



**Government
eProcurement
System**

eProcurement System Government of India

Tender Details

Date : 30-Mar-2026 04:18 PM

Print

Basic Details

Organisation Chain	All India Institute of Medical Sciences-Mangalagiri-Andhra Pradesh Procurement Cell - AIIMS Mangalagiri		
Tender Reference Number	AIIMS/MG/Proc/25-26/QMS Services		
Tender ID	2026_AIMSM_904100_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Supply
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	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	Financial bid

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

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	1,74,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Payable To AIIMS Mangalagiri	EMD Payable At	Payable At Mangalagiri

[Click to view modification history](#)

Work /Item(s)

Title	TENDER FOR ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM AT AIIMS MANGALAGIRI				
Work Description	TENDER FOR ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM AT AIIMS MANGALAGIRI				
Pre Qualification Details	As per tender document				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	Yes				
Tender Value in ₹	87,00,000	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	NA
Location	AIIMS Mangalagiri	Pincode	522503	Pre Bid Meeting Place	Procurement cell
Pre Bid Meeting Address	Room no 2151, Procurement cell, AIIMS Mangalagiri	Pre Bid Meeting Date	07-Apr-2026 03:00 PM	Bid Opening Place	Procurement cell
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	30-Mar-2026 05:00 PM	Bid Opening Date	21-Apr-2026 05:00 PM
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Document Download / Sale Start Date	30-Mar-2026 05:00 PM	Document Download / Sale End Date	20-Apr-2026 05:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	30-Mar-2026 05:00 PM	Bid Submission End Date	20-Apr-2026 05:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	NIT	734.12

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	document.pdf	TENDER FOR ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM AT AIIMS MANGALAGIRI	1062.24
	2	BOQ	BOQ_950289.xls	BOQ	344.00

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	ramamohanreddy@aiimsmg.edu.in	Ramamohanreddy Tippuluri	" RAMA MOHAN REDDY TIPPULURI"
2.	indhunesan.p@aiimsmg.edu.in	Indhunesan P	INDHUNESAN P
3.	m.mallikarjuna@aiimsmg.edu.in	Mukkara Mallikarjuna	MUKKARA MALLIKARJUNA

GeMARPTS Details

GeMARPTS ID	5G294EON9QJ1
Description	ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM
Report Initiated On	30-Mar-2026
Valid Until	29-Apr-2026

Tender Properties

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

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

Name	Executive Director
Address	AIIMS Mangalagiri

Tender Creator Details

Created By	Mukkara Mallikarjuna
Designation	Storekeeper
Created Date	30-Mar-2026 04:07 PM

अखिलभारतीयआयुर्विज्ञानसंस्थान, मंगलगिरी

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI

A CAB under Ministry of Health & family Welfare, Government of India

Tender No. AIIMS/MG/Proc/25-26/QMS Services



NOTICE INVITING TENDER

FOR

ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM AT AIIMS MANGALAGIRI

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.

Mangalagiri, Guntur District, Andhra Pradesh - 522503

Website: www.aiimsmangalagiri.edu.in

Tendering Portal: www.eprocure.gov.in/eprocure/app

Email: procurement@aiimsmangalagiri.edu.in

TENDER NOTICE**TENDER FOR ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM AT AIIMS MANGALAGIRI**

Tender No. AIIMS/MG/Proc/25-26/QMS Services

Critical Data Sheet	
Mode of Tender	E- Tender
Type of Bid	Two Cover Bid
Tender Publishing Date	30-03-2026 @ 05.00 PM
Pre- Bid meeting	07-04-2026 @ 03:00 PM
Pre – Bid Venue	Room no: 2151, Procurement cell, AIIMS Mangalagiri
Last date and time for submission of Tender	20-04-2026 @ 05.00 PM
Date and time for opening of tender	21-04-2026 @ 05.00 PM
EMD	Rs 1,74,000/- (2% of Contract Value)
For viewing, quoting the detailed NIT and Qualifying Requirement, bidders may also visit our website	http://aiimsmangalagiri.edu.in https://eprocure.gov.in/eprocure/app

The Executive Director, AIIMS Mangalagiri invites Tenders in Two Bid System (i.e., Technical and Financial Bid) from reputed, experienced Bidders for Establishing Appointment Scheduling and Queue Management System at Aiims Mangalagiri through on-line e-procurement portal www.eprocure.gov.in

The Tender documents are also available in our website: www.aiimsmangalagiri.edu.in, Bidders have to submit the bids online by uploading all the required documents through www.eprocure.gov.in 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, 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 Executive 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.

1. Scope of Work

- Development of WhatsApp and Web Portal-based Patient Registration and Appointment Scheduling System and Queue Management System.
- A Queue Management System (QMS) across OPD counters, lab counters, radiology, ultrasound, MRI/CT labs. It optimizes patient flow by integrating online/offline registration, automated token generation, and slot-based scheduling linked with HMIS. Each QMS module reduces waiting time and ensures efficient delivery of service.
- Additionally, necessary hardware infrastructure shall be identified to support QMS and HMIS functionalities, ensuring seamless execution by healthcare professionals.
- To implement the relevant solution for addition of a patient registration and appointment scheduling system to reduce queuing at OPD and lab counters, as well as to create a digital trail of the patient in the form of WhatsApp and Web Portal-based Patient Registration, Appointment Scheduling, and Queue Management System.
- The system shall be designed to collect information from the patient through a set of questions designed for the same purpose, register the patient, and generate an OPD appointment with an option for slot selection.
- The system shall be designed to integrate patient registration through WhatsApp/Web Portal with the existing CDAC HMIS system for CR number generation and pushing the registration data.
- The system shall be designed with Appointment Scheduling/Re-Scheduling (dynamic appointment booking form for both WhatsApp and Web Portal) with patient details, demographics (ABHA number integration), etc.
- The system shall be designed to integrate barcode generation with the CDAC system. The CDAC system shall generate the barcode and the appointment system shall pull the same.
- The system shall be designed for payment gateway integration for appointment payments (e-payment gateway) through the CDAC system.
- Appointment slip generation and prescription PDF generation.
- Multilingual support and speech assistance (for WhatsApp users).
- The system shall enable the administrator to configure the online appointment booking system. It shall also enable configuration/setup for various labs along with user role management for different types of users in the system.
- Slot selection and token generation for both online and offline patients.
- Display of token numbers and their movement at OPD/lab counters on display monitors.
- Prescription display: This feature shall enable the hospital to display the prescription to the patient in the WhatsApp booking flow itself. The prescription can be imported from the HMIS system (entered by the nursing officer of the relevant department where the patient visited).
- Lab reports display: This feature shall enable the hospital to display various lab reports of the patient in the WhatsApp booking flow, where the patient shall be displayed the lab reports once the same have been entered in the system by lab officials.

- QR/barcode display: This feature shall enable the hospital to display the patient QR code and barcode once the patient is registered with the hospital’s HMIS system. This shall enable the patient to gain easy access to hospital facilities during their visit.
- Create or link ABHA account of the patient: This feature shall enable the patient to create an ABHA account and link it with the patient CR number, or link an already existing ABHA ID with the patient CR number. This can be achieved by creating the ABHA ID using the mobile number or Aadhaar number and then linking it to the patient registered in the HMIS system, or linking a pre-existing ABHA number with the newly registered patient.
- Lab test price and tariff enquiry: This feature shall enable the patient to view the latest lab test prices in the WhatsApp registration and appointment booking flow itself. The patient can search for relevant tests and view prices.
- OPD enquiry: This feature shall enable patients to view the timings of OPD sessions of various doctors at AIIMS Mangalagiri. The view can be listed department-wise along with search functionality.
- Discharge view: This feature shall enable the hospital to send the discharge report of a patient through the WhatsApp platform, if he/she is registered on the same, post completion of treatment and upload of the same on the HMIS.
- Token generated should be in synchronized with ABHA Scan & share system
- SMS/WhatsApp message about the queue No. and appropriate time of consultation should be shared to patients.
- The Successful bidder shall integrate OPD/Lab & Diagnostic appointment system with Whatsapp and any other messenger app (as deemed necessary by the institute) which is available in Mobile Seva portal of Govt. of India at no additional cost to the institute.
- **The vendor should provide software update, cloud storage and AMC for the period of 5 years which may be further extendable annually on mutually agreeable terms & conditions.**

Detailed Specifications:

55 Inch LCD Data wall display	
Items	LCD Data wall display
Display Technology	LCD
Panel Technology	IPS
Lamp / Light Source	LED
Operational Hours	24 × 7
Diagonal Screen Size (cm)	139 or higher
Dimensions (L × W × D) (mm x mm x mm)	681.22 × 1210.5 × 85
Horizontal Resolution (Pixel)	1920
Vertical Resolution (Pixel)	1080
Bezel to Bezel Width (mm)	1
Contrast Ratio (Static)	10000:1
Aspect Ratio	16 : 9

55 Inch LCD Data wall display	
Items	LCD Data wall display
Response Time (mill sec)	8 milliseconds
Viewing Angle (Degree)	178
Display Color / Color Depth (Billion)	1.06
Auto Color & Brightness Matching Mechanism	Not Available
Brightness (nits)	500
Uniformity of Brightness Across Screen (%)	Minimum 90
Light Output of Projection Engine (Lumens)	700 lumen
Total Lamp Wattage (Watt)	210 Watt
Life of Light Source (Hours)	1,00,000 hours
Number of DVI - I Input Ports	1
Number of HDMI Input Ports	2
Number of VGA Input Ports (Nos)	1
Number of DisplayPort (Input)	2
Number of DisplayPort (Output)	1
Number of USB Ports	1
External Control Interface	RS232
Wall Mount Data Wall Structure	Available
Power Supply Requirement	240
Power Consumption in Operating Mode (Maximum) (Watt)	210 Watt
Power Consumption in Standby Mode (Maximum) (Watt)	1 Watt
Power supply Requirement	240
Accessories to be Supplied (Like User Manual, Software CD, Power Cord, Remote Control, etc.)	Yes
Presentation shall Support (Portrait & Landscape Orientation)	Yes
Maintenance	Rear
All Components, Attachments, Cabling and Fixtures which may not be explicitly specified in the specifications, but are necessary to complete the system installation and make the system fully operational, shall be supplied without extra cost	Yes
BIS Registration under CRS of Meity	Yes
BIS Registration Number & Validity	R-41079634
Operating Temperature Range (Degree C)	0 – 40
Operating Humidity (%RH)	80
On-site OEM warranty (year)	3 years

Tablet Computer	
Description of Stores	Tablet Computer with 1-year warranty including battery; Bluetooth 5.0 or higher; 802.11 a/b/g/n/ac or latest Wi-Fi; Voice Calling Support; Capacitive (Multi-Touch), In-built Speaker, USB Transfer/Charging Cable and Charger Adaptor
Minimum Display Size (in inch)	12.0 to 12.9
Minimum Display Resolution (in pixels)	2560 × 1600
Maximum Brightness (in nits)	501 to 600
Operating System	Android 14
Minimum Processor Speed (in GHz)	2.1 to 2.5
RAM Size (in GB)	8
Internal Storage Capacity (in GB)	128
Micro SD Card Support	Yes
Storage Upgradeable (through Micro SD Card) (in GB)	1024
Connectivity Type	Wi-Fi + Cellular
Network Support (Data and Voice)	5G, 4G/LTE, 3G, 2G, VoLTE
GPS Support	Yes
Type of SIM	Nano
Number of GSM SIM Available	2
Front Camera (in Mega Pixel)	10.1 to 13
Main Rear Camera (in Mega Pixel)	7.1 to 10
Audio In/Out	Via USB-C
USB Ports	Type-C
Battery Capacity (minimum) (mAh)	10,000 to 12,999
Operating Temperature (in °C)	5 to 45
Operating Humidity (%RH)	10 to 90
BIS CRS Compliance	Yes, as per IS 13252 (Part 1)
RoHS Certificate	Yes

22 Inch LCD Data Wall Display:	
Items	LCD Data Wall Display
Aspect Ratio	16: 10
Screen Finish Type	Glossy
Contrast Ratio	5000000: 1
Refresh Rate	60 Hz
Display Type	LED
Display Technology	LED
Viewing Angle	130 Degrees
Image Brightness	250 Candela
Has Color Screen	Yes
Screen Size	22 Inches
Item Dimensions (D × W × H)	22D × 50.2W × 39.9H cm
Item Weight	3200 grams
Screen Size	22 Inches
Maximum Display Resolution	1680 × 1050 pixels
Resolution	HD+
Power Consumption	21 Watts
Network Connectivity Technology	HDMI, VGA
Number of HDMI Input Ports	2
Number of VGA Input Ports (Nos)	1
Number of DisplayPort (Input)	2
Number of DisplayPort (Output)	1
Number of USB Ports	1
Mounting Type	Wall Mount
On-site OEM Warranty	3 Years

Barcode Scanner with USB Cable/Dongle (if applicable)	
Description of Stores	Barcode Scanner with USB Cable
Type of Barcode Scanner	Handheld (Wired)
Accessories	Not Applicable
Scan Technology	CMOS Imager
Supported Barcode Types	1D, 2D / QR Code
Scan Speed (Scan/Sec)	201 – 300
Minimum Battery Capacity (in mAh)	Not Applicable
Hours of Continuous Operation on a single charge	Not Applicable

Barcode Scanner with USB Cable/Dongle (if applicable)	
Connectivity Through	USB Cable
Supported Operating Systems	Windows, Android, Linux
Barcode Read Confirmation	Beep, LED
Features	Single Scan
Resolution (Min Element Width)	640 × 480-pixel
BIS CRS Compliance	Yes as per IS 13252 (Part 1)
Ingress Protection Rating	IP54
On-Site Warranty (in Year)	1 Year

2. GENERAL CONDITIONS OF THE CONTRACT

2.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English only.

2.2 AIIMS Mangalagiri Right to Accept/Reject responses

AIIMS Mangalagiri 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.

2.3 Tender response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be numbered and signed by the bidder including the closing page in token of his having studied the tender document and should be submitted along with the bid.

2.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the last date of submission of bids to end Customer organization.

2.5 Security Deposit / Performance Bank Guarantee (PBG)

a). The Successful Contractor will be required to furnish an amount @ 3% of Total Annual Contract Value (inclusive of GST) as a performance security in the form of Demand Draft (DD) from any Nationalized Bank duly pledged in the name of the "All India Institute of Medical Sciences, Mangalagiri" payable at Mangalagiri within 30 days from the award of contract. Security Deposit shall be kept valid for a period of 60 days beyond completion of all the contractual obligations.

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.

In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded for whatsoever reason(s), to honor the contract, the EMD/Performance Security deposited would be forfeited. The original PSD must be delivered to **Procurement Cell, Room no: 2151, logistic block, AIIMS, Mangalagiri, Guntur, and Andhra Pradesh 522503**

Performance Security will be discharged after 60 days from the completion of contractor's performance obligations under the contract.

2.6 Modification and/or Withdrawal of tender response

Tender response once submitted will be treated, as final and no modification will be permitted except with the consent of the AIIMS Mangalagiri.

No bidder shall be allowed to withdraw the response after the last date and time for submission. The successful bidder will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful bidder, the Earnest Money Deposit shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

2.7 Clarification of Tender Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the tender response shall be sought, offered or permitted.

2.8 Period of Association/Validity of Agreement

AIIMS Mangalagiri will enter into an agreement with selected bidder with detailed Terms and conditions

3. ELIGIBILITY CRITERIA

3.1 PROFILE OF THE ORGANIZATION/COMPANY/FIRM

(To be given on Company Letter Head)

FORM A: Particulars of the Firm/Company/Agency		
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	
Particulars of the firm representative		
11.	Name of the contact person	
12.	Designation	
13.	Email ID	

14.	Mobile No.	
FORM B: Particulars of Firm Bank Details		
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	
<p><i>*Please attach a Cancelled Cheque along with the account information form.</i></p>		

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)

3.2 Eligibility Criteria

SN	Description	Documents to be uploaded
A) General Eligibility		
1	The bidder must be any Govt. Agency (State/Central) or any Public Sector Undertaking (PSU) under the Central Government/ State Government. Other than Govt. Agencies / PSU's are not eligible to participate in this tender.	The bidder must submit valid documentary evidence in support of its PSU status.
2	Agency must have Income Tax Registration (PAN) and GST Registration.	Certificates of GST, PAN
B) Financial Eligibility		
1	Bidder should have annualized Average financial turnover of Rs 01 Crore against works executed during last three F. Y years (FY2022-23, FY 2023-24 and FY 2024-25)	Copy of Balance sheets, Turnover and profit loss statements for last three successive years duly certified by the Chartered Accountants of bidder to be submitted
C) Technical Eligibility		
1	<p style="text-align: center;">Proof of Experience of Works</p> <ul style="list-style-type: none"> The Bidder shall have a proven track record in delivering end-to- end software solutions to Government entities and PSUs, with demonstrated expertise in Application Development, Legacy System Modernization, API Integration, and Application Maintenance & Support (AMS) services. 	Copies of relevant work orders, agreements, or purchase orders showcasing completed projects in Application Development.
D) Other Eligibility		
1	Signed tender Document along with annexures with authorized signatory and seal	

3.3 All the attached Annexures and Forms are mandatory and should be submitted along with tender response with duly stamp and signed by the bidder.

4.1 EVALUATION CRITERIA

4.1.1 The bidders are first evaluated on the basis of the Eligibility Criteria as per clause 4 above.

4.1.2 The bidders who fulfil the Eligibility criteria of Bidding shall be further evaluated on the basis of Technical Evaluation and Financial evaluation.

4.1.3 For the opened bid as per outcome of the Eligibility criteria above, the bidder will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the tender document and documents of technical specifications of institution, subject to the respective overall bid is in compliance to the requirements of this tender. It is re-mentioned, that the final selection of bidder will be on the L-1 basis only. Further, AIIMS Mangalagiri reserves the right to have negotiation with the bidder at any stage before issuing Work Order.

4.1.4 The bidder with lowest commercial (L1) offer for complete 'Scope of Work' as mentioned in the tender document will be selected as L1.

4.1.5 AIIMS Mangalagiri reserves the right to accept or reject the response against this tender, without assigning any reasons. The decision of AIIMS Mangalagiri is final and binding on the participants. The AIIMS Mangalagiri evaluation committee will determine whether the proposal/information is complete in all respects and the decision of the evaluation committee shall be final. AIIMS Mangalagiri may at its discretion assign lead factor to the bidder as per AIIMS Mangalagiri policy for shortlisting bidder against this tender document.

4.1.6 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable

4.2 Payment Terms

- a) **100% payment after receipt and acceptance of material.**
- 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 Stores. Rejected equipment's must be removed by the supplier within 10 days of the date of issue of rejection advice at their own cost & replace immediately. In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without notice.

AMC Charges:

- a) For services under recurring cost in BOQ payment should be made on quarterly basis.

4.3 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**”

4.4 Fall Clause:

- a) Prices charged for supplies under 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 or 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 Public 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

4.5 Bill Passing Authority

AIIMS Mangalagiri's authorized representative as mentioned in Work Order/Agreement.

4.6 Bill Paying Authority

AIIMS Mangalagiri's authorized representative as mentioned in Work Order/Agreement

5. SERVICE LEVEL AGREEMENT (SLA)

If the supplier fails to deliver the stores or any installment thereof within the period fixed for such delivery in the contract or as extended or at any time repudiates the contract before the expiry of such period the Purchaser may without prejudice to his other rights recover from the Contractor, as agreed.

Note: Any deduction/LD/Penalty levied by AIIMS Mangalagiri will be deducted from bidder in value terms

5.1 AIIMS Mangalagiri shall also be entitled to make recoveries from the bidder's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.2 If the service period gets extended by virtue of extension of same by the institution, PBG should also be extended accordingly.

5.3 During the contract period, AIIMS Mangalagiri may issue Purchase Order(s) for the additional services.

5.4 Insurance

The selected bidder agrees to take insurances to cover all the elements of the project under this tender including but not limited to Manpower, Hardware, Software etc. as per requirement.

5.5 Liquidity Damages (LD):

AIIMS Mangalagiri will levy the liquidated damages imposed to bidder on value terms back-to-back for the services/items under its SOR.

5.6 Delivery and Inspection:

5.7 Delivery, Installation and Commissioning Period: Complete Supply and Installation within 3 months (90 days) from issue of Work order.

5.8 All the material should be made available for Inspection by AIIMS Mangalagiri nominated person/agency.

5.9 Bidder will be custodian of all the material till installation and commissioning of system. After the on-site inspection, acceptance testing will be performed to confirm that the Tablets, LED and LCD screens are installed and configured as per the institute requirements. The bidder must assist in conducting these tests and addressing any issues that may arise during the process.

6. Other Conditions:

- A. Bidder has to agree to comply with all scope of work and term and conditions including special term and condition, SLA and OEM technical & Financial documentation including technical certificates/others as per requirement of institution.
- B. **As per the need of the institute, the hardware items in the BOQ may be increased up to 50% of the quantity during the currently of the contract.**
- C. **If any of the hardware items are non-functional during the currency of contract. The agency has to make it serviceable at their own cost irrespective of the warranty period of that particular equipment."**

PRICE BID FORM

To,

The Executive Director,
AIIMS Mangalagiri

1. I/Wesubmitted the bid for Tender No., dated for “ESTABLISHING APPOINTMENT SCHEDULING AND QUEUE MANAGEMENT SYSTEM 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	Qty	Basic Amount	GST in Percentage	Total Amount incl All taxes in Rs.
1.	Software Development Services : Web application development for Queue Management System at AIIMS Mangalagiri and WhatsApp appointment booking development and integration with the Queue Management System and Security Audit Services (Details given as Scope of Work)	1 No's			
2.	Digital tablet (Detailed Specification Attached as Annexure)	60			
3.	55" LCD Screen for OPD main waiting (Detailed Specification Attached Annexure)	40			
4.	One 22" LCD screen for individual room under all OPD (Detailed	100			

	Specification Attached as Annexure				
5.	Barcode QR Scanner device (Detailed Specification Attached as Annexure)	100			
6.	Recurring cost for first year	1			
7.	Recurring cost for second year	1			
8.	Recurring cost for third year	1			
9.	Recurring cost for fourth year	1			
10.	Recurring cost for fifth year	1			

Note: Rates are inclusive of all charges like freight, Unloading, Installation, levies, and duties expect 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 1

**Format for COVERING LETTER (to be submitted by bidder)
COVERING LETTER (To be on company letter head)**

To,
The Executive Director,
AIIMS Mangalagiri.

Dear Sir,

SUB: Participation in the tender process

Having examined the Invitation for Tender document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for tender document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for tender document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for tender document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our tender is liable to be rejected.

We hereby Submit EMD amount of Rs. -----issued vide from Bank.

Authorized Signatory Name

Designation

ANNEXURE 2

**Format for Self-Certificate & Undertaking (to be submitted by bidder)
Self-Certificate (To be on company letter head)**

Tender Reference No:

Date:

To,
The Executive Director,
AIIMS Mangalagiri

Dear Sir,

Sub: Self Certificate for tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the tender (except pricing, termination & risk purchase rights of the AIIMS Mangalagiri). We understand and agree that AIIMS Mangalagiri shall release the payment to selected sole bidder after the receipt of corresponding payment from end customer by AIIMS Mangalagiri. Further we understand that in case selected sole bidder fails to execute assigned portion of work, then the same shall be executed by AIIMS Mangalagiri through third party or departmentally at the risk and cost of selected bidder.
- 3) We agree to abide by all the technical, commercial & financial conditions of the tender.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per requirement of institution. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted. We also undertake to submit MAF and other documents in favour of AIIMS Mangalagiri against the proposed products.
- 5) We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
- 6) We hereby undertake to work with AIIMS Mangalagiri as per requirement of end customer. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the tender like technical certificates, OEM compliance documents.
- 7) We understand and agree that AIIMS Mangalagiri is intending to select sole bidder who is willing to accept all terms & conditions of end customer requirement for the agreed scope of work. AIIMS Mangalagiri will strategies to retain scope of work where AIIMS Mangalagiri has competence.
- 8) We hereby agree to submit that in case of being selected by AIIMS Mangalagiri for the

proposed project (for which tender is submitted), we will submit all the forms, appendix, relevant documents etc. to AIIMS Mangalagiri.

9) We hereby undertake to sign Agreement and Non-Disclosure Agreement with AIIMS Mangalagiri on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

10) We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this tender (before and after submission of solution/commercial to end customer organization by AIIMS Mangalagiri).

Authorized Signatory

Name & Designation

ANNEXURE - 3

AFFIDAVIT

**DECLARATION REGARDING CRIMINAL LIABILITY, BLACKLISTING /
DEBARRING AND NON-PENALIZE/ PUNISH FOR TAKING PART IN TENDER**

*(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial
Stamp paper by the Tenderer)*

I, _____
Proprietor/Director authorized signatory of the agency/Firm (M/s _____
_____), do hereby solemnly affirm and declare as follows:

1. I am authorized 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 firm/Agency has not been banned /suspended/blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

6. I / We hereby declare that the firm / agency namely has not been penalized in the past years by Labour Court, EPFO & ESI by way imprisonment.

or

7. I/ We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ has been penalized / punished by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. _____ to _____. The period is over on _____ and now the firm/ company is entitled to take part in Government tenders.

8. I/We further undertake to report to the Director, AIIMS, Mangalagiri immediately after we are informed but, in any case, not later 15 days, if the Firm/Agency in which Proprietor/Partners/Directors of Firm/Agency which is banned/suspended in future during the Contract with you.

9. 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.

10. In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the AIIMS Mangalagiri, and SD (Security Deposit) shall be forfeited.

11. In addition to the above, the AIIMS, Mangalagiri will not be responsible to pay the bills for any completed /partially completed work.

(Signature of the Bidder)

Attested:

(Public Notary / Executive Magistrate)

Name:

Date

Designation

Place:

Seal of the Agency

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

ANNEXURE – 4

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.	2022-2023	
2.	2023-2024	
3.	2024-2025	

(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-

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

ANNEXURE – 5

Format of Experience certificate

* Attach certificate(s) of workorders/Contract Agreements.

ANNEXURE – 6

Integrity Pact” on Govt. issued Stamp paper of Rs. 100 Duly filled as per enclosed format to be submitted in original. Bidders to ensure that every page of IP is ink signed with company seal/Stamp in every page

Tender NO.....

INTEGRITY PACT

Between

AIIMS, Mangalagiri, an Autonomous Body under PMSSY, MoHFW (hereinafter referred to as "The Buyer/Employer")

And

..... (herein after referred to as "The Bidder/Seller/Contractor")

and

.....(herein after referred to as "JVPartner /Consortium Members"

(if applicable)

Preamble

The Employer invites the bids from all eligible bidders and intends to enter into Contract for with the successful bidder(s), as per organizational systems and procedures. The Employer values full compliance with all relevant laws and regulations, and the principles of economical use of resources, and off airness and transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Employer will appoint Independent External Monitor(s) (IEM), who will monitor the bidding process and the execution of the Contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Employer

1. The Employer commits itself to take all measures necessary to prevent corruption and to observe the following principles in this regard:-

(a) No employee of the Employer, either in person or through family members including relatives, will in connection with the bidding for or the execution of a bid / contract, demand or accept a promise

for or accept for him/herself or for a third person, any material or immaterial benefit to which he/she is not legally entitled to.

(b) The Employer shall, during the bidding process treat all Bidders/Sellers with equity and reason. The Employer will, in particular, before and during the bidding process, provide to all Bidders/Sellers the same information and will not provide to any Bidder/Seller confidential/additional information through which the Bidder(s)/Seller(s) could obtain an advantage in relation to the bidding process or the Contract execution.

(c) The Employer will exclude from the process all known prejudiced persons.

2. If the Employer obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or if there be a substantive suspicion in this regard, the Employer will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

Section 2 – Commitments and Undertakings by the Bidder/Contractor

1. The Bidder / Seller / Contract or commits and undertakes to take all measures necessary to prevent malpractices & corruption. He commits himself to observe the following principles during his participation in the bidding process and during the execution of the contract:

(a) The Bidder / Seller / Contractor undertakes not to, directly or through any other person or firm offer, promise or give or influence to any employee of the Employer associated with the bidding process or the execution of the contract or to any third person on their behalf any material or immaterial benefit which he/she is not legally entitled, in order to obtain in exchange any advantage of any kind whatsoever during the bidding process or during the execution of the contract.

(b) The Bidder / Seller/ Contractor undertake not to enter into any undisclosed agreement or understanding, whether formal or informal with other bidders /Sellers. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other action to restrict competitiveness or to introduce cartelization in the bidding process.

(c) The Bidder / Seller / Contract or undertakes not to commit any offence under the relevant Anti-corruption Laws of India; further the Bidder/ Contractor will not use improperly, any information or document provided by the Employer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically for purposes of competition or personal gain and will not pass the information so acquired on to others.

(d) The Bidder / Seller / Contractor, when presenting his bid, undertakes to disclose any and all payments made, or is committed to or intends to make to agents, brokers or any other intermediaries in connection with the bidding process and/or award of the contract.

(e) The Foreign Bidder / Seller / Contractor, when presenting his bid, undertakes to disclose the name and address of agents and representative in India. Further, Indian Bidder / Seller / Contractor when presenting his bid, undertakes to disclose the name and address of its foreign principals or associates.

2. The Bidder / Seller / Contract or will not instigate and allure third persons/parties to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from Bidding Process and Exclusion from Future Contracts

1. If the Bidder(s)/ Seller(s) / Contractor(s), before award or during execution has committed a transgression through a violation of any provisions of Section 2 so as to put his reliability or credibility as Bidder/Seller/ Contract or into question, the Employers shall be entitled to disqualify the Bidder(s) /Contractor(s) from the bidding process or to terminate the contract, if signed on that ground.
2. If the Bidder/ Seller / Contractor has committed a transgression through a violation of Section 2 such as to put his reliability or credibility into question, the Employer shall be entitled to exclude including blacklist and put on holiday the Bidder/ Seller/ Contractor for any future tenders/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Employer taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a period not exceeding two (02) years.
3. A transgression is considered to have occurred if the Employer after due consideration of the available evidence concludes that no reasonable doubt is possible.
4. The Bidder/ Seller/ Contractor with its free consent and without any influence agrees and undertakes to respect and uphold the Employer's absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
5. Subject to full satisfaction of the Employer, the exclusion of Bidder/ Seller / Contractor could be revoked by the Employer if the Bidder/ Seller/ Contractor can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

Section 4 – Compensation for Damages including Forfeiture of Earnest Money Deposit/ Security Deposit/ Performance & Advance Bank Guarantees

1. If the Employer has disqualified the Bidder/ Seller / Contractor from the bidding process or has terminated the contract pursuant to Section 3, the Employer shall forfeit the Earnest Money Deposit / Bid Security, encash Contract Performance Bank Guarantees in addition to excluding the bidder from the future award process and terminating the contract.
2. In addition to 1 above, the Employer shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Bidder / Seller / Contractor's Default.

Section 5 - Previous Transgression

1. The Bidder/ Seller / Contractor swears on oath that no previous transgression impinging on anti-corruption principles /any malpractice as mentioned in Section-2 has occurred in the last three years immediately before signing of this Integrity Pact, with any other company / any Autonomous Body / any Public Sector Enterprise/ Undertaking in India / any Government Department in India.
2. If the Bidder/ Seller / Contractor makes an incorrect statement on previous transgression as mentioned above in para 1, Bidder can be disqualified from the bidding process or the contract, if already awarded, can be terminated on this ground.

Section 6 – Company Code of Conduct

1. Bidders/ Sellers / Contractors are also advised to have a company code of conduct (clearly

rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

Section 7 – Independent External Monitors (IEM)

1. The Employer will appoint competent and credible Independent External Monitor for this Pact. The task of the IEMs is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The IEMs are not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He shall report to Deputy Director Administration of the Employer or a person authorized by him.
3. The Bidder/Seller/Contractor accepts that the IEMs have the right to access without restriction to all Project documentations of the Employer including that provided by the Bidder/ Seller/Contractor. The Bidder/ Seller / Contractor will also grant the IEMs, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Project Documentations. The same is applicable to Subcontractors. The IEMs are under contractual obligation to treat the information and documents of the Bidder / Contractor / Sub-Contractors with confidentiality.
4. The Employer will provide to the IEMs sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Employer and the Contractor. The parties offer to the IEMs the option to participate in such meetings.
5. As soon as the IEMs notices, or believes to notice, a violation of this agreement, he will so inform the Management/ Administration of the Employer (DDA of the Employer or a person authorized by him) and request to discontinue or to take corrective action, or to take other relevant action. The IEMs can in this regard submit non-binding recommendations. Beyond this, the IEMs has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, Independent External Monitor shall give an opportunity to the Bidder/ Seller / Contractor to present its case before making its recommendations to the Employer.
6. The IEMs will submit a written report to DDA of the Employer or person authorized by him within 30 days from the date of reference or intimation to him by the Employer and, should the occasion arise, submit proposals for correcting problematic situations.
7. The Bidder / Contractor accepts that they shall not approach courts while the matter / complaint / dispute has been referred to the IEM in terms of this pact and they shall await IEM's decision before approaching any Court.
8. If the IEMs have reported to CMD of the Employer or a person authorized by him a substantiated suspicion of an offence under relevant IPC/ PC Act, and he has not, with in reason able time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEMs may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
9. The word "IEM" will include Singular or Plural.

Shri. Anil Kumar Sharma
aksharma1512@gmail.com

Shri. R Nagarajan
r.nagarajan.pfc@gmail.com

Section 8 - Pact Duration

1. This Pact comes into force from the date of signing by all the parties. It shall expire for the Contractor 12 months after the last payment under the respective Contract and for all other unsuccessful bidders 6 months after the Contract has been awarded.

Section 9 – Miscellaneous Provisions

1. This Pact is subject to Indian Law. The place of performance and jurisdiction shall be New Delhi.

2. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

3. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

4. If the Bidder / Seller / Contractor is a JV partnership / Consortium, this agreement must be signed by all the partners of JV/ Consortium Partners as the case may be.

The Parties here by sign this Integrity Pact at.....on this.....day of20....

Employer

Bidder/Contractor

Joint Venture

Partner(s)/

member(s)		Consortium (As Applicable)
Witness	Witness	Witness
1. _____	1. _____	1.
2. _____	2. _____	2.