



**अखिलभारतीय आयुर्विज्ञानसंस्थान, 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 इत्यादि से प्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का निमंत्रण है। संविदात्मक दायित्व तब तक नहीं होगा जब तक एम्स, रायपुर के अधिकृत अधिकारियों तथा चयनित बोलीदाताओं / फर्म / एजेंसी के मध्य औपचारिक अनुबंध पर हस्ताक्षर तथा निष्पादन नहीं किया जाता 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 authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.**

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**Tatibandh, G.E. Road, Raipur -492099 (CG),**

**Tele: 0771- 2577279, 0771-2971307**

**Website: [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)/[www.eprocure.gov.in](http://www.eprocure.gov.in) Email:**

**[storesofficer.hp@aiimsraipur.edu.in](mailto:storesofficer.hp@aiimsraipur.edu.in)**



**Draft Notice Inviting Tender for One Year Rate Contract for Supply of "Raw Material required for Prosthesis and Orthosis Workshop" for Physical Medicine & Rehabilitation Department"**

**At**  
**All India Institute of Medical Sciences, Raipur**

**CRITICAL DATE SHEET**

Published Date	29-07-2022 at 18:00
Bid Document Download / Sale Start Date	29-07-2022 at 18:00
Clarification Start Date	29-07-2022 at 18:00
Clarification End Date	02-08-2022 at 15:00
Pre Bid Meeting	02-08-2022 at 15:30
Bid Submission Start Date	29-07-2022 at 18:00
Bid Submission End Date	18-08-2022 at 15:00
Bid Opening Date	19-08-2022 at 15:30

**Tatibandh, G.E. Road, Raipur -492099 (CG),**

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**[storesofficer.hp@aiimsraipur.edu.in](mailto:storesofficer.hp@aiimsraipur.edu.in)**



अखिलभारतीयआयुर्विज्ञानसंस्थान, रायपुर, छत्तीसगढ़

All India Institute of Medical Sciences, Raipur (Chhattisgarh)

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**Subject: Rate Contract for Supply of Raw Material required for Prosthesis and Orthosis Workshop“ for Physical Medicine & Rehabilitation Department at All India Institute of Medical Sciences Raipur.**

1. The Director, All India Institute of Medical Sciences, Raipur invited Online Tender in Two bids (Technical and Financial) for supply of **Raw Material required for Prosthesis and Orthosis Workshop“ for Physical Medicine & Rehabilitation Department** under Rate Contract. 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) e-procurement 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, tender shall be completely rejected and tenderer is liable to be banned from doing business with AIIMS Raipur.  
The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderer 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>’.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery& other terms.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.

- 11. Manufacture/OEM/Dealer/Distributor must provide evidence of having supplied same item in government hospital/organization or reputed private hospital/organizations in India worth Rs. 7,50,000.00/- in any of the last three year.**
- 12. Manufacture/OEM/bidder** should be registered and should have average annual turnover at least **₹ 10,00,000.00(Rupees Ten lakhs only)** in the last three financial years. 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
- 13.** The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
- 14.** The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
- 15.** 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.
- 16.** 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.
- 17.** The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
- 18.** All disputes shall be subject to Raipur Jurisdiction only.
- 19. 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.**
- 20.** The Tender/Bid will be opened on Store 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.
- 21.** Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.

## **22. Award of Contract**

The Purchaser 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, 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.
- ii) 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.

**23.** Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.

**24.** Conditional bid will be treated as unresponsive and it may be rejected.

**25.** The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.

**26. A brochure displaying clearly the product is to be attached with the tender (if required).**

**27.** In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through **e-mail: storesofficer.hp@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.

**28.** 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.

- 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.
- The bidders are required to submit the following annexure in compliance of public procumbent (Preference to Make in India) order, 2017.
- Affidavit of self-certification regarding local content (to be provided on own letter head).

29. The selected tendering Firm/Agency/Company 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 taking orders and making arrangement for supply of the desired items even on short notice to AIIMS, Raipur.
30. Other terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.

**31. Earnest Money:**

Earnest money (i.e. ₹ 21,500.00) by means of a Bank Demand Draft/FDR, a scanned copy of to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FDR may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at office of the Stores Officer Gate no.1, Room no. 146, lower ground floor, C-Block (opposite to Nuclear medicine department), AIIMS, Raipur before opening of tender.

- i) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
- ii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- iii) The earnest money will be returned/refund to the unsuccessful tenderer after the tender is decided.
- iv) EMD 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.
- v) The bidder seeking EMD Exemption must submit the valid supporting document for the relevant category as per tender document. Under MSE category, only manufacturers for goods and service providers for services are eligible for exemption from EMD. Traders are excluded from the purview of this policy.

Stores Officer (H),  
AIIMS Raipur (C.G.)

**Other Terms & Conditions:****1. Performance Security Deposit:**

- a. The successful bidder shall have to submit a Performance Security Deposit (PSD) within 21 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PSD beyond 21 days and up to 45 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 21 days. i.e. 22<sup>nd</sup> day after the date of issue of LOA. In case the contractor fails to submit the requisite PSD even after 45 days from the date of issue of LOA 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. The Performance security shall be denominated in Indian Rupees.
  - b. Successful supplier/firm should submit Performance Security Deposit in favour of "AIIMS, Raipur" to be received in the Store Office, Room No. 46, C-C1 block Lower ground floor Gate no.1, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the LOA, whichever is earlier. The Performance Security Deposit shall be furnished in the form of FDR/DD/Bank Guarantee or performance guarantee bond as per proforma given in the tender documents, for an amount covering 3% of the contract value.
  - c. The Performance Security Deposit should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
  - d. Validity of the Performance Security Deposit shall be for a period of 60 days beyond Contract Period.
- 2) **Delivery:** Delivery should be made within 21 days 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
  - 3) Purchase order will be placed as required by consignee.
  - 4) Purchase Order will be placed as per requirement of institute.
  - 5) **Penalty:** If the suppliers fails to deliver and place any or all the consumable items 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.

In case the tenderer fails to supply the ordered quantity within the stipulated time limit, the supplied material is found to be of suboptimal quality or the flow of supply is not regular, the purchaser in benefit of patient service, reserves the right, to reallocate the supply to next participant or may purchase the goods from open market and recover the difference in cost of purchase from the successful tenderer.

**Non-execution of supply order-** For non-supply of item 10% GD of Billing Amount will be charged as penalty. Repeated failure (Three times) to supply in part or in full may amount to termination of rate contract for the product (s) and forfeiture of Performance Security. Reasons of failure to supply the material will be communicated by the firm to the Hospital Stores timely.

- 6) **Right of Acceptance:** AIIMS, Raipur 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, Raipur 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.
- 7) **Validity of the bids:** The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.
- 8) **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 'noncompliance' or 'breach of contract' and the order in part of full be arranged from alternative source(s) at the discretion of the hospital authority and the difference in price has to be recovered from the tenderer as mentioned elsewhere.
  - The amount will be recovered from any of his subsequent / pending bills or performance security deposit.
  - In case the sum of the above is insufficient to cover the full amount recoverable, the contractor shall pay to the purchaser, on demand the remaining balance due.
- 9) **Clarification of Bids:** During evaluation of bids, the Purchaser may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.
- 10) **Communication of Acceptance:** AIIMS, Raipur reserves all right to reject any tender including of those tenderer 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.
- 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, Raipur shall have the power to terminate the contract without any prior notice.
- 12) **Discrepancies in Prices:**
- a) If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless the purchaser feels that the tenderer has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
  - b) If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected;



c) If, as per the judgement of the purchaser, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the tenderer by registered / speed post. If the tenderer does not agree to the observation of the purchaser, the tender is liable to be ignored.

- 13) **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, Raipur party may, at least option to terminate the contract.

- 14) **Breach of Contract:** In case of breach of any terms and conditions as mentioned above, the Competent Authority will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stand forfeited.
- 15) **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 first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit. The tender is not transferable.
- 16) **Right to call upon information regarding status of contract:** The AIIMS, Raipur will have the right to call upon information regarding status of contract at any point of time.
- 17) **Terms of payment:**
- a. 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.  
100% payment of the contract price shall be paid on receipt of goods in good condition at the consignee premises and upon the submission of the following documents:
    - i) Four copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp.
    - ii) Two copies of delivering Challan.
  - b. The supplier shall not claim any interest on payment under the contract.
  - c. 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 rates as notified from time to time.
  - d. No payment shall be made for rejected stores. Rejected equipment's must be removed by the supplier within two weeks 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.

**18) Packing Instruction:**

These are advisory in nature and to enable safe delivery of goods to Pharmacy Store.

- a. No corrugate package should weigh more than 15 kgs (i.e., product + inner carton + corrugated box).
- b. All Corrugated boxes should be of 'A' grade paper i.e., Virgin.
- c. All items should be packed only in first hand boxes only.
- d. The corrugated boxes should be of narrow flute.
- e. Every box should be preferably single joint and not more than two joints.
- f. Every box should be stitched using pairs of metal pins with an interval of two inches between each pair. The boxes should be stitched and not joined using calico at the corners.
- g. The flaps should uniformly meet but should not overlap each other. The flap when turned by 45 -60° should not crack.
- h. Every box should be sealed with gum tape running along the top and lower opening.
- i. Every box should be strapped with two parallel nylon carry straps (they should intersect).
- j. The product label on the carton should be large at least 15cms x 10cms dimension. It should carry the correct technical name, strength or the product, date of manufacturing, date of expiry, quantity packed and net weight of the box.
- k. No box should contain mixed products or mixed batches of the same product.
- l. Statutory packing instruction shall have to be followed where ever applicable.
- m. Purchase Order number and date.
- n. Brief description of goods including quantity.
- o. Purchaser's name and full address.
- p. Supplier's name and full address.
- q. Primary packing such as strips, labels, inner carton, outer carton etc. should bear the following words

"AIIMS Raipur Supply-Not for Sale"

".....आपूर्ति निहेतु वितरण शुल्क:"

**19) Good & Service Tax:**

1. GST rates applicable on the quoted item may please be mentioned in the bid document.
2. It may be confirm if there is any (Upward/Reduction) in the Basic Price structure. Bidders are required 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 Raipur by way of commensurate reduction in the prices".**

**HSN Code** for each item should be clearly mentioned on BoQ/Financial Bid.

**20) Fall Clause:**

1. 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/DGS&D/Public Undertaking during the period of the contract.

2. 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.
3. If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./DGS&D 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.

- 21) **Arbitration:** If any difference arises concerning this agreement, its interpretation on payment to the made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS Raipur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.
- 22) **Legal Jurisdiction:** The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.
- 23) **Option Clause/ Tolerance Clause:**
  - a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25% to 30%, the quantity of goods and services mentioned in the schedule (s) in the "Schedule of Requirements" (rounded off to-next whole number) without any change in the unit price and other terms & conditions quoted by the bidder.
  - b) If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by 25% to 30%, the quantity of goods and services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms & conditions mentioned in the contract, during the currency of the contract.
- 24) **Contract Period:**  
The Rate Contract shall be valid for a period of **one year** from the date of commencement of Contract and same can be extended by the Director, AIIMS Raipur

on mutual agreement on same terms and conditions for **one & more year**. The Director AIIMS Raipur reserves the right to terminate contract at any stage if supplies and performance found unsatisfactory on observation of user Department. The Annual Rate Contract (RC) awarded under present Tender Enquiry will be in the nature of a Standing Offer. The Supply Order may be placed from time to time against the RC. The Institute does not give any guarantee of minimum purchase under the present RC.

Rate wise comparison of the quotes will be made and L1\* for each item (if Two Equipment's/material) will be determined accordingly. In this context, final decision of the committee will be binding on all and no claim in this regard will be entertained. The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Raipur shall be final.

**Stores Officer (H),  
AIIMS Raipur**

### **Technical Bid**

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) Scanned copy of EMD or certificate related to relaxation.
- b) Please **state whether the bidder** is Manufacture/OEM/ Distributor/Dealer/Supplier/trader relevant document should be uploaded.
- c) In case of Distributor/Dealer/Supplier must be upload tender specific authorization certificate from OEM/ manufacturer should be uploaded.
- d) In case of Distributor/Dealer/Supplier must be upload Manufacture/OEM's annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- e) Copy of PAN Card **should be uploaded (Bidder)**.
- f) Firm/Company registration certificate should be uploaded **(Bidder)**.
- g) The GST registration details may be furnished **(Bidder)**.
- h) Income Tax Return of last three years should be uploaded **(Bidder)**.
- i) Signed and scanned copy of User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where quoted model of the items has been supplied as per the Annexure II. **(Bidder / OEM/ Manufacturer)**
- j) Technical compliance sheet as per Annexure-I
- k) Calculation of Local Content as per Enclosure I & II.
- l) "Declaration by the Bidder" (in ₹ 100 stamp paper) as mentioned in tender document should be uploaded **(Bidder)**.

### **PRICE BID**

- (a) Price bid in the form of BOQ\_XXXX.xls.

**ANNEXURE-I****Technical Specification of Raw Material required for Prosthesis and Orthosis Workshop**

Sl. No	Name of the Items	Specification	Make & Brand	Specification compliance YES/NO	Remarks
1	Raw Material required for Prosthesis and Orthosis Workshop	As per list attached at Annexure 'A'			

	Item: CASTING	Specification	Qty.	Unit
1	Clean wrap	Thin Plastic Film used for casting	4	Roll
2	POP Bandage	15cm, Fast setting time	200	Roll
3	POP Bandage	10cm, Fast setting Time	160	Roll
4	Copying Pencil	Marking Pencil used over POP	15	Piece
5	POP Powder		400	Kg
	<b>Item: LAMINATION CONSUMABLES</b>			
6	PVA Bag	100x20x5 cm PVA Sleeve	10	Pcs
7	PVA Bag	100x30x5cm PVA Sleeve	2	Pcs
8	Epoxy Resin	Setting time 2/3 Hours	6	Ltr
9	Hardener		2	Ltr
10	Pigment		1	Box
	<b>Item: BK KIT (for 20 finished product)</b>			
11	Modular Transtibial Kit	SACH Foot Adapter, Tube adapter, Tube clamp adapter, Socket adapter	20	Piece
12	SACH Foot	Wooden Keel, PU Moulded, Weight Bearing Capacity 100 Kg (Sizes 22- Two Left & two Right Sizes 23- Two Left & two Right Sizes 24- Two Left & two Right Sizes 25- Two Left & two Right Sizes 26- Two Left & two Right)	20	Piece
13	Bk Foam Cover	Eva Foam with good grinding property, Conical in Shape,	20	Piece
14	Cosmetic Stockings	Elasticated Nylon	20	Pair
15	<i>Bk Suspension Sleeve</i>	leather	20	Piece
	<b>Item: AK KIT (for 4 finished product)</b>			
16	Transfemoral Kit	Four Bar Linkage Knee Joint with tube Clamp, 3 Prong Lamination Anchor, Tube Adapter Long, SACH Foot Adapter	4	Kit
17	SACH Foot	Wooden Keel, PU Moulded, Weight Bearing Capacity 100 Kg Sizes 24- One Left & one Right Sizes 25- One Left & One Right	4	Pieces
18	AK Foam Cover	Preshaped EVA , Water Proof(Small,Medium,Large)	4	Piece
19	Above Knee Stockings		4	Pair
20	TES Belt	Neoprene Small/Medium/Large	4	Piece
	<b>Item: AFO KIT (50-60 finished product approximately)</b>			
21	Ethaflex sheet-6mm	1.5mx1m	10	Sheet
22	Ethaflex sheet-3mm	1.5mx1m	10	Sheet
23	Rubber adhesive		10	Ltr
24	Cotton stockinette-60mm (width)	10 mtr	10	Roll

25	Cotton stockinette-80mm	10 mtr	10	Roll
26	Cotton stockinette-100mm	10 mtr	10	Roll
27	Rubber sole	3mmx1Mtrx1/2 Mtr	4	Sheet
28	D-ring	Metal D-ring with Plastic Buckle 1Inch	100	Piece
29	D-ring	Metal D-ring with Plastic Buckle 1.5Inch	100	Piece
30	D-ring	Metal D-ring with Plastic Buckle 2Inch	100	Piece
31	Velcro	1 Inch-25 Mtr Roll	2	Roll
32	Velcro	1.5 Inch-25 Mtr Roll	2	Roll
33	Velcro	2 Inch-25 Mtr Roll	2	Roll
34	Leather	Soft Lining Purpose	100	DCM
35	Press Button	9mm	2 Pkt (2000 Pcs)	Pkt
36	Press Button	12mm	2 Pkt (2000 Pcs)	Pkt
37	NyLon Strap	Soft Grade 1Inch	2	Kg
38	NyLon Strap	Soft Grade 1.5Inch	2	Kg
39	NyLon Strap	Soft Grade 2Inch	2	Kg
40	Strap-1 Inch	Nylon strap with Velcro-Small	40	Piece
41	Strap-1.5 Inch	Nylon strap with Velcro-Medium	40	Piece
42	Strap 2 Inch	Nylon strap with Velcro- Large	40	Piece
	<b>Item: Polypropelene sheets (for both 50-60 AFOs and 28 KAFOs)</b>			
43	Polypropylene sheet	6mm x 2Mtr x 1mtr	6	Sheet
44	Polypropylene sheet	5mm x 2mtr x 1 Mtr	6	Sheet
	<b>Item: KAFO Knee joints (for 28 finished product)</b>			
45	Knee Joint Drop Lock with Uprights-Size I	Stainless Steel Knee joint with Aluminium Uprights	1	Pair
46	Knee Joint Drop Lock with Uprights-Size II	Stainless Steel Knee joint with Aluminium Uprights	4	Pair
47	Knee Joint Drop Lock with Uprights-Size III	Stainless Steel Knee joint with Aluminium Uprights	23	Pair
48	Knee Cap-Small	Leather with Buckle Strap	1	Piece
49	Knee Cap-Small	Leather with Buckle Strap	4	Piece
50	Knee Cap-Small	Leather with Buckle Strap	23	Piece
	<b>ITEM: HAND SPLINTING (10 finished product approximately)</b>			
51	Low temperature Thermoplastic/LTTP Sheet 3.2mm	Perforated Size 45 cm x 60cm	1	Piece
52	LTTP Sheet 4 mm	Perforated Size 45cm x 60cm	1	Piece
	<b>ITEM: MCR FOR INSOLE (20 insole approximately)</b>			
53	Microcellular rubber /MCR	1mx1mx10mm	2	sheet
	<b>Item: PLASTIC SOCKET CONSUMABLES</b>			
54	Polypropylene sheet	12mm x Drape frame size	12	sheet



	ITEM: General items for overall usage			
55	Copper rivets	4mm	2 packet (1 kg/ packet)	Packet
56	Copper rivets	3mm	1 packet (1 kg/ packet)	Packet
57	Screw nuts and bolts	4mm	1 packet (200 gm)	Packet
58	Screw nuts and bolts	3mm	1 packet (200 gm) each	Packet
59	Pe-lite sheet	3mm x 110 cm x 73 cm	4	Sheet
60	Pe-lite sheet	6 mm x 110 cm x 73 cm	6	Sheet
61	Plastazote sheet	10 mm x1mtx1mt	2	Sheet
62	Fibre glass	2 kg	2	Kg
	<b>ITEM: Machinery related items</b>			
63	Osscilating Saw Blade	Compactable to Bosch Oscilating saw	10	piece
64	Surform Blade	Flat	5	piece
65	Surform Blade	Half Round	20	piece
66	Surform Blade	Round	5	piece
67	Sanding sleeve	SZ-D72.5 XL200MM	10	piece
68	Sanding sleeve	sz-D45 x L70MM	10	piece
69	Sanding sleeve	SZ-D25 XL45MM	10	piece
70	Zigsaw blade (Bosch)		2 packet (10piece/ packet)	packet
71	Drill bit (JK)	4mm	1 packet (10piece)	packet
72	Drill bit (JK)	5mm	1 packet (10piece)	packet
73	Chalk powder	200 gm packet	20	packet
74	Heavy duty knife with blade		15	piece
75	Blade	To be used in heavy duty knife	15	piece
	<b>Item: ARTICULATED AFO COMPONENTS</b>			
76	AFO ankle joints	Adult size (3 pair) Paediatric size (4 pair)	7 pair	Piece

**Annexure II****Format of Experience certificate**

Sl. No.	Contract No./Supply order No	Name of the Purchaser	Description of work	Qty Supplied	Value of Contract

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

**Note:**

- a. User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where quoted model of the items has been supplied and installed.
- b. Copies of supply orders of the same models quoted (without hidden price for rate justification).

**Annexure- III****PARTICULARS FOR REFUND OF EMD 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	

**Calculation of Local Content**

Name of Manufacturer	Calculation by Manufacturer (Cost per unit of product)		
Cost Component	Cost (Domestic Component) a	Total Cost b	Present of Local Content $C=(a/b)*100$
I..... II..... III. Total Cost (Including Tax & Duties)			

**Note:**

- i. **Cost Domestic Component**:- Cost of domestic component may be calculated based on one of the followings depending on data available. Each of these calculations should provide consistent result.
  - a. Sum of the cost of all inputs which go into the product (including duties and taxes levied on procurement of inputs except those for which credit/ set-off can be taken) and which have not been imported directly or through domestic trader or any intermediary.
  - b. Ex-factory price of product minus profit after tax minus sum of imported bill of material used (directly or indirectly) as inputs in producing the product (including duties and taxes levied on procurement of inputs except those for which credit set-off can be taken) minus warranty cost.
  - c. Market price minus post-producing freight, insurance and other handling cost minus profit after tax minus warranty cost minus sum of imported bills of material used as inputs in producing the product (including duties and taxes levied on procurement of inputs except those for which credit/ set-off can be taken) minus sales and marketing expenses.
- ii. **Total Cost**:- Total cost may be calculated based on one of the following on data available. Each of these calculations should provide consistent result.
  - a. Sum of the all cost of the all input which go into the product (including duties and taxes levied on procurement of inputs except those for which credit/ set-off can be taken).
  - b. Ex-factory price of product minus profit after tax, minus warranty cost.
  - c. Market price minus post-production freight, insurance and other handling cost minus profit after tax, minus warranty cost minus sales and marketing expenses.

**Enclosure-II**

Format for affidavit of Self Certification regarding local content in a Medical device to be provided in Rs. 100/-Stamp Paper.

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

I \_\_\_\_\_ S/o, D/o, W/o \_\_\_\_\_, Resident of \_\_\_\_\_

Do hereby solemnly affirm and declare as under:

That I will agree abide by the terms and condition of the policy of Government of India issued vide Notification No.

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant record before the procuring entity or any authority so nominated by the Department of Pharmaceuticals, Government of India for the purpose of assessing the local content.

That the local content for all inputs which constitute the said medical device has been verified by me and I am the responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms, based on the assessment of an authority so nominated by the Department of Pharmaceuticals, Government of India for the purpose of assessing of the local content, action will be taken against me as per Order No. P-45021/2/2017-B.E.-II, dated- 15.06.2017 and Guideline issued vide letter no. 31026/36/2016-MD, dated-18.05.2018

I agree to maintain the following information in the company's record for the period of 8 years and shall make this available for verification to any statutory authority:

i). Name and details of the Manufacture (Registered Office, Manufacturing Unit

location, nature of local entity.

- ii). Date on which certificate is issued.
- iii). Medical devices for which the certificate is produced.
- iv). Procuring entity to whom the certificate is furnished.
- v). Percentage of local content claimed.
- vi). Name and contact details of the unit of the manufacture.
- vii). Sales price of the product.
- viii). Ex-Factory Price of the product.
- ix). Freight, insurance and handling.
- x). Total Bill of the Material.
- xi). List and total cost of value of inputs used for manufacture of the material device.
- xii). List and total cost of the inputs which are domestically sourced. Value addition certificate from suppliers. If the input is not in-house to be attached.
- xiii). List and cost of inputs which are imported, directly and indirectly.

**For and on behalf of**

**(Name of Firm/entity)**

Authorized signature (To be duly/authorized by the board of Director)

## **Declaration by the Bidder:**

(On 100 Rs. stamp paper)

1. I am authorized signatory of the agency/firm and am competent to sign this declaration and execute this tender document.
2. 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
3. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
4. 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.
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 Faculty-in-Charge Procurement Cell, AIIMS, Patna 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. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

**MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM**

To,

The Stores Officer,  
All India Institute of Medical Sciences Raipur (C.G)

Dear Sir,

Tender No. : \_\_\_\_\_.

Consumable Item Name : \_\_\_\_\_.

3. We, \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_, having factories at \_\_\_\_\_ and \_\_\_\_\_, hereby authorize Messrs'(Authorized Dealer/Distributor/Supplier)\_\_\_\_\_ (name and address of agents) to bid, negotiate and conclude the contract with you against this tender for the above goods manufactured by us.
4. No company or firm or individual other than Messrs'\_\_\_\_\_ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.
5. We also hereby undertake to provide full guarantee/warranty /Comprehensive Annual Maintenance Contract as agreed by the bidder in the event the bidder is changed as the dealers or the bidder fails to provide satisfactory after sales and service during such period of Comprehensive Warranty / Comprehensive Annual Maintenance Contract and to supply all the spares/ accessories / consumables etc. during the said period.
6. We hereby extend our full guarantee and warranty as per the conditions of tender for the goods bided for supply against this tender by the above firm.

The authorization is valid up to \_\_\_\_\_

Yours faithfully,

(Name)

For and on behalf of M/s. \_\_\_\_\_

(Name of manufacturers)/Principal

**PARTICULARS FOR PERFORMANCE GUARANTEE BOND**

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)**

(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,  
The Director  
All India Institute of Medical Sciences (AIIMS),  
Tatibandh, GE Road, Raipur-492 099 (CG)

**LETTER OF GUARANTEE**

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten per cent)of the purchase value] which will be valid for entire warranty period from the date of installation &commissioning, the said Performance Guarantee Bond is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur .....(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We,.....(name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

a.Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).

b.This Bank Guarantee shall be valid upto..... (date) and

c.We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at .....situated at..... (Address of local branch).

Yoursruly,

Signature and seal of the Guarantor



Name of the Bank:.....

Complete Postal Address: .....

### **Instructions for Online Bid Submission:**

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

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

#### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) 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.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or 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.
- 5) 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.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) 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.
- 2) 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.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) 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.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) 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.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie 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.
- 11) 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.

## **12) ASSISTANCE TO BIDDERS**

- 1) 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.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.