Tender Enquiry No.: F.No.24/31/2013-RISH(Admn)

TENDER NOTICE
ON LINE RECRUITMENT SUPPORT SERVICE
FOR AIIMS, RISHIKESH
Virbhadra Marg, Rishikesh (Dehradun)
Date: 14th Sep, 2013

All India Institute of Medical Sciences, Rishikesh (AIIMS Rishikesh) invites bids from reputed firms for Online Recruitment Support Service to AIIMS Rishikesh. Those who are in the similar business for at least one year and capable of undertaking such work may send their bids both Technical and Commercial in sealed envelopes.

The interested parties are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover super scribed “Tender for Online Recruitment Support Service in AIIMS Rishikesh” and should reach at the office of “The Administrative Officer, AIIMS, Virbhadra, Marg Rishikesh (Dehradun) - 249201, before 03.00 PM on or before 07-10-2013. The bid received after due date and time will not be entertained whatsoever may be the reason. The technical bids shall be opened on the same day at 03.00 PM at AIIMS, Rishikesh. In the event of any of the above mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time. The date of technical evaluation of work and opening of financial bid of technically qualified agencies will be announced later.

The tender document containing technical bid form, financial bid form, technical description/specification & item and terms & conditions can be purchased from AIIMS, Rishikesh from 14-09-2013 to 07-10-2013 between 10.00 AM and 02.00 PM on non-refundable payment of Rs.1135.00 (Rupees one thousand one hundred thirty five only) or can be downloaded from website www.aiimsrishikesh.edu.in. Those who download the tender document from website should enclose Demand Draft/Pay Order for Rs.1135.00 (Rupees one thousand one hundred thirty five only) (non-refundable) in favour of “AIIMS, Rishikesh”, payable at Rishikesh, not later the date of 05-10-2013 along with their technical bid in the Cover-I “Technical Bid”. The bid security (EMD) of Rs. 50,000/- (Rupees fifty thousand only) should be paid in the form of FD/BG/TD/CD in favour of “AIIMS, Rishikesh” payable at Rishikesh and will be placed in cover-1 with technical bid. The Tender Documents are not transferable. The sealed envelopes are to be addressed to:

The Administrative Officer,
All India Institute of Medical Sciences, Rishikesh,
Virbhadra Marg Pashulok- 249201

or, may be deposited in the tender box placed at the office of Administrative Officer AIIMS, Rishikesh.

Any future clarification(s) and / or corrigendum (s) shall be communicated by the Administrative Officer through the website www.aiimsrishikesh.edu.in.

AIIMS, Rishikesh reserves the right to accept / reject any or all the tenders without assigning any reason.

Administrative Officer
AIIMS, Rishikesh
**TECHNICAL BID**
(In separate sealed Cover-I supercribed as “Technical Bid”)

1. Name & Address of the Agency/Society/Proprietary Concern with phone number, email, name and telephone/mobile No

2. Address of registered office

3. Name, Address & designation of the authorized person (Sole proprietor/partner/Director)

4. Have you previously executed similar type of work in any government/ reputed private organization? If yes, attach the relevant proof. Please provide a notarised affidavit on Indian Non Judicial stamp paper of Rs. 10/- that you have not quoted the price higher than previously work done in any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. **If you don’t fulfill this criteria, your tender will be out rightly rejected.**

5. Please attach copy of last of Income Tax Return

6. Please attach balance sheet (duly certified by Chartered Accountant) for last three years (Annual minimum turnover should not be less than 10 lakhs)

7. PAN No. (Please attach copy)

8. VAT/Service Tax Registration Number. (Please attach copy)

9. Banker of Agency/ Agency/agency with full address (Attach certified copy of statement of A/c for the last year)
   Telephone Number of Banker

10. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document with technical bid. Otherwise your tender will be rejected.

11. The tendering Agency should have its Own/ hired/shared leased data server & web server.

12. Please submit a notarised affidavit on Indian Non judicial stamp paper of Rs. 10/- that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Please also declare that proprietor/firm has never been black listed by any Organization.

13. List of clients including PSUs, Educational institutions / Central Government /State Government/ Autonomous Bodies etc. where similar jobs are executed in last two years with copy of self-attested work orders of clients along with address, telephone and Fax numbers, Amount of contract, Duration of contract (Attach a separate sheet)

14. Details of the FD/BG/TD/CD of bid security (EMD)
   FD/BG/TD/CD No:
   Date:
   Payable at-

---

**Sign of bidder**
Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD/Pay Order (if tender form is downloaded from the website of this Institute)
       2. FD/BG/TD/CD
       3. Terms & Conditions (each page must be signed and sealed)
       4. Financial Bid

(Signature of Tenderer with seal)

Name:
Address:

Place:..............................
Date:..............................

Tender Sl.No:

Sign of issuing Authority

Sign of bidder
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

"ONLINE RECRUITMENT SUPPORT SERVICE"

AIIMS, Rishikesh

FINANCIAL BID

(In sealed Cover-II super scribed “Financial Bid”)

Dear Sir,

1. I/We ....................................................................................... submitted the bid for TENDER NO 24/ /2013-Rish(Admin)” dated _______2013 for “Online Recruitment Support Services” in AIIMS Rishikesh.

2. I/We thoroughly examined and understood instructions to tenders, scope of work, terms & conditions of contract given in the tender document and those contained appendix of Terms & Conditions of contract and agree to abide by them.

3. I/We hereby offer to provide the services detailed against the scope of work of this tender document at the following rates. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the tenure of the contract.

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Particulars</th>
<th>Rate (Subject to Minimum Guarantee of 10,000 candidates during entire period of contract i.e one year)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>In Figures</td>
</tr>
<tr>
<td>1</td>
<td>Charges Per Candidate (Inclusive all taxes)</td>
<td></td>
</tr>
</tbody>
</table>

NOTES:

1. Prices/Rates should be quoted inclusive of all taxes.

2. No other charges will be paid by the institute.

3. L1 will be decided on the basis of charges per candidate.

Signatures of the authorized signatory with seal of tendering Agency:

(Name in block letters)

Capacity/position in agency: in which tender is signed

Complete postal address of agency:

Telephone/Mobile nos.

Sign of bidder
**Tender Enquiry No. F.No.24/31/2013-RISH (Admin)  
“ONLINE RECRUITMENT SUPPORT SERVICE”,  
AIIMS, Rishikesh  
TERMS & CONDITIONS OF THE TENDER  
Terms & Conditions**

**GENERAL INSTRUCTIONS TO THE TENDER**

1. The tender is a “Two Bid’ document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Tender Fee & Earnest Money Deposit (EMD). The financial bid should contain only commercial information. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

2. The tender Document can be downloaded from the website of AIIMS Rishikesh i.e. [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in). The Technical bid must accompany with the tender fee of Rs. 1,135/- (Rupees one thousand one hundred thirty five only) drawn on any nationalised bank in favour of AIIMS Rishikesh. The tender document fee is non-refundable, non-adjustable and non-transferable and is payable through a demand draft on any nationalized bank drawn in favour of the “AIIMS Rishikesh” payable at Rishikesh.

3. The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder’s authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency’s letter head.

4. The Contracts concluded as a result of this Tender Inquiry shall be governed by the ‘Terms & Conditions’ and other relevant instructions as contained in the Tender Document.

5. The pre bid conference would be held on **24-09-2013** at **03.00 PM** in the office of Dy. Director (Administration), AIIMS, Rishikesh. All firms representative who are attending the pre bid meeting, shall produce an authorisation letter from their firm on the firm’s letter head. They are required to put their query in writing before the committee.

6. The prices/rates quoted should be indicated in words as well as in figures.

7. Bidders are requested to quote their prices on a firm & fixed basis for the entire period of the Contract (i.e one year from date of entering into contract). Bids of the firms received with prices quoted on variable basis shall be rejected straightaway.

8. Quotations qualified by such vague and indefinite expressions such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly.

9. Bidders are requested to enclose a copy of their valid certificate of PAN No., TAN No, Service Tax No., Sale Tax/VAT No. with their tender.

10. Tenders received without Tender Fee and EMD amount by way of demand draft in favour of AIIMS, Rishikesh will not be considered at all.

Sign of bidder
11. Refund of Earnest Money Deposit: The EMD submitted by unsuccessful bidders shall be returned to them without any interest whatsoever, within 30 days after conclusion of the contract with successful bidder. The EMD submitted by successful bidders shall be returned to them after the successful bidder deposits the performance security according to conditions stipulated in the bid document.

12. Bidders may note that if the date of tender opening given in this Tender Document is declared to be a gazetted holiday/closed day, the tender shall be opened on the next working day at the same timing. In the event of any of the above mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time.

13. Late/delayed tenders received in AIIMS due to any reason whatsoever will not be accepted under any circumstances.

14. At any time prior to date of submission of tender, Tender Inviting Authority may, for any reason, or decision, modify the condition in tender documents by a corrigendum displayed on the website of AIIMS Rishikesh (www.aiimsrishikesh.edu.in). In order to provide reasonable time to take the amendment into account in preparing their bid, Tender Inviting Authority may or may not, at his discretion, extend the date and time for submission of tenders.

15. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Schedule. The name and address of the representative authorized to attend the opening of the tender on behalf of a tendering firm should be indicated in the tender. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the firm, if any, should also be indicated in the tender. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the bidders or outsiders shall not be allowed to attend the tender opening process.

16. DOCUMENTS COMPRISING THE BID:

The bids prepared by the bidder shall comprise of (1) The Technical Bid and (2) Financial Bid:

TECHNICAL BID: - To qualify in the Technical bid the firm should have the minimum eligibility criteria; the firm in this regard should submit the following documents –

(a) Duly filled format of Technical Bid as per Annexure “1”.
(b) Profile of the organization.
(c) Copy of constitution or legal status of the sole proprietorship/ firm/agency etc.
(d) Financial status: - The annual turnover of the firm should not be less than 10 Lakh in the last three years. Copies of profit & loss account and balance sheets for the last three years should be enclosed.
(e) The technical bid should be accompanied by Demand drafts of Rs. 1135/- (Rupees one thousand one hundred thirty five only) (non-refundable) against tender fee if it is downloaded from the website of this Institute and of Rs. 50,000/- (Rupees fifty thousand only) (refundable) for bid security.
(f) Copy of Income Tax Return Filed Acknowledgements for last years.
(g) Copy of PAN Card/Service Tax Registration.
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

(h) The bidder must have adequate experience of execution of similar work in Govt. offices/PSUs/Autonomous Bodies/ and other similar organizations or Private Organisations. Necessary supporting documents like work orders, work completion certificate, payment certificate etc. for last two years to this effect must be submitted along with the offer.

(i) Bidders should enclose their bids with full details of all latest software and/or solutions proposed for the scope of work with full documentation/descriptive literature/leaflets indicating all features proposed.

(j) DEMONSTRATION OF TECHNICAL EXPERTISE: The Agency may be required to demonstrate the technical capabilities at the time of tender opening, at their own expense. They should demonstrate capability of starting work within 48 hours of allotment.

FINANCIAL BID: - The financial bid shall contain:

(a) Price Bid Form as per Annexure-“2”

SUBMISSION OF BIDS

15.1 SEALING AND MARKING OF BIDS: The bidder shall wax seal the Technical and Financial Bids in separate envelopes and keep them in a bigger wax sealed envelope. The Technical Bid shall bear the name “TECHNICAL BID for TENDER NO 24/31/2013-Rish(Admin)” on the envelope, while the Financial Bid shall bear the name “FINANCIAL BID for TENDER NO 24/31/2013-Rish(Admin)” on the envelope for avoiding any mismatch.

15.2 The bigger envelope containing technical and financial bids in separate envelopes should be superscribed “Tender for Online Recruitment Support Service in AIIMS, Rishikesh.

(a) Addressed at the following address:

Administrative Officer,
All India Institute of Medical Sciences, Rishikesh,
Virbhadra Marg Rishikesh- 249201

(b) All the envelopes shall bear the Tender name, the tender number and the words ‘DO NOT OPEN BEFORE’ (due date & time).

(c) The envelopes shall indicate the name and address of the bidders to enable the bid to be returned unopened in case it is declared ‘late’ or rejected.

(d) Bids may also be delivered in person and shall be dropped in the tender box placed in the office of the Administrative Officer, AIIMS Rishikesh. The AIIMS, Rishikesh, Authority shall not be responsible if the bids are delivered elsewhere.

(e) Venue of Tender Opening: Tender will be opened in the office of the Administrative Officer, AIIMS Rishikesh at 03:00 P.M. on the due date. If due to administrative reason, the venue/ time of bid opening is changed, it will be displayed prominently in the Notice Board of Institute in office of the Administrative Officer, AIIMS Rishikesh.

16. BID PRICES:

16.1 The bidder shall give the total composite price inclusive of all levies and taxes as per price schedule given in Annexure-2. The offer shall be firm and in Indian Rupees only. No foreign exchange will be made available by the institute.

16.2 The prices quoted by the bidder shall remain fixed during the entire period of contract (i.e one year from the date of entering into contract) and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non-responsive and rejected.
17. TECHNICAL EVALUATION:

17.1 Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation. The Institute’s determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. The Institute shall evaluate the technical bids also to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, whether the bids are generally in order.

17.2 The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

17.3 Financial bids of only those bidders who qualify the technical criteria will be opened, provided all other requirements are fulfilled.

17.4 A bid determined as substantially non-responsive will be rejected by the Institute and shall not subsequent to the bid opening be made responsive by the bidder by correction of the nonconformity.

17.5 AIIMS, Rishikesh shall have right to accept or reject any or all tenders without assigning any reasons thereof.

18. FINANCIAL EVALUATION:

18.1 The financial bid shall be opened of only those bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The Institute shall inform the date, place and time for opening of financial bid.

18.2 The Financial Bids of unsuccessful bidders would not be opened and destroyed.

18.3 The rates must be quoted per candidate basis. **Agency shall include in its price all taxes and other costs while quoting for the tender, in “Annexure-2”.** The Price Offer” is to be kept in Envelop No. 2. Payment will be made on the basis of actual number of candidates for whom application fee would have been received by AIIMS Rishikesh. Although candidates who are exempted from paying fee, will be counted while making payment to the Agency. Income Tax will be deducted at source from the bills as applicable.

18.4 If there is a discrepancy between words and figures, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.

18.5 The evaluation and comparison of responsive bids shall be done on the price offered inclusive of Levies & Taxes i.e., Service Tax, Sales Tax, VAT, and insurance etc. as indicated in the Price Schedule in Annexure-“2” of the Bid Document.

18.6 The Institute may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

18.7 All services, deliverable and price mentioned in the tender document should be valid for acceptance up to a period of 1 Year. However, it may be extended on mutual consent for further period on same rate, terms & conditions.
18.8 The competent authority of AIIMS, Rishikesh reserved all rights to accept or reject any/all tender(s) without assigning any reason. It can also impose/relax any term and condition of the tender enquiry after due discussion in pre bid conference. This will be communicated to all tenderers in writing. AIIMS, Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.

19. **AWARD OF CONTRACT: PLACEMENT OF ORDER**

The Purchaser shall consider placement of orders for commercial supplies on those bidders whose offers have been found technically, commercially and financially acceptable and whose services have been approved/validated by the purchaser. Award of work will be placed to L1 firms. In case two or more firms emerge as L1, firms with highest turn over would be declared L1 for acceptance.

20. **PERFORMANCE BANK GUARANTEE & EXECUTION OF CONTRACT:**

20.1.1 Firm whose offer is accepted will have to furnish Security deposit of an amount equal to Rs. 1 Lakh (One Lakh). In the form of TD/FD/CD/BG in favour of AIIMS Rishikesh payable at Rishikesh issued by any nationalized bank within 10 days from the award of work.

20.1.2 The submitted should be valid for 15 months.

20.2 Successful bidder will have to execute an agreement on a Non Judicial Stamp Paper of Rs. 100/- in the prescribed form with the Administrative Officer, AIIMS Rishikesh.

20.3 The Security deposit shall be refunded within 45 days after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.

20.4 No interest will be paid on Security deposit/ Earnest Money Deposit.

20.5 In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable forfeited by Administrative Officer, AIIMS Rishikesh and his decision shall be final.

20.6 The expenses of completing and stamping the agreement shall be paid by the bidder.
STAMP PAPER OF Rs. 100/-

1. This agreement No. ................................................................. is made on this .......... day of .......................... between ............................................................... hereinafter called “Agency” the first party which expression shall include his heirs, executors and administrators/ their successors and AIIMS Rishikesh, hereinafter called “AIIMS”, the second party, acting through Administrative Officer, AIIMS, Rishikesh, herein after include his successors and assignees, shown as under :

2. That WHEREAS the first party shall and will provide services of inviting online applications for recruitment of AIIMS Rishikesh, details of which are given in the tender notice no. TENDER NO 24/31/2013-Rish(Admin)” at the rates quoted by the first party vide their tender dated ................. and as per all the terms and conditions given in the aforesaid tender notice dated 14-09-2013 which shall become part and parcel of this agreement.

3. This contract document shall consists of the following documents:
   (a) Notice Inviting Tender.
   (b) General Instructions to the Tender.
   (c) Scope of Work.
   (d) Terms & Conditions of the contract.
   (e) Affidavit as mentioned in clause (g) of point no. 2 of Para (C) (Post Examination Work) of Scope of Work.

4. That the first party would raise demand and the payment shall be done in accordance with Clause 18.3, of Terms & Conditions of the Contract of aforesaid tender document.

5. The Performance Security would be en-cashed by second party in case first party fails to provide satisfactory services and/or breaches terms & condition of the aforesaid tender document.

6. In accordance with the Tender document TENDER NO 24/31/2013-Rish(Admin)” this agreement is effective till ............................................., or as in the bid document as decided upon to do so by the second party on the same terms, conditions and rate.

IN WITNESS THEREOF THE ABOVE MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS ..................DAY OF.........................2013

For & on behalf of AIIMS, Rishikesh
M/s .................................................................

Administrative Officer
AIIMS, Rishikesh

Witnesses:
1. 
2.
SIOMS Rishikesh reserves the right to alter, change, include or exclude any work or part thereof from the scope of work at any point of time during the period of execution of assignment/contract. All the works in the scope of agency are to be done in supervision of SIOMS Rishikesh or a team of officials as nominated by SIOMS Rishikesh in this regard. However, the scope of work covers the following:

(A) PRE EXAMINATION/INTERVIEW WORK:

1. Providing a web-application/software for online application and sharing a web link of the same with the website of SIOMS Rishikesh and/or other websites as may be decided by SIOMS Rishikesh.
2. Generation and processing of online Application form with facilities for uploading of photograph & signature and filling full details of the candidate as per given Performa (APPROVED BY SIOMS Rishikesh).
3. Providing facilities of online payment in the application form so that application fee will directly transferred to the bank account of SIOMS Rishikesh.
4. Generation of acknowledgement including unique enrolment number (which will be used as username for further reference) generated immediately after submitting the form by each applicant and sending the same on the email-id provided by the candidate in the application form.
5. The acknowledgment should also be in printable and downloadable format and should include application number, unique enrolment number, candidates name, Post/Position applied for, payment details (transaction ID) and a password (as selected by candidate) for accessing their application and printing the admit card and other details.
6. The acknowledgement should be generated only after filling the payment details in the application form.
7. Providing the facility for editing in the application form, till the time, as may be decided by the SIOMS Rishikesh.
9. Generation of list of candidates applied with enrollment number along with transaction id of payment on daily basis.
10. Printing of Enrolled / Registered application form in one copy on 70 GSM paper on daily basis and submit the same on following working day before 12 noon.
11. The agency should provide a web-link/link to admin panel and administrator rights to access the submitted application forms to the SIOMS Rishikesh.
12. Agency should scrutinize & short list the applications form submitted by the applicant based on eligibility criteria as provided by the Institute.
13. The agency should provide the details of shortlisted candidate alphabetically to SIOMS Rishikesh.
14. The agency should also provide the list of rejected candidates with a valid reason & document of rejection for individual candidates so that same can be provided in case of RTI against rejection.
16. Agency should provide a web-link/link to admin panel and administrator rights for accessing each and every data in general and the data generated in point number 7, 8, 9, 10, 11, 12, 13, 14 in particular.
17. Providing online facility for downloading admit cards/interview call letters to the applicants by the help of username and password provided in the acknowledgement and sending the same via email provided by the candidate and making it downloadable by him from website on submitting his email address/Form No.

18. The Agency shall make available SMS alert and SMS on demand facility for providing information to students at different stages.

19. The Agency will undertake the work from serial no. 20 to 22 in consultation with AIIMS Rishikesh.

20. Agency will provide a specific centre code to each centre (List of Examination/Interview Centres will be given by AIIMS Rishikesh).

21. AIIMS Rishikesh will make all the necessary arrangements for conducting examination on the given centre list and the Agency should provide list of candidates appearing in the examination to each examination centre indicating serial number of application form, Enrolment no, roll number and attendance sheet with photograph & signature both in two Hard copies and Softcopy of the same at least 3 (three) days before the examination.

22. The agency should be prepared mentally and technically for any customisation at any point of time as required by AIIMS Rishikesh for smooth recruitment process. However, it may be noted that no extra charges will be paid in this regard.

23. For posts where no pre Interview examination is to be executed agency should be able to identify eligibility programmatically based on the criteria given by selection committee and send interview call letters through email and alert through SMS after approval from selection committee.

(B) DURING INTERVIEW:

1. The Agency shall help schedule interviews.

2. The Agency would insure that the programme enables the applications and scanned documents needed for verification are downloadable in PDF format at place of Interview/examination. Also documents like marking sheet are available to selection committee members and marks given by them can be uploaded in the database during the interview itself and averaged across members automatically. Final result to be signed by the member before they leave the interview room should be available within one hour of interview of the last candidate.

3. The Agency shall fully co-operate with other participating Agencies like those taking screening examination through AIIMS Rishikesh.

(C) POST EXAMINATION/INTERVIEW WORK:

1. The Agency will generate marks list enrolment no. & roll no. as per the format specified by AIIMS Rishikesh.

2. The final results will be tabulated by the Agency in supervision of AIIMS Rishikesh and as per directions of the Institute. Result preparation will involve following :-
   a.) The Agency would provide statistics of each centre in the specified formats as and when required.
   b.) The Agency will provide facility to the candidates for viewing their result.
   c.) The agency will provide marks sheet of each candidate in the specified format of AIIMS Rishikesh.
   d.) The Agency will provide the entire database on CDs/DVDs/Hard Drive for use at Institute end.
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

e.) Soft data is to be handed over to the Institute after completion of tasks. The final result sheets and other papers as given above should be handed over within 30 days of the examination otherwise a penalty of 5% of the total bill of examination would be charged.

f.) The Agency has to supply the various statements whenever required at any number of times and for this no extra payment will be made.

g.) Every byte of data related to this exercise is exclusively AIIMS’ property and highly confidential. Any unauthorized use of any of these data by agency in any form will be treated as criminal breach of trust and liable to legal/penal proceedings and onus of maintaining absolute security will be on agency. At the time of signing of contract form agency will have to file an affidavit of this effect as per format to be decided by AIIMS Rishikesh.

h.) The agency will delete all the records available to it after submitting the same to AIIMS Rishikesh in Soft copy as well as hard copy.

(D) REPORTS

Evaluation of the Test:

- Pre-exam report:
- Test Center allocation report
- Any other report as may be required by us based on available data.
- Unsuccessful attempts to log-in to the system will be recorded by the system.

(E) RELATED JOBS

1. Designing and setting up a secure web application including following security measures where hundreds of clients from several sites/cities accessing the Central web server directly:
   a) The application should follow all the guideline mentioned by government of India for Indian government website.
   b) The web application should match all aspects of CERT-IN CISG-2004-04 guideline.
   c) If the vendor /organization using flash player in their application they should assure to match CERT guideline CERT-IN Vulnerability NOTE CIVN-2013-0092 about securing against flash vulnerabilities.
   d) The application should be secure against CERT- IN Vulnerability Note CIVN-2013-0091.
   e) The application should be secure against CERT- IN Vulnerability Note CIVN-2013-0090.
   f) The application should be secure against CERT- IN Vulnerability Note CIVN-2013-0044.
   g) The application should be secure against CERT- IN Vulnerability Note CIVN-2013-0043.
   h) The application should be secure against CERT- IN Vulnerability Note CIVN-2013-0042.

2. Agency should have own software and server. Tendering Agency will have to produce information about Data Base Management System/ Software which will be used by the Agency in execution of the job and file formats on which the Data-files of pre & post examination work will be provided by the Agency.

Sign of bidder
3. The examination/interview may be conducted in Rishikesh only.
4. Agency shall provide the computers and the necessary infrastructure to conduct the examination/interview at all the centres specified by AIIMS Rishikesh.
5. Agency shall ensure tamper proof data security, data transfer and physical security inside its office and their officials must also maintain full confidentiality.
6. The Agency will ensure the LAN set up shall be virus free and fire-walled. The servers including the backups shall also be virus free.

7. **Added Security Features that will be evaluated**
   - Encrypted upload
   - Password based access
   - Restricted access from pre-defined machine.
Terms & Conditions of Contract

1. The selected Agency will be immediately informed about the final award. In case the selected agency declines to take-up the task at the quoted and approved rates, it would be barred from applying for any tender from the AIIMS Rishikesh. The tender/EMD of the said Agency will also be forfeited.

On acceptance of the order by the successful bidder the following terms and conditions will apply:

1. The each successful bidder will have to furnish a initial Performance Security of an amount equal to Rs 1,00,000/- (Rupees one lac Only) in the form of TD/FD/CD/BG issued from any nationalised bank in favour of AIIMS, Rishikesh payable at Rishikesh within 10 days from date of issue of award of work.

2. If the bidder fails to furnish the required performance security within 10 days from the award of the contract or refuses/denies to sign the contract, the EMD shall be forfeited and shall also be disqualified/blacklisted/barred for a period of 5 years for participating in any tender of AIIMS Rishikesh.

3. AIIMS Rishikesh reserves its right to terminate the contract for any reason at its absolute discretion.

4. AIIMS Rishikesh reserves the right to claim damages, of which AIIMS Rishikesh shall be the sole judge, in respect of delays directly or indirectly due to the failure/default on the part of Agency in carrying out the responsibilities/duties efficiently and promptly.

5. The Agency will ensure complete and trouble free administration of inviting online application and discharge of all such works as mentioned in the scope of works of this tender document and also security & integrity of data all the time. Leakage of secured information in any form will be considered as a breach of contract and a cognizable offence.

6. The submission of tender by an Agency implies that he has read the entire tender document and has made himself aware of the scope of work and the conditions of the contract and AIIMS Rishikesh will not therefore, pay any extra charges on any account in case the Agency finds later on to have misjudged the conditions.

7. Any act on part of the Agency or his employees which will be prejudicial to the interest of the AIIMS Rishikesh shall be considered as grave breach of the condition of the contract and shall render the contract liable for immediate termination. Loss due to any act on part of the Agency will be entirely its responsibility and subject to compensation.

8. The Agency shall engage adequate number of qualified and experienced persons /its own employees to carry out the assignment under contract successfully.

9. The workers employed by the Agency to perform the contract, shall be the employees of the Agency and the Agency alone shall be liable to pay the wages and all other payments as may be due to the workers and AIIMS Rishikesh shall in no way be liable for the same. The Agency shall also comply with all the provisions under the laws of the land pertaining to its workers and their employment for the purpose of performing the contract if so awarded against this tender and the Agency shall also indemnify AIIMS Rishikesh for any claims whatsoever made by such workers against AIIMS Rishikesh in that behalf.

10. AIIMS Rishikesh shall not be responsible for death, disablement, injury, accident to Agency’s employees, which may arise out of and in the course of their duties with the Agency. AIIMS Rishikesh shall not be liable to pay any damages or compensation to the Agency’s employees. The same are to be paid by the Agency as per the provisions of Law.

11. **Force Majeure:** The agency shall not be responsible for any failure to perform due to causes beyond its reasonable control including but not limited to acts of God, fire, flood, war riots, embargoes, strikes, lockouts, act of any Government authority, accidents or disruption or operations arising from causes not attributable to any malafide acts of Agency.

Sign of bidder
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

12. The Agency shall comply with all the Central, State and Municipal Laws & Rules and shall be solely responsible for the implementation of the provisions of the various Labour Laws and Rules there under and other statutory regulations, rules that are in force.

13. **Penalty Clause:** If the Agency fails or delays to fulfil the obligations in the execution of work to the entire satisfaction of AIIMS Rishikesh, AIIMS Rishikesh reserves the right to terminate the contract and forfeit the performance security by way of invoking the Bank Guarantee without prejudice to AIIMS Rishikesh further right to claim compensation from the Agency as a result of its failure or delay to fulfil the obligations in the consumer protection forum.

14. Agency found to be unsatisfactory service or sub-standard quality shall be blacklisted and barred from applying for any tender from the AIIMS Rishikesh. No further supply order will be given to them and case may be filled against them in consumer protection forum or court of law.

15. Services must be provided directly by the bidder Agency, not through any other agency.

16. **Payment Terms:** Payment will be made on satisfactory completion of the task assigned. Advance payment will not be made under any circumstances.

17. In case of non-fulfilment of any conditions of the contract may lead to disqualified for a period of 5 years for participating in any tender of the Institute. This shall be put on the AIIMS Rishikesh website for general notice.

18. **Refund of Performance Security:** If the supplier duly performs and completes the contract in all respect, the performance security shall be returned to the supplier without any interest, within 45 days of completion of all such obligations under the contract.

19. **Jurisdiction of any dispute:** If any dispute or difference of any kind whatsoever shall arises between the AIIMS, Rishikesh and Agency in connection with or arising out of the contract the parties first shall make every effort to resolve amicably such dispute or difference by way of mutual consultation and/or under “The Arbitration and Conciliation Act 1996” and for the said purpose the Director, AIIMS Rishikesh is the sole arbitrator in the matter. , if the parties have failed to resolve their dispute or difference by such mutual consultation or under the Arbitration and Conciliation Act, 1996 then that case subject is jurisdiction to the Rishikesh, Dehradun (Uttarakhand) Consumer Protection Forum.

20. The decision of the AIIMS Rishikesh on all matters related to this tender shall be final, and no enquiries, or application for review, shall be entertained. The Institute acting through its Administrative Officer, reserves the right to cancel or reject all or any bid/tender without assigning any reason, whatsoever.

21. The terms of conditions of the contract can be altered by mutual consent between the successful bidder and AIIMS Rishikesh provided there is no additional financial effect.
# Details of Similar Works Executed During the Last 3 (Three) Years

Name of the Agency

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract no.</td>
<td>Name of Organisation</td>
<td>Description of Contract</td>
<td>No. of Applications Received</td>
<td>Value</td>
<td>Original date of completion</td>
<td>Actual Date of Completion</td>
<td>Reasons for Delay (If Any)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

ANNEXURE “4”

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Designation</th>
<th>Total number of employees in that category</th>
<th>Number available for this work</th>
<th>Name</th>
<th>Qualification</th>
<th>Professional experience and details of work carried out</th>
<th>In what capacity these would be involved in this work</th>
<th>Remarks</th>
</tr>
</thead>
</table>

(Signature of the Bidder)

Sign of bidder
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

ANNEXURE “5”

DECLARATION

From:-

M/s.................................................. ...................................................... ...................................................... ......................................................

To

Administrative Officer,
All India Institute of Medical Sciences,
AIIMS, Rishikesh, Virbhadra Marg, Rishikesh- 249201

1. I, ____________________________________Son / Daughter / Wife of Shri_______ __________________________ Proprietor/Director authorized signatory of the agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

4. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of any Agency with whom the Government have banned /suspended business dealings. I/We further undertake to report to the Administrative Officer, AIIMS Rishikesh immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a Agency which is banned/suspended in future during the currency of the Contract with you.

Yours faithfully,

(Signature of the Bidder)

Date: Name:

Place: Designation

Seal of the Agency Address:

Sign of bidder
FORMAT FOR BANK GUARANTEE TOWARDS PERFORMANCE SECURITY

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank’s covering letter mentioning address of the bank)

To,
All India Institute of Medical Sciences, Rishikesh
Virbhadra Marg, Rishikesh, Uttarakhand, 249201

In consideration of All India Institute of Medical Sciences, Rishikesh

[hereinafter referred to as AIIMS’, which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt M/s__________________________________________________ [hereinafter referred to as ‘supplier /contractor’ which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with AIIMS a sum of Rs. __________ (Rupees _______________________) towards security / performance guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. ________________ (Rupees ________________________ ) as required under the terms and conditions of contract / work order no dated ________________ [ hereinafter referred as the order’] placed by AIIMS on the said supplier /contractor. We,____________________ the bank [hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay AIIMS an amount not exceeding Rs. ________________ (Rupees ________________________ ) on the demand made by AIIMS on us due to a breach committed by the said supplier /contractor of the terms and conditions of the contract /order.

1. We____________________ the bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from AIIMS stating that there is a breach by the supplier / contractor of any of the terms and conditions contained in the order or by the reasons of the supplier's / contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier / contractor regarding the validity of such breach and we agree to pay the amount so demanded by AIIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.__________________________ (Rupees ________________________).

2. We, __________________________________________________________________________ the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of AIIMS under or by virtue of the said order have been fully paid and its claim satisfied or discharged or till AIIMS certifies that the terms and conditions of the order have been fully and properly carried out by the supplier / contractor and accordingly discharge the guarantee.

3. We the bank, undertake to pay to AIIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier /contractor in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the said supplier / contractor shall have no claim against us for making such payment.
Tender Enquiry No. F.No.24/31/2013-RISH (Admin)

4. We ________________ the bank further agree that AIIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order / contract or to extend time of performance by the said supplier / contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS against the said supplier / contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier / contractor or for any forbearance, act or omission on the part of AIIMS or any indulgence by AIIMS to the supplier / contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

5. Our liability under this guarantee is restricted to Rs. ________________ (Rupees ________________) and shall remain in force up to ___________ unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. ___________. We shall be discharged from all liabilities under this guarantee thereafter.

6. This guarantee will not discharge due to change in the constitution in the bank or the said supplier / contractor.

7. The bank hereby agrees to address all the future correspondence in regard to this bank guarantee to The Administrative Officer, All India Institute of Medical Sciences, Rishikesh.

8. We, ________________ the bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the AIIMS in writing.

Signed on the ________________ day of _______________

Signature For the Bank

Witness:

Name(s) & Designation(s)

Name & Address