address of the Individual/firm/Company) through (Hereinafter referred to as the (Details of duly authorized signatory) **“Bidder/Contractor”** and which expression shall unless repugnant to the meaning or context hereof include its success or sand permitted as signs)

Preamble

WHEREAS, the Principal/Owner has floated the Tender (NIT No. **AIIMS/BBSR/ENGG. /ELECT. /----/-----**) (herein after refer red to as **“Tender/Bid”**) and intends to award, under laid down organizational procedure, contract for **“Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.”** hereinafter referred to as the **“Contract”**.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the Land, Rules & Regulations, Economic use of resources and of fairness/ transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose afore said both the parties have agreed to enter to this Agreement (hereinafter referred to as **“Pact”**), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

The Tendered Value which has been accepted by Competent Authority for **“Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.”** is Rs _____/- (Rupees _____ only).

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

Article - 1 : Commitment of the Principal/Owner.

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

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- (b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
- (c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (P C Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article - 2 : Commitment of the Bidder(s)/Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standard and makes, and report to the Government/Department all suspected acts of **fraud or corruption or Coercion or Collusion** of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
2. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:-
- (a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind what so ever during the Tender process or during the execution of the Contract.
- (b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
- (c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- (d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- (e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to, or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice **means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**
5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may be fall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article - 3 : Consequences of Breach.

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right :-

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article-2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may before vigor for a limited period as decided by the Principal/Owner.**
2. **Forfeiture of EMD/Performance Guarantee/Security Deposit :** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contractor has accrued the right to terminate/determine the Contract according to Article-3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Performance Guarantee and Security Deposit of the Bidder/Contractor.
3. **Criminal Liability :** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article - 4 : Previous Transgression.

1. The Bidder declares that no previous transgressions occurred in the last 05 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender processor action can be taken for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the Principal/Owner.
3. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/ Owner may, at its own discretion, revoke the exclusion prematurely.

Article - 5 : Equal Treatment of all Bidders/Contractors/Sub-contractors.

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-vendors.
2. The Principal/Owner will enter in to Pacts on identical terms as this one with all Bidders and Contractors.
3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article - 6 : Duration of the Pact.

1. This Pact begins when both the parties have legally sign edit. It expires for the Contractor/Vendor 12 months after the completion of work under the contractor till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, AIIMS, Bhubaneswar.

Article – 7 : Terms And Conditions of Payment

Running bill Payment:

The Running payments for the work done shall be released **Quarterly/Half yearly** by AIIMS, Bhubaneswar. The Security Deposit @ 2.5% of gross amount shall be deducted from the running bills, which shall be released after Six months from the date of completion of work, without any interest thereupon.

The Following documents as applicable shall be produced and self-attested photo copy shall be submitted by the contractor during each running bills:

- (i) Complain register.
- (ii) Bank Account details/ e-payment details of the vendor.
- (iii) Warranty/Guarantee Certificate. (if any)
- (iv) Colour Photos for Executed work on glossary paper.
- (v) Copies of User certified material used list of all complaints.
- (vi) GST return up to date Voucher.
- (vii) No claim certificate (along with final bill)
- (viii) Work completion declaration (final bill)

Final bill Payment:

The agency shall submit final bill along with all the documents related with AIIMS, Bhubaneswar in addition to all maintenance schedule registers, documents, log book etc. related to the work. The agency also formally handover the list of equipments in good working condition, without any damage as handed over to them by AIIMS, Bhubaneswar.

Article - 8 :. Penalty Clause:

1. In case of any failure of / delay in services the penalty shall be invoked as per Clause-2 of GCC of CPWD Maintenance works-2023, by the as per schedule F.
2. **A penalty of Rs. 300 per day per water purifier will be imposed if complaint is not resolved beyond 24 hrs and up to 72 hrs. The amount will be deducted from the next RA Bill.**
3. **A penalty of Rs. 500 per day per water purifier will be imposed if complaint is not resolved beyond 72 hrs. . The amount will be deducted from the next RA Bill.**
4. All melba/rubbish/waste, garbage etc generated due to any operation and maintenance work, the same shall be disposed off by the contractor to the authorized municipal dumping ground and nothing extra shall paid on this account. In case of non-removal/disposal in the specified period, a compensation of **Rs 1000/- (Rupee One Thousand only)** per day shall be recovered from the contractor.
5. The Agency shall maintain the installations clean and tidy inside as well as around the installations and buildings. No rags and waste etc. shall be thrown near the building. This shall be deposited in the dustbins provided nearby. If inside the building area mention in the scope is found untidy a lump sum amount **(Rs. 1000/- per day)** will be deducted from the Agency's RA bill.

Article - 9 : Other Provisions.

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the **Bhubaneswar** of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turnout to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Owner/Principal in accordance with this **Agreement/Pact or interpretation thereof shall not be subject to arbitration.**

Article - 10 : LEGAL AND PRIOR RIGHTS.

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

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

.....

.....

(For and on behalf of Bidder/Contractor)

(For and on behalf of Principal/Owner)

WITNESSES:

.....

.....

(Signature, Name and address)

(Signature, Name and address)

Dated :

Dated :

Place : Bhubaneswar

Place : Bhubaneswar

PROFORMA OF SCHEDULES
(Reference to General conditions of Contract.)

Officer Inviting Tender: - Executive Engineer (Elect.), AIIMS, Bhubaneswar

Name of Work: “**Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.**”

Estimated Cost of Work:	Rs. 13,57,871.00/-
(a) Earnest Money =	@2% of the Estimated Value
(b) Performance Guarantee =	05% of Tendered Value
(c) Security Deposit =	2.5% of Final Value

SCHEDULE ‘A’

Schedule of quantities : **Attached**

SCHEDULE ‘D’

Extra schedule for specific requirements/
document for the work, if any. : **Nil**

SCHEDULE ‘E’

Reference to General Conditions of contract : CPWD General Conditions of Contract 2023 (maintenance) modified and amendment up to the last date of submission of tender.

Name of work : **Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.**

Estimated cost of work : **Rs. 13,57,871.00/-**

(i) Earnest money : **@2% of the Estimated Value**

(ii) Performance Guarantee : 5% of tendered value.

(iii) Security Deposit : 2.5% of tendered value.

SCHEDULE ‘F’

GENERAL RULES & DIRECTIONS:

Officer inviting tender : **Executive Engineer (Electrical), AIIMS Bhubaneswar on behalf of Executive Director AIIMS Bhubaneswar.**

Maximum percentage for quantity of items of work to be executed beyond which rates are to be determined in accordance with Clauses 12.2 & 12.3. : See below

Definitions:

2(v) Engineer-in-Charge : **Executive Engineer, AIIMS Bhubaneswar (Odisha)**

2(viii) Accepting Authority	:	Executive Director, AIIMS Bhubaneswar (Odisha)
2(x) Percentage on cost of materials to cover all overheads and profits.	:	15%
2(xi) Standard Schedule of Rates	:	As per DSR-2022 & Market Rates
2(xii) Department	:	Engineering Department, AIIMS Bhubaneswar.
9(ii) Standard CPWD contract Form	:	CPWD GCC Maintenance Works 2023 & CPWD Form-7 as modified & corrected up to last date of receipt of Bid/tender.

CLAUSE 1

(i) Time allowed for submission of Performance Guarantee, programmer chart (Time and progress) and applicable labour Licenses, registration with EPFO, ESIC and BOCW welfare board or proof of applying Thereof from the date of issue of letter of acceptance	:	15 Days
(ii) Maximum allowable extension with late fee @ 0.1% per day of Performance Guarantee amount beyond the period Provided in (i) above	:	01 to 30 Days

CLAUSE 2

Authority for fixing compensation under clause 2	:	Superintending Engineer / Executive Director, AIIMS Bhubaneswar.
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Clause 2

Whether Clause 2 shall be applicable	:	yes
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CLAUSE 5

Number of days from the date of issue of letter of acceptance for reckoning date of start	:	07 Days
Duration of Contract	:	1 year and extendable up-to another 1 year (After issue of work order)

Authority to decide:

(i) Extension of time:	Superintending Engineer, AIIMS Bhubaneswar, AIIMS Bhubaneswar
(ii) Rescheduling of mile stones	: Superintending Engineer/Executive Director, AIIMS Bhubaneswar
(iii) Shifting of date of start in case of delay in handing over of site	: Superintending Engineer/ Executive Director AIIMS Bhubaneswar

CLAUSE 7

Gross work to be done together with net payment /adjustment of advances for material collected, if any, since the last such payment for being eligible to interim payment. : **Quarterly/half yearly Basis**

CLAUSE 7 A

Whether clause 7A shall be applicable : **yes**

CLAUSE 10A

: **As required by Engineer-In-Charge**

CLAUSE 10B (i)

Whether Clause 10 B (i) shall be applicable : **Not Applicable**

CLAUSE 10C

Component of labour expressed as

percent of value of work

: **Applicable**

CLAUSE 10CC

: **Not Applicable**

Clause 11

Specifications to be followed for

execution of work

: **CPWD Specifications General Specifications for Electrical Works - Internal - 2005 with modification up to last date of tender submission.**

CLAUSE 12

Authority to decide deviation up to 1.5 times of tendered amount

: **Executive Director, AIIMS Bhubaneswar**

12.2&12.3

Deviation Limit beyond which clauses

12.2 & 12.3 shall apply for building work

: **As per CPWD Works Manual-2023**

12.5

(i) Deviation Limit beyond which clauses

12.2 & 12.3 shall apply for foundation work

(except items mentioned in earth work subhead in DSR and related items)

: **As per CPWD Works Manual-2023**

(ii) Deviation Limit for items mentioned in earth

work subhead of DSR and related items

: **As per CPWD Works Manual-2023**

CLAUSE 16

Competent Authority for deciding reduced rates.

: **Superintending Engineer/ Executive Director, AIIMS Bhubaneswar**

CLAUSE 18

List of mandatory machinery, tools & plants to be deployed by the contractor at site

: **As required by Engineer -in- Charge**

CLAUSE 19 C.....Engineer- in charge

CLAUSE 19 D..... Engineer- in charge

CLAUSE 19 G Engineer- in charge

CLAUSE 19 K Engineer- in charge

CLAUSE 25

Constitution of Dispute Redressal Committee (DRC) : **AIIMS, Bhubaneswar**

CLAUSE 38

: **Not Applicable**

Financial Bid (Schedule of Quantities)
NIT NO.: AIIMS/BBSR/ENGG. /ELECT. /61/2025

ALL INDIA INSTITUTE OF MEDICAL SCIENCE, BHUBANESWAR					
Name Of Work:- Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.					
BOQ no.	Make	Model	Qyt	CMC rate per unit per year price	Total Amount
1	Eureka Forbes	AG 200 (UV)	7	4519.74	31,638.18
2	Aqua fresh	Aqua fresh (RO+UV)	4	7269.98	29,079.92
3	Eureka Forbes	Aqua sure (UV)	4	4528.84	18,115.36
4	Eureka Forbes	Astro (RO+UV)	1	7269.98	7,269.98
5	Blue Star	Blue star Pure chill (RO+UV)	3	22048.3	66,144.90
6	Eureka Forbes	Champ (UV)	1	4519.74	4,519.74
7	Eureka Forbes	Classic (UV)	5	4519.74	22,598.70
8	Eureka Forbes	Crystal (UV)	7	4519.74	31,638.18
9	Eureka Forbes	crystal Plus (UV)	2	4519.74	9,039.48
10	Eureka Forbes	Dr Classic (UV)	2	4519.74	9,039.48
11	Kent	Elegant Lite (RO+UV)	46	8223.42	3,78,277.32
12	Blue Star	Genia (RO+UV)	1	7269.98	7,269.98
13	LIVPURE	Glitz (RO+UV)	5	8223.42	41,117.10
14	Eureka Forbes	Hot and Cold (RO+UV)	3	23331.00	69,993.00
15	Kent	Kent Perk (RO+UV)	4	11615.00	46,460.00
16	Eureka Forbes	Premier (RO+UV)	4	7269.98	29,079.92
17	Eureka Forbes	Pure Chill (RO)	4	23331.00	93,324.00
18	Eureka Forbes	Reviva (RO)	2	7269.98	14,539.96
19	Kent	Super Plus (RO)	1	7269.98	7,269.98
20	Eureka Forbes	Hi-flo (UV)	26	4519.74	1,17,513.24
21	Eureka Forbes	NRICH (RO+UV)	26	12195.75	3,17,089.50
22	Eureka Forbes	Pure Chill (UV)	1	6852.85	6,852.85

PERFORMA FOR QUOTING RATES

Name of Work: - Comprehensive Annual Maintenance Contract of water purifier of Hospital Complex, AIIMS Bhubaneswar for the year 2025-2026.	
e-NIT No : <u>AIIMS/BBSR/ENGG. /ELECT. /61/2025</u>	
Estimate Cost put to tender :- 13,57,871.00	
Name of Contactor -	
CMC Contract	
Total amount of CMC Contract (including GST) in Rs	13,57,871.00
Percentage above/below the total estimated cost	
% in words	
Total Amount (including of GST) Rs	

(Rupees _____ only)

Note:-

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

I, the contractor certify that I am filling this template after understanding all the items of schedual of Quantity of the e-NIT page no. -----

Name : _____

Business Address : _____

Signature of the Bidder :-

Date : _____

Place : Bhubaneswar

Seal of the Bidder _____

E-TENDERING INSTRUCTIONS TO BIDDERS

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

Instructions.

1. **Tender Bidding Methodology.** One Stage Online Bidding.
2. **Broad outline of activities from Bidders prospective:**
 - (a) Procure a Class III Digital Signature Certificate (DSC).
 - (b) Register on the e-Procurement portal <http://eprocure.gov.in/AIIMSBBBSR> website.
 - (c) Create Users on the above portal.
 - (d) View Notice Inviting Tender (NIT) on the above portal.
 - (e) Download Official Copy of Tender Documents from the above portal.
 - (f) Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, Bhubaneswar.
 - (g) Bid-Submission on the above portal.
 - (h) Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part.
 - (j) Post-TOE Clarification on the above portal (Optional) – Respond to AIIMS, Bhubaneswar's Post-TOE queries.
 - (k) Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Financial Part (Only for Technical Responsive Bidders).

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

3. **Digital Certificates.** For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].
4. **Registration.** To use the Electronic Tender portal <http://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 Authorized Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

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.

- (a) The Bidder must ensure that after following above, the status of bid submission must become - "Submitted".

- (b) Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
- (c) It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
- (d) The Financial part/BOQ may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.
5. **Bid submission.** The entire bid-submission would be online on the Tender wizard portal i.e. <https://eprocure.gov.in/AIIMS>, Bhubaneswar.
6. **Broad outline of submissions are as follows: -**
- (a) Submission of Bid Parts (Technical & Financial).
- (b) Submission of information pertaining to Bid Security/ EMD.
- (c) Submission of signed copy of Tender Documents/Addendums.
7. 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 establishing compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.
8. The FINANCIAL PART shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copy of duly filled price schedule (Section VII) for both packages are to be uploaded. If required, additional documents in support of taxes, quoted duties etc. may also be uploaded.
9. **Tender Processing Fee. As per applicable.**
10. **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 AIIMS, Bhubaneswar will promptly reschedule the affected event(s).

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

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

The following ‘FOUR KEY INSTRUCTIONS for BIDDERS’ must be assiduously adhered to :-

1. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
2. Register your organization on the portal well in advance of your first tender submission deadline on the portal
3. Get your organization’s concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
4. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)
5. While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be impacted by the ASP, M/s. ITI, Bhubaneswar, if required, before participation in the online tendering.
6. For any further Assistance <http://eprocure.gov.in/AIIMSBBSR> website for E-tendering queries contact representative NIC helpdesk.