

लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान



तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH

(An Autonomous body under Ministry of Health and Family Welfare, Govt. of India)

Website: www.lgbrimh.gov.in, e - Mail: mail@lgbrimh.gov.in

Post Box No. 15:: FAX No. (03712) 233623

TEZPUR:: 784001 :: ASSAM

LGB/IT/4151/2022/1245

Dated :- 6th March, 2023

RE-TENDER NOTICE

Online e-tenders i.e. two bid systems (Technical and financial) are invited through the e-procurement portal <http://eprocure.gov.in/cppp> by the Director, LGBRIMH for Supply, Installation, commissioning and operation of Kiosk based Automated Queue Management System (AQMS) for LGBRIMH, Tezpur as per the scope of work and on the terms and conditions.

CRITICAL DATE SHEET

Milestones	Start Date	Start Time	Last Date	Last Time
Tender Publishing	06-03-2023	05:00 PM		
Tender Download	06-03-2023	05:00 PM	27-03-2023	03:00 PM
Bid Clarification	06-03-2023	05:00 PM	15-03-2023	05:00 PM
Bid Submission	06-03-2023	05:00 PM	27-03-2023	03:00 PM
Technical Bid Opening	28-03-2023	03:00 PM		

Sd/-
Director
LGBRIMH

लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान

तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH
(Ministry of Health & Family Welfare, Government of India)

Website- www.lgbrimh.gov.in

Post Box No. 15 :: FAX No. (03712) 233623

TEZPUR:: 784001 :: ASSAM

Sl no	Terms & Conditions for Submission
1.	<p>Online e-tenders i.e. two bid systems (Technical and financial) are invited through the e-procurement portal http://eprocure.gov.in/cppp by the Director, LGBRIMH for Supply, Installation, commissioning and operation of Kiosk based Automated Queue Management System (AQMS) for LGBRIMH, Tezpur as per the scope of work and on the terms and conditions.</p> <p>Instructions for submission of bids</p> <p>a. Physical Documents: EMD (if applicable) and all hard copies of documents uploaded.</p> <p>b. E-bid Cover-I: will contain the Technical Bids consisting of following in a single PDF file in the following sequence:-</p> <ol style="list-style-type: none">i. Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship <i>on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public</i>. In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.ii. EMD of Rs. 30000.00 in the form of DD/FDR/BG in the name of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.iii. Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.iv. Names & addresses of similar projects(at least three) in Govt/ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Performance reports from Govts/Semi-Govts/Autonomous organization in the same field in last three years along with purchase orders should be submitted.v. Recent non-conviction/ non-blacklisting certificate <i>on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public</i> (As per annexure II) should be submitted.vi. Updated Income Tax return documents for the financial year 2021-22 should be submitted.vii. PAN Card and GST registration certificate should be submitted.viii. Valid Trade License or Incorporation certificate should be submitted.ix. Duly filled annexure I, II, III and IV should be submitted.

- x. Datasheet of the product to be quoted by the bidder about its various features, functioning, backend specifications, etc. has to be submitted.
- xi. Vendor should be OEM or Authorized Business Partner of the product quoted as per details in the Technical quotation. Attach the relevant and valid document of OEM in support of authorization.
- xii. Details of escalation matrix for any kind of troubleshooting has to be provided along with the technical quotation.
- xiii. Make in India specific Authorization certificate to be enclosed.
- xiv. Scanned copy of local supplier declaration / certificate needs to be uploaded.

c. E-bid Cover-II: Financial bid packet will be submitted as Cover II and will consist of following:- Financial bid in the form of “BOQ” (BILL OF QUANTITIES) only. Financial bid will be submitted **online only**. Kindly fill up the colored cells. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered. The GST column in BOQ is in INR and kindly quote GST for total unit in the GST column. The L1 evaluation will be based on the cost of the Kiosk based Automated Queue Management System (AQMS) plus the hardware products. AMC/ CMC rate has to be quoted in the BOQ for 5 years.

2. The Period of warranty: - **The warranty period will be for 3 years from the successful installation and commissioning of the AQMS plus hardware.**

3.

CRITICAL DATE SHEET				
Milestones	Start Date	Start Time	Last Date	Last Time
Tender Publishing	06-03-2023	05:00 PM		
Tender Download	06-03-2023	05:00 PM	27-03-2023	03:00 PM
Bid Clarification	06-03-2023	05:00 PM	15-03-2023	05:00 PM
Bid Submission	06-03-2023	05:00 PM	27-03-2023	03:00 PM
Technical Bid Opening	28-03-2023	03:00 PM		

If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time as notified.

Sl no	<i>General Conditions</i>
1.	<p><u>Process of submission of online bid:</u></p> <p>The bidders are requested to submit the soft copies of their bid electronically on the CPP portal using valid Digital Signatures (DSC).</p> <ol style="list-style-type: none"> a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (http://eprocure.gov.in/cppp). b) The bidders will be required to choose a unique username and assign a password for their accounts and are advised to register their valid email address and mobile numbers as part of the registration process. c) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile. Only one valid DSC should be registered by a bidder. d) 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. e) Bidder should take into account any corrigendum published on the tender document before finally submitting their bids in the CPP portal (http://eprocure.gov.in/cpp). f) 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. g) Bidder should log into the site and upload their bids on or before the bid submission time. h) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. i) Bidder has to select the payment option as “offline” to pay the EMD as applicable and enter details of the instrument. j) A standard BOQ file in Excel format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the exact format provided and no other format is acceptable. The BOQ filename must not be changed and if in any case the BOQ is found to be modified by the bidder the bid will be rejected. k) 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. l) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for the tender. Bidder can contact via email id: lgbetender@gmail.com. m) 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.
2.	<p><u>EMD/ PERFORMANCE SECURITY</u></p> <ol style="list-style-type: none"> a) Bidder should submit EMD of Rs. 30000.00 in the form of DD/BG/FDR drawn in favor of Director, LGBRIMH, Tezpur, Assam, payable at Tezpur, Sonitpur, Assam failing which the tender shall not be considered for acceptance and will be summarily rejected. Cash, cheque or any other mode of payment will not be accepted at all. The EMD deposited against previous

tender cannot be adjusted or considered for this tender. No interest will be payable on the EMD/BID security. The EMD of the approved bidder will be released only after the concerned firm deposits necessary performance security. **The DD/BG/FDR of EMD should reach LGBRIMH before the last date of opening of technical bid.** EMD of successful and unsuccessful bidders will be returned in due time.

b) **PERFORMANCE SECURITY:-** Performance Security, equivalent to 3% of the total cost of the items approved shall have to be deposited by the successful bidder in the form of DD/FDR drawn in favor of Director LGBRIMH, payable at Tezpur. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The same amount will be released after fulfillment of contractual obligations and no interest shall be payable thereof.

c) EMD of unsuccessful bidders will be returned in due time.

3. **SIGNING OF BID:-**

- a) The bid is liable to be ignored if incomplete information is given or documents asked for are not dully filled or furnished.
- b) Individual signing the bid or other documents concerned with the bid must specify whether he signed as :
 - a) A sole proprietor of the firm, or constituted Attorney of such proprietor.
 - b) A partner of the firm, if it is a partnership concern, in which case, he must have legal authority to sign, answer and admit to refer dispute to arbitration.
 - c) Constituted Attorney if it is a company.

NOTE:-

** In case of (b), a copy of the Partnership Deed, General Power of Attorney, in each case, duly attested by a Notary Public, as affidavit on a stamp paper to the effect that all the partners admit execution of the partnership agreement and authority of the general power of attorney should be furnished.

** In case of partnership firm, where no authority to refer disputes concerning the business or the partnership has been conferred on any such partner, the bid and all other related documents must be signed by every partner of the firm.

** A person signing the bid form or any documents forming part of the bid on behalf of another shall be deemed under warranty that he has the authority to bind himself with such person. If on enquiry, it appears that the person so signing has no authority to do so, the purchaser without prejudice to other Civil & Criminal remedies can cancel the contract and hold the signatory responsible for all cost & conveyances arising there from.

General Terms & Conditions:

- i. Technical and Financial quotation should be submitted on company letter head and should be submitted duly signed by the authorized person.
- ii. The payment will be made after the successful supply, installation, testing and commissioning of the product quoted and on receipt of bill for the same.
- iii. The warranty period shall be for a period of three years. Institute reserves the right to terminate the contract by giving one month notice in writing without assigning any reason whatsoever.
- iv. The bidders has to provide demo of their quoted product during the technical evaluation of the tender before the technical evaluation committee as and when required.
- v. The quoted price shall be valid for the duration of the contract. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
- vi. Financial quotation of only those firms will be opened, whose Technical Quotations are eligible after Technical evaluation.
- vii. Sub-letting/Sub-contract of project and services is not allowed.
- viii. LGBRIMH, Tezpur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.
- ix. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.
- x. 99% uptime should have to be maintained during the contract period. If the breakdown is not attended within 12 hours of call then 0.5% of total contract value per day delay will be deducted.
- xi. The CMC price of the devices and software has to be quoted by the bidder in the financial bid.

5.

Scope Of Work

1. The agency has to provide **AQMS Solution plus hardware with 3 years support/warranty** which should be capable of handling queues for OPDs of all departments in LGBRIMH, Tezpur. The proposed/offered solution by the agency/bidder should be in real-time.
2. The agency would be responsible as part of the contract to integrate the offered solution with registration desktops, printers, smart TVs, kiosks and doctor desktops/handheld devices.
3. The agency is required to provide Training by placing an engineer from the date of signing of the contract in order to streamline operations and train LGBRIMH staff.
4. Service Levels to be maintained by the agency/successful bidder is as follows: response and rectification of all breakdown calls regarding software and provided hardware (by the bidder) registered should be within the same working day. Agency shall follow the service window as per the working hours and holiday schedule of LGBRIMH, Tezpur. The maintenance service has to be provided onsite and no remote access service by the Institute will be provided.
5. The agency shall maintain a log-book of all reported complains and action taken thereof. It is the responsibility of the agency to ensure that the log-book is completed after each rectification of complaint and approved by the Officer In-charge.
6. **CONTINGENCY ARRANGEMENTS:** The Contractor should have contingency arrangements to meet events that may cause disruption in service like absenteeism, by providing an alternate / back-up engineer during such absenteeism.
7. On non-functioning of any device due to any issue the successful bidder has to provide a backup device in place of the original device that needs to be repaired. The backup device has to be repaired by the successful bidder as per existing terms and conditions. The backup device specification has to be at par of the original device. Any cost regarding this has to be borne by the successful bidder including the courier charges.
8. Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Annually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of all relevant preventive maintenance, cost of spares, technical and operational after sale service assistance from the manufacturer including service personal site visit recommendation from its manufacturer.

6.

MANDATORY SPECIFICATION OF THE AQMS SOLUTION/APPLICATION

AQMS Module	Required Specification for AQMS Solution	Compliance (Y/N)	Remarks by Bidder
Admin	Option to Create Services & Counters up to Thirty		
	Option to Assign Counter to a Service		
	Option to Configure Pre-Service Flow		
	Option to Configure Touch screen		
	Touch screen with nested service		
	Option to configure Departments		
	Option to Issue a token containing multiple services.		
	Option to Issue a token with Priority for e.g Senior citizen Physically challenged etc.		
	Option to Issue a token after taking customer personal information		
	Option to Multilingual voice Announcement		
	Option to Edit / Modify of Scrolling Text promotion.		
	Upcoming Token can be shown on Master Display (LED TV).		
	Facility to show upcoming tokens for each doctor along with called token information.		
	Option to configure video promotion on Master Display		
	Browser & Keypad based calling facility.		
	Pending token can be seen operator Console / Dashboard.		
	Facility to send 'alert' SMS to waiting patient.		
	Option of having a monitor at each doctor's door showing Doctor's name, picture and current Token No.		
Reports	Real time system overview.		
	Summary reports (Daily/Weekly/Monthly).		
	Transaction reports.		
	Service wise reports.		
	Skipped token reports.		
	Facility to receive selected daily, weekly, monthly reports in email.		
	Additional feedback reports.		
Agents/Help Desk	Issuance of token in case of patients not familiar with operating kiosks.		
	Raise complaint tickets and feedback from all stakeholders.		
Supervisor/MS /IC	Dashboard with complete and overall view of queue management operation.		
	Supervisor Console to manage calling of tokens for all doctors by floor supervisor from a single screen.		

	View of total patients in queue (department/doctor wise) in real-time.		
	View of total patients seen/reported (department/doctor wise) in real time.		
	All the above in historical data form.		
	Time spent by patients in waiting (non- productive time).		
General	Solution should ensure proper and efficient staging of patient flow from registration to doctor's rooms.		
	Windows based SaaS/Web Application with Database – MySQL.		
	Option of displaying TV/Digital Signage content in Hindi or Assamese besides English.		
Advertisement Panel	Solution / application should be capable of displaying broadcast messages on TV/digital signage's		
Integration with existing hardware	Application should be readily integrable with existing digital/Android TV and/or digital signage's installed at LGBRIMH		
Feedback System	Option to Integrated patient feedback system		

HARDWARE SPECIFICATION & INTEGRATION SERVICES
Overall (in three projects)

SL No	Hardware Specification	Qty	Supplied by vendor (Yes/NO)
1	Floor mount Touch screen based KIOSK (15.6" or more) ,Integrated PC with Windows 10 OS, HDMI/VGA Interface (for Monitor /LED TV) 80 mm. heavy duty auto-cutter thermal printer , AQMS Server software, Required interfaces & Power Supplies.	3	
2	Counter/ Room Display (4 digit, 4" Ch. size)	24	
3	Master Display for Counters (Android LED TV approx 53")	3	
4	Master Display in front of Doctor's Room (Android LED TV approx 53")	3	
5	LAN to Display Converter with power supply	9	
6	Multifunction Keypad	6	
7	Connecting cable core (in Roll)	3	
8	Packing , Forwarding , Cabling , Installation & Training	3	

Split Hardware specification mentioned in next page.

HARDWARE SPECIFICATION & INTEGRATION SERVICES

For Department of Addiction Medicine

SL No	Hardware Specification	Qty	Supplied by vendor (Yes/NO)
1	Floor mount Touch screen based KIOSK (15.6" or more) ,Integrated PC with Windows 10 OS, HDMI/VGA Interface (for Monitor /LED TV) 80 mm. heavy duty auto-cutter thermal printer , AQMS Server software, Required interfaces & Power Supplies.	1	
2	Counter/ Room Display (4 digit, 4" Ch. size)	10	
3	Master Display for Counters (Android LED TV approx 53")	1	
4	Master Display in front of Doctor's Room (Android LED TV approx 53")	1	
5	LAN to Display Converter with power supply	3	
6	Multifunction Keypad	2	
7	Connecting cable core (in Roll)	1	
8	Packing , Forwarding , Cabling , Installation & Training	1	

For Child & Adolescence Psychiatry

SL No	Hardware Specification	Qty	Supplied by vendor (Yes/NO)
1	Floor mount Touch screen based KIOSK (15.6" or more) ,Integrated PC with Windows 10 OS, HDMI/VGA Interface (for Monitor /LED TV) 80 mm. heavy duty auto-cutter thermal printer , AQMS Server software, Required interfaces & Power Supplies.	1	
2	Counter/ Room Display (4 digit, 4" Ch. size)	12	
3	Master Display for Counters (Android LED TV approx 53")	1	
4	Master Display in front of Doctor's Room (Android LED TV approx 53")	1	
5	LAN to Display Converter with power supply	4	
6	Multifunction Keypad	2	
7	Connecting cable core (in Roll)	1	
8	Packing , Forwarding , Cabling , Installation & Training	1	

For Pharmacy at General OPD

SL No	Hardware Specification	Qty	Supplied by vendor (Yes/NO)
1	Floor/Wall mount Touch screen based KIOSK (15.6" or more) ,Integrated PC with Windows 10 OS, HDMI/VGA Interface (for Monitor /LED TV) 80 mm. heavy duty auto-cutter thermal printer , AQMS Server software, Required interfaces & Power Supplies.	1	
2	Counter/ Room Display (4 digit, 4" Ch. size)	2	
3	Master Display for Counters (Android LED TV approx 53")	1	
5	LAN to Display Converter with power supply	2	

6	Multifunction Keypad	2	
7	Connecting cable core (in Roll)	1	
8	Packing , Forwarding , Cabling , Installation & Training	1	

7

General Requirements:

1. The Warranty shall be for a period of 3 years from the date of successful installation and commissioning of the AQMS plus hardware.
2. It will be full responsibility of the contractor to maintain the AQMS System in working condition during OPD hours and in case of downtime the contractor will extend services under warranty to rectify any fault. The repair and maintenance, during warranty period of three years shall be responsibility of contractor and LGBRIMH, Tezpur will not make any payment other than the rate quoted in financial bid.
3. The LGBRIMH, Tezpur will pay to the agency the cost of the total solution as quoted/offered by the bidder in his financial bid.
4. The Agency at all times should indemnify LGBRIMH, Tezpur against all claims, damages or compensation in case such thing arises due to the any misconduct or carelessness of its deputed staff while providing the required service. The LGBRIMH, Tezpur will not own any responsibility in this regard. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by LGBRIMH, Tezpur besides cancellation of the contract and other legal action deemed fit.
5. For successful operation of the AQMS application, software license (required if any) will be in the scope of vendor.
6. Design the User Interface and User Experience to ensure that the service is user friendly.
7. Design of consistent visual elements and application architecture that is scalable and expandable.
8. The solution architecture should be able to address the future scalability requirements in terms of both application (to add new services) and infrastructure and backend (adding more users).
9. Design wireframe for the required application and conduct meetings with LGBRIMH team to analyze the requirements and agree on the UI and user interaction.
10. Data should be kept confidential and only shared with LGBRIMH.
11. The bidder shall provide upgrades/patches etc. if required for the same without any additional cost till end of technical support.
12. The vendor will provide support for troubleshooting and bug fixing till the support period.
13. All required support & services for implementation, smooth operation and maintenance of all the components of the application developed/to be developed will be part of the Project.
14. Application should be easily customizable and easy to administer & connect to the Database.
15. Must provide customer support availability 24/7/365 via phone or email.

16. Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari.

17. Development & testing environment/infrastructure i.e. including hardware & software, etc.) to be provided and maintained by successful bidder till the project goes on technical support of 3 years after successful go-live.

18. Selected agency will update whenever necessary and will maintain totally, ensuring uptime of 99.5%.

19. A Live Demo (Real Time) of the SOP should be presented before the Technical Bid Committee in Online or Offline Mode as and when required.

20. Any misconduct / misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the Director, LGBRIMH, Tezpur.

21. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.

22. The requirement of the products may increase or decrease as per actual/ practical requirement of the Institute.

Purchasers Rights :-

- a. Institute reserves the right to accept/reject any or all the Quotations in whole or in part and annul the quotation process without assigning any reason whatsoever.
- b. Institute reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- c. Institute reserves the right to black list a bidder for a suitable period in case the firm fails to honor its quotation without sufficient grounds.
- d. If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited.
- e. It shall in no way be binding on the Institute to purchase the exact number of quantities as indicated in the Tender Document. The actual quantities that may be purchased by the Institute may vary in each case.

8.	<p><u>RIGHT OF ACCEPTANCE :-</u></p> <p>a) Director, LGBRIMH, reserves the right to reject/accept any or all tenders without assigning any reasons thereof and also have the right to place order on one or more firms. No correspondence will be entertained.</p> <p>b) If the bidder gives false statement on any of the above information, the firm / supplier will not be considered and their tender shall be deemed to be rejected and the security deposited will be forfeited.</p> <p>c) Institute reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.</p> <p>d) Institute reserves the right to black list a bidder for a suitable period in case the firm fails to honor its tender without sufficient grounds.</p> <p>e) If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited.</p> <p>f) It shall in no way be binding on the Institute to purchase the exact number of quantities as indicated in the Tender Document. The actual quantities that may be purchased by the Institute may vary in each case.</p>
9.	<p><u>AGREEMENT:-</u></p> <p>An agreement will have to be executed on non judicial stamp paper of Rs.100 /- by the successful bidder with the institute authority in the format (Annexure IV) prescribed by the institute within 10 days from the date of Award of Contract(AOC)</p>
10.	<p><u>REJECTION OF THE TENDER :- Terms & Conditions</u></p> <p>The Bid will be rejected due to any of the reason or reasons mentioned below:-</p> <p>a) Non submission of tender within the stipulated date and time.</p> <p>b) Submission of tender without EMD (as applicable).</p> <p>c) Failure to provide the Tender Documents as per Para 1.b of bid document.</p>
11 .	<p><u>DISPUTE ADJUDICATION:-</u></p> <p>In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.</p>
12.	<p>Public Procurement (Preference to Make in India) order no. P-45021/2/2017-BE-II dated 15 June, 2017 and subsequent amendment on 16th September, 2020 issued by DPIIT, Ministry of Commerce and Industry and as amended from time to time and its subsequent orders notifications issued by concerned Nodal Ministry will be applicable in this tender.</p>

Technical Bid
Supply, Installation, commissioning and operation of Kiosk based Automated Queue Management System (AQMS) for LGBRIMH, Tezpur

S. No.	Description	Company Response	Remarks
1	Profile of firm/company Year of establishment Number of employees a. Technical b. Non Technical Annual turnover for the last 3 Years. (Provide details & relevant documents.) Attached separate sheet.		
2	Names & addresses of similar projects in Govt./ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contactpersons of the clients to whom similar services provided by your company. Documentary evidences to be provided.		
3	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :		
4	AQMS services up time:		
5	Resolution time to rectify problem in AQMS.		
6	Authorized Business partner of the above AQMS, attached the valid certificate.	Yes/No	
7	Training for Administrator (Technical)	Yes/No	
8.	Name of the product quoted		
9	Tentative project plan for the installation of the AQMS.(Attached separate sheet , if required)		
10	Any other Information from the Vendor		
11.	Escalation matrix for troubleshooting		
12.	Deviation of specifications (if any)		

Date :

(Signature)

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....

..... Resident of

.....

.....

..... Do solemnly pledge and affirm:

1. That I am the proprietor /partner/authorized signatory of

M/s.

- 1. No police case is pending against the Proprietor / partner of the Company (Agency). Indicate any convictions if any against the Company/firm/partner.
- 2. I/We have not quoted the price higher than previously supplied to any Government Institute / Organization / reputed Private Organization in recent past.
- 3. (Proprietor/firm) has never blacklisted by any organization.

Name & Signature
Seal of the participating Bidder Company
Affirmation/Verification

Undertaking

To,

The Director
LGB Regional Institute of Mental Health
Tezpur, Dist: Sonitpur (Assam)

Sir,

1. I /we hereby submit our tender for the Installation, commissioning and operation of Kiosk based Automated Queue Management System (AQMS) for LGBRIMH, Tezpur along with other required documents.

2. I/ We are enclosed herewith the bank DD No. Dated
For Rs./- (For Rupees)
drawn in favor of the Director LGBRIMH, Tezpur towards EMD.

3. I /we hereby agree to all terms and conditions, stipulated by the LGBRIMH, and contained in Tender Documents in this connection including delivery, penalty etc. and the rate quoted in the financial bid will remain unchanged during the entire period of supply.

4. I /We undertake to sign the contract / agreement within 10 days from the issue of the AOC letter, failing which our / my EMD will automatically be forfeited and our / my name will be deleted from the list of the supplier at LGBRIMH, Tezpur.

5. I /we have gone through all terms and conditions of the tender document before submitting the same.

Note: - All terms & conditions including rates and taxes etc, has been indicated separately in the tender. During the rate contract period, basic price of the items will remain unchanged. Other terms and conditions are also as per the requirement of the institute.

YOURS FAITHFULLY

SIGNATURE OF THE TENDERER
RUBBER STAMP

A 1 WITNESS SIGNATURE
2. FULL NAME
3. ADDRESS & Contact No.

B. 1 WITNESS SIGNATURE
2. FULL NAME
3. ADDRESS & Contact No.

Organization's contact details and EMD Payment Details

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
GST Number	
PAN Number	
EMD details	
Bank details (Mandate)	

DEED OF CONTRACTUAL AGREEMENT

THIS AGREEMENT made the.....day of, 2023 Between Director, *Lokopriya Gopinath Bordoloi Regional Institute of Mental Health, Tezpur Assam* (hereinafter "the Purchaser") of the one part and M/s _____ (hereinafter called "the Supplier") of the other part:

WHEREAS in response to the notification No. LGB/..... Dated The bidder has submitted to the LGBRIMH a tender for Supply Installation, commissioning and operation of Kiosk based Automated Queue Management System (AQMS) for LGBRIMH, Tezpur specified there in the tender document subject to the terms & conditions contained in the said tender.

AND WHEREAS the bidder has also deposited with the Government a sum of Rs. as performance security for the execution of an agreement undertaking the due fulfillments of the contract, in case this tender is accepted by LGBRIMH.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- a) The Letter of Acceptance issued by the purchaser/ Supply Order.
- b) The Notice Inviting Tender
- c) The supplier's bid including enclosures, annexure, etc.
- d) The Terms and Conditions of the Contract
- e) The Schedule of Requirement
- f) The Technical Specification
- g) Any other document listed in the supplier's bid and replies to queries, clarifications issued by the purchaser, such confirmations given by the bidder which are acceptable to the purchaser and the entire Addendum issued as forming part of the contract.

2. In case the bidder fails to execute the agreement as aforesaid incorporating the terms and conditions governing the contract, the purchaser shall have the power and authority to recover from the supplier any loss or damage caused to LGBRIMH by such breach as may be determined by LGBRIMH by appropriating the security money deposited by the supplier and take appropriate action as per penalty clause of the tender. If the security deposit is found to be inappropriate, the deficit amount may be recovered from the supplier from his outstanding bill or such other manner as the purchaser may deem fit.

3. On inspection if any article found not as per specification of the supply order it shall be replaced by me/us in time as asked for, to prevent any inconvenience at my/our expenses. In case of non-fulfillment of the terms and conditions of the contract/ supply order, the Director LGBRIMH shall have right to take appropriate action and impose penalty as deem fit.

4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide, the goods and services without interruption and to remedy defects therein in conformity in all respects with the provisions of the Contract.

5. The purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

6. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction **shall be within the limit of the Tezpur District Court.**

In the presence of witness

1.....
2.....

In the presence of witness

1.....
2.....

Signature of the Purchaser or his/her nominee
(with seal)

Signature of the Supplier
(with seal)

CHECKLIST

Sl. No.	Documents to be submitted along with the techno-commercial bid	Attached page no.	
		From	to
1.	Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship <i>on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public</i> . In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.		
2.	EMD of Rs. 30000.00 in the form of DD/FDR in the name of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.		
3.	Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.		
4.	Names & addresses of similar projects(at least three) in Govt./ Semi-govt./Govt. Autonomous academic institution along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Performance reports from Govt./Semi-Govt./Autonomous organization in the same field in last three years along with purchase orders should be submitted.		
5.	Recent non-conviction/ non-blacklisting certificate <i>on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public</i> (As per annexure II) should be submitted		
6.	Updated Income Tax return documents for the financial year 2020-21 should be submitted.		
7.	PAN Card and GST registration certificate should be submitted.		
8.	Valid Trade License or Incorporation certificate should be submitted.		
9.	Duly filled annexure I, II, III and IV should be submitted.		
10.	Datasheet of the software product to be quoted by the bidder about its various features, functioning, backend specifications, etc. has to be submitted.		
11.	Vendor should be OEM or Authorized Business Partner of the software package as per details in the Technical bid. Attach the relevant and valid document of OEM in support of authorization.		
12.	Details of escalation matrix for any kind of troubleshooting has to be provided along with the technical quotation.		
13.	Make in India specific Authorization certificate to be enclosed.		
14.	Scanned copy of local supplier declaration / certificate needs to be uploaded.		