

**OFFICE OF THE DIRECTOR  
ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI: 110029  
(SCHEDULE- 'A')**

**File No. :F. 05-II/2016-17/Café**

**Dated 25.10.2016**

Name of the party in whose  
Favor the tender form  
Has been issued :

(SEAL OF THE OFFICER)

The Director,  
All India Institute of Medical Sciences  
Ansari Nagar, New Delhi-29.

Dear Sir,

1. I / We hereby submitted our tender for supply of Electronic Cash Register Machine
2. I / We are enclosing herewith the FDR/Bank Guarantee/ DD. No. ....  
Dated..... for Rs. 5,000/=( Five thousand only) drawn in favour of the “ **AIIMS CAFETERIA**” towards EMD/Bid Security. Tender not accompanied with EMD/Bid Security shall be summarily rejected.
3. I/We hereby agree to all the terms and conditions, stipulated by the AIIMS, (enclosed) in this connection including delivery, penalty etc.
4. I / We have noted that over written entries shall be out rightly rejected. Tenders are duly singed (No thumb impression should be affixed )
5. I / We have gone through all terms and conditions of the tender documents before submitted the same.

Note : ALL TERMS & CONDITIONS SUCH AS RATES AND TAXES ETC. HAVE BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIRMENTS.

**Yours faithfully,  
Signature of Tender with  
Full address:**

1. The tender 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'. PLEASE EXCLUDE CUSTOM DUTY COMPONENT IN TUPEE QUOTE AS THE INSTITUTE IS EXEMPTED FROM THE PAYMENT OF CUSTOMS DUTY. However, exercise Duty, if any, should be shown separately. Tender not conforming to this requirement shall be rejected and no correspondence will be entertained what over.
2. IN CASE OF IMPORT THE TENDERERS ARE REQUIRED TO QUOTE FOB & CIF VALUE SEPARATELY DULY MENTIONING THE BREAK-UP DETAILS FOR FREIGHT AND INSURANCE. THIS CONDITION SHOULD BE STRICTLY ADHERED TO, FAILING WHICH THEIR OFFER WILL BE SUMMARILY REJECTED.
3. THIS TENDER DOCUMENT IS NON-TRANSFERABLE.
4. The bid document should be paged and certificate must be provided on the covering letter indicating the number of pages submitted along with the bid
5. The checklist may be furnished properly and page No. may be mentioned against each Serial Number.
6. The tender forms be clearly filled in ink legible or type written giving full address of the tenderers. The tenderers should quote in figures as well as in words the rates amount tendered by him/them. Any discrepancy between the figures and words, the amount written in words will prevail. Alterations/over-writings, unless legible attested by the tenderer, shall disqualify the tenders. The tenders should be signed by the tenderer himself/themselves or his/their authorize agent on his/their behalf (Authorization may be enclosed, if applicable).
7. THE FORWARDING LETTER/UNDERTAKING (SCHEDULE 'A') DULY SIGNED SHOULD INVARIABLE BE RETURNED ALONGWITH QUOTATIONS FURNISHED FAILING WHICH THE TENDER SHALL BE REJECTED.
8. 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 redundant.
9. The tender rates should be kept open/valid for a period of one year from the date the tenders are opened.
10. The quotation will consider only from the manufacturers or their direct authorized distributors. The offers of firms who are neither manufacturers nor direct authorized distributors will be summarily reject. Sub-distributors will not be accepted.
11. Delivery prospects with definite date of delivery at destination taking into cognizance transit facilities must be indicated.
12. EACH TENDER SHOULD BE ACCOMPANIED WITH AN EMD/BID SECURITY AMOUNTING TO Rs.....( As indicated in the tender Notice), BY WAY OF FDR/DEMAND DRAFT/BANK GUARANTEE DRAWN IN FAVOUR OF " AIIMS CAFETERIA NEW DELHI"( (PREFERABLY BANK GUARANTEE ) FAILING WHICH THE TENDER SHALL NOT BE CONSIDERED FOR ACCEPTANCE AND WILL BE OUTRIGHTLY REJECTED IN CASE OF BANK GUARANTEE IT SHALL BE VALID FOR ONE YEAR FROM THE DATE OF OPENING AND THE SAME SHOULD BE FROM ANY SCHEDULED BANK ( AS PER THE LIST ENCLOSED). CASH/CHEQUE IS NOT ACCEPTABLE AT ALL. THE EMD/BID SECURITY DEPOSITED AGAINST OTHER TENDERS CANNOT BE ADJUSTED OR CONSIDERED FOR THIS TENDER. NO INTEREST IS PAYABLE ON EMD/BID SECURITY.
13. If the delivery is not affected on due date, the Director, AIIMS ,New Delhi will have the right to impose penalty as under :

First extension for one month or part thereof\_\_\_\_\_ @ 2%

A) Second extension for an additional month or part thereof\_\_\_\_\_ @ 3%

B) In case of non supply of stores within the due date i.e. within the date of delivery, the Director, AIIMS New Delhi will have the right to impose penalty, as deemed fit, to resort to risk purchase in full or part thereof at his/her discretion, his/her decision shall be final and binding.

14 **SOFTWARE AND HARDWARE UPGRADATION**

The selected firm for the supply of tendered item will have to provide free up-gradation of software ( all update and upgrades' ) up to 2 year from the date of satisfactory installation.

Rates quoted should be valid for 12 months from the date of opening of tender.

15 **THE TENDERER SHALL FURNISH A LIST OF ORGANIZATIONS WHERE THE EQUIPMENT, IN QUESTION , HAS / HAVE BEEN SUPPLIED WITH THE PERIOD DURING THE LAST ONE YEAR AND PERFORMANCE CERTIFICATE BE PROVIDED FROM MINIMUM 05 (FIVE) SUCH DEPARTMENTS / ORGANIZATION / OFFICE / ESTABLISHMENT FAILING WHICH THE QUOTATION WILL NOT BE CONSIDERED AND SUMMERLY REJECTED.**

16 THE TENDERERS MAY BE REQUIRED TO DEMONSTRATE THE QUOTED MODEL OF THE EQUIPMENT DURING THE TECHNICAL EVALUATION, IF REQUIRED, FAILING WHICH THEIR BIDS/OFFER SHALL BE REJECTED. The firms are intimated that they should get ready for demonstration and only one-week time will be provided for arrangement of demonstration and no request for extending time for demonstration will be entertained. Failure to demonstrate bid will be summarily rejected.

17 Any other statutory levy imposed by the Govt. of India from time to time will be authorized extra on demand with adequate proof thereof will be paid extra.

18 Force measures will be accepted on adequate proof thereof.

19 The Director, AIIMS New Delhi shall be the final authority to reject full or any part of the supply which in not confirming to the specification and other terms and conditions.

20 No. payment shall be made for rejected Stores. Rejected items must be removed by the tenderers within two weeks of the date of rejection at their own cost and replace immediately. In case these are not removed, these will be auctioned at the risk and responsibility of the suppliers without any further notice.

21 The Director, AIIMS, reserves the right to cancel/reject full or any part of the tender which do not fulfill the conditions stipulated in the tender.

22 Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tenderer

23 TENDER MAY BE REJECTED IF THE COPY OF VALUE ADDED TAX (VAT) REGISTRATION IS NOT FURNISHED (IF APPLICABLE).

24 The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.

25 Any action on the part of the tenderer to influence anybody in the said Institute, will be taken as an offence, he will not be allowed to participate in the tender enquiry and their offer will not be considered.

26 Material confirming to the specifications should be quote. Original Catalogue, Leaflets, literatures with full technical details should invariable be attached along with their offer, failing which their offer, failing which their offer will be summarily rejected.

27 THE TENDERERS MUST QUOTE THE BEST SINGLE OPTION AS PER OUR SPECIFICATIONS. THE OFFERS SUBMITTED AS OPTION-A,

OPTION-B OR C WILL NOT BE CONSIDERED AND SUCH OFFERS SUBMITTED IN FORM OF MULTIPLE OFFERS WILL BE SUMMERILY REJECTED.

28 Genuine equipments and instruments etc., should be supplied. Tenderers should indicate the source of supply i.e. name & address of the manufacturers from whom the items are to be imported, country of origin, country of Shipment etc.

29 The quoted equipment should preferable be of Indian/International standards.  
30 Supply of equipment means-Installation and Commissioning at site. No separate charges will be paid separately on this account.

31 UP TIME GUARANTEE :

The firm should provide uptime guarantee of 95%.

32 DOWNTIME PENALTY CLAUSE

During the Guarantee/warranty period, desired uptime of 95% of 365 days (24 Hours) if downtime more than 5% the institute shall be entitled to impose penalty equal to amount of 0.05 % of the total cost of the equipment per day for the first seven days will be payable by the vendor which will doubled on subsequent weeks along with extension of warranty period by the excess down time period. The vendor must undertake to supply all spares for optimal upkeep of the equipment for at least TWO YEARS after handing over the unit to the Institute. If accessories/other attachment of the system are procured from the third party, then the vendor must produce cost of accessory/other attachment and the AMC from the third party separately along with the main offer and the third party will have to sign the AMC with the Institute if required.

In no case instrument should remain in non-working condition for more than 7 days, beyond which a penalty of 2% of machine cost will be charge per day. 38.2. The principals or their agents are required to submit a certificate that they have satisfactory service arrangements and fully trained staff available to support the uptime guarantee.

35 **GUARANTEE/WARRANTEE PERIOD, THE TENDERERS MUST QUOTE FOR 2 YEARS COMPREHENSIVBE WARRANTY (INCLUDING ALL SPARES AND LABOR) FROM THE DATE OF COMPLETION OF THE SATISFACTORY INSTALLATION. THE WARRANTY CHARGES SHALL NOT BE QUOTED SEPARATELY OTHERWISE THE OFFER SHALL BE SUMMARITY REJECTED. ALSO THE BIDDERS ARE REQUESTED TO SUBMIT THEIR QUOTE (RATES ) FOR SUBSEQUENT 3 YEARS COMPREHENSIVE AMC ( INCLUDING ALL SPARES AND LABOR). FAILURE TO COMPLY THIS CONDITION WILL ENTAIL THE REJECTION OF THE BIDS. THE PRICE COMPARISION SHALL BE MAKE TAKING INTO ACCOUNTS ON BASIC PRICE AND POST WARRANTY CMC.**

36 **Delivery.** The successful bidders should strictly adhere to the following delivery schedule supply, installation and Commissioning should be effected within 2 to 3 weeks from the date of supply order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter.

37 **SPARE PARTS :** The separate price list of all spares and accessories and consumable, if any, ( Including minor ) required for maintenance and repairs in future after guarantee/warrantee period must be attached/enclosed along with the sealed quotation failing which quotation will not be considered. If any spares and accessories other than the price list attached/enclosed by the firm are required for future repair it will be borne by the firm only.

38 The tenderers are required to furnish the list of spares along with their cost in the Financial bid failing which their bids are liable to be rejected.

39 The tenderer shall furnish a non-blacklisting certificate that the firm has not been blacklisted in the past by any government/Private institutions. The tenderer/supplier has to give an affidavit on the non-judicial stamp paper of Rs. 10- that there is no vigilance/CBI case pending against the firm/supplier

- and the firm has not been blacklisted in the past by any Govt. or Private Organization.
- 40 Tenderer should clearly indicate the name of the Manufacturers etc.
- 41 **SUCCESSFUL TENDERERS WILL HAVE TO FURNISH PERFORMANCE BANK GUARANTEE FOR 10% CONTRACT VALUE FROM ANY SCHEDULED BANK ( AS PER THE LIST ENCLOSED ) VALID FOR TRHE WARRANTY PERIOD** along with the final Performa Invoice.
- 42 The rates quoted for the Stores/Equipments, under the reference, by the supplier shall in no event exceed the lowest price at which the suppliers of the Stores/Equipments of identical description are made to any other person/organization/Institutions during the period and should attach an undertaking.
- 43 **FALL CLAUSE**  
If, at any time, during the said period,, the supplier reduce the said prices of such Store/Equipment or sales such stores to any other person/organization/Institution at a price lower than the chargeable, 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.
- 44 Successful tenderers should give pre-alert intimation prior to shipment notifying both the nominated clearing agents as well as the Institute.
- 45 The supplier shall furnish the following certificate to the General Manager (Café) 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 upto date of bill/the date of completion of supplies against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute under contract/against tender”.

**A) PAYMENT TERMS**

100% PAYMENT WILL BE MADE AFTER SUPPLY, installation and satisfactory demonstration of the said equipment subject to submission of Performance Bank Guarantee for 10% value of the order valid for the comprehensive warranty period of 2 years from any Scheduled Bank ( as per list enclosed ). OTHERWISE 90% PAYMENT WILL BE RELEASED AFTER INSTALLATION AND BALANCE 10% PAYMENT WILL BE RELEASED AFTER WARRANTY PERIOD OR AGAINST BANK GUARANTEE FOR THE WARRANTY PERIOD.

- B) Payment shall be made through cheque or Electronic Clearing System. In case of cheque, the same will be dispatched through Registered Post and postal charges shall be deduced from the bill.

**ANNEXURE-II**  
**Department of Cafeteria**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCE**  
**ANSARI NAGAR, NEW DELHI-110029**  
**(SCHEDULE-B)**

Tender Ref. No F. 05-II/2016-17/Café

Subject	Purchase of Electronic Cash Register
Machines	
Date of Submission	On or before 15.11.2016 upto 12.30 PM

Date of Opening of Technical Bid	15.11.2016 at 3.30 PM
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Tender should be addresses & submitted to the General Manager Cafeteria, Dining Hall, Hostel Building Block, Masjid Moth, AIIMS, New Delhi-29 under sealed cover failing which the tender shall be rejected. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which tender (S) will be rejected. Mixed quotation will not be considered for acceptance;

IN CAE OF THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE:-

The bidders may download the tender documents directly from the website available at [www.aiims.ac.in](http://www.aiims.ac.in) , [www.aiims.edu](http://www.aiims.edu) and [www.tender.gov.in](http://www.tender.gov.in) in such a case, the bidders should specifically Super scribe, "DOWNLOADED FROM THE WEBSITE" on the top left side corner of the outer envelope containing techno commercial bid & Price Bid separately. In no case, tender cost fee should be mixed with EMD amount. The tenders not following the above procedure will be summarily rejected.

Tenders should be submitted in two bid system containing two parts as detailed below:-

Part-I :- Techno-Commercial Bid in one sealed cover with EMD

Part-II : Price Bid / Financial Bid one sealed cover

Both the sealed envelopes should then be put in one outer cover indicating thereon:

Reference No. of Tender/R. E. \_\_\_\_\_

Tender Regarding \_\_\_\_\_

Due date for submission of the R.E. \_\_\_\_\_

Due date for opening of the tender/R.E. \_\_\_\_\_

Name of the firm \_\_\_\_\_

Contd...2

-2-

PLEASE NOTE THAT PRICE SHOULD NOT BE INDICATED IN THE TECHNO COMMERCIAL BID. THE PRE QUALIFICATION DOCUMENTS INCLUDING EMD/ BID SECURITY AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIABLE BE ACCOMPANIED WITH THE TECHNO- COMMERCIAL BID

NOTE:- TENDERS SUBMITTED WITHOUT FOLLOWING TWO BID SYSTEM PROCEDURE AS MENTIONED ABOVE WILL BE SUMMARILY REJECTED

ELETRONIC CASH REGISTER MACHINES

02 NOS

SPECIFICATION OF ELETRONIC CASH REGISTER WITH TOKEN FACILTY.

S.No	Description
1	High speed Thermal printer, Receipt: 56 to 58 mm wide
2	Mode of operation: 3-4 password protected
3	Stroke key : Around 60 and above key positions
4	LCD Front display , minimum 4 lines & more Customer display
5	Maximum 2000 PLUs
6	Cashier 03 & more , cashier Button option
7	Token facility
8	All types report e.g. Item wise, Hourly, Weekly, monthly.
9	USB report facility, Complete product set up of description, price, stock Control and other related Information.
10	In built Battery Backup facility
11	Power :- Standard power condition requirement ( as per AIIMS)
11	With Cash Drawer

**CHECK LIST FOR THE TERMS AND CONDITIONS**

Check list for Terms and Conditions ( To be filled by the bidder and submitted along with the technical bid).

- 1. Certificate for being in business for more than 5 years\_\_\_\_\_
- 2. Certificate \_\_\_\_\_ for \_\_\_\_\_ sole ownership/partnership\_\_\_\_\_
- 3. Statement of financial standing from bankers\_\_\_\_\_
- 4. Performance report/List of organization supplied with the same equipment in last 3 years
- 5. Whether rates quoted included all taxes/Rate is a CIF\_\_\_\_\_
- 6. Whether rates are quoted as per tenders specifications\_\_\_\_\_ Authority letter from manufacturer/principal enclosed\_\_\_\_\_
- 7. Affidavit that the firm has not been black listed in the past by any hospital/Organization \_\_\_\_\_
- 8. Affidavit that the firm has no vigilance case/CBI/FEMA case pending against him/supplier(Principal)\_\_\_\_\_
- 9. Affidavit that the firm is not supplying the same item at the lower rate quoted in the tender to any Govt. Organization or any other Institute( Fall Clause)\_\_\_\_\_
- 10. Quotation being submitted directly by the manufacturer or authorized distributor  
\_\_\_\_\_  
\_\_\_\_\_
- 11. Quality assurance certificate like ISI,ISO,ISO-9002, IP/BP or any other please specify  
\_\_\_\_\_  
\_\_\_\_\_
- 12. Statement of turnover/annual deposited is enclosed  
\_\_\_\_\_
- 13. Statement of turnover/annual repost for each of the last three years are attached\_\_\_\_\_
- 14. Bid Security amount deposited is enclosed  
\_\_\_\_\_
- 15. Literature of original catalogue of the product is attached for reference.
- 16. Comprehensive Guarantee/Warranty period for\_\_\_\_\_ and thereafter comprehensive AMC ( including all spares and labor ) to be submitted/clarified for further 3 years.
- 17. Compliance Statement with relation to specification  
\_\_\_\_\_