

**Government  
eProcurement  
System**

**eProcurement System Government of India**

**Tender Details**

Date : 03-Mar-2025 01:21 PM

Print

**Basic Details**

<b>Organisation Chain</b>	All India Institute of Medical Sciences-Mangalagiri-Andhra Pradesh  Procurement Cell - AIIMS Mangalagiri		
<b>Tender Reference Number</b>	AIIMS/Tender/24-25/Dr. NTR Vaidya Seva Services		
<b>Tender ID</b>	2025_AIMSM_845040_2	<b>Withdrawal Allowed</b>	Yes
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Works
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No

**Payment Instruments**

Offline	S.No	Instrument Type
	1	Demand Draft

**Cover Details, No. Of Covers - 2**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Technical Bid
2	Finance	.xls	BOQ

**Tender Fee Details, [Total Fee in ₹ \* - 0.00]**

<b>Tender Fee in ₹</b>	0.00		
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b>	Nil
<b>Tender Fee Exemption Allowed</b>	No		


**EMD Fee Details**

<b>EMD Amount in ₹</b>	1,60,000	<b>EMD Exemption Allowed</b>	Yes
<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	Payable To AIIMS Mangalagiri	<b>EMD Payable At</b>	Payable At Mangalagiri

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**Work /Item(s)**

<b>Title</b>	TENDER NOTIFICATION FOR DATA ENTRY SERVICES FOR DOCUMENTATION OF PATIENTS TREATED AT AIIMS, MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME / PM-JAY				
<b>Work Description</b>	TENDER NOTIFICATION FOR DATA ENTRY SERVICES FOR DOCUMENTATION OF PATIENTS TREATED AT AIIMS, MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME / PM-JAY				
<b>Pre Qualification Details</b>	As per tender document				
<b>Independent External Monitor/Remarks</b>	NA				
<b>Show Tender Value in Public Domain</b>	Yes				
<b>Tender Value in ₹</b>	80,00,000	<b>Product Category</b>	Miscellaneous Services	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	180	<b>Period Of Work(Days)</b>	60
<b>Location</b>	AIIMS	<b>Pincode</b>	522503	<b>Pre Bid Meeting Place</b>	NA

 <b>Government of India</b> <b>eProcurement System</b>	Mangalagiri				
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	Procurement cell
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

**Critical Dates**

<b>Publish Date</b>	03-Mar-2025 02:00 PM	<b>Bid Opening Date</b>	25-Mar-2025 02:00 PM
<b>Document Download / Sale Start Date</b>	03-Mar-2025 02:00 PM	<b>Document Download / Sale End Date</b>	24-Mar-2025 02:00 PM
<b>Clarification Start Date</b>	NA	<b>Clarification End Date</b>	NA
<b>Bid Submission Start Date</b>	03-Mar-2025 02:00 PM	<b>Bid Submission End Date</b>	24-Mar-2025 02:00 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	NIT	1370.95	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	Retender.pdf	TENDER NOTIFICATION FOR DATA ENTRY SERVICES FOR DOCUMENTATION OF PATIENTS TREATED AT AIIMS, MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME / PM-JAY	5990.19
	2	BOQ	BOQ_895140.xls	BOQ	336.50

**Bid Openers List**

<b>S.No</b>	<b>Bid Opener Login Id</b>	<b>Bid Opener Name</b>	<b>Certificate Name</b>
1.	montoshchakraborty@aiismangalagiri.edu.in	Montosh Chakraborty	MONTOSH CHAKRABORTY
2.	sumit_rai@aiismangalagiri.edu.in	Sumit Rai	SUMIT RAI
3.	se@aiismangalagiri.edu.in	Lt. Col. Ravi Shekhar Sinha	RAVI SHEKHAR SINHA

**GeMARPTS Details**

<b>GeMARPTS ID</b>	M59333VQO1HS
<b>Description</b>	DATA ENTRY SERVICES FOR DOCUMENTATION OF PATIENTS TREATED AT AIIMS, MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME / PM-JAY
<b>Report Initiated On</b>	03-Mar-2025
<b>Valid Until</b>	02-Apr-2025

**Tender Properties**

<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes
<b>Show Finance bid status</b>	Yes	<b>Stage to disclose Bid Details in Public Domain</b>	Technical Bid Opening
<b>BoQ Comparative Chart model</b>	Normal	<b>BoQ Comparative chart decimal places</b>	2
<b>BoQ Comparative Chart Rank Type</b>	L	<b>Form Based BoQ</b>	No



## Government eProcurement System

### TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

### Tender Inviting Authority

<b>Name</b>	Executive Director
<b>Address</b>	AIIMS Mangalagiri

### Tender Creator Details

<b>Created By</b>	Sumit Rai
<b>Designation</b>	FICProcurement
<b>Created Date</b>	03-Mar-2025 01:07 PM

**अखिलभारतीय आयुर्विज्ञान संस्थान, मंगलगिरी**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI**  
*A CAB under Ministry of Health & Family Welfare, Government of India*

**Tender No. AIIMS/MG/Proc/06/Tender/2024-25/Dr. NTR Vaidya Seva Data Entry Service**



**TENDER NOTIFICATION FOR DATA ENTRY SERVICES FOR  
DOCUMENTATION OF PATIENTS TREATED AT AIIMS,  
MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME /  
PRADHAN MANTRI JAN AROGYA YOJANA (PM-JAY)**

**DISCLAIMER**

This Tender is not an offer by the All-India Institute of Medical Sciences, Mangalagiri but an invitation to receive offer from vendors / bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All-India Institute of Medical Sciences, Mangalagiri with the vendor/ bidder.

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Mangalagiri, Guntur District, Andhra Pradesh - 522503

Website: [www.aiimsmangalagiri.edu.in](http://www.aiimsmangalagiri.edu.in)

Tendering Portal: [www.eprocure.gov.in/eprocure/app](http://www.eprocure.gov.in/eprocure/app)

Email: [procurement@aiimsmangalagiri.edu.in](mailto:procurement@aiimsmangalagiri.edu.in)

Ph.no: [08645-280036](tel:08645-280036)

**AIIMS/Tender/24-25/Dr. NTR Vaidya Seva Services**  
**TENDER NOTICE**

**TENDER NOTIFICATION FOR DATA ENTRY SERVICES FOR  
DOCUMENTATION OF PATIENTS TREATED AT AIIMS,  
MANGALAGIRI UNDER DR. NTR VAIDYA SEVA SCHEME / PM-JAY**

Tender No. AIIMS/MG/Proc/06/Tender/2024-25/Dr. NTR Vaidya Seva Data Entry Service

<b>Critical Data Sheet</b>	
Mode of Tender	E- Tender
Type of Bid	Two Cover Bid
Tender Publishing Date	03-03-2025 @ 2.00 PM
Pre Bid Meeting	-
Pre bid venue	-
Last date and time for submission of Tender	24-03-2025 @ 2.00 PM
Date and time for opening of tender	25-03-2025 @ 2.00 PM
EMD	1,60,000/-
Performance Security Deposit	3% of total contract value
Validity of Bid	180 days after bid Opening
Period of Contract	Two years from the date of award of work and may be extended for further period of one year with the same terms and conditions.
For viewing, quoting the detailed NIT bidders may also visit our website	<a href="http://aiismangalagiri.edu.in">http://aiismangalagiri.edu.in</a> <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>

The Director, AIIMS Mangalagiri invites Tenders in Two Bid System (i.e., Technical and Financial Bid) from reputed, experienced bidders for data entry services for documentation of patients treated at AIIMS, Mangalagiri under Dr NTR Vaidya Seva Scheme / PM-JAY through on-line e-procurement portal [www.eprocure.gov.in](http://www.eprocure.gov.in). The Tender documents are also available in our website: [www.aiismangalagiri.edu.in](http://www.aiismangalagiri.edu.in). The bidders have to submit the bids online by uploading all the required documents through [www.eprocure.gov.in](http://www.eprocure.gov.in). The bids for this tender will be accepted through online only.

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. The procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. of India, and subsequent amendments thereof. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim. The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Mangalagiri will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Director, AIIMS Mangalagiri reserves the right to accept or reject any quotation in full or part thereof without assigning any reason.

**Manual bids and conditional bids will not be accepted under any circumstances and will be out rightly rejected.**

F I/C (Procurement)  
For Director, AIIMS Mangalagiri

## **GENERAL INFORMATION**

The bids are invited from the interested bidders for data entry services for documentation of patients treated at AIIMS, Mangalagiri under Dr NTR Vaidya Seva Scheme / PM-JAY into Dr NTR Vaidya Seva / PM-JAY portal. The bidders showing interest should offer this service in accordance to the guidelines formulated by Dr. NTR Vaidya Seva Trust (here after mentioned as Dr NTR VST), Mangalagiri, without any deviation. In offering the said data entry service, every aspect of this service provided will be under the supervision of Dr NTR Vaidya Seva Committee, AIIMS Mangalagiri.

**Disclaimer:** The status as one of the Network Hospitals accorded to AIIMS Mangalagiri is solely at the discretion of Dr. NTR Vaidya Seva Trust, Mangalagiri. The Dr NTR Vaidya Seva Committee, AIIMS Mangalagiri cannot be held responsible for any disputes arising out of its said status as a Network Hospital under Dr. NTR Vaidya Seva Scheme. The contract to be awarded will be in force till the Network Hospital Status is maintained by Dr. NTR Vaidya Seva Trust, Mangalagiri, or till the end of contract agreement period or till it is nullified for any reason between the bidder and Dr NTR Vaidya Seva Committee, AIIMS Mangalagiri whichever is lapsed early.

The bidder is expected to strive for maintaining the said status of the Hospital with their prompt and relevant data entry, which is instrumental in providing cashless treatment to the poor and needy patients under the Dr. NTR Vaidya Seva scheme.

### **TECHNICAL BID DOCUMENTS FOR BIDDER ELIGIBILITY:**

#### **The bidding process: Technical bid**

##### **1) Eligibility:**

- i. The bidder must have past experience in providing the data entry services Ayushman Bharat – PM JAY / Dr NTR Vaidya Seva / Aarogyasri / any similar kind of state government schemes at any Institute of National Importance (INI) or any central government hospital / state government hospitals.
- ii. The bidder must have offered the above mentioned data entry service for at least for three years in any two or more central / state Government Hospitals. The certificate to this effect of providing data entry service for Dr NTR Vaidya Seva / Aarogyasri patients in any government institution must be enclosed in original issued by the head of the institute.
- iii. The certificate from the head of the institution should be enclosed. The bidders not disclosing all the institutes where he / she offered this service for any undue advantage will forfeit the earnest money deposit, forfeit the contract if awarded on false grounds which are revealed at any time, and forfeit the total performance security deposit. The bidders who offered this service in any Government Hospital, with any kind of loss to the institution and who have not produced this certificate are not eligible to participate in the bid.
- iv. Bidder must have registered with the Labour Department, Government of Andhra Pradesh as manpower services provider on outsourcing basis with validity during the tenure of the contract. Proof of registration from labour department to be submitted.
- v. Bidder should have been registered with income tax, GST, ESI and EPF departments. Copies of the same to be submitted.
- vi. Financial turnover: The bidder should have a minimum annual turnover of Rs.

3.00 Crore from the work of providing manpower services on outsourcing basis services during the last three financial years i.e. 2021-22 to 2023-24. Audited balance sheets and other financial statements should be submitted. Bidder should have net profit after tax during each of last three financial years.

### **General Terms & Conditions**

1. AIIMS Mangalagiri requires minimum of twenty **(20) computers** with motherboard supporting one TB SSD, sixteen GB RAM, six USB ports, i5-13 generation or higher processor. All of them put together should have the five-star energy efficiency. The bid document must specifically mention the above said requirement, with the make of the equipment, model number, and in what numbers they are offered.
2. Each computer (twenty) must have a data entry operator (DEO) engaged by the bidder and one supervisor, the expenses and labour law implications for engaging the data entry operator must be borne by the bidder. The bid document must specifically mention the point that with what number of data entry operators the service is offered and bidder must be bearing all the expenses. The location of computers in terms of the place and numbers, the job chart to the data entry operators will be given by the Dr NTR Vaidya Seva Committee, AIIMS Mangalagiri.
3. **During nightshifts, Sundays and gazetted holidays, Dr NTR Vaidya Seva cell should be opened 24X7 with atleast one DEO so as to facilitate admissions and discharges in those hours.**
4. The following computer peripherals in the same numbers like computers (twenty) are necessary equipment for obtaining data from patients. Laser monochrome Printers to print out different forms are required for each promised computer, capable of printing A4 size papers. The bid document must specifically mention the make, model number, and in what numbers they said printers are promised. Thumb print capture devices are required as a biometric device to register the patients and to discharge patients. The Dr NTR VST will decide the specifications and kind of biometric device to be used for this purpose. It is the responsibility of the bidder to provide such equipment with technical specifications decided by Dr NTR VST and in numbers decided by the Dr NTR Vaidya Seva Committee, AIIMS Mangalagiri. The present requirement of the thumb print capture/ Iris devices (as per Dr NTR VST) is ten in number.
5. The hardware requirements were already specified in the bid document at point no. 1, 4-9 of general terms and conditions. However, it has been decided that biometric devices to provided by firms should compatible with desktop computers that will be provided. In addition to the above, instead of 10 laptops only two laptops with attached biometric devices should be supplied by the firm. This is in addition to the 10 exclusive biometric devices to be provided by the firm.
6. Flat bed scanners able to generate .pdf and .jpeg files are required to scan different documents and case sheets. The bidder must mention them in the bid document, the make, model number and in what numbers they are offered.
7. Video capture device for endoscope: the surgical procedures done with endoscope must be recorded in to a hard disc with a video recording device which can record the video clipping in high-definition format to be uploaded with Webex annotations. The bidder must provide two video capture devices connectible to endoscope cameras / image consoles. The bidder must provide 15 nos of tab

devices (minimum 11 inches) of Samsung / lenova / apple / reputed make wifi connectivity for taking good pixel photographs and 2 nos of HD digital cameras / image capturing devices with atleast 10 or more Megapixel. The bidder must mention them in the bid document, the make, model number and in what numbers they are offered.

8. **Network:** in order to avoid delays in uploading the data into Dr NTR VST website the bidder should provide a network bearing all the expenses by the bidder. For the given data entry service, a minimum network speed of 20 MBPS must be guaranteed at all the computers with dedicated connections to each computer or with a switching unit at all the places where ever loss of network speed can occur when twenty computers are used. The bidder must mention the network speed promised the make and model of network cable, number of switching units with make and model.
  9. **Uninterrupted Power Supply:** In order to not to lose data during power cuts the bidder must provide UPS at all the computer points to last upto 30 minutes. The bidder must specifically mention the make, model number and numbers of UPS promised.
  10. **Alternative storage device:** as the patient's data to be uploaded into Dr NTR VST website needs to be uploaded again and again during claim process the bidder must provide alternate storage device for keeping the data safe and secured. The bidder must mention the make and model number and numbers of alternate storage devices and its memory size to store the data from twenty computers.
1. **Software:** All the computers should be installed with genuine Windows 11, with MS office software, with .pdf readers. The legal implications in installing such software must be borne by the bidder. The bidder must specifically mention in the bid document, what OS is used in offering the service, office software and .pdf readers.
  - 2 **Stationery and maintenance:** The bidder must provide the stationery, refills to the equipment, maintenance of the equipment bearing all the expenses by the bidder. The bidder must specifically mention all these aspects in the bid document.
  - 3 **Supervision:** As the data entry service is involving twenty data entry operators and related hardware, the service can be effectively delivered without any man power or technical snags, if the service is supervised by a manager, for which the expenses must be borne by the bidder.
- 4.**Period of Service:** the period of service must be 2 years extendable up to 1 year.
5. The bidder should enclose the income tax returns of the firm along with the bid document for a year in the tenure when he has offered data entry service.
6. **Earnest money deposit:** the bidder must enclose a demand draft for Rs. 1,60,000/- (Rupees one lakh sixty thousand only) of any nationalized bank favoring AIIMS Mangalagiri, payable at Mangalagiri. The demand draft should be handed over to AIIMS Mangalagiri when the technical bid is opened. The bids not enclosed with earnest money deposit stand disqualified.
7. The bidder should inform the grounding of the work in writing on the letter head of the firm for verification. The technical bid must contain a declaration on the letter



head of the bidder's firm signed by the bidder, that performance security deposit will be submitted on the same day of finalizing the bid to ground the work and for providing the data entry service as per the detailed description mentioned above.

8. The bidder must enclose the undertaking that he has understood every aspect of this bid document without any issues that need to be clarified. This declaration also must mention that Memorandum of Understanding will be submitted for which the text will be issued by the AIIMS Mangalagiri, which in turn will be mentioning all the aspects mentioned in this bid document.

11. The bidder must submit an undertaking to the effect that whatever data handled by him in providing data entry service will be genuine and as per the guidelines of DR NTR VST.

12. So far the eligibility criteria are explained as items to be promised and declarations, certificates and Cheque. All the items or equipments must be mentioned on the letter head of the firm as per the instructions mentioned in each eligibility criterion, which should be signed by the owner of the firm only, who is supposed to attend and participate the bid finalizing procedure. The declarations must be submitted on the letter head of the firm signed by the owner of the firm, who is supposed to attend and participate the bid finalizing procedure. Mere mentioning of any technical item in general terms like all are provided, everything provided, are not accepted and bid will be disqualified if specifications are not mentioned against each item in detail.

13. Should submit all Annexure in Firm letter head.

## **PRICE BID**

Price bid in the form of BOQ\_XXXX.xls

The below mentioned Financial Proposal/ Commercial bid format is provided as BOQ.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BOQ.xls as it is quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected. The L1 bidder shall be determined based on quoted percentage of charges on claims credited by Dr. NTR Vaidya Seva Trust for cases treated at AIIMS, Mangalagiri. The approximate claim credits under Dr NTR Vaidya Seva cases would be around Rs. 8.50 crore per annum, which is expected to increase.

## **THE SCOPE OF WORK**

**Force Majeure:** The issue of this tender notification is intended to give wide publicity for the notification, to receive the bids from eligible bidders who should offer the service as per the scope of work mentioned in detail in the following pages.

**Description of Data entry Service:** For all the Dr. NTR Vaidya Seva cases the data entry service involves the below mentioned steps in total within the time frame mentioned against each step

- 1) Registration of patients should be done with a printout / scanned copy of white ration card or Dr. NTR Vaidya Seva Health Card or CM Camp Office letter, or whatever

proof at the discretion of Dr NTR VST and a biometric device as specified by Dr NTR VST from time to time.

Time frame: As soon as patient is received in AIIMS Mangalagiri.

- 2) Updating On bed status: For all on bed cases once in every day.  
Time frame: Early hours of the day.
- 3) Out Patient to In-patient Conversion: wherever registered patient requires such conversion:  
Time frame: Same day of inpatient admission of patient.
- 4) Obtaining relevant data required for preauthorization from treating doctor, for submitting preauthorization with relevant surgery / therapy code, decided by the treating doctor, into Dr NTR VST website. The said data will be available in the case sheet, photos and investigation reports obtained by the treating doctors.  
Time frame: Before proposed / planned (elective) Therapy / Surgery, in every case without any exception.
- 5) Registering (along with Aarogyamithra) and uploading the emergency telephonic approvals for starting therapy or surgery workflow and submitting preauthorization into web site as soon as the patient gets the relevant document for treatment under Dr. NTR Vaidya Seva Scheme.  
**Time frame:** Seventy-two hours from telephonic intimation by the treating doctor.
- 6) Dr NTR VST approval status /pending status Surgery / Therapy in the Dr. NTR Vaidya Seva workflow should be intimated to the treating doctor.  
Time frame: every day before 10 AM
- 7) Surgery Update and Treatment Schedule update should be done with all relevant genuine data. The data for this Dr. NTR Vaidya Seva workflow status requires operation theatre notes, capturing the still photos and video clippings of procedure, which should be captured while maintaining the Operation Theatre and or ICU sterilization under the guidance of treating doctor. The relevant data should be obtained by following every norm laid down and updated by DR NTR VST.  
Time frame: same day surgery / treatment.
- 8) Pre operative /before treatment, post operative / post treatment clinical notes must be entered with relevant details as entered in case sheet.  
Time frame: every day till discharge update status.
- 9) Surgery and treatment photos involving on bed photos, scar photos, which should will be provided by treating doctor, X rays, Scan reports, Biopsy reports as per the case-to-case guide lines laid down by Dr NTR VST.  
Time frame: Before the discharge date.
- 10) Discharge update is to be done on the same day of the discharge. The date and time of discharge of every patient should be obtained from the treating doctor at least one day before the discharge, so that every aspect of data for submission of the claim will be verified before patient leaves the hospital. The specified discharge photo along with treating doctor, MEDICO, Aarogyamithra, travelling allowance, discharge summary, discharge medicines, at the kiosk should be taken. All the said details and scan copy of case sheet should be ready for submission of the claim on the same day of discharge.  
Time frame: same day of the discharge.
- 11) The claim submitted status should be obtained with relevant data as specified by Dr NTR VST immediately after the mandatory gap of eleven or twenty-one days of discharge.  
Time frame: same day after the specified mandatory gap decided by Dr NTR VST.

- 12) During the claim in process status every change in status of claim and pending status should be informed to the treating doctor.  
Time frame: within same day of change in status till claim paid status.
- 13) All the claim paid cases in every calendar month should be submitted to Dr. NTR Vaidya Seva office along with the treating doctor wise break up, with same columns as in Dr. NTR Vaidya Seva website patient search page and treating doctor's name.  
This list must be submitted as a soft copy and a hard copy.  
**Time frame:** first or second day of every month.
- 14) The documents need to be tracked and uploaded within 72 hours. [In the case of an emergency, after telephonic intimation (TID)]. In case of day care cases, after admission, documents must be uploaded within 48 hours without fail in coordination with treating departments.
- 15) The bidder should provide display boards of IEC material at prominent places in consultation with concerned authority.

**Disclaimer:** The workflow described above is to be followed as per the workflow modules issued by Dr NTR VST. The pattern of workflow may be changed by Dr NTR VST. The hospital cannot be held responsible for any changes in the workflow, which is solely at the discretion of Dr NTR VST. The bidder should follow the workflow decided by Dr NTR VST under all the circumstances in offering the data entry service on any given day. The number of cases processed to the status of claim paid case in a calendar month is solely at the discretion of Dr NTR VST. **End of disclaimer.**

## **GENERAL INSTRUCTIONS TO BIDDERS (GIB)**

### **1. Preamble: -**

- 1.1 **Earnest Money Deposit:** EMD amounting to Rs. 1,60,000/- (Rupees one lakh sixty thousand only) (refundable to unsuccessful bidders after award of the contract) **the payment shall be made in the form of Insurance security bonds, Account Payee, Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any commercial bank, may be drawn in the favor of "AIIMS Mangalagiri – Receipts" or deposit /transfer to the following Bank Account details (Account no: 38321557910, IFSC- SBIN0061485, A/c Name- AIIMS Mangalagiri – Receipts) or payment online in an acceptable form safeguarding the purchaser's interest in all respects.**
  - a) The EMD should be furnished along with the technical bid.  
The Original DD EMD should reach ***O/o Procurement Cell, Room no: 2151, Logistic Block, AIIMS Mangalagiri, Guntur -522503*** within the bid submission date and time for the tender. Bids received without EMD or Late will be rejected.  
**Exemption:** Firms registered with NSIC/MSME (for sales & Service of Similar Items) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective firm / departments have to submit the relevant certificate (MSE etc.) and financial limit to avail this exemption.
  - b) **Eligibility of Bidders: -** Before formulating the tender and submitting the same to the purchaser, the bidder should read and examine all the terms, conditions, instructions,

checklist, technical specifications, etc. contained in the Tender documents. Failure to provide and/or comply with the required information, instructions etc. incorporated in these tender documents may result in rejection of its tender.

- c) **Language of Tender:** -The tender submitted by the bidder and all subsequent correspondence and documents relating to the tender exchanged between the bidder and the purchaser, shall be written in English language, unless otherwise specified in the Tender Enquiry. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

The tender submitted by the bidder and all subsequent correspondence and documents relating to the tender exchanged between the bidder and the purchaser, may also be written in the Hindi language, provided that the same are accompanied by English translation, in which case, for purpose of interpretation of the tender etc, the English translations shall prevail.

- d) **Tendering Expenses:** - The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and for subsequent processing the same. The purchaser will, in no case be responsible or liable for any such cost, expenditure etc regardless of the conduct or outcome of the tendering process.

2. **Tender currencies:** - The bidder supplying indigenous goods or already imported goods shall quote only in Indian Rupees (INR). Bids, where prices are quoted in any other way shall be treated as non - responsive and will be rejected.

3. **Tender Prices:** - The bidder shall indicate all specified components of prices shown therein on the Price Schedule provided in BoQ including the unit prices, applicable taxes and total bid prices of goods and services. It proposes to supply against the requirement. The entire column shown in BoQ should be filled up as required. Cost per item will be considered for Price evaluation.

4. **Bid validity:** -

- a. The bids shall remain valid for acceptance for a period of 180 days (One hundred and Eighty days) after the date of tender opening prescribed in the tender document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.
- b. In exceptional cases, the bidders may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by email. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender.
- c. In case the day up to which the tenders are to remain valid falls on / subsequently declared a holiday or closed day for the purchaser, the tender validity shall automatically be extended up to the next working day.

5. **Non- responsive tender:** -Non submission of the following is some of the important aspects, for which a tender shall be declared non – responsive during the evaluation and will be ignored:

- a) Tender Acceptance Form as per Annexure-I (signed & stamped) not uploaded.
- b) Bid validity is shorter than the required period.

- c) Required Bid Security (Amount, validity etc.)/ Exemption documents have not been uploaded as per stipulated provisions.
  - d) Bidder has not agreed to give the required performance security of required amount in an acceptable form for due performance of the contract.
  - e) Bidder has not agreed to other essential condition(s) specially incorporated in the Tender document like terms of payment, liquidated damages clause, comprehensive warranty clause, dispute resolution mechanism, and applicable law.
  - f) Poor/unsatisfactory past performance.
  - g) Bidders who stand de-registered/ banned/ blacklisted by any Central Govt. Ministries/ Departments/ Hospitals/Institutes.
  - h) Bidder has not agreed for the delivery terms and delivery schedule.
- 6. Discrepancies in Prices:** The Bidder(s) shall quote Rate up-to two decimals only. Bidder(s) to note that only first two decimals shall be considered for evaluation if quotation
- 7. Bidder's capability to perform the contract:**
- a) The purchaser, through the above process of tender scrutiny and tender evaluation will determine to its satisfaction whether the bidder, whose tender, has been determined as the lowest evaluated responsive tender is eligible, qualified and capable in all respects to perform the contract satisfactorily. If, there is more than one schedule in the Schedule of Requirements, then, such determination will be made separately for each schedule.
  - b) The above-mentioned determinations will inter-alia take into account the bidder's financial, technical and production capabilities for satisfying all the requirements of the purchaser as incorporated in the Tender document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the bidder in its tender as well as such other allied information as deemed appropriate by the purchaser.
- 8. Contacting the Purchaser:** In case a bidder attempts to influence the purchaser in the purchaser's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the bidder shall be liable for rejection in addition to appropriate administrative actions being taken against that bidder, as deemed fit by the purchaser.
- 9. Purchaser's Right to accept any tender and to reject any or all tenders**  
The purchaser reserves the right to accept in part or in full any tender or reject any or more tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidders. The Director reserves the right to modify, add or delete any terms & conditions of the contract as and when required.
- 10. Scrutiny and Evaluation of Tenders:-**
- a) Tenders will be evaluated on the basis of the terms & conditions/ Eligibility criteria already incorporated in the tender document, based on which tenders have been received and the terms, conditions etc. mentioned by the bidders in their tenders.
  - b) The Purchaser will examine the Tenders to determine whether they are complete, devoid of computational errors required sureties furnished, and documents signed & duly stamped.

- c) The Tender/Bid will be opened online at <https://eprocure.gov.in/eprocure/app> in the O/o F I/c(Procurement) at AIIMS Mangalagiri Premises at designated bid opening.
- d) Financial bids will be opened only for the technically qualified bidders.
- e) In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid. No information of any will be given to individual bidders.
- 11. Signing of Contract:** The successful bidder shall execute an agreement for ensuring satisfactory execution of data entry services for documentation of patients treated at AIIMS, Mangalagiri under Dr NTR Vaidya Seva Scheme / PM-JAY
- 12. Award Criteria:** The Purchaser will award the contract to the bidder whose bid has been determined to be substantially responsive and who has bided the lowest evaluated bid price.
  - a) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract
  - b) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order. The Director reserves the right to accept or reject any or all tenders without assigning reasons.

### **GENERAL TERMS & CONDITIONS**

#### **1. Performance Security: -**

**Performance Security may be furnished in the form of Insurance Security Bonds, Account Payee Demand Draft, Fixed deposit receipt, Bank Guarantee from a commercial bank, may be drawn in the favor of “AIIMS Mangalagiri – Receipts” or bank deposit /transfer to the following Bank Account details (Account no: 38321557910, IFSC- SBIN0061485, A/c Name- AIIMS Mangalagiri – Receipts) or online payment in an acceptable form safeguarding the purchaser’s interest in all aspects. The validity will be for a period up to sixty (60) days beyond Warranty Period.**

Security Deposit shall be kept valid for a period of 60 days beyond completion of all the contractual obligations. In case of the contract fails to submit the requisite PSD even after 2 weeks from the date of issue of NOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.

- a) The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non – observance of any condition of the contract.
- b) Successful supplier/firm should submit performance Security Deposit as prescribed in favor of “AIIMS Mangalagiri – Receipts” and to be received in the *office of Faculty In charge (Procurement), Room no: 2151, Logistic block, AIIMS Mangalagiri, and Guntur-522503* before the date of commencement of supply or 2 weeks from the date of acceptance of the purchase order, whichever is earlier. The Performance Security Deposit to be furnished as per given Performa of the tender documents, for an amount covering 3% of the contract value.

- c) Validity of the Performance Security Deposit shall be for a period of 60 days beyond of the warranty period from the date of issue of installation & commissioning
- 2. Country of Origin:** All goods and services to be supplied and provided for the contract shall have the origin in India or in the countries with which the Government of India has trade relations. The word “origin” incorporated in this clause means the place from where the goods are mined, cultivated, grown, manufactured, produced or processed or from where the services are arranged.
- 3. Sample/Demonstration:**
- The tenderer may be asked to demonstrate the material sample as and when required by the Institute for quality evaluation and all the expenses for demonstration will be borne by the tenderer. Purchase will be done only after the approval of the quality of the product by the Competent Authority.
  - The successful bidder should provide demonstration post issuing of work order failing which work order shall be cancelled and EMD / PSD shall be forfeited as is the case
- 4. Delivery & Installation:** The successful bidder should strictly adhere to the delivery schedule supply of above equipment / services should be affected within 4 Week from the date of purchase order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter. Otherwise, Liquidation Damages will be imposed as per clause no. 5. Purchase order will be placed as required by consignee.
- 5. Penalty:** If the suppliers fails to deliver and place any or all the equipment / services or perform the service by the specified date as mention in purchase order, penalty at the rate of 0.5% per week of delayed value of goods subject to the maximum of 10% of delayed goods value will be deducted, afterwards another penalty may be imposed.
- 6. Penalties for non-performance**
- The penalties to be imposed, at any stage, under this tender are;
- imposition of liquidated damages,
  - forfeiture of performance security,
  - termination of the contract,
  - Blacklisting/debarring of the bidder.
- 7. Training and Demonstration (If required):** Suppliers needs to provide adequate training and demonstration at AIIMS Mangalagiri to the nominated person of AIIMS Mangalagiri at their cost. AIIMS Mangalagiri will not bear any training or living expenditure in this regard. The Supplier should arrange for regular weekly visit to the AIIMS, Mangalagiri campus by its technical team and assist in maintenance of the item / equipment / services within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient
- 8. Right of Acceptance:** AIIMS, Mangalagiri reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Mangalagiri also reserves the rights to accept all the equipment/instruments in the given tender or only part of it in any given schedule without assigning any reason.
- 9. Risk Purchase & Recovery of sums due:**
- Failure or delay in supply of any or all items as per Requisition / Purchase Order,

Specification or Brand prescribed in the tender, shall be treated as 'non-compliance' or 'breach of contract' and the order in part or full be arranged from alternative source(s) at the discretion of the Competent authority and the difference in price has to be recovered from the tenderer as mentioned elsewhere.

- b) The amount will be recovered from any of his subsequent / pending bills or security Deposit.
- c) In case the sum of the above is insufficient to cover the full amount recoverable, the
- d) **Right to reject:** AIIMS, Mangalagiri reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.

**10. Option Clause:** The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50% of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

**11. Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Mangalagiri shall have the power to terminate the contract without any prior notice.

**12. Force Majeure:** If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, exception, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries have been so resumed or not shall be final and conclusive. Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, Mangalagiri party may, at least option to terminate the contract.

**13. Breach of Contract/Agreement:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract/agreement without assigning any reasons thereof and nothing will be payable by AIIMS, Mangalagiri. In that event the security deposit shall also stand forfeited.

*False declaration will be in breach of the code of integrity under rule 175 (1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to Two Years as per rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law*

**14. Subletting of contract:** The firm shall not assign or sublet the contract or any part of it to any other person or party without having prior permission from AIIMS, Mangalagiri, which



will be at liberty to refuse if thinks fit.

**15. Payment Terms:**

- a) **100% payment upon submission of bills in original along with bill claims and credit details etc after credit of bill claim amount.**
- b) Payment shall be made subject to recoveries, if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.
- c) The supplier shall not claim any interest on payments in any circumstance.
- d) Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.
- e) No payment shall be made for rejected cases by Dr NTR VST.
- f) In case, any claim rejected due to incomplete / improper submission of claim by firm, the same shall be deducted from payments to be made to the firm after review and recommended by Dr NTR Vaidya Seva Implementation Committee.

**16. Goods & Services Tax:-**

- a) GST rates applicable on your quoted item may please be confirmed.
- b) Please confirm if there any change (Upward/Reduction) in your **Basic Price** structure. And you are also requested to pass the Input Credit as per the following Anti Profiteering Clause of GST. **“Upon Implementation of GST. Any reduction in the rate of tax on supply of goods or service or the benefit of input tax credit shall be passed on to AIIMS Mangalagiri by way of commensurate reduction in the prices”**
- c) HSN Code for each item should be clearly mentioned.

**17. Fall Clause:**

- a) Prices charged for supplies under Rate Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other State Government/Central/Public Undertaking during the period of the contract.
- b) If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central of State government, the supplier shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates after wards.
- c) If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./Central and Pubic Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction/ specifications specified in the Purchase order and demonstrate at the their own cost

**18. Use of contract documents and information**

- a) The supplier shall not, without the purchaser's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this Tender document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- b) Further, the supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in this tender except for the sole purpose of performing this contract.
- c) Except the contract issued to the supplier, each and every other document mentioned in tender shall remain the property of the purchaser and, if advised by the purchaser, all copies of all such documents shall be returned to the purchaser on completion of the supplier's performance and obligations under this contract.

**19. Assignment:** The bidder shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission.

**20. Sub Contracts**

- a) The bidder shall notify the Purchaser in writing of all sub contracts awarded under the contract if not already specified in its tender. Such notification, in its original tender or later, shall not relieve the bidder from any of its liability or obligation under the terms and conditions of the contract.
- b) Sub contract shall be only for bought out items and sub-assemblies.
- c) Sub contracts shall also comply with the provisions of "Country of Origin".

**21. Signing the Contract:-** The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. One Hundred only) along with performance security within fifteen (15) days from the issue of notification of award. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the acceptance of BID shall be considered as cancelled.

**22. Corrupt or Fraudulent Practices:** It is required by all concerned namely the Consignee/Bidders/Suppliers etc to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines, for the purposes of this provision, the terms set forth below as follows:-

- a) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; &
- b) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after Tender submission) designed to establish Tender prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;

- c) will be rejected a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
  - d) Will be declared a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the purchaser if it at any time it is determined that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.
23. Bidders are requested to quote their prices on a firm & fixed basis for the entire period of the Contract. Bids of the firms received with prices quoted on variable basis shall be rejected without assigning any reasons and no communication in this regard shall be made.
24. The quantity of item given in the tender is tentative, which may be increased or decreased as per the institute's requirement.
25. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
26. The items will have to be supplied at Institute's designated site. No transportation/ cartage charges will be provided for the same.
27. The Successful Tenderer shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours on holidays. The person should be capable of making arrangement for supply of the desired goods even on short notice to AIIMS, Mangalagiri.
28. AIIMS Mangalagiri shall not be responsible for any financial loss or other damages or injury to any time or person deployed/supplied by the bidder in the course of the performing the duties to this office in connection with purchase order/supply order for supplying of reagents.
29. The bidder is required to submit compliance sheet, which should reflect details of clause-by-clause compliance of technical specifications as well as general terms & conditions failing which their offer shall be rejected.
- 30. Arbitration / Resolution of disputes: -**
- a) In the event of any dispute or difference(s) between the vendee (AIIMS Mangalagiri) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director AIIMS Mangalagiri who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
  - b) If the parties fail to resolve their dispute or difference by such mutual consultation within twenty- one days of its occurrence then, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration.
- 31. Applicable Law & Jurisdiction of Courts**
- a) The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
  - b) All disputes arising out of this tender will be subject to the jurisdiction of courts of law in Vijayawada/Guntur (Andhra Pradesh, India).

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The Director, AIIMS Mangalagiri, invites E-Bids in Two Bid System (i.e., Technical and Financial Bid) from eligible Manufacturers / Direct Importers/ Authorized distributors by online mode through E-procurement portal <https://eprocure.gov.in/> on mutually agreed terms and conditions and satisfactory performance

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

### **1. REGISTRATION**

- a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/> ) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- b) As part of the enrollment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / nCode / eMudhra etc.), with their profile.
- e) 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.
- f) 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.

### **2. SEARCHING FOR TENDER DOCUMENTS**

- a) 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.
- b) 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 / e- mail in case there is any corrigendum issued to the tender document.
- c) 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.

### **3. PREPARATION OF BIDS**

- a) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- b) Bidder, in advance, should get the bid documents ready to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /

DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- c) 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, 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.

#### **4. CORRIGENDUM**

- a) At any time prior to the deadline for submission of bids, the purchaser may, for any reason deemed fit, modify the Tender Enquiry Document by issuing suitable Corrigendum to it.
- b) Corrigendum in technical specification issued after pre-bid meeting will be final & no corrigendum will be issued thereafter.
- c) Corrigendum will be notified through <https://eprocure.gov.in/eprocure/app> and website of AIIMS Mangalagiri.

#### **5. SUBMISSION OF BIDS:**

- a) 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) 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 colored (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 upload it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- d) 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.
- e) All the documents being submitted by the bidders will be encrypted using PKI encryption 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.
- f) 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 openers public keys.
- g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) 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 summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- i) 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.

## **6. ASSISTANCE TO BIDDERS**

- a) 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.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directed to the 24x7 CPP Portal Helpdesk.

Institute website: <http://aiimsmangalagiri.edu.in>

E-Tender Portal: <https://eprocure.gov.in/eprocure/app>

For any technical related queries please call at 24 x 7 Help Desk Number

0120-4001 002, 0120-4001 005, 0120-6277 787

Email Support: [cpp-doe@nic.in](mailto:cpp-doe@nic.in) , [support-eproc@nic.in](mailto:support-eproc@nic.in)

Tender queries: [procurement@aiimsmangalagiri.edu.in](mailto:procurement@aiimsmangalagiri.edu.in)

Ph. no: [08645-280036](tel:08645-280036)

**PRICE BID FORM**

To,

The Director,  
AIIMS Mangalagiri

1. I/We .....submitted the bid for Tender No. ...., dated ..... for “Data Entry Service for the Dr. NTR Vaidya Seva Cases Treated at AIIMS, Mangalagiri.”
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 supply 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.

S.No.	Description of Item	Unit	Rates to be quoted in %	Plus GST*
1.	Charges on claims credited by Dr. NTR Vaidya Seva Trust	1		

\* As applicable as per norms.

*Note: Rates are inclusive of all charges like freight, Unloading, Installation, levies, and duties except Service Tax. Service Tax shall be paid as per actual, hence it should be shown separately. “Discount” or extra charges if any mentioned by the bidders shall not be considered unless these are specifically indicated in the price schedule.*

Date  
Place

Signature of the Bidder / Authorized signatory Name

Address

Telephone

Seal

Annexure-I

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

**Date:**

To,  
The Director,  
AIIMS Mangalagiri

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: \_\_\_\_\_

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/ Work' from the web site(s) namely: \_\_\_\_\_ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), technical Specifications etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)



**PROFILE OF THE ORGANIZATION/COMPANY/FIRM**  
(To be given on Company Letter Head)

<b>Particulars of the Firm/Company/Agency</b>		
1.	Name of the firm/Company/Agency	
2.	Type of Firm/Company (Individual/proprietary/partnership/ public/private/ limited/ if any specify)	
3.	Type of business (Manufacturer/ Authorized Agent/ Consulting company/ if any specify)	
4.	Website	
5.	Year of Establishment	
6.	Permanent Account No (PAN)	
7.	GST Registration Certificate No	
8.	Communication Address	
9.	Email ID	
10.	Telephone/Phone Number	
<b>Particulars of the firm representative</b>		
11.	Name of the contact person	
12.	Designation	
13.	Email ID	
14.	Mobile No.	

<b>Particulars of firm Bank Account</b>		
15.	Name of the account holder / Firm	
16.	Account Number	
17.	Name of the Bank & Branch	
18.	IFSC Code	
19.	MICR code	
20.	Type of account	
21.	Address	
<i>*Please attach a Cancelled Cheque along with the account information form.</i>		

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge responsibility expected or me as a participant under the scheme.

**Certified that the particulars furnished above are correct as per our records.**

**Signature of the Authorized**

Date:

Designation Office Seal of the Bidder)

Annexure – III

**POWER OF ATTORNEY**  
**(On a Stamp Paper of relevant value)**

I/ We.....(name and address of the registered office)  
do hereby constitute, appoint and authorize Sri/Smt ..... (Name  
and address) who is presently employed with us and holding the position of  
..... as our attorney, to act and sign on my/our behalf to  
participate in the tender no..... for  
..... (Equipment /Item name).

I/ We hereby also undertake that I/we will be responsible for all action of  
Sri/Smt..... Undertaken by him/her during the tender  
process and thereafter on award of the contract. His / her signature is attested below

Dated this the \_\_\_ day of 20\_ For\_\_\_\_\_

(Name, Designation and Address)

Accepted

\_\_\_\_\_  
(Signature)

(Name, Title and Address of the Attorney)

Date: \_\_\_\_\_

**Format of Experience certificate**

Contract No./Supply order No.	Name of the Purchaser*	Description of work	Qty Supplied	Value of Contract (Rs. In Lakhs)	Date of issue of work order	Stipulated period of completion	Actual date of completion

\* Attach certificate(s) of payments.

Annexure – VI

**AFFIDAVIT**

**(On Non-Judicial Stamp paper of Rs. 100)**

I, \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ resident of \_\_\_\_\_ Proprietor/Director  
authorized signatory of the agency/Firm (M/s \_\_\_\_\_), do hereby solemnly affirm and  
declare as follows:

1. I am authorised signatory of the agency/firm and is competent to sign this affidavit and execute this tender document;
2. I have carefully read and understood entire tender document including 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 no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director etc. as individual or against legal entity of the Company /Firm/Agency.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned /suspended/blacklisted business dealings. I/We further undertake to report to the F I/C (Procurement), AIIMS, Mangalagiri 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 an Agency which is banned/suspended in future during the currency of the Contract with you.
6. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.

Date:  
Place:  
Seal of the Agency

(Signature of the  
Bidder)  
Name:  
Designation  
Address:

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Deponent

## **ANNUAL TURNOVER STATEMENT**

(At the Letter Head of Chartered Accountant)

I/We have examined the books of account and other relevant records of .....  
(bidding firm name), having its registered office at ..... (full  
address of bidding firm) and do hereby certify that:

(1) Annual gross turnover as per Annual Accounts of the firm for last three years is as under-

Sl.No.	Financial year	Turnover
1.	2021-2022	
2.	2022-2023	
3.	2023-2024	

(2) Average turnover of the firm for last three financial years is Rs. ....

Signature of CA (with stamp of Firm) .....

Name- .....

(Registration No.- .....)

**(Chartered Accountant)**

**UDIN Number:** .....

Firm name- .....

Proprietor name .....

Signature (with stamp) .....

**Date-** .....

**CHECKLIST -I**

<b>S. no</b>	<b>Criteria</b>	<b>Yes/No</b>	<b>Certificate/ document attached or not</b>
1	Bidder has supplied data entry service Ayushman Bharat – PMJAY/ Dr. NTR Vaidya Seva / any similar kind of state government schemes at any Institute of National Importance or any central/state government hospital for $\geq 3$ years in $\geq 2$ govt. institutes		
2	EMD for an amount of Rs. Submitted or not.		
3	Bidder turnover		
4	MSE Certificate in the concerned category if claiming exemption from EMD		

**CHECKLIST -II**

<b>S. no</b>	<b>Criteria</b>	<b>Yes/No</b>	<b>Mention total number that will be supplied.</b>	<b>For equipment mention Make and Model</b>
1	20 computers with motherboard supporting one TB SSD, sixteen GB RAM, six USB ports, i5-13 generation or higher processor. with five star energy sufficiency			
2	Each desktop will be manned by a dedicated DEO supplied by agency.			NA
3	20 sets of Laser monochrome printers with minimum A4 printing.			
4	Biometric device with laptop			
5	Flat bed Scanner			
6	2 video capture device for endoscope			
7	2 HD Digital camera with sensor $\geq 10$ mega pixels			
8	15 nos of tab devises (minimum 11 inches) of Samsung / lenova / apple / reputed make WiFi			

**AIIMS/Tender/24-25/Dr. NTR Vaidya Seva Services**

	connectivity			
9	UPS			
10	Details of alternative storage devices			