



**अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छत्तीसगढ़)**  
**All India Institute of Medical Sciences, Raipur (Chhattisgarh)**

**खंडन**

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के लिये बोलीदाताओं/फर्म/एजेंसी इत्यादी से प्रस्ताव नहीं बल्की प्रस्ताव प्राप्त करने का निमंत्रण है संविदात्मक दायित्व तब तक नहीं होगा जब तक औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/फर्म/एजेंसी इत्यादी के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित किया गया हो।

**DISCLAIMER**

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Raipur with the selected bidder/firm/agency.

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अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छत्तीसगढ़)  
All India Institute of Medical Sciences, Raipur (Chhattisgarh)

(IT Cell)

**Notice Inviting Tender**

**For**

“Comprehensive Maintenance Contract of Photocopier Machines of Various Departments.”

at

All India Institute of Medical Sciences, Raipur

CRITICAL DATA SHEET

Sl. No.	Description	Start Date & Time
1	Tender No.	AIIMS/R/IT/2022/01
4	Published Date	13-07-2022, 06:00 PM
5	Bid Document Download / Sale Start Date	13-07-2022, 06:00 PM
6	Pre bid meeting	20-07-2022, 03.30 PM
7	Bid Submission Start Date	25-07-2022, 10.00 AM
8	Bid Submission End Date	04-08-2022, 03.00 PM
09	Bid Opening Date	05-08-2022, 03.30 PM

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## SECTION I: INTRODUCTION & OBJECTIVE

1. Tenders in Two Bids (Technical & Financial Online bids) are invited on behalf of the, Director, All India Institute of Medical Sciences from interested and eligible service providers for **“Comprehensive Maintenance Contract of Photocopier Machines”** for the Various Department of AIIMS Raipur. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) and Central Public Procurement Portal (CPPP) eProcurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, the bids will summarily and tenderer will be liable to be banned from doing business with AIIMS Raipur.
6. **Manual bid shall not be accepted in any circumstance.**
7. Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.
8. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
9. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
10. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the **PSD will be forfeited**. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
11. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) 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/Raipur 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.
12. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
13. All disputes shall be subject to Raipur Jurisdiction only.
14. AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.

15. The Tender/Bid will be opened Admin/ IT office at AIIMS Raipur Premises.
  - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
  - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
16. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
17. **Award of Contract**

AIIMS Raipur will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bid the lowest evaluated quotation price.

  - i) Notwithstanding the above, AIIMS Raipur 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.
  - ii) The bidder whose bid is accepted will be notified of the award of contract prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
18. Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
19. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description/ specifications/quality.
20. If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product. In a tender, either the Indian Agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
21. Other terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.

## SECTION II: DOCUMENTS/ PROOF REQUIRED

1. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
2. Average annual turnover of the Bidder (in the last three financial years) : **12 Lakhs**.
  - a. Copies of authenticated balance sheet & Profit & loss A/c/Income Expenditure for the past three financial years should be uploaded. In case of Dealer/Distributor/Supplier haven't minimum annual turnover they should submitted Manufacture/OEM authenticated balance sheet & Profit & loss A/c/Income Expenditure for last three financial years. Dealer/Distributor/Supplier also submitted their authenticated balance sheet & Profit & loss A/c/Income Expenditure for the past three financial years
3. OEM Average Turnover (last Three years): **80 Lakhs**
4. Years of Past Experience Required: **03 Years**
  - a. 03 Years work order or similar proof is required on similar nature of business.

5. MSME or Startup may avail exemption on Bidder turnover and Experience Criteria by submitting relevant documents.
6. **A brochure displaying clearly the product/ services is to be attached with the tender, if required.**
7. **Earnest Money:** Earnest money of ₹1,43,175.00 by means of a Bank Demand Draft/ FD/BG a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD/BG may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at officer of the Stores Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.
  - a. No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
  - b. If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption. (1) National Small Industries Corporation (NSIC). (2) Directorate of handicraft & Handlooms.
  - c. The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
  - d. E MD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
  - e. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
8. **Price Preference Policy and Exemption for submission of various eligibility Criteria documents to the BIDDER Registered under Make in India Initiative:-** The Bidder Companies, those have registered under Make in India initiative and producing their products under "Make in India Policy of Government of India " shall be given Price Preference as per Govt. of India applicable Rules and Guidelines on submission of relevant certificate (i.e. Make In India Certification) for availing the Price Preference and Exemption for submission of exempted documents against this bid along with their Pre-Qualification Bid Documents. If the no bidder will upload/submit the requested "Make in India" Certificate along with their Bid, it will be treated as open tender bid and no preference shall be given to such BIDDER on producing "Make in India" Certification in later bid stage.
  - a. It is expected that, all the participating BIDDER companies have understanding and prior knowledge about the "Make in India" Initiative and Price Preference Policy of Govt. of India. However, it is once again emphasized that before participating this e-tender please carefully read the "Make in India" Initiative and directives of Govt. of India, since in case if any "Make in India" Registered Company will participate against this e-tender, the Price preference as per the same will be given to such participating Bidder company for ensuring necessary compliances of "Make in India" Policy of the Govt. of India.
  - b. The bidders are required to submit the following annexure in compliance of public procument (Preference to Make in India) order, 2017:

Affidavit of self-certification regarding local content (to be provided on own letter head). (Minimum 20% Local content required for MII compliance).

9. **Land Border Sharing** – as per Certificate regarding compliance Rule-144 (xi) , Any bidder from such countries sharing a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. Self declaration is required that the service and product doesn't share land border with India
10. **OEM Authorization** any Photocopier OEM is required.
11. Local Service Centre Proof
12. MII Certificate: Make in India certificate is mandatory as per government norms. Certificate must clarify that this service is generated in India only with more than 20% local content.

## 2.1 Terms & Conditions of Bid: Specific to services

The bid will be published with following terms and conditions:

1. This will be a Full service maintenance agreement (FSMA) of Photocopier, means the machine will be maintained by third party. Defected parts and empty Toners will be replaced by service provider.
2. Photocopiers will be serviced by the services provider and will be kept in working condition with good print quality.
3. Any fault during CMC period will be rectified by the service provider, including internal and external parts; except physical damage or fire due to short circuit.
4. All machines will be handed over for FSMA to the service provider in working condition or with minor defect, which can be rectified easily.
5. Non functioning machines will be rectified by the institute and bough under purview of FSMA/ CMC.
6. Readings of No. of Prints will be taken for a quarter, which will be duly signed/ sealed by the department representative. Firm should maintained log book/register duly signed by department.
7. A cumulative quarterly report must be shared with IT Department.
8. In case of minor defect a complain must be served and rectified within 48 Hours time. And major fault must be rectified within 7 working days.
9. In Case of further delay a Liquidated Damage Clause will be imposed else Service provider has to provide an alternate machine on their own cost.
10. In case of new printing requirement, the service provider may be allowed to install their machines with same CMC cost and without any rent. The payment of the same will be done as per other machines terms and conditions (Not a mandatory clause).
11. In case of arbitration; it will be done by a sole arbitrator; nominated by Director and Deputy Director of AIIMS Raipur and in case of dispute it will be solved under the exclusive jurisdiction of the courts of Raipur only.
12. In case of failure or constant delay in services the institute has rights to cancel this contract.
13. Those machines, whose warranty is expiring after start of FSMA, will be included in this service.

14. The tenure of this contract would be of two years (1+1). Second year will be extended only after satisfactory performance.
15. Management may further consider further extension, if required on same terms and conditions.
16. Local service centre is must as, problems needs to be resolved in short span of time.
17. There are different brands of copiers, List attached.
18. Regular visit of service engineer/supervisor should be done each month for general checkup of Photocopier Machine.

## **2.2 Liquidated damage**

1. In case of Delay (after deadline) in service, a penalty amount of Rs. 100 per day will be imposed on that particular machine. Consequently this will be applicable on number of machines.
2. The penalty will go upto Rs. 25,000.00, after that in case of no service; the service contract may be cancelled.

## **SECTION-III: BOQ**

### **3.1 BOQ Document**

The BOQ document consists of the following fields:

- a. Serial No.
- b. Name of Item
- c. Specification
- d. Quantity
- e. Unit
- f. Unit Price

### **1.0 Performance Guarantee: After L1 declaration**

- 1.1 Three, 3% of the value of contract shall be applicable.

### **2.0 Payment**

- 2.1 No advance payment will be made to the firm/ company in any case.
- 2.2 Quarterly Payment shall be made after certification of satisfactory work by the respective department and IT In-charge, after deduction of accrued liability.
- 2.3 Penalty shall be deducted from the running payments.
- 2.4 Four copies of invoices showing contract number, goods description, quantity, max price, unit price and total amount with revenue stamp are to be submitted while claiming payment.

### **3.0 Option Clause/ Tolerance Clause:**

If essential stipulated by indenting authority, which is duly approved by competent authority of AIIMS Raipur. Then purchaser retains the right to place the repeat order for an additional quantity of the equipment with the same rate and terms of contract. This clause should be a part of bid document and the contract.

### **SECTION IV: FORMS/ ATTACHMENTS/ ANNEXURES**

## Form-A

### PARTICULARS FOR REFUND OF PSD TO SUCCESSFUL/UNSUCCESSFUL BIDDER RTGS/National Electronic Fund Transfer (NEFT) Mandate Form

1	Name of the Bidder	
2	Permanent Account No(PAN)	
3	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	
5	Complete Postal Address of the bidder	

Place:.....  
seal)

(Signature of Bidder with

Date:.....

Name :

Seal :

Address :

## SPECIFICATIONS

List of Photocopiers are attached

S.N.	Photocopier	Qty	Model No.	Department	Date of Supply	Warrenty from date of supply	AMC/CMC	Searl. No.				
1	Toshiba	1	DP - 1950	Anotomy	2013	1 Year	Not under any AMC/CMC	Beyond repair				
2	Toshiba	1	DP - 1950	CFM								
3	Toshiba	1	Project Office	Director Room (M. college)								
4	Toshiba	1	DP - 1950	Academic Section								
5	Toshiba	1	DP - 1950	Physiology								
6	Toshiba	1	DP - 1950	Biochemistry								
7	Toshiba	1	DP - 1950	Project Cell								
	<b>TOTAL</b>	<b>7</b>										
8	Ricoh	1	MP C2030	Director PPS Room	22.01.2014	1 Year	FSMA expired on 31.12.2020					
9	Ricoh	1	MP C2030	Academic Section								
10	Ricoh	1	MP C2030	Radio Diagnosis								
11	Ricoh	1	MP C2030	Central Library								
12	Ricoh	1	MP 2001 L	Anesthesiology								
13	Ricoh	1	MP 2001 L	Pharmacology								
14	Ricoh	1	MP 2001 L	Exam Hall								
15	Ricoh	1	MP 2001 L	Microbiology								
16	Ricoh	1	MP2001 L	Nursing College								
17	Ricoh	1	MP2001 L	Trauma Block (Male Ward)								
	<b>TOTAL</b>	<b>10</b>										
18	Canon	1	IR 2422 L	Registration Counter					09.03.2013	1 Year		QYT 00707
19	Canon	1	IR 2422 L	Central Store								QYT 00728
20	Canon	1	IR 2420 L	FCA&O Office								HWJ 30428
21	Canon	1	IR 2420 L	Library								HWJ 29162
22	Canon	1	IR 2422 L	Library								QYT 00704
23	Canon	1	IR 2420 L	Acadmic Section								HWJ 30366
24	Canon	1	IR 2422 L	FMT	QYT 00722							
25	Canon	1	IR 2422 L	Pathology	QYT 00715							
26	Canon	1	IR 2420 L	Director Office	HWJ 30364							
27	Canon	1	IR 2422 L	OBGY	QYT 00720							

Sl. No.	Category	Post	IR No.	Orthopadics	29.01.2014	1 Year	QYT No.
28	Canon	1	IR 2422 L	Orthopadics	29.01.2014	1 Year	QYT 00734
29	Canon	1	IR 2422 L	2A2 (General Medicine Ward)			QYT 00711
30	Canon	1	IR 2422 L	Radiodiagnosis			QYT 00721
31	Canon	1	IR 2420 L	Hospital Store			HWJ 28542
32	Canon	1	IR 2420 L	Director Office Medical College			HWJ 27153
33	Canon	1	IR 2004 N	Accounts Office			WDT05153
34	Canon	1	IR 2004 N	Biochemistry			WDT05205
35	Canon	1	IR 2004 N	Pediatrics			WDT05159
36	Canon	1	IR 2004 N	CFM Department			WDT05201
37	Canon	1	IR 2004 N	Transfusion Medicine Department	03.08.2017	1 Year	WDT05207
38	Canon	1	IR 2004 N	CTVS Department			RMQ03678
39	Canon	1	IR 2004 N	MSSO (Gate No 1 Ayush PMR)			WDT05206
40	Canon	1	IR 2004 N	MRD Department			WDT05163
41	Canon	1	IR 2004 N	Academic Section			WDT13928
42	Canon	1	IR 2004 N	Recruitment Cell			WDT13649
43	Canon	1	IR 2004 N	Pulmonary Medicine			WDT14005
44	Canon	1	IR 2004 N	Psychiatry OPD			WDT13648
45	Canon	1	IR 2004 N	Paediatrics Surgery	04.07.2018	1 Year	WDT13571
46	Canon	1	IR 2004 N	General Surgery			WDT13619
47	Canon	1	IR 2004 N	Neurosurgery			WDT13623
48	Canon	1	IR 2004 N	Establishment Office(Hospital)			WDT13617
49	Canon	1	IR 2004 N	Neurology OPD			WDT14006
50	Canon	1	IR 2004 N	Nuclear Medicine			WDT13669
51	Canon	1	iR-ADV C 3320	Director Office			RJV04378
52	Canon	1	iR-ADV C 3320	Central Store			RJV04382
53	Canon	1	iR-ADV C 3320	Financial Advisor Office	15.03.2017	1 Year	RJV04409
54	Canon	1	iR-ADV C 3320	Medical Superintendent Office			RJV 04389
55	Canon	1	iR -ADV C 3320	Superintending Engineer Office			RJV04392
56	Canon	1	iR-ADV C 3520	DDA Office			XYSO1506
57	Canon	1	iR-ADV C 3520	Administrative Office			XYSO1505
58	Canon	1	iR-ADV C 3520	Nursing College	25.06.2018	1 Year	XYSO1509

FSMA  
expired on  
31.01.2021

59	Canon	1	IR 2004 N	Radiotherapy	16.10.2018	2 Year	
60	Canon	1	iR C3120	Registrar Office	10.01.2020	2 Year	Not under any AMC/CMC
61	Kyocera	1	3212i	Physiology	09.10.2019	1 Year	
62	Konica Minolta	1	bizhub 287	Account Office	18.08.2019	3 Year	
63	HP	1	MFP M 72625dn	Ophthalmologist	14.03.2019	3 Year	
64	Xerox	2	Xerox Altalink C8045	Academic Section	02.02.2020	5 Years	
	Total	48					
	Grand Total	65					



आरोग्यम् सुख सम्पदा