



अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR

Address: Plot No. 2, Sector-20, MIHAN, Nagpur- 441108



Email: - hospitalstore@aiimsnagpur.edu.in

Ph.No.0710-3295590

Notice Inviting Tender

For

"Annual Rate Contract for Supply of Cochlear Implant to ENT Department"

At

All India Institute of Medical Sciences, Nagpur

CRITICAL DATE SHEET

| | |
|----------------------------------|------------------------|
| Published Date | 01/01/2024 at 05:00 PM |
| Bid Document Download Start Date | 01/01/2024 at 05:05 PM |
| Bid Submission Start Date | 02/01/2024 at 09:00 AM |
| Bid Submission End Date | 30/01/2024 at 03:00 PM |
| Bid Opening Date | 31/01/2024 at 03:00 PM |

SCHEDULE OF REQUIREMENT

| Sl. No. | Items Details and Technical Specifications |
|---------|--|
| 1 | As per Annexure-I |

Note:

- Online bids are invited on single stage two bid system for “**Annual Rate Contract for Supply of Cochlear Implant to ENT Department at AIIMS, Nagpur**”. Manual bids shall not be accepted.
- Tender document may be downloaded from AIIMS web site www.aiimsnagpur.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.
- Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
- Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- Tenderer who has downloaded the tender from the **AIIMS web site- www.aiimsnagpur.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 Nagpur.

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).

- Manual bid shall not be accepted in any circumstance.**
- 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.
- 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>’**
- 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, AMC & warranty terms etc. whichever is applicable.
- Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
- EMD / Bid Security-**

Money Deposit (i.e. ₹ 50,000.00) to be deposited in the form of Insurance Surety Bonds/Demand Draft/ FDR/Banker’s Cheque or BG (including e-Bank Guarantee). Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. The Insurance Surety Bonds/Demand Draft/ FDR/Banker’s Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "The Director, AIIMS, Nagpur". The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker’s Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at Store Office (Hospital Store), First Floor, IPD, AIIMS, Plot No. 2, Sector- 20, MIHAN, Nagpur prior to opening of tender.

-No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur 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 fails to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited

- Tenders without Earnest Money will be summarily rejected.

- No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD.

- If MSME firm (only Micro and Small Enterprises) 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.

a) District Industries Centers (DIC)

b) Khadi and Village Industries Commission (KVIC)

c) Khadi and Village Industries Board

d) Coir Board

e) National Small Industries Corporation (NSIC)

f) Directorate of Handicraft and Handloom

g) Any other body specified by Ministry of MSME (MoMSME)

h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum/Udyam issued by MoMSME.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

- EMD should remain valid for a period of 180 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.

12. Tenderer must provide evidence of having supplied government hospital / reputed private hospital organizations in India similar nature of items of at least **₹15 Lakh** of Tender value in the last three years and the copy of the same should be uploaded.
13. The firm should be registered and should have the average annual turnover at least **₹ 30 Lakh** of the bidder in the last three financial years. Copies of authenticated balance sheet for the past three financial years (i.e 19-20,20-21,21-22) should be uploaded.
14. **The Purchaser reserves the right to relax the Norms on Prior Experience for Start-ups and Micro & Small Enterprises in Public Procurement. The Start-ups are defined in Annexure-A of the “Action Plan for Start-ups in India”. The same is available on the website of Department of Industrial policy and Promotion (DIPP), Ministry of Commerce & Industry.**
15. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST Registration Certificate.
16. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
17. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order. Further more 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.
18. In the event of any dispute or difference(s) between the vendee (AIIMS Nagpur) 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/Nagpur 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.
19. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
20. All disputes shall be subject to Nagpur Jurisdiction only.
21. **AIIMS Nagpur 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.**

- 22.** The Tender/Bid will be opened on Store office at AIIMS Nagpur Premises.
- Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment/consumable.
 - 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.
- 23.** 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.
- 24. 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. However, Purchase reserves the right to finalize Rate Contract with more than one vendor for same type / category of consumables, if found reasonable.
 - 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.
 - 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.
- 25. Purchase Preference to Local Suppliers**
- In pursuance of Government of India Order No. P-45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time) and F.No. Z.28018/67/2017-EPW dated 12th June 2018 purchase preference shall be given to local suppliers in all procurements undertaken in the manner specified hereunder and the procurement shall be made as per terms and conditions contained in the said order.
- (i) Minimum local content:** The minimum local content shall as per Government of India Order No. P- 45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time) and F.No. Z.28018/67/2017-EPW dated 12/06/2018, till the Nodal Ministry prescribes a higher or lower percentage.
- (ii) Margin of Purchase Preference:** The margin of purchase preference shall be 20%. The Local supplier whose quoted price falls in the margin of purchase preference desirous of claiming benefit of the Order No. P-45021/2/2017-B.E.-II dated 16th September 2020 shall submit an undertaking within 7 days of opening of financial bid, that he would be ready to supply the product at L1 price. In case of non-receipt of the same, he would not be given purchase preference.
- (iii)** 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 Rs. 100/- stamp paper as per **Form - E**).
- (iv) All other terms & conditions will be as per the Department of Industrial Policy and Promotion (DIPP) order No. P-45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time).**
- 26. Abnormal Bid:**
- An Abnormally Low bid is one in which the bid price, in combination with other elements of the bid, appears so low that it raises substantive concerns as to the Bidder's capability to perform the contract at the offered price. AIIMS, Nagpur will seek written clarifications from the Bidder, including detailed price analyses of its bid price concerning scope, schedule, allocation of risks and responsibilities, and any other requirements of the Tender Document. If, after evaluating the price analyses, procuring entity determines that Bidder has substantively failed to demonstrate its capability to Tender Document Procuring Organization deliver the contract at the offered price, the AIIMS shall reject the bid/ proposal, and evaluation shall proceed with the next ranked bidder.
- 27. 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. Bidders to submit self-

declaration on their letter head as per **Form D**

- 28.** Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
- 29.** The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
- 30.** **A brochure displaying clearly the product is to be attached with the tender if required.**
- 31.** In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Nagpur through e-mail: hospitalstore@aiimsnagpur.edu.in on or before end date of clarification as per critical date sheet.
- 32.** Other terms and condition applicable as per manual for procurement of goods 2017, GFR-2017etc.

**Administrative Officer
AIIMS, Nagpur**

| Sl. No. | Item Name | Approximate Annual Requirement (In Numbers) |
|---------|-------------------------|--|
| 1. | Cochlear Implant System | 3 |

PRODUCT SPECIFICATION

| S.No. | Product | Desired specification |
|-------|--|---|
| 1) | Implant | Hermetically sealed titanium casing of Non-Ceramic material. |
| 2) | Intra-Cochlear Electrode Array | Multi-Channel /Multi Electrode with minimum of 12 electrode Slim Straight Electrode array Minimum length of active Electrode 25mm Maximum diameter at the apex- 0.5 mm |
| 3) | Speech Processor (Advanced SP with option of Body worn and BTE) | Multi-speech coding strategy capability utilizing digitally programmed frequency band (12 or more) Should have direct streaming with Phone Should have control of sensitivity, volume, alarm & auto features Should have Mobile App application to monitor the speech in hour, Battery life & Find my Processor function to enable to find the processor in case of misplaced. Wide range of input processing option for clarity of sound in different environments like soft sound, Noise, Music and focus listening Protection against humidity & sweat External speech processor of Cochlear Implant should have single/dual microphone facility |
| 4) | Power source | Powered by rechargeable cells / rechargeable battery packs. Recharging equipment & battery pack to be supplied by the manufacturer. Commitment for their free replacement, if they malfunction, within warranty period. |
| 5) | Implant Integrity Testing ability | Ability to test implant and electrode integrity and function both intraoperative and postoperatively Feature for testing intra op implant functioning Inner ear assessment at the time of surgery and during switch on mapping & therapy after CI surgery Company should provide one working equipment for automatic intra operative telemetry/compound action potential recoding during entire time of the tender |

| | | |
|-----|---|--|
| 6) | Speech Coding strategy | Proven and internationally accepted speech coding strategy |
| 7) | MRI compatibility | MRI compatibility of 1.5 Tesla of more without removal of magnet. Implant should have option of removable magnet for 3.0 T or higher MRI requirement/compatibility. |
| 8) | FDA Approved | Complete implant system should be US FDA Approval for implantation in paediatric and adult patients |
| 9) | Feature of Implant | Implant should be compatible with current and future technology in speech processor and if company is no longer manufacturing the current processor, then it should be upgraded to higher model free of cost if within warranty period of internal device |
| 10) | External components | Robust and long lasting. Should be sweat/splash resistant. Two sets of all spares and cables and commitment for towards free replacement of external component not covered by warranty to be provided for minimum of 3 year from date of implantation. Provision of loners to the centre for immediate replacement to the user. Easily available spare parts like magnet coil, wire and microphone sound processor etc |
| 11) | FM compatibility | Compatible with standard FM bases group Therapy Systems / FM |
| 12) | Telephone / Telecoil compatibility | Telephone compatibility with inbuilt snap/ on Telephone Adapter |
| 13) | Product Support | For the life of the product including implanted and external components, software and hardware Free upgrade of software/ hardware support for product in case existing implant system is discontinued by manufacturer |
| 14) | Infrastructure support | All necessary hardware and software required for preoperative intra-operative and post-operative testing and programming of the Implant should be provided free of cost to existing implant centres and any centres established in the future. Implant specific surgical kit should be provided free of cost to the centre. |
| 15) | Service network | Provision of spares/loaners for equipment defects/ malfunctions Within 48 hours of request for such support Should have wide network of service and repair centres all over India to provide after sales service like repair/replacement within India of the warrantable components which includes wire, microphone, sound processor, any other accessories like magnet coil etc. to the patients residing in various parts of India, directly by the company |
| 16) | Comprehensive replacement/ repair warranty is to be provided as follows | Cochlear Implant: 10 years from the date of surgery Processor: 3 years from date of Switch On |

| | | |
|-----|----------|---|
| 17) | Training | Onsite training of medical and para medical person & continuing education program to be provided by the manufacturer as and when required. Training should include surgical procedures/ techniques/advances: implant audiology, rehabilitation, support and hardware/ software trouble shooting. At least one year of speech and rehabilitative therapy, which include mapping etc. |
| 18) | Implant | Company should have provision of return in case of non-utilization of implant (personal or surgical cause) |
| 19) | Kit set | Accessories & spares – Should be quoted with the following minimum set accessories Coil & cables – 2 Rechargeable batteries – 02 Nos. and charger Electronic dehumidifier Monitor ear phones Interchangeable magnets of varying strength Disposable batteries – 01 |

Note: The Quantity mentioned here is tentative it may increase or decrease based requirement of AIIMS, Nagpur.

Other Terms & Conditions:

Pre-Qualification Criteria:

- i. Bidder should be the manufacturer/authorized dealer/Distributor/Trader/ Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place.
- ii. An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded.

Performance Guarantee Bond:

- i. The successful bidder shall have to submit a performance security deposit (SD) within 30 days from the date of Rate Contract. Extension of time for submission of PG beyond 30 days and up to 60 days from the date of Rate Contract 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 30 days. i.e. 31st day after the date of issue of Rate Contract. In case of the contractor fails to submit the requisite PG even after 60 days from the date of issue of Rate Contract the contract shall be terminated. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.
- ii. Successful supplier/firm should submit performance security deposit (SD) as prescribed in favour of “**The Director, AIIMS Nagpur**” through any Schedule Bank with a clause to enforce the same on their local branch at Nagpur and to be received in the Store Office, Ground Floor, Admin Block, AIIMS Nagpur, Pin- 441108 within 30 days from the date of Rate Contract. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering **3%** of the contracted value of **Rs.50,000/-** based on approximate annual consumption.
- iii. Validity of the performance security deposit (SD) shall be for a period of 60 days beyond of entire contract period.

Delivery/Supply: The supply should be completed within 30 days from the date of purchase order and in case of NABL test report to be submitted the same should be completed within 60 days and

the time of supply must be on working days before 3 pm for week days and before 12 noon for Saturday 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. Unloading of material will be arranged by supplier.

Purchase order will be placed as required by institute.

Penalty: If the suppliers fails to deliver and place any or all the Equipment/item 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.

Right of Acceptance: AIIMS, Nagpur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind i itself to accept the lowest quotation or any tender. AIIMS, Nagpur also reserves the rights to accept all the item/consumable/equipment/instruments in the given tender or only part of it in any given schedule without assigning any reason. Sample to be submitted with bids and as and when required.

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.

Risk Purchase & Recovery of sums due to:

Failure or delay in supply of any or all items as per Requisition / Purchase Order, Specification or Brand prescribed in the tender, shall be treated as 'non-compliance' or 'breach of contract' and the order in part or full be arranged from alternative source(s) at the discretion of the 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 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.

Communication of Acceptance: AIIMS, Nagpur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.

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, Nagpur shall have the power to terminate the contract without any prior notice.

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, Nagpur party may, at least option to terminate the contract.

Breach of Terms and Conditions: 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, Nagpur. In that event the security deposit shall also stand forfeited.

Billing Agency: Name and address of the billing agency will be informed by the OEM/Manufacturer after award of the Rate Contract. (If Required) with the following details of billing agency:-

- i) PAN Card
- ii) GST Registration Certificate
- iii) Non –conviction certification/ No pending conviction certificate attested/ issued by Notary.
- iv) A notarised affidavit regarding no relation of billing agency with the persons authorised to evaluate TEC/PEC or involved in finalizing the tender on stamp paper of Rs. 100/-.

Information required on challan & bills:

1) **Challan:** Supply order will be released and you may execute the supplies directly or through billing agency. Challan must be endorsed by the security personal at AIIMS NAGPUR main gate. The endorsement must clearly mention time and date of entry of the material. The challan must always bear the following information:

- i) Name of the item as, it is mentioned in Rate Contract/ Supply order.
- ii) Name of the item as, it is mentioned in the product literature of the company (i.e. Brand if any)
- iii) Size of the item
- iv) Supply order no. and Date
- v) Date of Manufacturing
- vi) Date of expiry
- vii) Batch Number
- viii) Quantity of each item (in unit)
- ix) Maximum Retail Price (MRP)

2) **Pre-receipted bill** (Tax Invoices) must always bear the following information:

- i) Name of the item as, it is mentioned in Rate Contract/ Supply order.
- ii) Name of the item as, it is mentioned in the product literature of the company (i.e. Brand if any)
- iii) Size of the item
- iv) Supply order no. and Date
- v) Date of Manufacturing
- vi) Date of expiry
- vii) Batch Number
- viii) Quantity of each item (in unit)
- ix) Value of each item
- x) Total Value of the bill
- xi) The amount of GST paid by the supplier
- xii) Maximum Retail Price (MRP)

3) Terms of payment:

Payment Terms: - 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.

- (a) 100% payment of the contract price shall be paid on receipt and acceptance of goods in good condition at the consignee premises and subject to recoveries, if any, either on account of defects/ deficiencies not attended by the supplier or otherwise upon the submission of the following documents:
- (b) Four copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp.
- (c) Two copies of packing list identifying contents of each package.
- (d) Billing Agency may collect payment in own Name for supplies made under written authorization form from the manufacturer.

The supplier shall not claim any interest on payment under the contract.

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.

No payment shall be made for rejected stores. Rejected item/consumable/equipment 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/disposed of at the risk and responsibility of the suppliers without notice.

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 Nagpur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS Nagpur. 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.

Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Nagpur and all obligations hereunder shall be deemed to be located at Nagpur and Court within Nagpur will have Jurisdiction to the exclusion of other courts.

Item-wise comparison of the quotes will be made and L1 for each Item will be determined accordingly. In this context, final decision of the committee will be binding to all and no claim in this regard can be entertained. The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Nagpur shall be final. (L1 is lowest one).

L1 will be decided item wise on FOR AIIMS Nagpur basis.

The period of rate Contract is for **one year** which can be extended for another one year with mutual consent.

Administrative Officer
AIIMS Nagpur

2. Technical Bid (Check List)

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

| Sl. No | Particulars | Attached (Yes/No) | Page No | Remarks |
|--------|--|-------------------|---------|---------|
| 1 | Check list (Technical Bid) | | | |
| 2 | Please mention that the bidder is Manufacture /Distributor /Dealer / Trader/Supplier relevant document should be uploaded (Form B) | | | |
| 3 | Copy of PAN Card & GST should be uploaded | | | |
| 4 | Firm/Company registration certificate should be uploaded | | | |
| 5 | Bid Security/EMD amount of Rs. 30,000/- in the form of DD/FD or UDYAM Registration certificate as per clause 11 of page no. 2&3 of NIT document. | | | |
| 6 | Tenderer must provide evidence of having supplied government hospital / reputed private hospital organizations in India similar nature of items of at least ₹15 Lakh of Tender value in the last three years and the copy of the same should be uploaded. | | | |
| 7 | Annual turnover of Rs. 30 Lakh Last three Financial year (2019-20, 2020-21 & 2021-2022) duly certified by CA as mentioned in tender document should be uploaded. | | | |
| 8 | "Declaration by the Bidder" (Form A) should be uploaded as mentioned in tender document should be uploaded. | | | |
| 9 | Relevant brochure/catalogue pertaining to the items quoted with full specifications etc. | | | |
| 10 | Technical Specifications Compliance Report (Form F) (In Firm Letter here) | | | |
| 11 | Certifications (as per tender specifications) | | | |
| 12 | Details of item quoted in the technical bid in Form 'C' | | | |
| 13 | Border sharing countries clause "Form D" | | | |
| 14 | Self-Certification regarding Local Content in consumables to be purchase Form "E" | | | |

Price Bid

Price Bid Price bid in the form of BOQ_XXXX .xls

Price Bid Format

| Sl. No | Name of Item | Basic Rate (In Rs) Unit Price | GST (In Rs) | Total Amount without GST | Total Amount with GST |
|--------|--------------|-------------------------------|-------------|--------------------------|-----------------------|
| | | | | | |

3. GENERAL CONDITIONS

1. Forms in all Annexure should be filled up properly. Every correction should invariably be attested by tenderer, failing which the tender will be summarily rejected.
2. The tenderer may quote the rates for one or more product of one or more manufacturing company for which authorized.
3. Total rates should be inclusive of all taxes and/or other charges, if any, as per the price bid - BOQ.
4. The rates quoted and accepted will be binding on the tenderer for stipulated period.
5. The details of the required items are shown in the list (Annexure-1). The rates quoted should not vary with the quantum of the order or the destination.
6. To ensure sustained supply without any interruption, the Tender Inviting Authority reserves the right to split orders for supplying the requirements among more than one bidder.
7. The rates quoted and accepted will be binding on the bidder for full contract period of three year from the date of signing of agreement and extendable period of 1 year by mutual consent with bidder, any increase in price will not be entertained till the completion of contract. Accordingly this clause will be applicable for all orders placed during the currency of contract.

4. ACCEPTANCE OF TENDER

The tender inviting authority, AIIMS NAGPUR reserves the right to accept or reject any tender for any one or more of the items tendered for without assigning any reason. If L1 rate matches to equal to more than one bidder than competent authority AIIMS Nagpur to issue P.O. order as recommended by the committee.

No tenderer will be allowed to withdraw their bid after opening of technical Bid.

5. AGREEMENT

All tenderer who are succeeded will have to execute an agreement on non- judicial stamp paper of Rs.100/- (stamp duty to be paid by tenderer) in favour of ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR within 15 days from the date of intimation received by them from AIIMS, Nagpur that the intenders have been accepted. The form of Agreement is enclosed intender document. The bidder shall not, at any time, assign, sub-let or make over the contractor the benefit there of or any part thereof to any person or persons whatsoever. All notices or communications relating to arising out of this agreement or any of the terms there of shall be considered duly serve do nor given to the bidder if delivered to him or left at the premises, places of business or abode.

If the successful tenderer fails to execute the agreement and payment of security deposit within the time specified or withdraws the tender after intimation of the acceptance of the tender has been sent or owing to any other reasons, the tenderer is unable to undertake the contract, the contract will be cancelled and the Earnest Money Deposit of the tenderer shall stand forfeited. Such tenderer(s) will also be liable for all damages sustained by the Tender Inviting Authority/Ordering Authority by reasons of breach of tender conditions. Such damages shall be assessed by the Tender Inviting Authority, ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR whose decision shall be final.

6. PERFORMANCE SECURITY DEPOSIT

The successful tenderer must pay a Performance security deposit of **3% of contracted value** (Calculated as per approximate one-year consumption) with of Rs. 50,000/-

7. SUPPLY CONDITIONS AND DELIVERY PERIOD

Purchase orders along with the delivery destinations will be placed on the successful bidder at the discretion of the Ordering Authority.

All supplies will be scheduled for the period from the date of acceptance till the completion of the tender in installments, as may be stipulated in the Purchase Order.

The supply should be completed within 30 days from the date of purchase order and in case of NABL test report to be submitted the same should be completed within 60 days and the time of supply must be before 3 pm for week days and before 12 noon for Saturdays. The supplier may continue the supply of unexecuted quantity after the issue of Amendment for Delivery period extension, however liquidated damages as specified in Penalty Provision of the tender conditions, will be levied on the quantity supplied after the expiry of original DP. Unloading of material will be done by supplier. Sample to be submitted with bids and as and when required

The supplier shall complete the earlier purchase order before commencing the supply of subsequent purchase orders. In case of non-execution, AIIMS Nagpur reserves the right to place purchase order (partially/fully) on alternate source at the risk and cost of the defaulting bidder.

It shall be the responsibility of the Bidder for any shortages/damage at the time of receipt. Tender inviting authority is not responsible for the stock of the Product received, for which no order is placed.

The bidder shall take back (Reverse distribution), items which are not utilized by the tender inviting Authority within the shelf life period will have to be replaced by the bidder at their cost. Slow moving items may be asked for replacement with approved items of the discretion of AIIMS Nagpur.

If at any time the Bidder has, in the opinion of the Tender inviting authority/ordering authority, delayed the supply of item due to one or more reasons related to force Majeure events such as riots, mutinies, wars, fire, storm, tempest or other exceptional events, the time for supplying the item may be extended by the Tender inviting authority/ordering authority at its discretion for such period as may be considered reasonable. However, such extension shall be considered only if a specific written request is made by the Bidder within 11 days from the occurrence of such event. The exceptional cause does not include scarcity of raw material, power cut and labour disputes.

Shelf Life: The store offered should have 75% of remaining shelf life in case of products manufactured in India and 60% remaining shelf life in case of imported products. Loss or premature deterioration due to biological and or due to other factors, during the life span of the store shall have to be made good by the contractor free of cost.

Inspection and sampling at the consignee's end:

- i) After the receipt of the consignment, the demanding officer may draw a sample out of each consignment and send it for testing at one of the approved testing laboratories/user departments. If the sample/samples is/are found not of standard quality, the consignment shall be rejected. If the product is found to be not of standard quality for any of the above-mentioned reasons, the total cost of laboratory test will be recovered from the supplier. Where there are visible and obvious defect in the consignment, it shall be rejected.
- ii) All rejected stores shall in any event remain and will always be at the risk of the contractor immediately on such rejection.
- iii) Purchaser reserves the right to depute persons as may be designated by him to visit the premises of the manufacturers for ensuring that GMP(s) are observed by the manufacturers. It is also open to the purchaser to send persons as may be designed by him to inspect stores and draw samples from there before dispatch of consignment.

- iv) In case of rejection of stores, the supplier will have to replace the entire quantity or make full payment of entire consignment against the particular invoice irrespective of the fact that part of the supplied stores may have been consumed.

8. PACKING

All primary packing containers/strips/blister should be strictly conforming to the Specification included in the relevant pharmacopoeia. Packing should be able to prevent damage or deterioration during transit. Primary packing such as strips, labels, inner carton, outer carton etc. should bear the following words

“Govt. Supply- Not for Sale”

Secondary packing such as baby shipper (small corrugated box), outer corrugated boxed are labelled as under.

GOVT. SUPPLY-NOT FOR SALE

Name of the Product:

Manufactured by:

Batch no.:

Mfg. Date :

Exp. Date:

Quantity:

PRICE BID

Price bid in the form of BOQ_XXXX .xls

9. PENALTIES PROVISIONS

1. If the supplier fails to deliver any or all of the goods or fails to perform the service within the time frame(s) incorporated in the tender, the Purchaser shall, without prejudice to other right and remedies available to the Purchaser under the tender, deduct from the quoted price, as liquidated damages, a sum equivalent to 0.5% per week of delay or part thereof on delayed supply of the quoted price.

2. If the complete supply or part thereof is received in damaged condition it shall not be accepted and shall be recorded on Delivery Challan. Such damaged material should be replaced by the supplier within 14 days from the date of noting on Delivery Challans or rejection advice issued by consignee or else subsequent to no replacement in 14 days the Performance security (SD) would be forfeited with a notice to the supplier. In case of damage only in the outer packing, the supply will be accepted only after levying penalty of 1% on the total value of the supply to that destination place. Further the Performance Security (SD) would be forfeited with a notice to the supplier.

3. Tender Inviting Authority will be at liberty to terminate, without assigning any reasons thereof, the contract either wholly or in part on 30 days' notice. The Bidder will not be entitled for any compensation whatsoever in respect of such termination. All litigations related to the supplier for any defaults will be done by Tender Inviting Authority and his decision will be final and binding.

10. BLACKLISTING PROCEDURE

1. Non-performance of any tenderer conditions will disqualify a bidder to participate in the next tender.

2. To assess the correctness of the test results be in given by the Bidders laboratory, samples would also be taken and sent randomly to AIIMS Nagpur empaneled laboratory. If there is any variation in the analytical reports furnished by empaneled laboratories, (either pass or fail) with submitted C.O.A, Bidders shall be black listed for two years besides forfeiture of security deposit, after giving due opportunity to the concerned bidders.
3. If it is revealed that Bidder is involved in any form of fraud and collusion with the empanelled laboratory of AIIMS, the Bidder will be blacklisted for five years. The tenderer shall also be liable for action under criminal law and matter will be informed to drugs controller for penal action against them.
4. AIIMS, Nagpur will be at liberty to terminate the contract without assigning any reasons. The tenderer will not be entitled for any compensation whatsoever in respect of such termination.
5. In all matters pertaining to tender, the decision of AIIMS, Nagpur shall be final and binding.
6. In event of any dispute arising out of tender, such dispute would be subject to the jurisdiction of civil court within NAGPUR.
7. In case of dispute or difference arising between AIIMS NAGPUR and Bidder relating to any matter arising out of or connected with this tender agreement, such dispute or differences shall be settled in accordance with the Arbitration and Conciliation Act 1996. The venue of arbitration shall be NAGPUR.

11. GST

GST rates applicable on your quoted item may please be informed. Please confirm if there is any (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 Nagpur by way of commensurate reduction in the prices”.**

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 NAGPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT NAGPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Nagpur-441108

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Nagpur (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 consumables etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "The Director, AIIMS Nagpur" in the form of Bank Guarantee for Rs.....[3% (three percent)of the purchase value] which will be valid beyond 60 days of completion of warranty period from the date of supply, 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/quality of the Injector Syringe, instrument/machinery, consumables etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Nagpur on demand and without protest or demur..... (Rupees.).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Nagpur (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) Nagpur(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 up-to.....(date) and date of claim should be beyond six month from the date of validity.

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

(Date).This should be beyond six months from validity as (b) above.

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).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address:

FORM-A

Declaration by the Bidder:

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 Nagpur and/or prosecuted as per laws.

I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.

The bidder should not have been blacklisted before at any government organization
No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

Date:.....

(Signature of Bidder with seal)

Name :

Seal :

Address :

FORM-B

MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

To
The Director,
All India Institute of Medical Sciences Nagpur

Dear Sir,

TENDER: _____.

we, _____, who are established and reputable
manufacturers of _____, having factories at _____ and _____

_____, hereby

authorize Messrs. (Authorised Dealer/Sole Distributor/Supplier) _____ (name
and address of agents) to bid, negotiate and conclude the contract with you against Tender No. _____

_____ for the above goods manufactured by

us. 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. 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

FORM- C

[illegible]

Form D

The bidder should submit related undertaking for Restrictions on procurement from bidders from a county or countries, or a class of countries under Rule 144 (XI) of the General Financial Rules 2017 in compliance of office OM no. 6/18/2019-PPD dated 23rd July 2020. Ministry of Finance Department of Expenditure, Public Procurement Division on the basis of following Certificate given below, on the company letter head duly signed by authorized signatory for this tender.

Certificate for Tender

Tender no.:- _____

Item name: - _____

"We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; and solemnly certify that we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). We hereby certify that we fulfill all requirements in this regard and are eligible to be considered."

AND

We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such a country; and solemnly certify that we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed) and we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfill all requirements in this regard and are eligible to be considered."

It is to declare that if, our bid/offer is accepted by the purchaser, as per undertaking given by us as per aforementioned points on the basis of certificate are found to be false, in such case this would be a ground for immediate termination of our bid/offer and further legal action in accordance with the law to be initiated on us by the procuring entity i.e. AIIMS, Nagpur.

[Signature with date, name and designation]

for and on behalf of

Messrs _____

[Name & address of the manufacturers]

***Note:** This clause is not applicable for Indian manufactures

Form-E

Format for Affidavit of Self Certification regarding Local Content in consumables to be purchase on Rs. 100/- Stamp Paper.

I _____ S/o, D/o, W/o _____ of _____ do hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions 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 records 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 consumables has been verified by me and I am 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 Pharmaceutical. Government of India for the purpose of assessing the local content, action will be taken against me as per Oder No. P-45021/2/2017-B.E-II dated 15.06.2017 and Guidelines 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 a period of 8 years and shall make this available for verification to any statutory authority.

- i. Name and details of the Domestic Manufacturer (Registered Office, Manufacturing unit location, nature of legal entity).
- ii. Date on which this certificate is issued.
- iii. consumables for which the certificate is produced
- iv. Procuring entity to whom the certificate is furnished
- v. Percentage of local content claimed (to be calculated based on total items quoted by bidder)**
- vi. Name and contact details of the unit of the manufacturer
- vii. Sale Price of the product
- viii. Ex-Factory Price of the product
- ix. Freight, insurance and handling
- x. Total Bill of Material
- xi. List and total cost value of inputs used for manufacture of the consumables.
- xii. List and total cost of inputs which are domestically sourced Value addition certificates from suppliers. If the input is not in use attached.
- xiii. List and cost of inputs which are imported, directly or indirectly.

For and on behalf of (Name of firm/entity)

Authorized signatory

Form F

Technical compliance report should be submitted in following format:

| Item Sr. No As per Annexure -I | Item Description as per Tender Annexure-I | Complied Yes/No | Remark |
|---|--|------------------------|---------------|
| | | | |

For and on behalf of (Name of firm/entity)
Authorized signatory

Instructions for Online Bid Submission:

1. 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.
2. 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 enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
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.
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.
5. 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.
6. 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.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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.