

All India Institute of Medical Sciences
Veerbhadra Marg, Pashulok,
Rishikesh-249203



Tender document for procurement of
Strengthening Communication among Healthcare Staff for Efficient Management
during Emergency and Disaster
AIIMS, Rishikesh

Ref. No.	:	24/Telecommunication/458/2018-Rish(Admn)
Publishing Date	:	06-12-2018
Pre-Bid Meeting	:	12-12-2018 at 03:00 PM.
Bid Submission Start Date	:	15-12-2018 at 09:00 AM.
Last Date of Bid Submission	:	31-12-2018 till 03:00 PM.
Bid Opening	:	01-01-2019 at 03:30 PM.

Tender documents may be downloaded from institute's web site www.aiimsrishikesh.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>.

For queries please contact 0135-2462915 or email us at tender@aiimsrishikesh.edu.in

TENDER NOTICE

Strengthening Communication among Healthcare Staff for Efficient Management during Emergency and Disaster AIIMS, Rishikesh, Virbhadra Marg, Rishikesh, Dehradun Dated:05-07-2018

1. E-tenders in Two Bids (Technical & Financial) are invited on behalf of the Director, All India Institute of Medical Sciences, Rishikesh from interested and eligible manufacturer or their authorised distributors/dealers, for **Strengthening Communication among Healthcare Staff for Efficient Management during Emergency and Disaster** at AIIMS Rishikesh.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
3. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at [01352462915](tel:01352462915).
4. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.
5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
6. Hard Copy of earnest money deposit and tender fee etc. must be delivered to AIIMS, Rishikesh on or before last date/time of Bid Submission as mentioned above. The bid without EMD and tender fee will be summarily rejected. The scanned copy of the EMD and Tender fee should be attached in the technical bid.
7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

8. Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS, Rishikesh website: www.aiimsrishikesh.edu.in. And other Central Government Procurement Websites (*subject to its access of AIIMS Rishikesh*).The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalisation of the tender.
9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.
10. The pre bid conference would be held on 12-12-2018 at 03:00 PM in the office of Tender Opening Room, AIIMS, Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head.
11. All the duly filled/completed pages of the tender should be given serial /page number on each page and signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance

of terms & conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected out rightly.

12. Any omission in filling the columns of Financial Bid form (Schedule of Rates) shall debar a tender from being considered. Rates should be filled up carefully by the tenderer. All corrections in this schedule must be duly attested by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.

13.(i) **Bid Security:** -The bidder shall pay the respective amount of Bid Security (EMD) as mentioned in table-I along with the Technical Bid by way of demand draft/FD/TD/CD in favour of "AIIMS, Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and must be valid for (6) six month. Bids received without tender fees and Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc. at any stage. The original EMD will be put in cover-I containing with Technical bid.

- a) The Public Sector Undertaking of the Central/State Govt./MSEs/MSME/Registered with Central Purchase Organization are exempted from furnishing Earnest Money along with tender **subject to submission of its valid proof.**
- b) The firms Registered with DGS & D/SSI and any approved source of Centre/States Govt. are not exempted from furnishing Earnest Money in so far as this institute is concerned.
- c) Earnest Money deposited with AIIMS, Rishikesh in connection with any other tender enquiry even if for same/similar material / Stores by the tenderer will not be considered against this tender.

(ii) EMD is required to protect the purchaser against the risk of Bidders conduct. The EMD will be forfeited if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to the notice that the information/ documents furnished in its tender is incorrect or false.

14. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract with successful bidder.

15. Bidders are not allowed to submit more than one bid for the same/similar tendered item else all his bids shall be cancelled thereby making him disqualified in addition to the forfeiture of the EMD.

16. The successful bidders have to execute a contract on Indian non judicial stamp paper of Rs.100/- (Rupees one hundred only) within twenty-one (21) days from the date of award of this tender in his favour and also required to furnish the **Security Deposit @ 10%** of contract value in the form of FD/BG/TD/CD for **three months extra of the contract period** from any Nationalised/Schedule bank duly pledged in favour of AIIMS, Rishikesh & payable at Rishikesh only. The EMD deposited by successful bidder may be adjusted towards Security Deposit as demanded above after its validation for the required period. If the successful bidder fails to furnish the full security deposit or difference amount between Security Deposit and EMD within 21 (twentyone) days after the issue of **Letter of Award** of Work, his bid security (EMD) shall be forfeited and award of tender in suppliers favour automatically stands terminated at his cost & liability, unless time extension has been granted by AIIMS, Rishikesh.

17. The EMD/PBG shall be forfeited if successful bidder fails to supply the goods/equipment in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.

18. The bid shall be valid and open for acceptance by the competent authority of AIIMS Rishikesh for a period of 180 (one hundred eighty) days from the published date of opening of the tenders and no

request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained. The unilateral withdraw at any stage will cause forfeiture of EMD in addition to any remedy that the purchaser may have under the law.

19. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for Clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
20. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions of the contract and who has quoted the lowest rate as per financial bid after complying with the all the Acts / provisions stated / referred to for adherence in the tender.
21. The competent authority of AIIMS, Rishikesh reserves all rights to accept or reject any/ all tender(s) without assigning any reason. It can also impose/relax any administrative term and condition/specifications of the tender enquiry after due discussion in pre-bid conference. This will be communicated and shown over the website of the Institute. No representation will be considered after pre-bid meeting and **bidders may ensure its queries only in pre-bid meeting.** 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.
22. Tender must be submitted on the prescribed Tender Form otherwise tender will be cancelled straightway.
23. The tender form is not transferable.
24. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.
25. It is required by all concerned, namely the Bidders / Suppliers, as the case may be to observe highest standard of ethics during the procurement and execution of this Tender.
26. Installation at consignee's site should be as per schedule of cost on arrival of equipment at consignee's site.
27. In case the quality of goods supplied are not in conformity with the standard given in tender and as per the samples supplied or the supplies are found defective at any stage these goods shall immediately will be taken back by the supplier and will be replaced with the tender quality goods, without any delay. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications and liquidates damages shall be charged in addition to the cost of re- tender. The supplier is required to provide the demonstration of equipment at AIIMS premises to the AIIMS representatives for its evaluation as per the specification & desired functionality standard. However, a submission of videography displaying functionality as per tender specification may also be considered by the AIIMS, representative.
28. In case the bidder on whom the supply order has been placed, fails to make supplies within the delivery schedule and the purchaser has to resort risk purchase, the purchaser (AIIMS, Rishikesh) may recover from the tender the difference between the cost calculated on the basis of risk purchase price and that calculated on the basis of rates quoted by tenderer. In case of

repeated failure in supplying the order goods the supply order may be cancelled and bid security deposit will be forfeited.

29. Where the specifications are as per tenderer's range of products the tenderer's offer should mention that the item meets all specifications as per the tender enquiry and if there are improvements/deviations the same should be brought out on separate Letter Head of the firm. It would be discretion of the competent authority of the institute to accept or reject such deviations which are not in accordance with our required specifications as given below the financial bid.
30. It must be mentioned clearly whether bidder is a manufacturer/sole distributor/ sole agent for the items for which he is quoting.
- a. **Manufacturer** must add a certificate that item(s) is manufactured by them as per range of products.
 - b. **Sole Manufacturers** must add a certificate that they are the sole manufacturer of the Item for which they are quoting in this tender enquiry & item is /are their proprietary Item in India. The rate certificate is also required from the sole manufactures that the Rates quoted are the same as they quote to other State/Centre Govt./reputed Private Organisation and DGS&D rate for the similar item(s) and these are not higher than those quoted by them.
 - c. **Authorized agents** must add authority letter from their Manufacturer/Principals on the letter head of the manufacturer/principals signed by a competent person and comes in proforma given in attach must duly supported by a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- (Rupees ten only) that they are quoting Rates on behalf of them. The authorization letter must give/mention the purpose for which it is allowed. The validity period of the authorization letter must be mentioned in the authority letter otherwise tender will be liable to rejection.
31. The bidders should have furnished a copy of GST/S.T. /C.S.T./VAT registration number, the State / U.T. of registration and the date of such registration. Tenders not complying with this condition will be rejected.
32. **Turnover provisions:** - (i) The tenderers should submit along with the tender, a photo state copy of the last three years Annual Accounts with Audit certificate by Chartered Accountant, Income Tax returns and a copy of current valid income tax clearance certificate (IT CC), otherwise bidder will not be considered for administrative evaluation (in evaluation of Technical bid) and will be declared **disqualified** in technical evaluation.
1. In case of bidder falls under Section 44AD/44ADA/44AE of Income Tax shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India.
 2. In case of supplier is an Indian Agent, the firm can submit copies of purchase orders issued in favour of firm (*As the payment is made through LC directly to foreign manufacturer and equipment payment does not exist in the book of account of the supplier*) in support to its turnover whatever amount is getting short.
 3. There will be relaxation on turnover on *case to case* basis for **Start-up firms** registered by Government of India under Start-ups scheme as per orders of Ministry of Commerce, Government of India.
33. **Sample/demonstration:** - In case, the item required prior submission of sample/ performing demonstration, tenderer will have to submit sample/performance demonstration of the equipment/item to the competent authority of the institute, the bidder will have to born all the expenses for the same. Non

submission of sample/non performing demonstration will **disqualify** the bidder in the technical bidding process and financial bid of the bidder will not be opened.

34. The tenderer hereby guarantees that the equipment supplied to the Institute (purchaser) under the Contract shall be of the best quality/latest version and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/ mentioned in the Tender Document. The tenderer will have further guarantees that the said equipment would continue to conform to the description and quality aforesaid for a period of five (5) years guarantee period (As per MoH&FW guidelines), from the date of installation of the said equipment to the purchaser and notwithstanding the fact that the Purchaser (Inspector) may have inspected and /or approved the said equipment, if during the aforesaid period of five years the said equipment be discovered not to conform to the description and quality as required as per specification or not giving satisfactory performance or have deteriorated, the decision of the Purchaser in that behalf shall be final and binding on the tenderer and the Purchaser shall be entitled to call upon the tenderer to rectify the equipment or such portion thereof as is found to be defective by the purchaser within a reasonable period or such specified period as may be allowed by the purchaser in his discretion on/an application made thereof by the tenderer and in such an event, the above mentioned warranty period shall apply to the equipment replaced from the date of replacement thereof. In case of failure of the tenderer to rectify or replace the equipment, within specified time, the purchaser shall be entitled to recover the cost with all expenses from the tenderer for such defective equipment.
35. Full description & specifications, make/brand and name of the manufacturing firm must be clearly mentioned in the tender, failing which, the tender will not be considered. The tenderer must also mention whether the goods are imported / indigenous. Descriptive literature / catalogues must be attached with the tender in original, failing which, tender may be disqualified.
36. **Force Majeure:** Any failure or omission to carryout of the provisions of this supply by the supplier shall not give rightfor any claim by supplier and purchaser to one against the other, if such failure or omission arise from an act of God which shall include all acts of natural calamities from civil strikes compliance with any statistics and or requisitions of the Government lockout and Strikes, riots, embargoes or from any political or other reasons beyond the suppliers control including war (whether declared or not) civil war or state of incarceration provided that notice of the occurrence of any event by either party to the other shall be within two weeks from the date of occurrence of such an event which could be attributed to force majeure. Any delay due to Force Majeure will not be attributable to the either of the parties.
37. The equipment installed should be up for 95% of the total warranty time. If the equipment is down for more than 5% suitable action shall be taken against the supplier including imposition of penalty as deemed fit.
38. If there is a close system the tenderer shall ensure and will have to submit an affidavit on Indian Non Judicial stamp paper of Rs.10/- along with technical bid that spare parts and consumables for these equipment's/instruments/item will be available at reasonable fixed rates for next 10 (ten) years, such rates should not be more than the rates supplied to institutes of national importance.
39. The successful Bidder shall at all times agree to indemnify and keep indemnified the purchaser against all losses, damages which may arise in respect of action/inactions of such Bidder or breach of any term of this tender by such Bidder. All claims regarding indemnity shall survive the termination of the contract with such Bidder.
40. In case the vendor fails to supply the spare parts or fails to provide the agreed maintenance during the prescribed period, as per the terms of contract, the purchaser is automatically entitled to procure the required parts and hire services from the market at the risk and cost of the vendor, such inability of

bidder will entail forfeiture the security deposit. The purchaser also reserves the right to terminate the contract on immediate notice, if the vendor fails to comply with this clause for more than one instance.

41. **Liquidated damage/demerge:** - The time for the date of delivery/ dispatch stipulated in supply order shall be deemed to be the essence of the contract and if the supplier fails to deliver or dispatch any consignment within the period prescribed for such delivery or dispatch in the supply order, liquidated damages may be deducted from the bill @ 0.5% per week subject to maximum of 10% of the value of the delayed goods or services under the contract. The competent authority of the institute may also cancel the supply at the cost & liability of the supplier. In such a case, bid security of the supplier shall stand forfeited. The supply of equipment must be in single consignment, inclusive of all parts & accessories in adherence to the specification so as to make the equipment fully functional at the time of the installation. No installation repeat shall be signed in case of absence of any part as per the specification.
42. **Legal Jurisdiction:** -The Courts at Rishikesh/ Dehradun alone and no other Court will have the jurisdiction to try the matter, dispute or reference between the parties arising out of this tender/supply Order/contract.

Applicable Law:

43. The contract shall be governed by the 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.
44. Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Rishikesh/Dehradun, Uttarakhand India only.
45. Except as otherwise provided under this Contract for immediate termination of the Contract, in the event of a disputes which may be arising out of the execution of the tender contract, the matter will be referred to the Deputy Director (Administration). Appeal against the decision of the DDA will lie to the Director, AIIMS Rishikesh and his decision shall be final and binding upon both the parties.
46. At the time of awarding the contract, the purchaser reserves the right to increase or decrease up to twenty five (25%), the quantity of goods (roundoff to next whole number) without any change in the unit price and other terms & conditions quoted by the bidder.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

Note- Please sign each page of document including terms & conditions & tender

(B) Financial terms and conditions

1. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
2. Rates quoted should be inclusive of all applicable taxes, packing, forwarding, postage and transportation charges at for AIIMS Rishikesh (Site of installation/Use). Rates should be mentioned both in figures and in words.
3. The supplier has to submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that the bidder has not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. Therefore, if at any stage it has been found that the supplier has quoted lower rates than those quoted in this tender; the Institute (the purchaser) would be given the benefit of lower rates by the Supplier and any excess payment if any, will become immediately payable to the AIIMS, Rishikesh. If such affidavit is not submitted, tender will be out rightly rejected. **(Part of technical bid)**
4. **Guarantee / Warrantee Period:** The Tenderers must quote for 1 year's comprehensive warranty (Including all Spares, Accessories software application, if any and Labour) from the date of completion of the satisfactory installation. The warranty charges shall not be quoted separately otherwise the offer shall be summarily rejected. Also the bidders are requested to submit their optional quote (Rates) for subsequent 5 years Comprehensive Maintenance Contract (CMC) (Including All Spares, Accessories software application, if any and Labour). Failure to comply this condition will entail the rejection of the bids. The price comparison shall be taken into account on basic price and post warranty CMC.
5. **Tender Currencies:**
 - a) The bidder supplying indigenous goods or already imported goods shall quote only in Indian Rupees. Further, imported goods to be imported and supplied by the bidder are also required to be quoted in Indian Rupees.
 - b) For imported goods, if supplied directly from abroad, prices shall be quoted in any freely convertible currency say US Dollar, Euro, GBP or Yen. As regards price(s) for allied services, if any, required with the goods, the same shall be quoted in Indian Rupees only, if such services are to be performed /undertaken in India.
 - c) Tenders, where prices are quoted in any other way shall be treated as non - responsive and rejected.

6. **Tender Prices:**

While filling up the columns of the Financial Bid, the following aspects should be noted for compliance:

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For domestic goods or goods of foreign origin located within India, the prices in the corresponding Financial Bid shall be entered separately in the following manner: -

- a. The price of the goods, quoted ex-factory/ ex-showroom/ ex-warehouse/ off-the-shelf, as applicable, including all taxes and duties like sales tax, CST/ VAT, CENVAT, Custom

Duty, Excise Duty etc. already paid or payable on the components and raw material used in the manufacture or assembly of the goods quoted ex-factory etc. or on the previously imported goods of foreign origin quoted ex-showroom etc.;

- b. Any sales tax or other taxes and any duties including excise duty, which will be payable on the goods in India if the contract is awarded;
- c. Charges towards Packing & Forwarding, Inland Transportation, Insurance, Loading/Unloading and other local costs incidental to delivery of the goods to their final destination as specified in the List of Requirements and Financial Bid;
- d. The price of Incidental Services, as mentioned in List of Requirements and Financial Bid;
- e. The prices of Turnkey (if any), as mentioned in List of Requirements, Technical Specification and Financial Bid; and
- f. The price of annual CMC after warranty period, as mentioned in List of Requirements, Technical Specification and Financial Bid.

For goods offered from abroad, the prices in the corresponding Financial Bid shall be entered separately in the following manner: -

- a. The price of goods quoted FOB port of shipment, as indicated in the List of Requirements and Financial Bid;
- b. The price of goods quoted CIF port of entry in India as indicated in the List of Requirements and Financial Bid;
- c. The price of goods quoted for delivery at AIIMS, Rishikesh as indicated in the List of Requirements, Financial Bid and Consignee List;
- d. Wherever applicable, the amount of custom duty with CDEC applicable on CIF value on the goods to be imported;
- e. The charges for Loading/Unloading, Inland transportation, Insurance and other local costs, Incidental cost to delivery of the goods from the port of entry in India to AIIMS, Rishikesh, as specified in the List of Requirements and Financial Bid;
- f. The charges for Incidental Services, as in the List of Requirements and Financial Bid; g. The prices of Turnkey (if any), as mentioned in List of Requirements, Technical Specification and Financial Bid; and
- g. The price of annual CMC, after warranty period as mentioned in List of Requirements, Technical Specification and Financial Bid.

7. Additional information and instruction on Duties and Taxes:

If the Bidder desires to ask for excise duty, sales tax/CST / VAT/ CENVAT, Custom Duty, Service Tax, Works Contract Tax etc. to be paid extra, the same must be specifically stated. In the absence of any such stipulation the price will be taken inclusive of such duties and taxes and no claim for the same will be entertained later.

8. Excise Duty:

- a) If reimbursement of excise duty is intended as extra over the quoted prices, the supplier must specifically say so also indicating the rate, quantum and nature of the duty applicable. In the absence of any such stipulation it will be presumed that the prices quoted are full and final and no claim on account of excise duty will be entertained after the opening of tenders.
- b) If a Bidder chooses to quote a price inclusive of excise duty and also desires to be reimbursed for variation, if any, in the excise duty during the time of supply, the Bidder must clearly mention the same and also indicate the rate and quantum of excise duty included in its price. Failure to indicate all such details in clear terms may result in rejection of that tender.
- c) Subject to sub clauses (i) & (ii) above, any change in excise duty upward/downward as a result of any statutory variation in excise duty taking place within contract terms shall be allowed to the extent of actual quantum of excise duty paid by the supplier. In case of downward revision in excise duty, the actual quantum of reduction of excise duty shall be reimbursed to the AIIMS Rishikesh by

the supplier. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any obtained by the supplier.

9. **Octroi Duty and Local Duties & Taxes:** - Normally, goods to be supplied to Government departments against Government contracts are exempted from levy of town duty, Octroi duty, terminal tax and other levies of local bodies. However, on some occasions, the local bodies (like town body, municipal body etc.) as per their regulations allow such exemptions only on production of certificate to this effect from the concerned Government department. Keeping this in view, the supplier shall ensure that the goods to be supplied by the supplier against the contract placed by the AIIMS, Rishikesh are exempted from levy of any such duty or tax and, wherever necessary, obtain the exemption certificate from the AIIMS, Rishikesh. However, if a local body still insists upon payment of such local duties and taxes, the same should be paid by the supplier to the local body to avoid delay in supplies and possible demurrage charges and obtain a receipt for the same. The supplier should forward the receipt obtained for such payment to the AIIMS, Rishikesh to enable the AIIMS, Rishikesh reimburse the supplier and take other necessary action in the matter.
10. **Customs Duty:** In respect of imported goods offered from abroad, the bidder shall specify the rate as well as the total amount of customs duty payable with Custom Duty Exemption Certificate, if applicable, on the quoted goods in the Financial Bid. The bidder shall also indicate the corresponding Indian Customs Tariff Number applicable for the goods.
- For transportation of imported goods offered from abroad, relevant instructions as incorporated shall be followed.
 - For insurance of goods to be supplied, relevant instructions as provided shall be followed.
 - Unless otherwise specifically indicated in this NIT document, the terms FCA, FOB, FAS, CIF, CIP etc. for imported goods offered from abroad, shall be governed by the rules & regulations prescribed in the current edition of INCOTERMS, published by the International Chamber of Commerce, Paris.
 - The need for indication of all such price components by the bidders, as required in this clause is for the purpose of comparison of the tenders by the purchaser and will no way restrict the AIIMS, Rishikesh right to award the contract on the selected bidder on any of the terms offered.
11. **Indian Agent:** - If a foreign bidder has engaged an agent in India in connection with its bid, the foreign bidder, in addition to indicating Indian agent's commission, if any, shall also furnish the following information:
- The complete name and address of the Indian Agent and its Permanent Account Number as allotted by the Indian Income Tax authority.
 - The details of the services to be rendered by the agent for the subject requirement.
 - Details of Service outlets in India, nearest to the AIIMS, Rishikesh to render services during Warranty and CMC period.
12. **Firm Price:** -
- Unless otherwise specified in the NIT, prices quoted by the bidder shall remain firm and fixed during the currency of the contract and not subject to variation on any account.
 - However, as regards taxes and duties, if any, chargeable on the goods and payable, the conditions stipulated will apply.
13. **Conversion of tender currencies to Indian Rupees:-** In case the bid document permits the bidders to quote their prices in different currencies, all such quoted prices of the responsive bidders will be converted to a single currency viz., Indian Rupees for the purpose of equitable comparison and evaluation, as per the closing exchange rates established by the Reserve Bank of India for similar transactions, as on the date of „Opening Date of Financial Bid“.

14. **Custom Clearance:** For the Goods to be imported and supplied, the Institute will provide Custom Duty Exemption Certificate (CDEC) to successful bidder for availing concessional rate of duty as per prevailing Custom Tariff. In case, the bidder requires CDEC certificate, then the same should be specifically mentioned in the bid. The supplier is solely responsible for getting the material clearance from customs. Institute will provide all custom documents for custom clearance on the demand of supplier. The supplier undertakes to fully co-operate to avoid any fine, demurrage or other charges and shall indemnify AIIMS Rishikesh in case of any such failure. Transportation of goods up to AIIMS, Rishikesh and its successful installation and commissioning demonstration (and training, if required) is also the responsibility of the supplier. All charges/ expenses incurred in this process will be borne by the supplier and after submission of deposit slips of custom clearance and transportation charges will be reimbursed to the supplier if said provisions are to be shown separately in the financial bid.

15. **Payment terms:** -If the supplier supplied the requisite item within stipulated time and installation is pending on the part of AIIMS Rishikesh on various reasons, up to 90 *per cent* payment against supply can be made by the AIIMS Rishikesh on the case wise only, but will not be considered as precedence in all cases.

(A)Payment Term for Imported goods: For imported goods payment shall be made in the following manner:

a) **On Award:** AIIMS to open **LC at Sight Valid for 90 days valued 75% of the contract price.** LC shall be paid upon presentation of shipping documents {goods shipped shall be paid through irrevocable, non-transferable Letter of Credit (LC) opened in favour of the supplier in a bank in his country} and upon the submission of the following documents: -

- i. Four copies of Supplier's invoice showing contract number, goods description, quantity, unit price and total amount;
- ii. Original and four copies of the clean, on-board Bill of Lading/ Airway bill, marked freight prepaid and four copies of non-negotiable Bill of Lading/Airway bill.
- iii. Insurance Certificate;
- iv. Certificate of origin by the chamber of commerce of the concerned country;
- v. Certificate of country of origin;
- vi. Manufacture's / Supplier's warranty certificate;

b) **On Acceptance:** 25 % payment would be made after satisfactory installation, commissioning, demonstration and training, if required on issuance of Inspection certificate by the AIIMS, Rishikesh.

B) PAYMENT TERMS FOR INLAND GOODS

(Seventy-five) 75% Payment of the contract price shall be paid on receipt of goods condition and upon the submission of the following documents: -

- (i) One Original and Four Copies of supplier's invoice showing contract number, goods description, quantity, unit price and total amount.
- (ii) Final Acceptance as per Inspection report issued by faculty.
- (iii) Two copies of packing list identifying contents of each package.
- (iv) Inspection Certificate issued by the user concerned department.
- (v) Final Acceptance Certificate issued by the Institute

On Acceptance: -

- (i) Balance Twenty-Five (25) % payment would be made against 'Final Acceptance Certificate' as per Para (B) (i) &(v) of goods to be issued by the consignee's subject to recoveries, if any, either on account of non-rectification of defects/deficiencies not attended by the Supplier or otherwise.

16. **L1 Clause:** L1 firm will be decided on the basis of Total Price in addition with the CMC charges quoted by the firm. The CMC charges should be quoted separately in format provided in pdf.

NO DEMURRAGE / WHARFAGE CHARGES WILL BE PAYABLE BY THE INSTITUTE UNDER ANY CIRCUMSTANCES. NO ADVANCE PAYMENT WILL BE PAYABLE FOR CUSTOM CLEARANCE/ FREIGHT/INSURANCE ETC

Note: In case of any dispute regarding award of tender, decision of AIIMS Administration would be final.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

(C) Eligibility Criteria

1. The eligible bidders should be any one of the following: -
 - a) The Original Equipment Manufacturers (OEM) of proposed system.
 - b) Distributors / System Integrator / reseller of the proposed system.
2. The bidder should attach a teaming agreement from the original manufacturer of the tendered item (Strengthening Communication among Healthcare Staff for Efficient Management during Emergency and Disaster).
3. The bidder or its OEM must have provided similar solution to any reputed university hospitals like AIIMS which is running successfully. The evidence of the supplied systems, case history and success story should be available in public domain.
4. The bidder is required to arrange a presentation as to how their proposed system is useful and AIIMS should go for it.
5. The bidder's OEM should have over 20 years of experience in digital mission critical communications and a proven track of long term support on all its provided networks to ensure a future proof platform to serve all mission critical users at AIIMS.
6. The offered system should be expandable to multisite and must be controlled from single central location.

(D) Technical Specifications:

- Guaranteed Call Setup Time for any Network Size
- Easy and Simple Network Scalability
- Proprietary & Hardened OS on Switch to prevent unauthorized intruding
- Flexible fleet number allocation
- Advanced priority rules for allocating resources to the most important user or service.
- Flexible Emergency Call – Three-step escalation path for emergency calls. In other words, if the first target does not respond, the system automatically re-routes the call to a second target, and even to a third target if necessary.
- Priority Scanning
- Managed Group Membership
- Active Scanning
- Unique synergies with the users
- Reliability, availability and excellent coverage
- Flexibility, especially in terms of network topology
- First-grade security, end-to-end security and confidentiality
- Seamless communications with privacy options in Virtual Private Network concept
- Easiest path to high-speed data
- Efficient, centralized management of network elements.
- PSTN / GSM / PABX connectivity
- Resiliency and redundancy
- Advanced mapping application which solves the situation awareness challenge by bringing a clear view on the locations, statuses and active talk groups of any deployed mobile units. Its accessible via Firefox web browser on a workstation (Personal Computer - PC), offers users with operator rights all the functions needed to:

- ✓ Alerts handling
- ✓ Emergency, speed, Geo-fencing (go/no-go zones)
- ✓ Record and Replay / Report / Export
- ✓ Multi-organizations support
- ✓ High resiliency thanks to geo-redundancy solution
- ✓ All services full integration
- ✓ API for 3rd party systems
- ✓ Control Room Integration

TECHNICAL SPECIFICATIONS OF MAIN COMPONENTS

A. THE MAIN SERVER:

Technical specifications

1. Standard hardware redundancy:

- 1 pcs HP DL380 G9 server
- 1 pcs MGate32

2. The MGate32 unit should provide reliable and instant voice routing towards:

- Base stations
- Command and control rooms
- External interfaces, as PABX
- Recorder
- Analog networks

3. The Mgate32 should also provide:

- dedicated, secure hardware for Authentication and Air-interface-Encryption key management.

4. Capacity

- Base stations: 25
- Carriers : 50
- Max Subscribers: 10000
- Dispatchers: 64
- Smart Phone APP subscribers: 200

5. Characteristics

- Graphical interface for fast deployment
- Communications covering the entire network – seamlessly
- Includes the complete set of system features from all system software releases
- Geo-redundancy when needed
- Authentication and encryption
- Fast and secure data services
- Smart Phone APP server providing system services to smartphones and other smart devices equipped with the relevant application
- Remote network management
- Easy and low cost maintenance
- New functionality can be added without hardware upgrades

6. Design

- The components can be installed into any 19-inch rack suitable for the setup and site.

B. Data Distribution Server

1. Characteristics

- Hardware specifications for HPE DL 380 Gen 9 server:
- Internal disks: 2x300 GB per node
- Ethernet network ports: 8 x 10/100/1000 Mbps
- Processor: 8-core 2.85 Ghz Intel
- Memory: 16 GB
- Power supply: two hot swappable AC power modules (DC possible)
- Server unit supply voltages:
- 100 to 264 (VAC)
- Dimensions:
- Height: 8.71 cm
- Width: 44.5 cm
- Depth: 67.6 cm
- Weight (without rack): 17.6 kg
- Ambient temperature: +5 to +45°C
- Relative humidity: 10 to 85 % non-condensing
- Altitude: 0 to +4000 m

C. Hybrid Handset:

The hybrid handset should fully rugged smartphone. it should also offer the special multi-purpose push-to-talk buttons for easy operation and comfortable in even prolonged use.

1. Network

- Frequency: 380 – 430 MHz, Compliant EN300392-2 power class 3L
- 2G bands:
 - B3 – 1800 MHz
 - B8 – 900 MHz
- 3G bands:
 - B1 – 2100 MHz
 - B8 – 900 MHz
- LTE bands:
 - B3 – 1800 MHz
 - B7 – 2600 MHz
 - B20 – 800 MHz
 - B28 – 700 MHz
 - B40 – 2300 MHz
- UMTS/HSxPA, HSPA+, DC-HSPA+, LTE
- LTE Cat 4, data transfer up to 150Mbit/s
- WIFI a/b/g/n/ac: 2.4 & 5.0GHz
-

2. Body

- Large PTT button
- Emergency key
- 2 x functional buttons
- +/- buttons
- Power on/off
- Weight: 375g (with Antenna and battery)
- Dimensions: ~155 x 79 x 28 mm with a standard battery

3. Platform

- OS: Android 6.0 Marshmallow
- Chipset: Qualcomm snapdragon 652
- CPU: Octa-core ARM Cortex up 1,8GHz
- GPU: Adreno 510
- Internal memory: 16 GB Flash, 3 GB RAM
- Card slot: microSD up to 128 GB
- GPS with A-GPS, Glonass, Beidou
- 2 SIM card slots: wireless and 3GPP network
- Sensors: accelerometer, gyrometer, proximity, compass
- Ambient Light Monitoring

4. Audio

- Top microphone
- Front- down microphone
- Noise reduction
- Earspeaker
- Loudspeaker, top location (close to ear in shoulder carrying),
- Clear speech output
- High sound pressure

5. Connectors

- Bluetooth v4.2, HS,EDR, BLE
- NFC for provisioning
- Micro USB: full/high, OTG, v2.0
- 3.5mm audio jack (four connectors, CTIA standard)
- Backside connector: Data, Charge, Mount

6. Security

- Android hardening
- Secure boot
- Trusted execution environment
- VPN always on
- Enforced content encryption for internal memory and SD card
- Accessory whitelisting
- Wi-Fi network whitelisting
- Dedicated HW for wireless voice and messaging
- Air Interface Encryption (AIE) security classes:
 - Class 1: Clear
 - Class 2: SCK
 - Class 3: DCK/CCK
- Application control and signing

- Temporary disable/enable (Stun)
- Permanent disable (Kill)
- End to end encryption with smart card (option)

7. Display

- Capacitive, multi-touch
- Gloves usage enabled
- Usable in wet environment
- Resolution: 720 x 1280 pixels
- Colors: 16.7 M
- Bright display: up to 480cd/m²
- Optimized readability in daylight

8. Camera

- a) Back camera: 16 MP, LED Flash
- b) Front camera: 5 MP

9. Durability

- IP65 and IP67 certified
- Withstands drops from a height of 150cm according to MIL STD 810G standard
- Tested in 200 consecutive 1m tumbles
- Operating temperature: -20°C to +55°C*
- Storage temperature: -40°C to +85°C
- Robust touch panel
- Protected for humidity, salt, vibration, ESD, Solar radiation, liquids, heat cycles, mechanical pressure

10. Safety

- Man down alarm
- Emergency key
- Textiled buttons for eyes-free operations
- PTT, functional buttons, volume accessible by one hand

11. Battery

- Standard : Li-Po 4600 mAh
- Changeable battery
- Estimated time with standard battery (wireless 10/30/60): 16h
- Estimated stand by time: 36h

12. Wireless Network

- Direct mode
- Trunk mode
- Sharing location over SDS/LIP
- Call log view
- Priority scanning
- Voice override in group calls (pre-emption)

13. Accessories

- Micro USB charger
- Standard capacity battery
- High capacity battery
- Vehicle mounting and charging system
- Belt carrying case

- Shoulder carrying case
- Strap
- Industry leading accessories for Headsets
- Loudspeakers
- External microphones
- External PTT

D. Handheld terminal

1. Frequency bands

- 380 – 430 MHz
- 806-825 MHz, 851-870 MHz

2. Power class

- Compliant EN300392-2 power class 3L(Power class 3L as an option)
- Receiver class A and B
- RF power control, 4 steps of 5 dB, and 1 step of 2,5 dB (option)

3. Size

- Weight: 160 g
- Dimensions: 116 x 55 x 19 mm

4. Durability

- Water, dust, according to IP65 class
- Free fall IEC 60068-2-32 Ed (1,5m)
- Vibration resistant IEC-60068-2-6, IEC 60068-2-64, Fh broad-band
- Solar radiation resistant IEC-60068-2-5
- Temperature changes IEC-60068-2-14 Na
- Exposure to UV-C radiation

5. Display

- Transflective full-color QVGA display
- Up to 262144 colors, 240 x 320 pixels
- Display backlight off by single key press
- Display reverse (180 degrees by single key press)
- Display texts in more than 25 languages
- Night vision mode
- Grid menu as default at power-on

6. Keypad / controls

- Alphanumeric keypad
- 4 navigation keys, 3 selection keys
- Combined Duty key HI/LO key
- Power-on key, red function key, fast menu key, combined volume control and group selector with back key

7. A-GPS / GNSS receiver

- A-GPS receiver in 380-430 MHz version
- GNSS receiver in 800 MHz version
- Internal memory
- Power save mode
- Positioning activity indicator
- Sensitivity -162 dBm / -167 dBm
- Simultaneous satellites up to 12

- Cold start accuracy (open sky)*- 2,5 meters / 2,0 metres CEP
- Cold start , time to first fix (open sky)*- < 30 seconds / < 26 seconds* measured at -130 dBm / GPS+Glonass
- SBAS augmentation systems (WAAS, EGNOS, MSAS, GAGAN)

8. A-GPSS/GNSS features

- Automatic position saving
- Position information sending on request or on triggers (e.g. time, distance, status message)
- Position information sending during red key calls and public emergency calls
- Waypoints, waypoint guidance
- Showing caller's distance and direction during a call ('Where are you' feature)
- Saving own or caller's waypoint with one key press for Waypoint guidance
- Support for ETSI location information protocol

9. Network features

- Multiple network support
- ISI support
- Clock synchronisation with network and/or GNSS time
- Transmission barring (Tx inhibit)
- Load Directed Roaming (LDR)
- Alert for out of network coverage

10. Direct mode features

- Up to 1500 DMO groups
- 500 DMO channels
- DMO repeater type 1A and 1B communications support, and acting itself as type 1A repeater (optional) 1BTMO-DMO via Gateway communications support, but not as a Gateway itself
- Scanning
- DMO individual call
- Red key call to DMO group
- Red key call to TMO within network coverage
- Public emergency call within network coverage
- DMO SCK encryption, encryption classes 2A, 2B and 2C
- DMO status messages
- DMO SDS messages
- Network monitoring while in DMO

11. Call types

- Phone calls in owned & public networks
- Express and group calls in owned network
- Emergency calls
- Public emergency calls

12. Group communication

- Up to 3 000 groups
- Up to 200 group folders
- Up to 200 talk group sub folders with 3 layers
- Up to 400 groups per folder
- Dynamic Group Number Assignment (DGNA), up to 200 DGNA groups
- Up to 10 background groups
- Priority scanning
- Scanning list up to 59 groups
- Voice override in group calls (pre-emption)
- Late entry

13. Messaging

- Status messages
- Text messages with concatenation
- Situation indicators to a predefined address
- Flash messages
- Call-out
- Predictive text input T9 for most languages
- Unit alert (Selective alert)
- SDS polling

14. Personal Safety

- Lifeguard – an advanced man down alarm
- Where are you? – Showing caller's distance and direction during a call
- Work Alone
- Position sending during red key calls and public emergency calls
- Configurable emergency button
- Night vision mode

15. Security

- Authentication and Mutual authentication
- Air Interface Encryption (AIE) security classes: Class 1: Clear
 - Class 2: SCK
 - Class 3: DCK/CCK
 - --Class 3G: (requires SIM card)
- Phone and Security code
- Temporary disable/enable (Stun)
- Permanent disable (Kill)
- Optional Support for smart card based end-to-end encryption

16. Optional SIM support

- SIM card with subscriber identification information (ITSI and authentication key K)
- Easy to move subscriber information with security SIM card from one radio to another

17. Wireless data

- IP packet data
- WAP 2.0 over wireless network
- XHTML colour browser
- AT-command interface for applications
- Java™ MIDP 2.0 platform

18. Interfaces

- Side connector for audio and data accessories, programming and carkit
- Bottom connector for charging
- Interface for automatic carrying mode recognition
- Internal smart card slot
- Connector for external antenna
- USB flashing

19. Battery

- Lithium-Ion 1590 mAh
- Estimated values:
 - Up to 15,5 h (5/5/90)

- Up to 13 h (10/30/60)
- Up to 20 h (standby)

- Heavy Duty Battery Lithium-Ion 3180 mAh
- Estimated values:
 - Up to 27 h (5/5/90)
 - Up to 22 h (10/30/60)
 - Up to 36 h (standby)

- Charging time 2-3 h (ACP-12, power off)

20. Usability

- 500 phone book entries with 2500 unique numbers
- 8 user profiles: General, Silent, Meeting, Outdoor, Pager, Active holder, Headset and Monophone
- Aliasing – call routing service
- Voice feedback
- Configurable main menu and fast menu
- Configurable function keys
- Speed dialling (locations 2-9)
- DTMF tone dialling
- Any key answer
- Duplex call barring
- Energy economy
- Remote control through SDS or status
- Vibration alert
- Secondary Control Channel (SCCH)

**“Strengthening Communication among
Healthcare Staff for Efficient Management
during Emergency and Disaster” AIIMS,
Rishikesh**

TECHNICAL BID

(Documents to be attached in the “Technical Bid”)

1. Name & Address of the manufacturer and their authorised dealers/ distributors/Agency with phone number, email, name and telephone/mobile	
2. Specify your firm/company is a manufacturer/ authorised dealer/ distributor/ Agency	
3. Whether the signature on each page has been made by the of bidder or not.	
4. Name, Address & designation of the authorized person (Sole proprietor/partner /Director)	
5. Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof.	
6. Please provide a notarised affidavit on Indian Non Judicial stamp paper of Rs. 10/- that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in last one year. If you don’t fulfil this criteria, your tender will be out rightly rejected.	
7. Please attach copy of last three years’ of Income Tax Return	
8. Turnover a. Please attach balance sheet (duly certified by Chartered Accountant) for last three (3) years (Attach copy of annual minimum turnover which should not be less than 50 lakh duly certified by the Chartered Accountant) b. The bidder falls under Section 44AD/44ADA/44AE of Income Tax Act shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India. c. Indian Agent can submit its copy of POs of LC cases, in support of its amount getting short in required turnover. d. Start-ups may submit its Start-up Registration for consideration (<i>Relaxation in turnover can be considered as the case may be, subject to fulfilment of other conditions. However, it will not mandatory</i>)	
9. PAN No. (Please attach copy)	
10. GST/VAT/Service Tax Registration Number. (Please attach copy)	
11. 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.	
12. Power of Attorney/authorization for signing the bid documents (Not required in case of sole proprietorship.)	
13. 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.	
14. Please declare that proprietor/firm/company has never been black listed/debarred by any organization. An oath certificate to this effect may be enclosed on Rs.10 notarised stamp paper.	
15. Please submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that they will provide complete warranty for all equipment’s/items for 5 (five) years followed by CMC for further 5 (five) years of these equipment’s/items.	
16. Please furnished a notarised affidavit on Indian Non judicial stamp paper of Rs.10/- that they will supply spare parts for next 10 years at reasonable price by submission of suitable benchmarks.	
17. Please submit two performance certificate from your two different customers to whom you have supplied such type of equipment in previous 3 years	

<p>15. Details of the FD/DD/TD/CD of bid security (EMD)</p> <p>FD/DD/TD/CD No:</p> <p>Date:</p> <p>Payable at-</p>	<p>Detail of cost of Tender for Rs. 1180/- (if downloaded from website) DD No.</p> <p>Date:</p> <p>Payable at-</p>
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Undertaking

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.

2. I/We shall supply the items of requisite quality and quantity at given rate in timely manner.

3. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish within 15 days, Bank Guarantee/ Performance Security after the issue of Purchase Order, as applicable, in the format to be provided by AIIMS Rishikesh in addition to execution of a Contract as pre-condition for obtaining the supply orders.

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

5. I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

(Signature of the Bidder)

Name:

Designation with Seal of the Firm:

**“Strengthening Communication among Healthcare Staff for Efficient Management during Emergency and Disaster” For
AIIMS, Rishikesh**

Chapter-II (Schedule of requirements& EMD)

Table-I

Details of items & their tentative quantity and EMD

The following items manufactured by Indian/International firms of repute are required.

EQUIPMENT/LICENSE	Qty	Description	EMD in INR
Core Network			
Main System	1	Central System	
Server	1	Configuration and Data distribution Server	
Cisco ISR-4321 bundle - SIP Gateway	1	PSTN/GSM/PABX Connectivity	
Radio Access Network			
Radio Site (2TTRX / 6 RX)	1	Radio Base Station	
Accessories, site preparation, foundation, cables etc.	1	Base Station Building	
Applications			
Location Manager	1	Automatic Vehicle Location	
Subscriber and group management server	1	Subscriber and group management	
SUBTOTAL (EQUIPMENT/LICENSE)			
Radio Terminal Item	Qty	Description	
Hybrid Handsets	25	Hybrid handheld terminal (Android + Radio)	
Handsets	80	Handheld terminal	
Smart Phone APP	100	APP for Smartphone to use smartphone for communication Services	
Programming Terminal	1	Terminal programming tool	
SUBTOTAL (EQUIPMENT/LICENSE)			
ANCILLARIES EQUIPMENT	Qty	Description	
Antenna System Package (1 TX-Omni, 3 RX-xPol Pan, 490m feeders, Clamps...)	1	Antenna system for base station	
Core and Site Switch Cisco ISR-2921	2	Layer 3 Switch	
SUBTOTAL (ANCILLARIES EQUIPMENT)			

SERVICES (BASELINE)	Qty	Description
Engineering - System Design	1	
Engineering - Site Surveys	1	
Construction - Project Management	1	
Construction - Equipment Installation	1	
Construction - Equipment Commissioning & Integration	1	
Construction - Site Acceptance	1	
Construction - Terminal Programming	1	
Training - Operator and End user Training	1	User training for 3 participants
Care - Hardware Warranty and Software Maintenance (1 year)	1	Free for the first year

AIIMS Rishikesh tender Enquiry No. 24/Communication/258/2018-Rish(Admn)
MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

(Clause 11 (c) of **other terms and conditions** of the tender) To

The Administrative Officer,
All India Institute of Medical Sciences
Rishikesh

Dear Sir,

TENDER: _____.

we, _____, who are established and reputable manufacturers of _____, having factories at _____ and _____, hereby authorize Messrs. _____ (*name and address of agents*) to bid, negotiate and conclude the contract with you against Tender No. _____ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the conditions of tender contract for the goods offered for supply against this tender by the above firm.

The authorization is valid up to _____

Yours faithfully,

(Name)

For and on behalf of Messrs. _____
(*Name of manufacturers*)/Principal.

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY/ CMC SECURITY

To

The Administrative Officer

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

WHEREAS _____ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no _____ dated _____ to supply (description of goods and services) (herein after called “the contract”). AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the supplier such a irrevocable bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you unconditionally, on behalf of the supplier, up to a total of. _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of you to first demanding the said amount of guarantee from the supplier before raising the demand with us. You may directly raise the demand with us, without asking the supplier for the same.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will not be changed due to change in the constitution of the bank or the supplier.

This guarantee shall be valid up to 65 months from the date of satisfactory installation of the equipment i.e. up to -- ----- (indicate date).

.....
(Signature with date of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- Please note the Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG Tender No. : formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key
- Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid Tender No. : summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120- 4001002.