

**EXAMINATION SECTION
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI – 110 029
(SCHEDULE-A)**

SLNO.OF TENDER _____

FILE NO. _____

Name of the party in whose _____
Favour the Tender form has _____
been issued _____

(SEAL OF THE OFFICER)

The Director
All India Institute of Medical Sciences
New Delhi - 110 029

Dear Sir,

1. I/We hereby submit our tender for the _____

2. I/We now enclose herewith the Bank Guarantee /D.D. No dated
For Rs..... drawn in favour of the DIRECTOR, AIIMS, NEW DELHI" towards EMD/Bid Security.
Tenders not accompanied with EMD/Bid Security (along with Technical Bid in case of two bid system)
shall be summarily rejected.

3. I/We hereby agree to all the terms and conditions, stipulated by the AIIMS, in connection with
delivery, penalty etc. Quotations for each group are being submitted under separate covers, and sheets and
shall be considered on their face value.

4. I/We have noted that over written entries shall be deleted completely & re-written and initiated.

5. I/We undertake to sign the contract/agreement, if required within 30 (Thirty days) from the issue of
the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my
name may be removed from the list of suppliers at the AIIMS New Delhi-29.

6. I/We have gone through all terms and conditions of the tender documents before submitting the same.

NOTE: All Terms & Condition such as taxes etc. have been indicated in the quotations failing which it
will be presumed that the rates are inclusive of all taxes and other terms and conditions are also as per your
requirements.

Yours faithfully,

**Signature of Tenderer
with full Address.**

WITNESS _____

WITNESS _____

WITNESS _____

WITNESS _____

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
EXAMINATION SECTION
(SCHEDULE – B)**

Tender Ref. No. : (27-3/AIIMS/Exam.Sec./online-network/2009-2010)
Subject : Tender for Designing, maintenance, managing Online Facility and Programs offered by the Examination Section, AIIMS using the modern technology as per the qualitative requirement for the Examinations.
Last date of Submission : 19.11.2009 by 5.00 PM
Date of Opening : 20.11.2009 (3.00 PM)
Techno-Commercial Bid

1. Tender should be addressed to the Assistant Controller of (Exams) ,All India institute of Medical Sciences, Ansari Nagar, New Delhi - 110 608 and submitted in the office Examination Section under sealed cover failing which the tender shall be rejected
2. Mixed quotations will not be considered for acceptance.
3. Tender should invariably be submitted in Two Bid system containing two parts as detailed below :

PART-I:- TECHNO-COMMERCIAL BID IN ONE SEALED COVER.
PART-II :- PRICE BID/FINANCIAL BID IN ONE SEALED COVER.

BOTH THE SEALED ENVELOPES SHOULD THEN BE PUT IN OUTERCOVER INDICATING THEREON :-

i) Reference No. of the Tender: _____

ii) Tender regarding: _____

iii) Due date for submission of the Tender: _____

iv) Due date for opening of the Tender: _____

v) Name of the firm: _____

Please note that prices should not be indicated in the techno-Commercial Bid. The Pre-Qualification documents including EMD/Bid security as required in the tender document should be accompanied with the Techno-Commercial Bid.

NOTE:

A). **Tenders submitted without following Two- Bid System procedure as mentioned above would be summarily rejected.**

4. Tenderers should give, rates showing taxes if any, and levies, packing forwarding and insurance charges separately giving full breakup details. THE INSTITUTE IS NOT AUTHORIZED TO ISSUE 'C/D/ FORMS'.
5. THIS TENDER DOCUMENT IS NON-TRANSFERABLE.
6. The tenderers should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender rejected.

7. All quotations should be type-written. Quotation (s) written in pencil and ink will not be entertained. All over-writing and erased entries will be deleted from the quotations unless re-written and initialed.
8. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No inquiry verbal or written shall be entertained in respect of acceptance or rejection of the tender.
9. Tenders are duly signed (No thumb impression should be affixed).
10. **Each tender should be accompanied with an EMD security amount to Rs. 50,000 (Rupees Fifty thousand only) in the form of bank guarantee/FDR (in favour of Director, AIIMS) from any nationalized bank valid for 6 months from the date of opening of tender) or by way of Demand Draft drawn in favour of Director, AIIMS, New Delhi failing which the tender shall not be considered for acceptance and will be out rightly rejected. Cheque is not acceptable at all. EMD security deposited against other tender can not be adjusted for consideration of this tender. No interest is payable on EMD security.**
11. If the job is not implemented on due date, the Director, AIIMS, New Delhi will have the right to impose penalty as under :
 - A) First extension for month or part thereof _____ @ 2%
 - B) Second extension for an additional months _____ @ 3% of part thereof
 - C) In case of non-execution _____ @ 7%
 - D) In case of default, Institute will have the right to procure from open market/another party at their own risk and expenses under risk purchase clause.\
- 11a. Penalty shall be charged if the default in operation is not rectified . The penalty rates shall be as under :
 - a). Upto one hour _____ Nil
 - b) More than one hour _____ 2000/-
12. The Director, AIIMS, New Delhi shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.
13. **This work is of an urgent nature and time bound which is to be completed in all respect within specified period from the date of placement of contract.**
14. Approved rates shall remain valid for two years from the date of contract. The quantity shown in the schedules can be increased or decreased to any extent depending upon the actual requirements.
15. The tenderer shall submit/state whether he/they are owner, franchisee, accredited agent or sole representative indicating principals and agent quoting on behalf of their manufacturers/principals must attach authority letter in their favour provided the manufacturer accepts responsibility for any lapses of the distributors/ supplier in case they are authorized agent.
16. **Tender shall be rejected if the copy of Sales Tax/Service Tax Registration Certificate and Latest Sales Tax/Service Tax Clearance Certificate is not Submitted. Sales tax /Service Tax and other statutory levies should be shown separately and should not be included in the basic price, otherwise it will not be considered (as prescribed in Schedule-D).**
17. The price charged for the Stores/Equipment's, under the reference, by the supplier shall in no case exceed the lowest price at which the supplier the Stores/Equipment's of same identical description to any other person/organization/Institution during the currency of the contract as per fall clause adhered by D.G.S.&D. If at any time, during the said period the

supplier reduced the said prices of such/Stores/Equipment or sales such stores to any other person/organization/Govt. Institution/Co-operative Stores at price lower than the quoted price, he shall forthwith notify such reduction or sale to the Director, All India Institute of Medical Sciences and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced and should **attach an undertaking on non-judicial stamp paper of Rs.10/- duly attested by Notary Public otherwise quotation will be summarily rejected.**

18. The Tenderer shall furnish a **non-blacklisting certificate/Non-Debarring** that the firm has not been blacklisted/debarred in the past by any government/Private Institution. **The Tenderer has to give an affidavit on on-judicial stamp paper duly attested by Notary Public of Rs.10/-** that there is no vigilance/CBI case pending against the firm/supplier and the firm has not been blacklisted/debarred in the past by any Govt. or Pvt. Organization failing which the tender will be rejected.
19. **The Tenderer shall furnish following certificates invariable along with technical bid, as applicable, otherwise quotation shall be summarily rejected :-**
 - a) Declarations by the proprietor of the firm, in case, the firm is proprietorship firms on on-judicial stamp paper of worth Rs.100/- duly attested.
 - b) An attested copy of partnership deed duly registered by the Registrar of Firms, in case, of partnership firm.
 - c) An attested copy of article of memorandum with constitution of firm and guidelines, in case, of private limited firm with name, photo and signatures of all Directors.
20. Experience of running the programs in collaboration with the recognized Indian University / Universities for atleast 2 years **The tenderer on a non-judicial stamp paper of worth Rs.10/- duly attested by Notary Public would give a declaration to this effect failing which the tender will be summarily rejected including the supportive documents/certificates stating the following necessary conditions.**
 - a. Must be Experience of managing more than 2,00,000 students per annum at national level in last two years
 - b. Should have Team of experienced qualified professional
 - c. Managing own dynamic interactive website
 - d. Should have a team of developers having the experience of management of website
 - e. Have infrastructure required for running the program in Internet Mode
 - f. Having good experience of developing the web content
 - g. Experience of conducting and managing Online Examination
 - h. Capability for creating internet access point on all India basis
 - i. Capability to establish 8 seat front desk support system from 8 a m to 8 p m in the AIIMS, New Delhi for seven days a week.
 - j. Have tie up with at least one nationalized and one private bank all over India for payment gateway services
 - k. Experience of doing similar work for at least one Central/state government/state/autonomous University.

21. **The tenderer should have submit statement of financial standing with turnover not less than Rs. 1.00 Crore per annum for preceding year from their bankers/Chartered Accountants. The name of the bankers with swift number alongwith full address to be furnished on their firm's letterhead failing which tender will be rejected.**
22. **The tenderer is also required to submit performance report from other similar organizations where the firm is registered for providing similar type of job. The firm should also submit list of organizations where the similar job have been performed for preceding two years failing which tender will be rejected.**
23. The supplier shall furnish the following certificate to the Accounts Officer (Stores Accounts) along with each bill for payment for supplies made against in Rate Contract Tender:

‘I/We certify that the Stores of description identical to the Stores supplied to the government under the contract against Tender herein have not been offered/sold by me/us to any other person/organization/Institution up to date of bill/the date of completion of suppliers against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute under contract/against tender’.
24. If at any time, any question, dispute or difference whatever shall arise between the two parties(AIIMS on the one hand and vendor on the other hand) in relation to the purchase either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the firm. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred. Before proceeding with the reference the arbitrators shall appoint/nominate an umpire. In the event of the arbitrators not agreeing in their award the umpire appointed by them shall enter upon the reference and his award shall be binding on the parties. The venue of the arbitrator shall be at AIIMS. The provision of the Indian Arbitration and Reconciliation Act 1996 and of rules framed if under any statutory modifications thereof shall be deemed to apply and be incorporated for the supply, installation, installation and commissioning etc. Upon every or any such reference the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators on in the event of their not agreeing of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitor and the client or as between parties and shall direct by whom and in what manners the same shall be borne and paid
25. Any action on the part of the tenderer to influence anyone in the said Institute will be taken as an offence. He will not be allowed to participate in the tender inquiry and the tender will not be opened.
26. The Delhi Courts will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and shall have the jurisdiction in the matter.
27. **The tenderer is required to quote their rates on Schedule-D provided with the tender.**
28. Tender by Tele-fax/telegram/fax/e-mail will not be accepted.
29. `Rates should be quoted strictly as per the tender specifications and should be valid for a period of minimum two years or till finalization of next tender and any deviation from specification shall not be considered at all.

30. If the tenderer gives a false statements on any of the above information, the firm/supplier will not be considered and their quotation/tender shall be deemed to be rejected and the security deposited will stand forfeited.
31. The Institute shall have the right to reject any tender without assigning any reason thereof who does not fulfill the tender condition. No correspondence will be entertained in this regard.
32. The entire work is of a confidential in nature, and the company will have to maintain strict confidentiality of the data and information. Failure to do so may entail cancellation of the contract, forfeiture of security deposit/Performance security and debar from AIIMS.
33. **The evaluation criteria adopted by AIIMS would apply uniformly to all tenders. A duly constituted Technical Selection Committee will Shortlist the Technical Bids on the basis of Technical parameters and samples required in the tender including possible visit, if considered necessary . Based on the Technical details, vendors will be short listed further and the names of short listed vendors will be announced to the respective vendors only whose technical bids qualify for opening of Price/Financial Bids. The Financial/Price bids of only vendors, short list from the technical bids will be opened in the presence of their representative on a specified date and time to be intimated to the respective vendors and the same will be evaluated by a duly constituted committee.**
34. **Consolidated rates for the work as detailed in Schedule- D (S1.No. 1,2,3 &4)will be taken into account for deciding the lowest rates.**
35. Quotation received late or without adhering to the above instructions will be outrightly rejected.
36. The forwarding letter/undertaking (**Schedule-A**) duly signed should invariably be returned along with quotations furnished failing which their tender shall be rejected.
37. The successful tenderer shall furnish the performance security within 30 days of issue of contract for due performance of the contract. The performance security should be for an amount of 10% of the contract value payable in form of D.D /FDR/Bank guarantee from any Indian Nationalized Bank (list enclosed) in favour of Director, AIIMS, New Delhi, and it shall be valid for 40 months from the date of issue of Rate Contract, failure to furnish performance security in time would entail forfeiture of earnest money deposited by the firm and the cancellation of the contract and removal of name of firm from the list of contractors.
38. In case the firm does not fulfill the terms and condition of the rate contract subject to satisfactory services, the AIIMS reserves the right to cancel the contract. In such situation the Performance Security of the rate contract holder will be stand forfeited.
39. **Tenders should be submitted in two parts , Part-I containing Techno-commercial Bid in one Sealed Cover and Part-II containing Price/Financial Bid in other sealed cover. All Pre-qualification documents including EMD as required in the Tender Document should invariable be accompanied with the Techno-Commercial Bid. Tender submitted without following the prescribed above will be summarily rejected.**
40. Payment of the approved vender for supply of subject items shall be made through cheque and Electronic Clearing Machine. In case of cheque, the same will be depatched through Registered Post and postal charges shall be deducted from their bills.
41. The establishment of infrastructure and creation of facilities have to be completed within 45 days from the date of issue of orders by the Examination Section, AIIMS, New Delhi at its own expense of the Service Provider. All other facilities are to be created by the service provider
42. The AIIMS reserves the right to call the tenderers for negotiations based on the rates quoted in tenders, if deemed necessary.

IN CASE THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE :-

43. The bidder may download the Tender documents directly through the Website available at www.aiims.edu, www.aiims.ac.in and www.tenders.gov.in. In such case, the bidder are required to submit the tender form fee of Rs. 500/- (Non-refundable) by means of separate Demand Draft drawn in favour of Director, AIIMS, and the same should essentially be enclosed along with the Techno-Commercial Bid. The Bidders should specifically superscribe, "**DOWNLOADED FROM THE WEBSITE**" on the top left corner of the outer envelope containing Techno-Commercial Bid and Financial/Price Bid separately. In no case, the Tender cost fee should be mixed with EMD amount. The Tenders not following the above procedure will be summarily rejected.
44. Orientation programme free of cost to familiarize Examination Section staff with the online system.
45. Source code of the system must be provided with proper documentation.
46. The quoted in the Schedule-D (Financial Bid) will be inclusive of programming, creation software's, uploading and preparation of data equipment used, manpower and transportation.

Note :

If the above-mentioned certificates/documents are not submitted along with the tender, such offers will not be considered and will be out rightly rejected.

Any tenderer/supplier giving false information shall be disqualified and removed from the rate contract. No business, henceforth, will be done with the firm/supplier.

INFORMATION REGARDING ACTIVITIES/FACILITY/ PROGRAMMING TO BE CREATED

SL. NO.	DESCRIPTION OF THE JOBS /ACTIVITIES TO BE PERFORMED	
1	a. Issuance of Admission Notice/Prospectus along with all the relevant details regarding programmes, examinations and eligibility. b. Online submission of application c. Online payment gateways d. Online verification of data for eligibility etc. e. Online rejection of applications where eligibility conditions are not met f. Online delivery of relevant information g. Online delivery of Duplicate Admit Card. h. Preparation of detailed statistics for Examination Section, AIIMS as per the requirements and Managing online website i. Feeding and processing of various data pertaining to Examination Section, AIIMS j. Any other activity that facilitate the working of programmes k. Preparation of Promoting the programmes to facilitate for candidates through On Line Support.	
2	Design and develop web application to manage the registration of the students, challan generation, payment collection, acknowledgement receipt generation and other modules to cover.	
3	To integrate payment gateway to facilitate online registration, payment for the examination through Debit Card/Credit Card or from any Bank and disbursement of acknowledgement card and Duplicate Admit Card through online medium.	
4	To publish all content or edit existing contents as and when contents are provided to the Tenderer	
5	Hosting and management of Independent Website for the Examination Section for the purpose facilitation online enquiry about application status, roll number, centre and result details.	
6	Generate reports as per requirement of AIIMS Examination Section.	
7	Provision, Maintenance, testing support and troubleshooting of all Web based applications including Web Server.	
8	Management for troubleshooting and debugging any kind of problems encountered in IIS on which AIIMS Web Applications are hosted. This will also include the following : a. Web Server Load Test b. No. of active connections on web server c. No. of connections made by web server on Database server. d. Analysis of hits of particular URL.	
9	Handover the complete data time to time to Examination Section of the concerned examination on CD/DVD	

General Requirements

- The website must be available 24 x 7 x 365. Tolerance to down time for the website is zero.
- Conversion of data into web documents is service provider's responsibility.
- All website updates are time bound and thorough efforts are made to give soft copies of voluminous data at least a week in advance, however, it may not be possible to give soft copy well in advance all the time. The hosting of information in all cases has to meet the prescribed deadlines.
- Maintaining strict confidentiality till the document is published and publishing them at the notified time are absolute prerequisites.
- Timeliness, uninterrupted service, volumes, quick response time and confidentiality are uncompromised requirements of the website. User friendliness is an equally important feature of the site.
- Website should support all major web browsers (for e.g. Firefox, Opera, safari etc) apart from Internet Explorer.
- Bandwidth utilization as per actual requirements.
- Monthly Site Usage Reports of the entire site.
- Server Management Services to include Operating System & Data Base Updates, Hardening of Server & Services, Daily Backup, Regular Service & Bandwidth monitoring, Configuring /modifications to Web / FTP server, Daily server health check.

Back-up and Disaster Recovery

- Back-up of the site is to be provided to AIIMS at fixed periodical intervals.
- The AIIM also requires a disaster recovery and business continuity plan for the website.

Security and Audit of the Website

- The website has to be guarded against any type of hacking attacks.
- The security and integrity of the database and the website has to be maintained under all circumstances.
- Transfer the website from one hosting server to another hosting server, if required by the AIIMS, at

Sl.No.	Name of the Examination	* Approx. quantity of Appl. Form required	
1.	All India PG Medical Ent. Examinations	65,000 Nos.	
2.	AIIMS-PG Jan., Session Ent. Examinations	30,000 Nos.	
3.	MBBS Entrance Examinations	65,000 Nos.	
4.	AIIMS-PG July, Session Ent. Examinations	30,000 Nos.	
5.	M.Sc. & B.Sc. Courses Ent. Examinations	7,000 Nos.	
6.	Any other Examinations	Subject to actual	

- **Subject to change.**

SCHEDULE - D

QUOTATION FOR PROVIDING ONLINE SUBMISSION OF APPLICATION FORM, PAYMENT GATEWAYS AND ASSOCIATED ONLINE JOBS/INFORMATION FOR VARIOUS ENTRANCE EXAMINATIONS FOR THE PERIOD OF TWO YEARS.

A.	Name and address of the firm along with Telephone No. Fax No. & E-mail Address			
Sl. No.	Description of the items/activities	Rate (sl.wise) (With out tax) for the period of one year	Service Tax as applicable	Net Price (Sl. wise (Inclusive of Service Tax) for the period of one year
		(Rs./Ps.)	(Rs./Ps.)	(Rs./Ps.)
1(a)	Creation, development and Maintenance of Independent Website of _____GB for Examination Section with facility for submission online Application form (with Design and develop manage the registration of the students, challan generation with facility of Online payment gateways with unique number all over the India. Uploading of programme for Online delivery of Admit Card to the candidate after filling their selective personal particulars and Online verification of data for eligibility , rejection of applications where eligibility conditions are not met and delivery of relevant information.			
(b)	To integrate payment gateway to facilitate online registration, payment for the examination through Debit Card/Credit Card or from any Bank and disbursement of acknowledgement card through online medium.			
2(a)	Hosting and management of independent Website for with the facility of uploading database on server after selecting required fields from original database time to time. Programming to display relevant fields uniquely to each candidate for the Examination Section for the purpose facilitation online enquiry about application status, roll number, centre and result details.			
(b)	Preparation of detailed statistics for Examination Section, AIIMS as per the requirements and Managing online website and feeding and processing of various data pertaining to Examination Section, AIIMS			

3(a)	Provision, Maintenance, testing support and troubleshooting of all Web based applications including Web Server. Management for troubleshooting and debugging any kind of problems encountered in IIS on which AIIMS Web Applications are hosted.			
	CONSOLIDATE TOTAL RATES For above job for the period of one year			

Signature _____

Seal

Date :

Place :

**Check List of Certificates /Documents required to be submitted with
Techno-Commercial Bid**

The tenderer are advised to submit the following certificates under the category of “Vital Documents” invariably alongwith Techno-Commercial Bid. If these documents are not submitted/conditions not met, the quotation shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

1. Violation of Two Bid system (clause No.3).
2. EMD/bid amount. (Clause No.10).
3. Fall clause declaration (Clause No.17).
4. Non-Blacking listing/debarring declaration (Clause No.18).
5. Declaration reg. Proprietorship/partnership/limited firm (Clause No.19).
6. That the firm is in similar business for a period of last 2 years undertaking on Rs.10/-Non-Judicial Stamp paper (Clause No.20).
7. Statement of financial standing with turnover of not less than Rs 1 crore per annum from the Chartered Accountant or bankers with address (Clause No.21).
8. Performance report(s) from other similar organization (Clause No.22).
9. Service Tax /Sales Tax registration Certificate (Clause No.16).
- 10 Certificate of upto date returns and copies of such returns in accordance with (Clause No.16).
11. Schedule – “A” of tender document duly filled.
12. Tender form fee Rs.500/- (In case tender form downloaded from Internet).