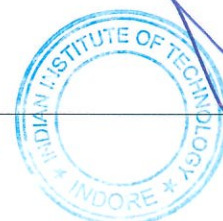


**भारतीय प्रौद्योगिकी संस्थान इंदौर**  
**सिमरोल, खंडवा रोड, भारत, पिन- 453552**

**Indian Institute of Technology Indore**  
**Simrol, Khandwa Road, Indore- 453552**

**Bidding Documents of**  
**Diagnostic Lab Test Services at IIT Indore**

**Document to be submitted online**  
**for**  
**(Technical & Financial Bid as per schedule of requirement)**





भारतीय प्रौद्योगिकी संस्थान इंदौर  
सिमरोल, खंडवारोड, भारत, पिन- 453552  
Email: [mms@iiti.ac.in](mailto:mms@iiti.ac.in)  
**Indian Institute of Technology Indore**  
**Simrol, Khandwa Road, Indore- 453552**

दूरभाष: 91-0731-6603551/3592  
Tel.: 91-0731-6603551/3592

**Notice Inviting Tender for**  
**Outsourcing of Diagnostic Lab Test Services at IIT Indore**

**Online Tender** is invited by the IIT Indore in **Two-Bid System (Technical & Financial)** for **Outsourcing of Diagnostic Lab Test Services at IIT Indore from the service provider/agency/firms/companies having relevant experience of providing the operational service.**

The first part is the **Technical Bid** which consist the technical requirements, scope of service and general terms & conditions and the second part is the **Financial Bid**.

The details are as follows:

| Sl. No. | Name of the Services                                      | NIT No. | EMD   |
|---------|---|---------|---|
| 01.     | Outsourcing of Diagnostic Lab Test Services at IIT Indore | 06      | <p><b>Rs. 75,000/- (Rupees Seven Five Thousand Only)</b></p> <p>Online EMD Submission: Bidder can submit their EMD online by visiting the below link:<br/> <a href="https://www.onlinesbi.sbi/sbicollect/icollecthome.htm">https://www.onlinesbi.sbi/sbicollect/icollecthome.htm</a></p> <p><b>Performance Security:</b> Within Twenty Days (21) days from the date of the issue of notification of award, the firm has to submit performance security of Rs. 1,50,000/- (Rupees One Lakhs Fifty Thousand Only) to be submitted from an Indian Scheduled Bank in the form bank guarantee valid upto sixty (60) days beyond the contract period.</p> |

**Note:**

- I. NIT with detailed terms & conditions can be downloaded from websites: <https://www.iiti.ac.in/tender&https://eprocure.gov.in/eprocure/app>
- II. The pre-bid report will be uploaded on the institute website& CPPPortal and the same will be a part of the NIT.
- III. All the details/documents pertaining to the NIT such as tender document, pre-bid report, corrigendum, and any further updates shall be available on IIT Indore website, and Central Public Procurement Portal.

IIT Indore shall not be responsible for non-receipt bid due to internet issues or any other reasons.  
For any issues related to tender please contact Material Management Section,  
Tel: +91- 0731-660 Ext 3551/3592. Email: [mms@iiti.ac.in](mailto:mms@iiti.ac.in)



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**CHAPTER-1**  
**SCHEDULE OF TENDER**

| Sl. No. | Event   | Date and Time/ Remarks  |
|---------|---|---|
| 01      | Commencement of Downloading of Tender Document                              | <b>Sep 18, 2024</b><br><a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> and<br><a href="https://www.iiti.ac.in/tender">https://www.iiti.ac.in/tender</a>   |
| 02      | Bid Submission Start Date   | <b>Sep 18, 2024</b>   |
| 03      | Last date & Time of Submission of Bids Online (Technical and Financial Bid) | <b>Sep 26, 2024 up till 03:00PM, (IST)</b><br>Please refer NIT Documents  |
| 04      | Date & Time of Opening of Technical Bids                                    | <b>Sep 27, 2024, at 03:00 PM, (IST)</b><br>Please refer NIT Documents   |
| 05      | All communications with respect to the tender shall only be addressed to:   | <b>Assistant Registrar, Service Contract</b><br>4th Floor, Abhinandan Bhawan (West Wing),<br>Indian Institute of Technology, Indore<br>Khandwa Road Simrol, Indore- 453552<br>Tel.: 0731-660 Ext 3551/3592<br>Email: <a href="mailto:mms@iiti.ac.in">mms@iiti.ac.in</a> |
| 06      | For any assistance required   | <b>CPP Portal website: <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a></b><br><b>CPP Portal Help Desk Toll-Free No.:</b><br><b>18002337315, 180030702232</b>   |
| 07      | Prebid Meeting  | The online meeting was held on 01/08/2024.<br>(report attached)   |

**# Note:**

- Pre-bid meeting is essential for vendors to attend for better comprehension of Institute's requirements.
- Prospective bidders are advised to submit their doubts/questions/clarifications as per Annexure-VII, if any, bearing tender no., title and marked "Queries for Pre-Bid Meeting" through Mail, (Mail ID: [mms@iiti.ac.in](mailto:mms@iiti.ac.in) & [swapnil@iiti.ac.in](mailto:swapnil@iiti.ac.in)) as per the schedule mentioned above.
- If the tender doesn't open on the above mentioned date, because of any unforeseen circumstances, then the next working day will be considered as the tender-opening date.

  
Assistant Registrar  
Service Contract, IIT, Indore



**CHAPTER- 2**  
**INSTRUCTIONS TO THE BIDDERS**

1. The tender shall be submitted in accordance with these instructions and any tender not confirming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.
2. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The bidders are requested to submit the copies of their bids electronically (digitally) on CPP Portal, using valid Digital Signature Certificates. More useful information regarding submission of the online-bids is available/obtained at URL:<http://eprocure.gov.in/eprocure/app> on the CPP Portal.
3. The Bidders are requested to read and tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
4. **For Registration:** Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link **"Click here to Enroll"**. Enrolment on the CPP Portal is free of charge.
5. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.
6. IIT-Indore reserves the right to reject any tender/bid wholly or partly without assigning any reason/justification to any.
7. The Technical Evaluation Committee/ Health Centre Advisory Committee constituted by the IIT Indore shall have the right to verify the particulars furnished by the bidder independently.
8. Tenderer shall take into account all costs including equipments and other items required to run the services at site i.e. IIT Indore before quoting the rates. In this regard no claim for any extra payment/work for any reason shall be entertained.
9. **Place of Service-** Health Centre, IIT Indore, Khandwa Road, Simrol, Indore PIN 453552.
10. All the documents & price bid to be uploaded as per this NIT are to be digitally signed by the bidder.
11. The Bidder(s) may note that **ONLINE BIDS will ONLY be accepted**. All the requisite supporting documents mentioned in the NIT must be uploaded On-line <http://eprocure.gov.in/eprocure/app>. **The Bids sent through FAX, E-mail, by hand and/or by any post/courier shall not be accepted/ processed, in any case.**
12. The bidders may submit duly filled and completed bidding document ONLINE as per instructions contained in the bidding documents. Incomplete bid shall be liable to be rejected. The conditions of tender shall be governed by the details contained in complete bid document.

13. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IIT Indore reserves the right to accept or reject any or all the bids at any stage.
14. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link:- <http://eprocure.gov.in>

  
**Assistant Registrar  
Service Contract  
IIT, Indore**



### **CHAPTER - 3**

### **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As a 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 III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / n-Code / e-Mudhra 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**

- 7) 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.
- 8) 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 / email in case there is any corrigendum issued to the tender document.
- 9) 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/prebid report published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the 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.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the NIT / 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.
- 4) 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 valid 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.

***Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

### **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 must 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 in 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 colored (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 liable to be rejected. **The service provider should fill the complete details as mentioned in BOQ and exclusion of any cell of BOQ (Financial bid), the cost will be treated as inclusive of GST and other charges as mentioned in the BOQ column.**
- 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) All the documents being submitted by the bidders would be encrypted using PKI encryption 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. 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.
- 6) The uploaded tender documents are readable only after the tender is opened by the authorized bid openers.
- 7) 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 number & the date & time of submission of the bid with all other relevant details.
- 8) 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.

### **GENERAL INSTRUCTIONS TO THE BIDDERS**

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>
- 4) The bids should be in computer printouts or neatly typed and submitted online complying the guidelines of CPP Portals. The bidder's name and signature should appear on each page of the bid document.
- 5) Tenderer who has downloaded the tender from the Institute's website and Central Public Procurement Portal (CPPP) shall not tamper/modify the tender document including downloaded Financial Offer template in any manner. In case if the same found tampered/modified in any manner, tender will be completely rejected and EMD shall be forfeited, and tenderer is liable to be debarred from doing business with IITI
- 6) Intending tenderers are advised to visit Institute website and CPPP website regularly till closing date of submission of tender for any corrigendum/addendum/ amendment.
- 7) The bidder may seek detailed clarifications on technical & financial issue (if any) on the conditions of bidding document through e-mail ([armms@iiti.ac.in](mailto:armms@iiti.ac.in)) addressing to the Assistant Registrar (MM), IIT Indore.
- 8) **Online Bid Form**-The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the service to be supplied, a brief description with scope of service.
- 9) **Online Bid prices-**
  - a) The Bidder shall indicate on the BOQ the service charge as per defined scope of work under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.
- 10) Prices indicated in the online price schedule shall be entered separately in the following manner.

- a) The price of the service charges should be clearly mentioned along with GST.
- b) Any other service offered should be clearly mentioned.
- c) Any element of cost, taxes, duties levies etc. not specifically indicated in the online bid, shall not be paid by the IITI. **If GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**

**11) Period of validity of online bids: Online Bids shall remain valid for acceptance for 180 days after the date of bid submission.**

**12) Evaluation will be done strictly on Pre-Qualification and Technical criteria as mentioned chapter 5, 6 & 7.**

**Note** – Non-compliance of the above-mentioned points may disqualify your offer for further consideration.

  
**Assistant Registrar  
Service Contract  
IIT, Indore**



**CHAPTER- 4**  
**GENERAL TERMS AND CONDITIONS**

1. **Bidder:** Tenders are invited only from the service provider/agency/firms/companies having the relevant experience of providing the operational service.
2. **Tender Type: Two- Bid through Online Mode.**
  - a) **PART A - Technical Bid:** Technical bid will be opened on the due date for technical evaluation of bids. The technical evaluation matrix will be uploaded on CPP Portal for intimation to the firms. The technically disqualified firms can represent disqualification within a week of uploading of technical evaluation matrix on CPP Portal. **Non-representation within the stipulated time the tender will be processed further and no representation will be accepted thereafter.**
  - b) **PART B - Financial Bid:** The financial bids of technical qualified responsive bidders will be opened.
3. **Pre-Bid Meeting:** Pre-Bid meeting specified as mentioned date and time in Time Schedule of this document. The purpose of the meeting is to answer the queries of the prospective bidders on the technical bid and commercial terms and conditions of this tender. In view of the above, prospective bidders are advised to submit their doubts/questions/clarifications as per **Annexure-VII**, if any, bearing tender no., title and marked "Queries for Pre-Bid Meeting" through Mail, (Mail ID: [mms@iiti.ac.in](mailto:mms@iiti.ac.in) & [swapnil@iiti.ac.in](mailto:swapnil@iiti.ac.in)) as per the schedule mentioned in the chapter-1. Any modification of the bidding documents which may become necessary as a result of the Pre-Bid meeting shall be made known to all the prospective bidders by the Evaluation Committee/ Health Centre Advisory Committee through a notification of amendment on the website of the IIT-Indore, and CPP Portal no queries will be entertained beyond the date of pre-bid meeting.
4. **Bid Submission:** Bidders are requested to submit the bids after the issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying with the changes/amendments issued if any during pre-bid meetings in their bid. All the two parts of the bid shall be submitted online on <http://eprocure.gov.in/eprocure/app>. **The Bids sent through FAX, E-mail, by hand and/or by any post/courier shall not be accepted/ processed, in any case.**
5. **Late Bids:** IIT-Indore will not be responsible for :-
  - (a) For delayed / late quotations submitted / sent by post / courier etc.
  - (b) For submission/delivery of quotations at wrong places other than the ones mentioned in the tender.
  - (c) Any bid inadvertently received after the deadline i.e. due date & time for submission of bids, will not be accepted and returned.
  - (d) Fax / E-mail / Telegraphic / Telex tenders will not be considered.
6. **Bid Validity:** The bids shall be valid for a period of **180 days** from the date of opening of the tenders.
7. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids and the expiration of the period of bid validity.

8. **Benefits to Micro and Small Enterprises (MSEs) & Start-up India** will be as per Order.
9. **Bid Security (EMD):** Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are registered with:-
- (i) **Micro and Small Enterprises (MSEs)**
  - (ii) **Central Purchase Organization (CPO)**
  - (iii) **Concerned Ministry / Department.**
  - (iv) **Startups as recognized by the Department of Industrial Policy & Promotion (DIPP).**
- a) In such case, a copy of the valid certificate showing registration with the abovementioned institutions to be uploaded in PART A of the e-tender in PDF format.
  - b) In case the unit is not covered as above, the EMD should be submitted online via <https://www.onlinesbi.sbi/sbicollect/collecthome.htm> and the payment reference should be attached in PDF with PART A.
  - c) The EMD will be returned to the unsuccessful bidders after the award of contract (s) are placed with the successful technically qualified L-1 bidder.
  - d) The EMD will be forfeited if the technically qualified L-1 bidder fails to accept the order based on his/her offer/bid or fails to supply the items.
  - e) No interest will be payable by the Purchaser on the Earnest Money Deposit. **The earnest money of all the unsuccessful tenderers will be returned to them after the finalization of order or immediately after the completion of the validity of the bid.**
  - f) The Earnest Money of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide the service as per award of contract (AOC) terms and conditions within the stipulated period, the earnest money shall be liable to be forfeited by IIT Indore
10. **Opening of Tenders:** The decryption of the bids would be done as specified schedule mentioned in the tender document on the Central Public Procurement Portal. In the event of the specified date of Bid opening being declared a holiday for the IIT, Indore the Bids shall be opened at the appointed time and location on the next working day. In two-parts bidding, the financial bid shall be opened only for those who qualified in the technical evaluation stage by the committee.
11. **Confidentiality:** Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award. Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.
12. **Preliminary Examination:** The technical evaluation committee/ Health Centre Advisory Committee shall examine the bids to confirm that all documents and technical documentation requested in Chapter-5 & 6 have been provided, and to determine the completeness of each document submitted. If any of these documents or information is missing, the offer shall be liable to be rejected.

- (a) Technical Bid and Price Bid,
- (b) All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender enquiry document. The tenders, who do not meet the basic requirements, are to be treated as unresponsive and shall be ignored.
- (C) **The technical committee/ Health Centre Advisory Committee may call the bidders for presentation of the scope of service, documents as part of the evaluation process.**

13. The financial offer/bid will be opened only for the offer/bid which submits all the required necessary documents and verified by the technical committee/ Health Centre Advisory Committee as technically qualified bidder as per the Tender.

- a) **Award Criteria:** The Purchaser reserve the rights to award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid as per BoQ for routine test list section-I, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- b) **Purchaser's Right to vary Quantities at Time of Award:** The Purchaser reserves the right at the time of award of contract to one or more than one service provider without any change in unit price or other terms and conditions. The Purchaser reserves the right to accept or reject any bid at any stage and to annul the bidding process and reject all bids at any time prior to award of Contract.
- c) **Purchaser's right to accept Any Bid and to reject any or All Bids:** The Purchaser reserves the right to accept or reject any bid at any stage and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
- d) **Signing of Contract:** Promptly after notification, the IITI shall send the successful Bidder the Agreement/Service Order within 05 (Five) days of date of the Service Order, the successful Bidder shall sign, date, and return it to the Purchaser.
- e) **Order Acceptance:** The successful bidder should submit service order acceptance within 05 days from the date of issue of order/signing of contract, failing which it shall be presumed that the service is not interested and his bid security is liable to be forfeited

14. **Conflict of Interest among Bidders/Agent:** The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

- a. they have controlling partner (s) in common; or
- b. they receive or have received any direct or indirect subsidy/financial stake from any of them; or
- c. they have the same legal representative/agent for purposes of this bid; or
- d. they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
- e. bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved.
- f. in case of a holding company having more than one independently units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/ management units in same/similar line of business.

15. **Right of Acceptance:** This Institute does not pledge itself and reserves to itself the right of accepting the whole or any part of the tender or portion of the quantity offered, and the firm shall supply the same at the rate quoted. The firm shall be at liberty to tender for the whole or any portion or to state in the tender that the rate quoted shall apply only if the entire quantity is taken from the firm.
16. **Subletting of Work:** The firm shall not assign or sublet the service/job or any part of it to any other person or party. The tender is not transferable. Only one tender shall be submitted by one tenderer.
17. **No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.**
18. IIT Indore reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and he shall be competent to make on-the-spot decisions.
19. IIT Indore does not bind itself to accept the lowest or any tender and may cancel/withdrawal the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IIT Indore.
20. **Force Majeure:** Neither the contractor nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this contract caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
21. Please inform the IIT Indore in writing whether the owner of the firm or any of their partners/employees has close relations working with IIT Indore. This is for record only.
22. **IIT Indore reserves the right to modify/alter/Insertion or deletion on any part of the NIT/tender document to ensure fulfillment of its service requirement at any stage.**
23. The instructions about bidding given in this advertisement and the Tender Documents should be read thoroughly before bidding. IIT Indore reserves the right to accept or reject any or all bids at any stage without assigning any reason whatsoever it may be.
24. **Breach of Terms and Conditions:** IIT- Indore reserves the right to accept or reject or cancel any or all inquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of with Terms and Conditions and Breach of the Contract, No compensation will be paid towards the progress of order.
25. **TERMINATION**
  - i) **Termination on expiry of the Contract-** This Agreement shall be deemed to have been automatically terminated on the expiry of the CONTRACT period unless IITI has

- exercised its option to extend this CONTRACT in accordance with the provisions, if any, of this CONTRACT.
- ii) **Termination on account of Force Majeure-** Either party shall have the right to terminate this CONTRACT on account of Force Majeure.
  - iii) **Termination on Account of Insolvency-** In the event the CONTRACTOR at any time during the term of this Agreement becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then IITI shall, by a notice in Writing have the right to terminate this CONTRACT and all the CONTRACTOR's rights and privileges hereunder, shall stand terminated forthwith.
  - iv) **Termination for Unsatisfactory Performance-** If IITI considers that the performance of the CONTRACTOR is unsatisfactory or, not up to the expected standard, IITI shall notify the CONTRACTOR in writing and specify in detail the cause of such dissatisfaction. IITI shall have the option to terminate this Agreement by giving 30 days' notice in writing to the CONTRACTOR, if, CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by IITI.
  - v) **Termination before expiry of the Contract:** If the CONTRACTOR wishes to terminate the CONTRACT due to any reason, the services should be continued till mutual consent or a three months duration or till the time institute finds another alternative CONTRACTOR.
  - vi) **Termination for delay in Mobilization-** Successful bidder shall be required to mobilize specified services in the line with the Work order/Rate Contract along with crew (only manpower) for commencement of services at IITI site within a maximum of 15 (fifteen) days (as specified in scope of work or elsewhere in contract) from the date of WO/RC. If the CONTRACTOR (successful bidder) fails to mobilize as above, IITI shall have, without prejudice to any other clause of the CONTRACT, the right to terminate the contract.
  - vii) **Consequences of Termination-** In all cases of termination herein set forth, the obligation of IITI to pay shall be limited to the period up to the date of termination. IITI shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be debarred for a period of two years from the date of the order for putting the Contractor on debar list is issued.

**26. Arbitration:** In case of legal dispute arising relating to this Agreement or breach, or the invalidity thereof, shall first be attempted to be settled by discussions. If the same is not resolved through mutual discussions, then the same shall be referred to the sole arbitration of the Director, IIT Indore or any person nominated by him. The decision of the Arbitrator shall be final and binding on both the parties. All disputes are subject to Indore jurisdiction only.

**27. Governing Law:** The order placed will be a contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.

**Note** – Non-compliance of the above-mentioned points may disqualify your offer for further consideration.

Assistant Registrar  
Service Contract  
IIT, Indore



**CHAPTER- 5**  
**SPECIAL TERMS AND CONDITIONS**

1. **Payment:** No advance payment will be made in any case: Payment will be released through RTGS transfer after service on monthly basis if found satisfactory with regard to services. The payment will be released after statutory deductions within 30 days. For the payment, the firm must submit Supplier's Invoice.
2. **Performance Security:** Within Twenty Days (21) days from the date of the issue of notification of award, the firm has to submit performance security of **Rs. 1,50,000.00 (Rupees One Lakhs Fifty Thousand Only)** to be submitted from an Indian Scheduled Bank in the form bank guarantee **valid upto sixty (60) days** beyond the contract period. No interest will be payable by the IITI on the Performance Security deposited. In case the service provider fails to provide satisfactory service within the contract period, the Performance Security submitted by the firm is liable to be forfeited.  
In case the time for completion of work gets extended, the firm shall get the validity of performance guarantee extended to cover such extended time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the firm, without any interest.
3. **Experience:** The firm should have minimum **three years** of experience in institutional/organisational as on the last date of bid submission. The firm should submit Performance Report from any of the educational institution(s) where they have been providing similar services in the past three years in the format provided in **Annexure VIII**.
4. **Tenure of Contract:** The performance will be judged after 03 months of initial award of the contract. Based on the satisfactory performance, the contract agreement would be done for a period of **03 (three) years initially** and may be renewed subsequently every year for a period of **05 (five) year's** maximum, subject to satisfactory performance and mutually agreed terms and conditions.
5. **Closure of Contract:** If Institute wants to terminate the contract before the tenure mentioned in the agreement, the firm will be given 01-month notice. In case, the firm wants to quit before the tenure of the agreement, it must give 3 months' written notice or must continue till the time the next firm takes over the mess.
6. **Area of the allocated space:-** Institute is providing the adequate space for setting up the laboratory services, area as follows:-
  - a) Blood Collection Room (10x10 ft.)
  - b) Laboratory Room for equipment's (20x12 ft.)
  - c) Lab Technician Room (8x16 ft.)
7. **Rent -** Institute will provide adequate space to the service provider **@ 35/- per square feet**. Monthly electricity, water charges, rent of space will be borne by bidder. At present the laboratory is functional through a service provider.

8. The Technical and Financial Bid Evaluation of those bidders who meet the eligibility criteria as specified in Chapter 6 & 7 will be done by a committee constituted by the Institute as per procedure described below:
9. If the price offered by the best evaluated bidder is not acceptable, negotiation may be held with the best evaluated bidder. In case such negotiation does not provide the desired result, the reasonable or acceptable price may be counter offered to the next best evaluated bidder(s). If the Institute Committee/ Health Centre Advisory Committee arrives at a decision that the rate quoted by any Bidder is too low with reference to the quality and quantity expected by the Institute, the respective tenders are likely to be rejected from further consideration.
10. **Notification of Award:** Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted and a separate service order shall follow through post.
11. All the reports shall be signed by a qualified Specialist/Doctor as per Clinical Establishment Act-2010.
12. Investigation reports shall be provided by the service provider to all the patients within stipulated time frame.
13. Service Provider shall ensure quality of tests and protocols and shall submit a half yearly report of clinical audit done by a third party or as nominated by the competent authority. SOP shall be shared with the CMO, Health Centre.
14. Institute is free to hire any number of agencies for providing services simultaneously.
15. Annual review of performance and observance of terms & conditions including quality of tests shall be carried out by IIT Indore. The report of this annual review will be the base for further extension of the contract annually within the contract period.

**Assistant Registrar  
Service Contract  
IIT, Indore**



**CHAPTER- 6**  
**Pre- Qualification Criteria**

**LIST OF DOCUMENTS TO BE UPLOADED WITH TECHNICAL BID**

| Sl. No. | Details  | Supporting Document Should be Submitted   |
|---------|--|---|
| 1.      | <p>The service provider should have the existence of firm for a minimum period of 5 Years.</p> <p>The Contractor must have the appropriate licenses such as Registration/ Gumasta, Commercial Tax License and any other such Government license/permits mandated/required by the government and local authorities for operating such a venture. The contractor shall make these details available to IITI.</p> <p><b>a) Incorporation Certificate.</b><br/><b>b) Possession of License.</b></p>  | <p>Valid Certificate of Incorporation/Registration Certificate of the firms.</p> <p>License copy duly self-attested</p>   |
| 2.      | <ul style="list-style-type: none"> <li>• Udyog Aadhar Memorandum no. if the bidder claims MSEs.</li> <li>• Copy of valid PAN card,</li> <li>• Copy of valid GST registration certificate</li> </ul>  | Self-certified copies of documents.   |
| 3.      | <p><b>WORK EXPERIENCE:</b> The Vendors/Bidders should have work experience as per the following parameters.</p> <p>a) Three similar completed work costing not less than Rs 4,50,000/- in last 3 (three) years for any Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc where they have completed the similar works.</p> <p style="text-align: center;">OR</p> <p>b) Two similar completed work costing not less than Rupees 6,00,000/- in last 03 (three) for any Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc where they have completed the similar works.</p> <p style="text-align: center;">OR</p> <p>c) One similar completed work costing not less than Rupees 10,50,000/- in last 03 (three) years for any Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc where they have completed the similar works.</p> <p><b>Note: Similar work means Outsourcing of Diagnostic Lab Test Services.</b></p> | <p>Work orders and satisfactory completion valid certificates issued by respective buyer organization of the above order in support of experience to be enclosed. <b>Without submission of completion certificate the experience will not be considered.</b></p> <p><b>The valid certificate should be in Letter Head of the concerned government organization with authorized signatory.</b></p> |
| 4       | Bidder Information   | As per enclosed Annexure II   |

|     |  |  |
|-----|--|--|
| 5   | List of other Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc for which the bidder is providing the services or having the similar type of contracts and a valid certificate regarding the satisfactory performance of the contract  | As per enclosed Annexure VIII and Annexure-X   |
| 6.  | Bidder Acceptance of Tender Document   | As per enclosed Annexure IV  |
| 7.  | The bidder should not have been blacklisted by any Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc. An undertaking/declaration in this regard should be closed. If any such matter i.e. of blacklisting /suspension is subjudice, even then the concerned firm shall be technically disqualified | As per enclosed Annexure V   |
| 8.  | <b>FINANCIAL TURNOVER:</b><br><br>The firm should have an annual financial turnover more than Rs. 01 Crore during the past three financial years namely 2020-21, 2021-22 and 2022-23.<br><br>The Vendors / Bidders should not have incurred any loss during the last 3 (three) years (as of 31 <sup>st</sup> March, 2023). Profit after Tax should be positive for the above-mentioned period.   | As per enclosed Annexure VI and Attach a separate neatly typed sheet on the letter head of Registered Chartered Accountant OR enclose copies of audited Balance Sheet and Profit & Loss Statement for the previous 3 financial year as specified in bid document and further details if required may be asked from the contractor after opening of technical bids. There is no need to upload entire voluminous balance sheet. |
| 9.  | <b>Solvency Certificate required of Rs. 50 Lakh for bidder.</b><br>The certificate should have been issued within 6 months from original last date of the submission of the tender.  | The certificate should be on letter head of the Bank. This certificate should have been issued within 6 months from original date of the submission of tender.   |
| 10. | The bidding firm/company must be a single company and no consortium should be allowed.   |  |
| 11. | Check list of Documents and Bidder Information.  | Annexure –I and Annexure III   |
| 12. | Compliance of Bio-Medical Waste (Management and handling) Rule 2016 and other prevailing rules and regulations including Clinical Establishment Act-2010 and all other applicable labour laws, rules and regulations amended from time to time shall be the responsibility of service provider.  |  |
| 13. | The routine tests as mentioned in section-I are mandatory. Kindly confirm your consent for offering routine test. The bidder will be disqualified if all tests are not quoted as per section-I   | Bidder confirmation of section-I on company letter head with sealed and signed is to be submitted in the technical offer.  |

**Note: Non-Compliance with any of the above conditions by the bidders will be amount to non-eligibility for which tender has been floated and its bid shall be liable to be rejected summarily.**

**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Business Address and Date:

**CHAPTER-7****PART- A****Scope of Service of the Contract**

1. **Inspection.** The IIT Administration/ Health Centre Advisory Committee may visit frequently and the firm shall not deny access for such inspections. The Administration/ Health Centre Advisory Committee has right to take samples of IIT employees and check the same for quality at recognized laboratories/institution. Further, any area of the firm can also be inspected.
2. **Housekeeping and Pest control.** The firm will always keep the area/ raw material store free from flies/ cockroaches/ mosquitoes/ rats/ insects and other pests. Housekeeping and Pest control in the allotted area used by the firm should be a regularly done by the firm at their own cost. Cleaning of Tables and Chairs placed in the area is to be done by the firm. These areas are to be cleaned properly every day/week or whenever required. Disinfection is to be done once a week and as and when required.
3. **Transportation**-Firm will have to arrange their own transportation to provide the services.
4. **Accommodation**-The Institute will not provide any accommodation to the any staff of the firm.
5. **Waste Disposal and Management-**
  - a) The firm shall not throw any refuse or garbage or dirt in the premises or drains. Waste segregation and disposal in accordance with Indore standards is the responsibility of the firm.
  - b) The Agency shall ensure proper disposal of the collected solid/liquid waste daily under its own arrangements.
  - c) Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the campus.
  - d) Firm would ensure clearance of all the drains in and around the allotted area frequently & regularly at its own cost. For any lapse on this front, financial penalty will be levied/ recovered.
6. **Plastic Ban**-Use of plastic teacups and plastic carry bags is discouraged. Firm shall use environmentally friendly material only in all activities of service.
7. It is mandatory for the firm to attend all official meetings of the Health Centre Advisory Committee whenever called failing which action may be initiated which may include monetary penalty.
8. In case of any civil or electrical work, the firm needs to inform the Institute through proper channel.
9. The firm must bid for all the items mentioned in the tender document. The tender document will not be considered valid in the case of non-fulfilment of this criterion.
10. All payments are to be done through online mode and no cash in any circumstance should be accepted.
11. Following responsibilities of the firm are to be carried out through their own resources:
  - (a) Payment of rent, water and electricity charges every month.

- (b) Minor maintenance jobs such as light bulbs, tube lights, fans and drainage or repairing charges of small instruments (e.g. Fly-catchers, Insect killers etc.)
  - (c) Upkeep and maintenance of furniture placed in the allotted area.
  - (d) Security of premises, equipment, fittings, fixtures, furniture etc.
  - (e) Waste management as per the existing policy of the institute.
  - (f) Pest control, deep cleaning of the allotted area.
12. **Labour Laws-** The firm must register with the Regional Labor commissioner, Indore as a contractor under the Contract Labour Regulation Act and obtain a labour license and complete all required formalities. It must also ensure conformance to the labour laws and adhere to provisions of the provident fund act, Minimum Wages Act, ESI and all other such acts which are applicable.
13. **Payment Policy-** Payment to Service Provider shall be released on receipt of claim which shall be verified by the concerned Medical Officer / Chief Medical Officer on monthly basis. The billing cycle will be from first to the last day of the month. The payment to the service provider would be made by the institute within 30 days on submission of proper bills. The payments will be released through wire transfer/bank RTGS transfer. The payment will be released after statutory deductions if any. Date of received tested and found satisfactory with regard to quality, quantity and specifications ordered. No price hike will be provided to the service provider for any reason during the entire duration of the tender contract except Government imposed additional taxes if any applicable. In order to ensure the quality of service, the payment may be subjected to further deductions as per **Chapter-08** depending on the feedback collected from health Centre.
14. The firm will take appropriate safety measures against outbreak of fire and will be held responsible in case such an incident occurs.
15. The firm at its own cost will maintain all the records of numbers of personnel for test and such records should be provided to the institute whenever demanded.
16. **Medical:** All staff of the firm should be medically fit and free from any contagious disease as certified by a doctor. The Institute is free to demand certificate in this regard.
17. **Police Verification:** All staff of the firm should be required to have undergone police verification.
18. The firm will be responsible for behaviour and conduct of its workers. No staff with doubtful integrity and/or having bad record shall be engaged by the firm.
19. **Grooming Standards of staff will be as follows:**
- (a) Hair: Close out, Combed.
  - (b) Uniform: Clean & ironed, Complete in all respect shoe & socks, Shoe polished.
  - (c) Nails: Manicured.
  - (d) Shave: Close Shave, Moustache & Beard properly trimmed.
  - (e) Hygiene: No body odour and bad breath.
  - (f) Physical appearance should not be sloppy.
20. In case of underperformance and violation of Institute rules by any staff of the firm, the firm will have to replace the staff. The comments of the Institute officials in this regard will be final.
21. The firm and all workers will abide by the rules laid down by the Institute.
22. The penalties for violation of rules and terms and conditions is placed at **Chapter-08**

23. The Contractor will not sell any alcoholic beverages/cigarettes/or any other prohibited substance nor permit any person to bring it from outside for the purpose of drinking/ smoking / unauthorized items / products/ prohibited substance (s) along with other food articles, which may be sold. The Contractor shall also ensure that his/her employees do not consume any prohibited substance and gutkha/pan masala and similar items at the Institute premises.
24. The permission granted to the service provider shall not create any tenancy or proprietary rights or any other interest in the IITI premises, which shall continue to be in the exclusive control and possession of IITI; but gives a mere license to use the said premises subject to what is stated here in above.
25. The Contractor shall not make use of the premises for any illegal, immoral or unlawful purposes.
26. IITI shall have no liability in any case to compensate the service provider due to natural calamities or for the reasons beyond the control of the IITI.

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**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Business Address :

Date:

**CHAPTER-7****PART-B****Rules Pertaining to the Functioning of Diagnostic Services****SCOPE OF WORK**

**Note-** The average number of footfalls of patient is 135 per month (Data as per the last 17 months) and the blood investigations per month is 540 (Data as per the last financial year i.e. April 2023 to March 2024).

- In-house investigation facility at Health Centre IIT Indore for basic Hematology, Microbiology, Biochemistry, Serology and Immunology tests. Please refer list A of investigation in scope of work in tender documents.
- Connecting laboratory as per mutual agreement for higher investigation to be empaneled by the service provider only.
- Reports of most of the tests are expected to be submitted within 24 hours.
- Equipment's and qualified manpower is provided by the service provider only.
- Supporting equipment for report generation and sending to the client is required.
- Investigation timings are: 08am to 04pm.
- Tests to be done by qualified personnel as per rules and regulation of Government of India.
- Charges for different investigations may be quoted separately.
- The services of microbiologist and other concerned specialists as required will be responsibility of service provider.
- Regulatory permissions laid down by Government of India for operating a diagnostic laboratory service at IIT health centre and adherence to the regulations is bidder's responsibility.
- Medico-legal issues arising out of the service will be the liability of the bidders.
- The report will be emailed to the patients to one email address of patient's choice and to institute health centre.
- Safety protocols will be the responsibility of the bidders.
- Successful bidder shall arrange to have adequate number of qualified personal available at IIT Indore Health Centre.
- Records will be maintained for 3 years and will be handed over to IIT Indore at the end of contract.
- Average estimated total cases requiring investigations in current year- Around 3000 approximately.

## **CHAPTER- 8**

### **Penalties for Violation of Rules**

1. In case of wrong reporting and variance in readings of tests reports, the institute is authorized to impose a penalty on the Lab @ of 10% of total bill for that particular week in the first instance and 20% in the second instance.
2. For any violation of rules having monetary fine as mentioned above will be as follows:
  - (a) First violation of the rule will invite fine as per the rules.
  - (b) Second violation of the same rule in the same calendar month will attract double the initial amount of fine.
  - (c) All subsequent violations of the same rule would invite three times the initial amount of fine.
3. Institute is free to decide on the quantum of the penalty for offences not mentioned above.
4. If this irregularity is repeated again, the contract may be terminated.
5. The Performance Bank Guarantee will be encashed in case the contract is cancelled for any reason.

## **CHAPTER- 9**

### **Financial Bid**

#### **FINANCIAL BID –Schedule of price bid in the form of BOQ format:**

1. Complete test list is attached as **Section-II, Routine test list is attached as Section -I.**
2. It is mandatory to quote rates for all the tests mentioned in annexure-I. Incomplete and partially filled BOQ is liable to be rejected.
3. The below mentioned Financial Proposal/Commercial bid format is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>
4. **Bidders are advised to download this BoQ.xls** as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
5. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, the tender will be completely liable to be rejected and EMD shall be forfeited.
6. Any element of cost, taxes, duties levies, etc. not specifically indicated in the BOQ, shall not be paid by the purchaser. **If the GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**
7. The tender shall remain valid for acceptance for **180 days**, from the date of tender opening.

\_\_\_\_\_  
**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

**Annexure-I**  
**LIST OF DOCUMENTS TO BE UPLOADED WITH TECHNICAL BID**

| Sl. No | Details   | Checklist<br>Yes/No |
|--------|---|---------------------|
| 1.     | The Bidder should be /Authorized/Distributors/Dealers/Firms etc. and should have existence of firm for a minimum period of 5 Years  |                     |
| 2.     | Valid Manufacturers Authorization Form specific to this tender.   |                     |
| 3.     | The details of service support (Escalation Matrix details).   |                     |
| 4.     | <ul style="list-style-type: none"> <li>• Udyog Adhar Memorandum No. , if bidder MSEs.</li> <li>• Copy of valid PAN card,</li> <li>• Copy of valid GST registration certificate</li> </ul> |                     |
| 5.     | Work experience as per chapter 6  |                     |
| 6.     | Bidder Information- <b>Annexure-II</b>  |                     |
| 7.     | Client Details- <b>Annexure-III</b>   |                     |
| 8.     | Tender Acceptance Letter - <b>Annexure-IV</b>   |                     |
| 9.     | Declaration Regarding Clean Track - <b>Annexure-V</b>   |                     |
| 10.    | Declaration Of Annual Turnover and Income Tax Return - <b>Annexure-VI</b>   |                     |
| 11.    | Declaration from the firm regarding Single or Consortium  |                     |

**Note:** All the statement copies of the certificates, documents etc., enclosed shall be given page numbers on the right corner of each certificate.

**Annexure-II**  
**BIDDER'S INFORMATION**  
 (To be submitted on Firm/Company Letterhead)

| <b>Details of Bidders</b> |  |  |
|---------------------------|--|--|
| 1.                        | Registered Name of the Bidder  |  |
| 2.                        | Year of Establishment  |  |
| 3.                        | Udyog Adhar Memorandum, if MSEs  |  |
| 4.                        | Registered Address of the Bidder   |  |
| 5.                        | Status of the Company (Public Ltd./Pvt Ltd.)   |  |
| 6.                        | Company single or consortium   |  |
| 7.                        | Valid GST Registration No. with GST Registration State Name  |  |
| 8.                        | Details of the Incorporation of the Company  |  |
| 9.                        | Permanent Account No.(PAN)   |  |
| 10.                       | Name and Designation of the Contact Person   |  |
| 11.                       | Contact No.<br>Email Address of the Contact Person   |  |
| 12.                       | <b>Bank Details of the Agency:</b><br>Bank Name<br>Name of the Branch<br>Branch Code<br>Bank Address Bank<br>Type of Account<br>Account Number<br>NEFT/IFSC Code<br>RTGS Code<br>9 Digit MICR Code |  |

**Annexure-III**  
**CLIENT DETAILS**

(To be submitted on Firm/Company Letterhead)

To,  
The Assistant Registrar  
Materials Management Section  
I.I.T. Indore,  
Simrol, Khandwa Road  
Indore – 453 552.

Date :

**Sub: NIT No. IITI(MM)/HC/10/10A/06/RS/2024-25 dated Sep 18, 2024 for “ Diagnostic Lab Test Services at IIT Indore”**

Dear Sir,

Brief particulars of the similar service done in Govt./Semi Govt./Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc.: (Please attach copy of service/work orders for our reference)

| Order Placed by (full add of client) | Order No. & date | Brief description of similar work done rate of contract with other Companies /govt organization | Value of order | Date of completion of contract | Contact Person along with Telephone No., Fax No. And email Address |
|--------------------------------------|------------------|---|----------------|--------------------------------|--|
| 1                                    | 2                | 3   | 4              | 5                              | 6  |
|                                      |                  |   |                |                                |  |

**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

**Annexure-IV**  
**TENDER ACCEPTANCE LETTER**  
(To be submitted on Firm/Company Letterhead)

To, \_\_\_\_\_

**Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No: \_\_\_\_\_ Name of Tender / Work: - \_\_\_\_\_**

**Dear Sir,**

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: \_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms/conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our firm rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until **180 days** and shall be bound to supply/commission/install the equipment/items and dispatch the same within the specified period.
8. I/We agree to supply and commission/install the equipment/items and complete the whole of the work and hand over to the purchaser within the stipulated period, after receipt of intimation regarding the acceptance of this tender/receipt of supply/service order.
9. **I/We agree that in case if we fail to deliver the goods/complete the work within the specified period, then the institute shall be liable to claim liquidated damages from me/us by invoking EMD.**
10. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ 28 organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

\_\_\_\_\_  
**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date

**Annexure-V**  
**DECLARATION REGARDING CLEAN TRACK**  
(To be submitted on Firm/Company Letterhead)

To,  
The Assistant Registrar  
Materials Management Section  
I.I.T. Indore,  
Simrol, Khandwa Road  
Indore – 453 552.

Date :

**Sub: NIT No. IITI(MM)/HC/10/10A/06/RS/2024-25 dated Sep 18, 2024 for “ Diagnostic Lab Test Services at IIT Indore”**

Dear Sir,

I/we carefully gone through the Terms & Conditions contained in the above-referred NIT.  
I/we hereby declare that my company / firm is not currently debarred / black listed/convicted by any Govt./Semi Govt./Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc.in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

**Or**

I/we declare the following

| No. | Country in which the company is debarred / blacklisted / case is pending | Black listed / debarred by Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc | Reason | Since when and for how long |
|-----|--|--|--------|-----------------------------|
|     |  |  |        |                             |

In case the above information is found false I/we are fully aware that the tender/contractshall be liable to berejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

**Annexure-VI**  
**DECLARATION OF ANNUAL TURNOVER AND**  
**INCOME TAX RETURN**

(To be submitted on Firm/Company Letterhead)

To,  
The Assistant Registrar  
Materials Management Section  
I.I.T. Indore,  
Simrol, Khandwa Road  
Indore – 453 552.

Date :

**Sub: NIT No. IITI(MM)/HC/10/10A/06/RS/2024-25 dated Sep 18, 2024 for “ Diagnostic Lab Test Services at IIT Indore”**

Dear Sir,

1) I/we hereby declare that our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references :

| F.Y. 2020-21 | F.Y. 2021-22 | F.Y. 2022-23 |
|--------------|--------------|--------------|
|              |              |              |

And,

2) I/we hereby declare that our firm had filed Income Tax Returns for last year's i.e. F.Y. F.Y. 2020-21, 2021-22 and 2022-23. Supported by copy of ITR of three years.  
(Please enclose copy of Service Tax/GST Return & payment receipts)

Proof “(Please also attach form 26A downloaded from TDS Centralized Processing Cell of Income Tax Department)”

**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Business Address :

Date:

**Annexure-VII**  
**QUERY FORM/FORMAT**

Name of the Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Email ID: \_\_\_\_\_

Contact No.: \_\_\_\_\_

| Sl. No | Reference of the Clause No. of the Tender Document | Query/Clarification/ Deviation | Clarification/Response from IIT Indore |
|--------|--|--------------------------------|--|
| 1      |  |                                |  |
| 2      |  |                                |  |
| 3      |  |                                |  |
| 4      |  |                                |  |
| 5      |  |                                |  |
| 6      |  |                                |  |
| 7      |  |                                |  |
| 8      |  |                                |  |
| 9      |  |                                |  |
| 10     |  |                                |  |

**Annexure-VIII**  
**WORK EXPERIENCE**

**Sub: NIT No. IITI(MM)/HC/10/10A/06/RS/2024-25 dated Sep 18, 2024 for “Diagnostic Lab Test Services at IIT Indore”**

Please attach the following with this annexure.

1. Work Order Copy
2. Details of Contact person: Name, Designation and Mobile number in the organization
3. For completed contracts: Testimonial from Department/Hospital/Institution served

\_\_\_\_\_  
**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Business Address :

Date:

**Annexure-IX**  
**PERFORMANCE SECURITY/BG FORMAT**

To,

.....  
**WHEREAS** ..... (name and address of the supplier)  
(hereinafter called "the supplier") has undertaken, in pursuance of contract no. .... Dated  
.....to supply (description of goods and services) (hereinafter called "the contract").

**AND WHEREAS** it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

**AND WHEREAS** we have agreed to give the supplier such a bank guarantee:

**NOW THEREFORE** we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the supplier(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal:

Name & address of the Bank

Address of the Branch:

Phone No.:

E-mail ID:.

**ANNEXURE-X****Performance Report to be provided in**

**Govt./Semi Govt./ Public Sector Units/Central Autonomous Bodies/ Centrally Funded  
Medical Institutes/Hospitals which includes AIIMS/IMS-BHU etc.  
(To be issued by the organization where facility is being provided)**

1. Name of the Owner:
2. Name of the Company/Firm & Location:
3. Name of organization where diagnostic services are provided:
4. Name and contact No. of the person in the Organization for verification:
5. Date of award of contract:
6. Date of expiry of license/completion of contract:
7. Performance Report: Please tick/circle the correct option

|     |   |                                       |
|-----|---|---------------------------------------|
| (a) | Quality of service  | Excellent/Very<br>Good/Good/Fair/Poor |
| (b) | Resourcefulness   | Excellent/Very<br>Good/Good/Fair/Poor |
| (c) | Punctuality opening and closing times, maintaining<br>service hours | Excellent/Very<br>Good/Good/Fair/Poor |
| (d) | Behaviour and Attitude  | Excellent/Very<br>Good/Good/Fair/Poor |
| (e) | Redressal of complaints and Promptness                              | Excellent/Very<br>Good/Good/Fair/Poor |

---

**Yours faithfully**

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Business Address :

Date:

**Routine test list is attached as Section-I**

| Sr. No. | Diagnostic Test                     |
|---------|-------------------------------------|
| 1       | Hepatitis A Antigen                 |
| 2       | Hepatitis E Antigen                 |
| 3       | Blood Urea                          |
| 4       | C - Peptide Level                   |
| 5       | CBC                                 |
| 6       | CRP C Reactive Protein Serum        |
| 7       | Dengue Profile                      |
| 8       | ESR                                 |
| 9       | Fasting Blood Glucose               |
| 10      | Glucose post prandial               |
| 11      | HbA1C                               |
| 12      | HBsAg                               |
| 13      | HIV Test                            |
| 14      | KFT (Kidney Function Test)          |
| 15      | Fasting Lipid Profile               |
| 16      | LFT (Liver Function Test)           |
| 17      | Malarial Antigen                    |
| 18      | Peripheral Smear                    |
| 19      | Rheumatoid Factor                   |
| 20      | Routine Examination Urine(Manual)   |
| 21      | Serum Electrolytes                  |
| 22      | Serum PSA Level                     |
| 23      | Serum Uric Acid                     |
| 24      | Thyroid Profile                     |
| 25      | Sr B12 Level                        |
| 26      | Sr D3 Level                         |
| 27      | Widal Test                          |
| 28      | Blood Culture and Sensitivity       |
| 29      | Urine Culture and Sensitivity       |
| 30      | A Partial ThromboPlastin Time- APTT |
| 31      | Alkeline Phosphates                 |
| 32      | Anti CCP                            |
| 33      | ANTI MULLERIAN HORMONE; AMH,SERUM   |
| 34      | Anti Neuclear Antibody Test(ANA)    |
| 35      | Anti TPO Antibodies                 |
| 36      | Antinetal Profile                   |
| 37      | Bilirubin Total & Direct            |
| 38      | Blood Group-Slide Method            |
| 39      | Blood Urea Nitrogen                 |
| 40      | BTCT- Bleeding Time & Clotting Time |
| 41      | CA-125                              |
| 42      | Cougluation Profile                 |

|    |   |
|----|---|
| 43 | CPK _ - MB                                    |
| 44 | Creatinine Serum                              |
| 45 | Creatinine Kinease, (CPK Level)               |
| 46 | CULTURE AEROBIC BLOOD, RAPID                  |
| 47 | Culture & Sensitivity, Aerobic bacteria Urine |
| 48 | Free T3                                       |
| 49 | FreeT4  |
| 50 | Gene Expert                                   |
| 51 | GGT (Gama Globulin Test)                      |
| 52 | Glucose Load Test                             |
| 53 | HB Elelctrophoresis                           |
| 54 | HCG,BETA,TOTAL, PREGNANCY, SERUM              |
| 55 | HCV-Rapid Screening Test                      |
| 56 | Hemoglobin                                    |
| 57 | HLA B-27                                      |
| 58 | Homocystine Level                             |
| 59 | IGRA  |
| 60 | IMMUNOGLOBULIN IgE, SERUM                     |
| 61 | Inorganic Phasphatase                         |
| 62 | Iron Studies                                  |
| 63 | LH/FSH  |
| 64 | Malaria Parasite By Slide Method              |
| 65 | OGCT  |
| 66 | OT Culture                                    |
| 67 | Parathyroid Hormone                           |
| 68 | Partial Thromboplastin Time(PT-INR)           |
| 69 | Pre - O Profile                               |
| 70 | Procalcitonin                                 |
| 71 | Random Glucose                                |
| 72 | Reticulocyte Count                            |
| 73 | Serum Amylase                                 |
| 74 | serum Bicharbonate                            |
| 75 | Serum Calcium                                 |
| 76 | Serum Cortisol                                |
| 77 | Serum Ferritine                               |
| 78 | Serum Homocysteine                            |
| 79 | Serum Iron                                    |
| 80 | Serum Lipase                                  |
| 81 | Serum Lithium                                 |
| 82 | Serum Phosphorus                              |
| 83 | Serum Prolactin                               |
| 84 | SGOT AST SERUM                                |
| 85 | SGPT ALT Serum                                |
| 86 | Sputum AFB                                    |
| 87 | sputum Culture                                |
| 88 | Stool Culture                                 |
| 89 | Stool For Hanging Drop                        |

|     |                                   |
|-----|-----------------------------------|
| 90  | Stool Routine Microscopy          |
| 91  | TB Gold Quantitative              |
| 92  | Throat Swab Culture               |
| 93  | Total Protein Serum               |
| 94  | Total Serum IgA                   |
| 95  | Troponin-I                        |
| 96  | TSH (THYROID STIMULATING HORMONE) |
| 97  | tTG Antibody IgA                  |
| 98  | Urine Albumin & Creatinine Ratio  |
| 99  | Urine For Glucose                 |
| 100 | Urine For Microalbumin            |
| 101 | Urine Pregnancy Test              |
| 102 | Urine Protein Creatinine Ratio    |
| 103 | VDRL- Rapid Test                  |

**Note- It is mandatory to quote the rates of all the routine tests.**



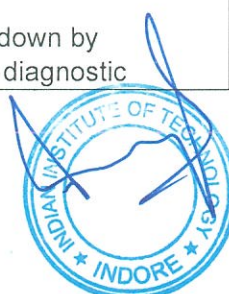
NIT No.: IITI(MM)/HC/5/5F/06/RS/2024-25

### PREBID REPORT

The online meeting for Pre-bid discussion and presentation was held via Google Meet on August 01, 2024 @ 15:00 hrs at IIT-Indore for Empanelment of Diagnostic Lab Test Services through **CPP Portal ID- 2024\_IITI\_817905\_1 dated 24/07/2024.**

Three firms have attended the meeting virtually. The discussion on the technical features, terms & conditions and scope of the supply was held successfully. The report of the meeting is as below:

| Sl. No | Reference of the Clause No. of the Tender | Query/Clarification/ Deviation sought | Clarification/Response from IIT Indore   |
|--------|---|---------------------------------------|--|
| 1      | Chapter -5 of the Tender                  | Area of the allocated space.          | Institute is providing the adequate space for setting up the laboratory services, area as follows:-<br>a) Blood Collection Room (10x10 ft.)<br>b) Laboratory Room for equipment's (20x12 ft.)<br>c) Lab Technician Room (8x16 ft.)   |
| 2      | Chapter- 7 Part-B                         | Scope of Work                         | <ul style="list-style-type: none"><li>In-house investigation facility at Health Centre IIT Indore for basic Hematology, Microbiology, Biochemistry, Serology and Immunology tests. Please refer list A of investigation in scope of work in tender documents.</li><li>Connecting laboratory as per mutual agreement for higher investigation to be empaneled by the service provider only.</li><li>Reports of most of the tests are expected to be submitted within 24 hours.</li><li>Equipment's and qualified manpower is provided by the service provider only.</li><li>Supporting equipment for report generation and sending to the client is required.</li><li>Investigation timings are: 08am to 04pm.</li><li>Tests to be done by qualified personnel as per rules and regulation of Government of India.</li><li>Charges for different investigations may be quoted separately.</li><li>Services of microbiologist and other concerned specialists as required will be responsibility of service provider.</li><li>Regulatory permissions laid down by Government of India for operating a diagnostic</li></ul> |



|   |                      |                       |   |
|---|----------------------|-----------------------|---|
|   |                      |                       | <p>laboratory services at IIT health centre and adherence to the regulations is bidder's responsibility.</p> <ul style="list-style-type: none"> <li>• Medico-legal issues arising out of the service will be liability of the bidders.</li> <li>• The report will be emailed to the patients to one email address of patient's choice and to institute health centre.</li> <li>• Safety protocols will be responsibility of the bidders.</li> </ul> |
| 3 | Chapter- 7<br>Part-B | General Scope of Work | <ul style="list-style-type: none"> <li>• Successful bidder shall arrange to have adequate number of qualified personal available at IIT Indore Health Centre.</li> <li>• Records will be maintained for 3 years and will be handed over to IIT Indore at the end of contract.</li> <li>• Average estimated total cases requiring investigations in current year- 3000 approximately.</li> </ul>   |

**Note-**

1. The date of submission of online bids is extended up to 29/08/2024 @ 15:00 Hrs
2. The date of Opening of bids is extended up to 30/08/2024 @ 15:00 Hrs
3. All prospective/willing bidders are requested to take note of this report as part of the tender document. All other parts of the tender including the terms and conditions will remain unchanged.

Assistant Registrar  
Services, IIT INDORE

