अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAPUR

Address: Plot No. 2, Sector-20, MIHAN, Nagpur– 441124

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Ph.No.0710-3295590

Notice Inviting Tender

For

'Appointing Claim Management/ Settlement Agency for Claims Management& Settlement Services at AIIMS, Nagpur.

CRITICAL DATE SHEET

Published Date	05/11/2026 Time 18.00 Hrs.
Bid Document Download / Sale Start Date	05/11/2026 Time 18.05 Hrs.
Pre-Bid Meeting (To be held at MS office, AIIMS Nagpur)	10/11/2026 Time 15.00 Hrs.
Bid Submission Start Date	11/11/2026 Time 09.00 Hrs.
Bid Submission End Date	08/12/2026 Time 15.00 Hrs.
Bid Opening Date	09/12/2026 Time 15.00 Hrs.

DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Nagpur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Nagpur with the selected bidder/firm/agency.

1. Executive Director AIIMS Nagpur invites online bids on single stage two bid systems for "**Appointing Claim Management/ Settlement Agency for Claims Management & Settlement Services at AIIMS, Nagpur**". Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS website www.aiimsnagpur.edu.in (for reference only) and CPPP site https://eprocure.gov.in/eprocure/app as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: https://eprocure.gov.in/eprocure/app.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site- www.aiimsnagpur.edu.in** and Central Public Procurement Portal (CPPP) e-procurement website **https://eprocure.gov.in/eprocure/app shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and tenderer is liable to be banned from doing business with AIIMS Nagpur.

   The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at** https://eprocure.gov.in/eprocure/app
9. **Quotations should be valid for 90 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of services. whichever is applicable.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
11. Tenders in two bid system are invited from experienced agencies in Claims Management and Settlement Services for Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana for Central Government / State Government Hospitals from hospital end for 'Appointing Claim Management and Settlement services'.
12. Period of contract – Shall be for two Years from the date of award of contract and which can be extended for further 2 Years (1+1 Year) on yearly basis based on satisfactory performance and with mutual consent of both the parties.
13. The Bidder should have minimum 3 years' experience in last 3 Calendar Year in Claims Management and Settlement Services for / Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana Govt. Health scheme at Central Government / State Government / Semi Government hospitals at the Hospital end. The scope of work is as under:
14. To co-ordinate with all related agencies of the said scheme for efficient patient care and claim settlement including the followings:

15. EARNEST MONEY DEPOSIT [EMD]: -

Earnest Money Deposit (i.e. **₹ Rs. 5,00,000/-**) to be deposited in the form of **Insurance Surety Bonds/Account Payee Demand Draft/ FDR/ Banker's Cheque or BG (including e-Bank Guarantee)**. **In the case of EMD is submitted in the form BG the same need to be essentially linked to SFMS by issuing bank for verification**. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. **The Insurance Surety Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "The Director, AIIMS, Nagpur"**. The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at Store Office, Ground Floor, Admin Block, Plot No. 2, Sector 20, MIHAN, Nagpur prior to opening of tender.

- No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited
- Tenders without Earnest Money will be summarily rejected.
- No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD.
- If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.

a) District Industries Centers (DIC)

b) Khadi and Village Industries Commission (KVIC)

c) Khadi and Village Industries Board

d) Coir Board

e) National Small Industries Corporation (NSIC)

f) Directorate of Handicraft and Handloom

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

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

i) Startups firms as recognized by Department of Industrial Policy & Promotion (DIPP) is also exempted for depositing of EMD amount. Valid documents should be uploaded.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

a. Assign procedure codes with the help of Medical Co-coordinator/ Administration of the Institute of AIIMS, NAGPUR.

b. The appointed agency shall be responsible for the effective, seamless, and compliant implementation of all existing as well as upcoming State and Central Government health insurance, assurance, and trust-based schemes, in accordance with the respective scheme guidelines and regulatory requirements.

c. To upload the pre-authorization forms. Follow up and for sanction or pre- authorization.

d. To liaise with the hospital authorities for assigning the "BPL Category or other beneficiary" agency will follow the SOP.

e. AIIMS Nagpur shall appoint a Single Point of Contact (SPOC) responsible for providing the Agency with all requisite documents, photographs, case records, reports, and related materials essential for timely and successful claim submission.

f. In the event that the required documents are not received from the concerned doctors and authorities of AIIMS Nagpur, the Agency shall coordinate directly with the appointed SPOC to obtain such documents and proceed with claim submission within the prescribed Turn-Around Time (TAT).

g. Failure of the SPOC to provide the required documents within the stipulated time shall constitute a responsibility on the part of AIIMS Nagpur.

h. In such circumstances, if any case at Preauth and Claim stage submission is delayed, pending, rejected, lapse or adversely affected due to non-availability of by any reason documents, the Agency shall not be penalized for such preauth & claims.

- On conclusion of treatment to raise the claims promptly.
- To follow up the claims to ensure receipt of payment and uploading the payment against bills in system.
- To file appeals in case of rejected claims.
- Penalty Clause

I. **Applicability of Penalty:**

If, during any given month, the aggregate value of claims rejected on account of any error, omission, deficiency, or negligence attributable to the Agency exceeds **five percent (5%) of the total value of claims submitted** by the Agency for that month, the Agency shall be liable for imposition of penalty as specified herein for the actual claim value going to get paid asper scheme rules.

II. **Quantum of Penalty:**

Upon occurrence of the above condition, a penalty equivalent to **twenty-five percent (25%) of the potential service charges** corresponding to such rejected claims shall be levied on the Agency.

III. **Computation and Recovery:**

The penalty shall be **computed on a cumulative basis at the end of each Month**, based on monthly assessments, and shall be **adjusted against any payments due to the Agency**. In the event of insufficiency of such payments, the Authority reserves the right to **recover the same through any other lawful means**, including but not limited to adjustment against security deposit or performance guarantee.

e) To submit to the Hospital Management performance report on a periodic basis as determined by the Hospital Administration.

f) To co-ordinate all such activities essential or incidental not mentioned above for the smooth and efficient functioning of the scheme.

g) All stipulations, guidelines arising as part of the scheme should be complied with One Liaison Officer who is to be identified to co-ordinate with the hospital authorities on day-to-day basis.

h) The agency has to provide the manpower and equipment like computer, scanner including Internet connectivity. The equipment and manpower deployed should be consistent with workload. In case of Internet failure Agency has to have a backup Internet Connectivity plan.

i) The service providers shall deploy the required amount of manpower and setup the office within a period of 45 days from the date of award of the contract and failure to comply with the same or found deficient in service shall invite penalty fee @ Rs. 5,000/- per day or forfeiture of the security deposit for the omission/ deficiencies in services, as decided by AIIMS, NAGPUR. Service provider should deploy adequate manpower around the clock 24/7 Service throughout the contract period failing which penalty @ Rs.5000/- per day or forfeiture of the security deposit for the omission/ deficiencies in service as decided by AIIMS Nagpur.

j) Monthly report for total bill raised for claim and payment received against each claim.

k) Outstanding of claims details should be submitted to hospital management. The performance of the claim management agency will be reviewed every quarter and if the performance is found to be unsatisfactory, Executive Director, AIIMS NAGPUR reserves the rights to terminate the contract with one-month notice period.

l) The claims agency has to quote service charges as a percentage of the amount of claim settled and received as per scheme portal and reconciled statement from AIIMS Nagpur.

m) The Service Charges rates are exclusive of GST. GST Charges will be quoted separately in price bid.

n) The tenders should be submitted in Two Parts within due date., Part I of the bid shall be containing technical bid in complete details, documents and photocopy of EMD Receipt etc. and Part II containing price bid.

16. It is the responsibility of the bidders to ensure that the completed information is filled on CPP portal and all the requisite documents are uploaded on the portal in legible form.

17. The bids received without EMD shall not be considered.

18. Self-Declaration about Non-Black Listing as per **Annexure-G**.

19. **Forfeiture of the E.M.D.**

If a bidder withdraws or modifies its bid during the period of bid validity, or, after issuance of the Letter of Acceptance (LoA)/Letter of Contract, fails or refuses to submit the Performance Security within the stipulated period, execute the contract agreement, or otherwise fails to comply with the conditions of the tender, the Earnest Money Deposit (EMD) shall be liable to be forfeited, without prejudice to any other rights or remedies available to the Institute under the terms and conditions of the tender.

20. **Refund of E.M.D.**

The original Earnest Money Deposit (EMD) receipt, along with a written request letter, covering letter, and bank account details, must be submitted to the Administrative Office for processing the refund of the EMD.

In the case of the successful bidder, the EMD shall be refunded only upon receipt and acceptance of the valid original Performance Security Deposit, as stipulated in the tender document.

21. **Pre-bid meeting:**

Prospective bidders may send their queries 02 (two) days before the pre-bid meeting so that they can be studied and addressed during pre-bid meeting. Query can also be raised during pre-bid meeting. No queries/ representations will be entertained after pre-bid meeting.

All prospective tenderers may attend the Pre-Tender meeting. The Pre-Bid Meeting will be held at the Administrative Block, AIIMS Nagpur, time and date indicated above.

22. **Purchase Preference to Local Suppliers**

In pursuance of Government of India Order No. P-45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time) and F. No. Z.28018/67/2017-EPW dated 12th June 2018 purchase preference shall be given to local suppliers in all procurements undertaken in the manner specified hereunder and the procurement shall be made as per terms and conditions contained in the said order.

(i) **Minimum local content:** The minimum local content shall as per Government of India Order No. P-45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time) and F.No. Z.28018/67/2017-EPW dated 12/06/2018, till the Nodal Ministry prescribes a higher or lower percentage.

(ii) **Margin of Purchase Preference:** The margin of purchase preference shall be 20%. The Local supplier whose quoted price falls in the margin of purchase preference desirous of claiming benefit of the Order No. P-45021/2/2017-B.E.-II dated 16th September 2020 shall submit an undertaking within 7 days of opening of financial bid, that he would be ready to supply the product at L1 price. In case of non-receipt of the same, he would not be given purchase preference.

(iii) **(All other terms & conditions will be as per the Department of Industrial Policy and Promotion (DIPP) order No. P-45021/2/2017-B.E.-II dated 16th September 2020 (as amended from time to time).**

TERMS & CONDITIONS

1. The firm / agency should have experience of 3 Years in last three Calendar Years in dealing with Claim Management and Claim Settlement services for Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana or any other Govt. Health scheme at Central Government / State Government / Semi Government Hospital at the Hospital end.
2. The service provider should have performance certificate in providing Claims Management and Settlement Services for Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana or Govt. Health scheme at minimum 2 hospitals of Central Government / State Government / Semi Government minimum bed capacity of at least 500 beds.
3. **Performance Security Deposit: -**

   The successful bidder shall have to submit a Rs. 10,00,000/- (Rs. Ten Lakh only) performance Security Deposit (PG) of contract value within **21 days** from the date of issue of Letter of Award (LOA)/Contract. Extension of time for submission of PG beyond **21 days** and up to **30 days** from the date of issue of LOA/Contract may be given at the discretion of competent authority. However, a penal interest of 15% per annum shall be charged for the delay beyond **21 days. i.e. from date of issue of LOA/Contract**. In case of the bidder fails to submit the requisite PG even after 30 days from the date of issue of LOA/Contract the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Deposit is mandatory. Successful bidder/firm should submit performance security as prescribed in favour of "Director, AIIMS Nagpur" to be received in the office of Administrative Officer, Ground Floor, Admin Building, AIIMS, Nagpur (Maharashtra) Pin-441124. The Performance Security in the form of Insurance Surety Bonds, Account payee Demand Draft, Fixed Deposit Receipt from a commercial bank, Bank Guarantee (including e-Bank Guarantee) from a Commercial Bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects duly pledged in the name of the "Director, AIIMS Nagpur" payable at Nagpur. In case of Performance Security deposit is submitted in the form Bank Guarantee the same need to be essentially linked to SFMS by issuing bank for verification. Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.

4. The firm/agency should submit Annual Audited Income & Expenditure State duly audited by CA with UDIN Number mentioned on documents during last three financial years ending March, 2025.
5. The service provider shall not assign, transfer, pledge or sub-contract the performance or service to any other service provider or contractor.
6. All services shall be performed by persons qualified and skilled in performing such services.
7. The agency should upload / submit its PAN and **GST Registration Number**.
8. The selected service provider should verify character and antecedents of all manpower so deployed at the Institute's premises in connection of the performance of the contract and submit report to the Institute before deployment of manpower. The service provider will also ensure that the personnel deployed are medically fit and will keep record and submit the certificate of their medical fitness. The service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request from AIIMS NAGPUR.
9. The service provider has to provide the photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed while on duty & their loss reported

immediately.

10. The service providers' personnel working should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of AIIMS NAGPUR. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them.

11. Disciplinary Action AIIMS Nagpur reserves the right to require the Service Provider to remove or dismiss from the site any personnel deemed incompetent or guilty of misconduct. The Service Provider shall comply with such direction forthwith. A Standard Operating Procedure (SOP) shall be jointly prepared and approved by both parties. Upon any objection or complaint raised by AIIMS Nagpur, the Service Provider shall conduct an internal audit or inquiry into the concerned incident or personnel and take appropriate action in accordance with the approved SOP.

12. The service provider shall replace immediately any of its Personnel, if they are acceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

13. AIIMS NAGPUR shall not be liable for any loss, damage, theft, burglary of robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

14. The service providers' personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-now, security arrangements and administrative/organizational matters all are of confidential/secret nature that can attract legal action.

15. That the persons deployed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Department in AIIMS NAGPUR.

16. The service provider's person shall not claim any benefit / compensation / absorption/ regularization of services in this office under the provision of industrial Disputes Act, 1947 of Contract Labour (Regulation & Abolition) Act,1970. Undertaking from the person to this effect will be required to submitted by the service provider to this officer/AIIMS NAGPUR. The service provider shall abide all applicable labor laws and related provisions thereon from time to time. If Later it is detected by any authority that applicable labor laws. The service provider shall be liable to make payment towards compensation and penalty whatso ever.

17. The person deployed shall not claim any Master & Servant relationship against this office/AIIMS NAGPUR.

18. The Service Provider shall ensure proper conduct of his person in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

19. The service provider shall engage the necessary person as required by our office from time to time. The said person engaged by the service provider shall be employee of the service provider and it shall be the duty of the service provider to pay their salary every month in time by the agency. There is no Master & servant relationship between the employees of the service provider and the AIIMS NAGPUR further that the said person of the service provider shall not claim any benefit.

20. Selected service provider shall be responsible to comply the provisions of various laws applicable in respect of manpower deployed at the Institute in connection with performance of the contract.

21. Income tax or other statutory levies if any will be deducted from each payment of service provider.

22. Working SOP will be decided by the Medical Superintendent in coordination with Agency in the interest of the patient care of this hospital.

23. The hospital shall reconcile claim amounts credited in its bank (with UTR details) against the scheme portal data; missing UTRs shall be obtained from the bank's head branch. After reconciliation, AIIMS Nagpur shall confirm and direct the agency to submit triplicate invoices. Verified invoices, requiring no further scrutiny, shall be settled within 45 days after submission of invoice.

24. The service provider shall provide substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

25. In the event that claim submission is not completed within the stipulated timeframe, the Service Provider shall be coordinating with the concerned Medical Superintendent to resolve the issue. The Service Provider must ensure that such claims are submitted in accordance with the adjudication guidelines prescribed under the respective Government Health Schemes.

26. Payment will be made after verification of PMJAY In-Charge/User Department. The payment proposal will be processed through O/o Medical Superintendent as per Institutional Norms. Payment to service provider shall be made only those claims which are initiated, processed and successfully settled by service provider agency. Service charge merely shall not be admissible for claims for which payment is received during contract period without the agency's direct involvement in claim processing and settlement.

27. The service provider shall be available at all times and messages send by E-mail/Fax/Special Message/ Phone from the Department to the service provider shall be acknowledged immediately. The agency will ensure every day that the minimum manpower has been complied with.

28. The contract can be terminated by AIIMS Nagpur without prior notice. If the agency fails to give Three months' notice in writing for termination of the Agreement, then an amount due to agency including security deposit shall be forfeited.

29. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment of the personnel by the agency. It shall be the entire responsibility of the agency to pay and settle the same. The Preauth Submitted by The Agency will get paid with full-service charges once the claim for that case get settled.

30. Firms with common proprietor /partners or connected with one another either financially or as master and servant or with proprietor/partners closely related to each other such as husband, wife /father/mother and minor son/daughter and brother/sister and minor brother/sister shall not tender separately under different names or as separate entities for this tender.

31. The Firm / Company and or sister concern of such firm/company that is working on Ayushman Bharat Pradhan Mantri Jan Aarogya Yojana for Assurer/Insurer/Claim Approving authority/Any State Health Assurance Society/Implementation Support Agency/Beneficiary Facilitating Agency any such or similar agency of the Government or private sector is not permitted to participate in the tender to avoid the conflict of Interest.

32. (A)If it is found that related entities as described in above clauses above have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such Bidders shall be forfeited. In addition, such Bidders shall be liable, at the discretion of Director of AIIMS NAGPUR, for further penal action including blacklisting.

33. (B) If it is found that closely related persons as in above clauses have submitted separate tender/quotations under different names or different entities such tenders shall be liable for action as in above clauses including similar action against the firms/establishments concerned.

34. (C) lf after award of contract it is found that the accepted Bidder violated any of the clauses (31, 32, 33 & 34 (A) & (B) & (C) the contract shall be liable for cancellation at any time during its currency and the Security Deposit submitted shall be forfeited by Department, in addition to any penal action against the Service Providers as well as related firm/establishments.

35. Joint venture or and consortium are not allowed to participate in this tender.

36. This restriction is imposed strictly to avoid any conflict of interest in the implementation and management of Government Health Schemes in all manners will remain unchanged.

37. All disputes and difference arising out or in any way touching or concerning the contract shall be within the jurisdiction of NAGPUR.

38. **Confidentiality:** The Service Provider shall, at all times during the currency of the contract and even after its expiry or termination, maintain strict confidentiality of all patient information, medical records, and any other confidential information obtained in the course of providing services under this contract. Such information shall not be disclosed, shared, copied, or made available to any person, agency, or third party without the prior written approval of the Institute/Competent Authority, except where such disclosure is required under applicable law.

SPECIAL TERMS AND CONDITIONS (STC)

PERFORMANCE SECURITY / PERFORMANCE BANK GUARANTEE

1. Submission of Performance Security

The successful bidder/contractor shall furnish the **Performance Security/Performance Bank Guarantee (PBG)** in the form, amount and within 21 days from the date of award of Contract.

The Performance Security shall remain valid for the period prescribed under the Contract and shall be submitted in an acceptable form and manner as specified by **AIIMS Nagpur/Institute.**

Failure to furnish the prescribed Performance Security within the stipulated period shall constitute a breach of the contractual obligations and shall attract the provisions of this STC and other applicable conditions of the Contract.

2. Extension for Submission of Performance Security

Where the contractor is unable to furnish the Performance Security within the stipulated period due to reasons beyond his control, the contractor may submit a **written request for extension**, supported by documentary evidence, to the Competent Authority before expiry of the stipulated period.

The Competent Authority may, at its discretion, grant an extension of time after considering the facts and circumstances of the case and after recording the reasons for such extension in writing. Grant of such extension shall not be construed as a matter of right of the contractor.

3. Penal Interest for Delayed Submission

Where the Performance Security is submitted after the stipulated period and the delay is not supported by valid reasons acceptable to the Competent Authority, or where the Competent

Authority does not permit acceptance of the Performance Security beyond the stipulated period, the contractor shall be liable to pay **simple interest at the rate of 15% (Fifteen Percent) per annum** on the applicable amount of Performance Security for the entire period of delay.

The interest shall be calculated on a **pro-rata basis for the actual number of days of delay**, as per the following formula:

Penal Interest = Applicable Performance Security Amount × 15% × Number of Days of Delay / 365

The payment of such penal interest shall be without prejudice to any other rights and remedies available to AIIMS Nagpur/Institute under the Contract.

4. Payment of Penal Interest

The amount of penal interest shall be deposited by the contractor within **21 (Twenty-One) days** from the date of issue of demand by the Procurement Officer/Engineer-in-Charge or other authorized officer of AIIMS Nagpur/Institute.

The amount of penal interest shall be recoverable from any amount due or becoming due to the contractor under the concerned Contract or any other Contract with AIIMS Nagpur/Institute, without prejudice to the Employer's other contractual and legal rights.

Where the amount available for recovery is insufficient, the contractor shall deposit the balance amount within the period specified by AIIMS Nagpur/Institute.

5. No Release of Payment Without Performance Security

No payment against the concerned Supply Order/Work Order/Service Contract shall be released until the contractor has furnished the prescribed Performance Security/Performance Bank Guarantee in accordance with the terms and conditions of the Tender and Contract.

This condition shall be without prejudice to any other contractual provision governing payment, advance, mobilization advance, statutory deductions or other recoveries.

6. Consequences of Failure to Furnish Performance Security

If the contractor fails to furnish the prescribed Performance Security within:

(a) 45 (Forty-Five) days from the date of issue of the Letter of Acceptance/Letter of Award, in case of contracts having a completion period **up to 12 months**; or

(b) 60 (Sixty) days from the date of issue of the Letter of Acceptance/Letter of Award, in case of contracts having a completion period **exceeding 12 months**,

AIIMS Nagpur/Institute shall be at liberty, without prejudice to its other contractual and legal rights, to take one or more of the following actions:

1. **Cancel the award of work and/or terminate the Contract** without any further notice;
2. Initiate action for **debarment/holiday listing** of the contractor in accordance with applicable procurement guidelines and Government of India/AIIMS Nagpur/Institute policies;
3. **Forfeit the Bid Security/EMD**, wherever applicable, or invoke the **Bid Security Declaration**, where such declaration has been furnished;
4. Recover from the contractor any **loss, additional expenditure or financial liability** incurred by AIIMS Nagpur/Institute on account of re-tendering or awarding the work to another agency, to the extent permissible under the Contract and applicable law; and

5. Declare the defaulting contractor **ineligible to participate in the re-tender of the same work**, subject to applicable rules and procurement guidelines.

7. Cancellation of Award

In the event of cancellation of the award/termination of the Contract due to failure of the contractor to furnish the Performance Security within the prescribed period, the contractor shall have **no claim whatsoever against AIIMS Nagpur/Institute** on account of such cancellation, including any claim for loss of profit, anticipated profit, compensation, damages, overheads, idle resources, or any other consequential claim.

The contractor shall also be liable for recovery of any additional expenditure incurred by AIIMS Nagpur/Institute for getting the work or balance work executed through an alternative agency/method, to the extent permissible under the Contract and applicable law.

8. Recording of Default

Any delay or failure in furnishing the Performance Security shall be duly **recorded in the Contract/procurement file**.

Such delay or failure may be taken into consideration by AIIMS Nagpur/Institute while assessing the contractor's performance and suitability for participation in future works/contracts, in accordance with the applicable procurement guidelines and policies.

9. No Claim on Account of Delay

No claim whatsoever shall be entertained from the contractor for **extension of time, compensation, idle charges, escalation, loss of profit, overheads or any other financial or consequential claim** arising directly or indirectly from the contractor's delay or failure in furnishing the Performance Security.

10. Recovery of Penal Interest

The penal interest payable under this STC shall be recoverable from any payment due or becoming due to the contractor under the concerned procurement Contract.

Where sufficient amount is not available for such recovery, the contractor shall deposit the outstanding amount within the period specified by AIIMS Nagpur/Institute. Failure to deposit the amount within the stipulated period shall entitle AIIMS Nagpur/Institute to recover the same from any other amount payable to the contractor under any other Contract with the Institute, without prejudice to any other rights and remedies available under the Contract and applicable law.

Part-I

Technical Bid Documents

Following mandatory documents to be submitted with technical bid for qualifying technically: -

Sl. No	Particular	Attached (Yes/No)	Page No.	Remark
1	Name and address of all Proprietor, Partners / Director of the firm.			
2	Last 3 audited Financial Years (FY 22-23, 23-24 & 24-25) Income Tax Return Statements duly acknowledged.			
3	Copy of the Shop & Establishments Act Registration / Certificate of Incorporation / Company Registration certificate.			
4	PAN & GST Registration certificate			
5	Balance sheet and Profit & Loss Account of last 3 years (FY 22-23, 23-24 & 24-25) of the Agency duly certified by Chartered Accountant with UDIN Number.			
6	Agency Capability Proforma duly filled, signed & stamped enclosed with these tender documents			
7	ECS /NEFT Proforma if applicable.			
8	**Experience Certificate** indicating a minimum of three (03) years' experience in Central Government / State Government / Semi-Government Hospitals within the last three (03) years (from the date of publishing this bid). The bidder must have experience in a minimum of two (02) Government Hospitals, each having a minimum bed capacity of 500 beds, duly certified by the respective Hospitals. (As per Annexure- B and D)			
9	Documentary evidence such as Work Orders, MoUs, or Award of Contract letters shall be uploaded as proof of having a minimum of three (03) years' experience in a Central Government / State Government / Semi-Government Hospital within the last three (03) years, issued by the respective Hospital (from the date of publishing this bid) without hiding price.			
10	Certificate of cumulative claim amount settled, totaling not less than ₹30 Crores, in various Government Hospitals (PAN-India) during the bidder's three (03) years of experience within the last three (03) years. The certificate shall be issued and certified at the Hospital End, as per **Annexure–A.**			
11	Vendor capacity Performa (Annexure-E)			
12	Technical compliance sheet (Annexure-F)			
13	Self-Declaration about Non-Black-Listing (Annexure-H)			
14	Integrity Pact			
15	Signed and stamped copy all the pages of tender document (for compliance of all the terms and conditions of NIT)			

It is the responsibility of bidder to upload all the above required Annexures and documents. The offer shall be technically evaluated only if all the documents required are in order, failing which AIIMS NAGPUR reserves the right the reject the offer.

Contract terms:

1. In the event of the tender being accepted the contract must be signed by authorized signatory of the Agency. The authorized signatory will provide a suitable letter of authority from the Agency authorizing him to enter into a contract on behalf of the firm.

2. The firm shall be bound on the rates quoted in the tender throughout the contract period.

3. The contract entrusted to the successful agency will be subject to "Force Majeure" clause as per section 56 of the Indian Contract Act.

4. It shall be incumbent on the successful Agency to pay stamp duty on the contract.

5. The successful bidder/firm shall submit a Performance Security of **₹10,00,000/- (Rupees Ten Lakh only)** in favour of the **Director, AIIMS Nagpur**, within twenty-one (21) days from the date of issue of the Notification of Award/Contract. The Performance Security shall be received in the office of the Administrative Officer, Ground Floor, Administrative Building, AIIMS Nagpur (Maharashtra), PIN – 441124. Failure to submit the Performance Security within twenty-one (21) days from the date of issue of the Notification of Award/Contract shall attract a penalty in the form of interest at the rate of 15% per annum on the Performance Security Deposit (PSD) value until the date of submission.

   The Performance Security may be submitted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e-Bank Guarantee) from a Commercial Bank, or through online payment in an acceptable form safeguarding the purchaser's interest, duly pledged in the name of the 'Director, AIIMS Nagpur', payable at Nagpur. In case the Performance Security is submitted in the form of a Bank Guarantee, it must be mandatorily linked to the SFMS platform by the issuing bank for verification. The validity of the Performance Security shall be sixty (60) days beyond the expiry of the contract period

6. Bills must be submitted directly to the Accounts department within 15 days of the date on which claims are settled with valid reconciliation and approval from concern AIIMS Nagpur authority to raise the Invoice. Payment against the bills will be made within 45 days.

7. BLACKLISTING PROCEDURE

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

b) AIIMS, Nagpur will be at liberty to terminate the contract without assigning any reasons at any time. The tenderer will not be entitled for any compensation whatsoever in respect of such termination.

c) In all matters pertaining to tender, the decision of AIIMS, Nagpur shall be final and binding.

d) In event of any dispute arising out of tender, such dispute would be subject to the jurisdiction of civil court within NAGPUR.

e) In case of dispute or difference arising between AIIMS NAGPUR and Bidder relating to any matter arising out of or connected with this tender agreement, such dispute or differences shall be settled in accordance with the Arbitration and Conciliation Act 1996. The venue of arbitration shall be NAGPUR.

8. GST

GST rates applicable on your quoted item may please be informed. Please confirm if there is any (Upward/Reduction) in your Basic Price structure and you are also requested to pass the Input Credit as per the following Anti Profiteering Clause of GST. "**Upon Implementation of GST, any reduction in the rate of tax on supply of goods or service or the benefit of input tax**

credit shall be passed on to AIIMS Nagpur by way of commensurate reduction in the prices".

FOR Executive Director

AIIMS NAGPUR

I/We have read the Terms and conditions and the same are acceptable to me:

_____

(Tender's Signature)

Name:- ……

Address:- **……**

Phone No: -……..……..

Email:- **…..…….…….**

Seal: - **…….……..……**

Place:- **…….……..**

Date:- **……..……..**

Note : The vendor has to fill in the below Vendor Capability Proforma and has to put Signature of Authorized Signatory along with company seal

Annexure-E

Vendor Capability Proforma

Vendor Name:
Address (Reg) Office:
Telephone No: Fax No:
Email: -
Contact Person Name: Designation: Mobile No:
Types of establishments:
Constitution of company: Proprietary/Partnership/Limited/Other
Year of Establishment:
PAN No: GST No:
License No. (Shop and Establishment/ Trade etc.)
Business Profile:
Items including manpower support proposed to be supplied to the hospital at the hospital end:
Name and address of Bankers & Account No.:
IFSC Code:
Credit limit:

Other Information

Please enclosed the following:
1 Balance sheet and P & L A/c. for last three FY years.
2 Latest Income Tax details of 3 Fy years
3 Latest Copy of GST registration
4 All Latest Copy of License as applicable
5 Shops and establishment license etc.
6 Experience Certificates from existing govt hospitals on their letter head duly signed by Charted Accountant with UDIN Number.
7 All latest Company documents and certifications like AOA & MOA, Company Registration certificate,
8 **Technical Documents Requirement.** **All documents as specified under the Technical Documents Checklist are mandatory and must be duly submitted by the bidder along with the tender.**

Signature of the Vendor:

TENDERER'S FULL NAME & ADDRESS

Name:- ……
Address:- ……
Phone No: -……..
Email:- ……..
Seal: - ……..……
Place:- ……..……..
Date:- ……..……..

Scope of Work Document:

a. The Agency shall conduct Claims management and Settlement of patients covered under the all kind of government health schemes including but not limited to Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana & Govt. Health Scheme for 'Appointing Claim Management and Settlement services etc. at the hospital end. And taking treatment at various units under the AIIMS NAGPUR.

b. The bidder shall have a minimum of **three (03) years' experience** during the **last three (03) years** in providing **Claims Management and Claim Settlement Services** for various Government Health Schemes at the hospital end in **Central Government, State Government, or Semi-Government Hospitals**.

c. The average annual turnover of the bidder during last three (3) financial years (FY 22-23,23-24 & 24-25) shall be minimum Rs.1.5 Crores from health claim management-related business, specifically in Claim Management and Settlement for Government Health Schemes. For Turnover evidence, the bidder has to submit a certificate issued by Auditors of the firm / Chartered Accountant's firm / Chartered Accountant in support of turnover with UDIN Number.

d. The bidder should have settled Cumulative claim amount of not less than Rs. 30 Crores in various Govt. Hospitals at the hospital end (PAN INDIA LEVEL) from various states in his 3 years' tenure of experience. The bidder shall provide certified copies of experience from respective hospital authority.

e. The firm / Company and or sister concern of such firm / company working on Aayushman Bharat – Pradhan Mantri Jan Yojana / Atal Amrit Abhiyan / Aayushman Bharat – Sarbat Singh Sehat Yojana / YSR Aarogya Shri or any such or similar other Govt. Health Scheme for any TPA / Insurer / NHA / State Health Assurance Society / Implementation Support Agency / Beneficiary Facilitation Agency claim approving authority is not permitted to participate in the tender to avoid conflict of interest.

f. Scope of Work and Service Charges the Appointed Claim Management Agency shall be responsible for providing end-to-end claim management and facilitation services for all existing and future Government Health Schemes, including Health Insurance, Assurance, and Trust-based schemes, as well as TPA Help Desk Services implemented or to be implemented at AIIMS Nagpur.

g. This shall include all operational schemes such as Ayushman Bharat – PMJAY, and any other Central or State Government scheme providing cashless health services to eligible beneficiaries, along with any new or revised schemes introduced during the contract period.

h. The agency shall be legally bound to execute and manage complete claim-related activities — including pre-authorization, documentation, submission, tracking, reconciliation, and settlement — strictly as per the scheme guidelines and hospital protocols, ensuring uninterrupted services and timely claim realization.

i. Service Charges and Entitlement The agency shall be entitled to receive its full and undisputed service charges for all services rendered under this tender, without any deduction, deferment, or adjustment, irrespective of the number or nature of schemes implemented.

j. A uniform service charge rate shall apply across all applicable schemes, calculated on the Pre-Authorization Approved Amount and on any donations or assistance amounts raised and received by the agency through authorized scheme trusts or bodies for patient in AIIMS Nagpur.

k. AIIMS Nagpur shall release the payable service charges in full and within the stipulated timeframe, upon verification of claim completion reports. Any unauthorized deduction or delay in payment shall constitute a material breach of contract, entitling the agency to seek appropriate legal remedies.

l. The Services will cover the entire range of claim management cycle including scheme promotion,

beneficiary identification, eligibility verification, registration, package selection, pre-authorization, claim submission, dispute handling, claim settlement, reconciliation and reporting as detailed below:

i. **Scheme promotion:** Provide information (written as well as verbal) to patients and hospital about the schemes

ii. **Beneficiary identification:** Counseling and Screening patients at the time of Registration and other patient touch points during the various stages of treatment in the hospital. This would require one person to be positioned in the new patient's registration area in 1 shift.

iii. **Eligibility Verification:** Review the documentation available with the potential beneficiaries or guide them to ascertain eligibility for certain schemes

iv. **Registration:** Facilitate the registration of the patient in the applicable Scheme

v. **Package selection:** Select the appropriate Package for pre-authorization and claim submission as per the Scheme particulars. It will be advisable to appoint a medical graduate (Allopathy/ Dental/ Ayurveda) to ensure that the appropriate package is selected and that there are no rejections due to incorrect package selection. Agency can appoint Medical Co-Ordinator i.e. MCO at Back Office

vi. **Pre-authorization:** Submission of documents and forms for pre-authorization including emergency pre-authorizations

vii. **Claim submission:** Collation and Submission of all claim related documents including patient photographs as per requirement of the scheme

viii. **Dispute handling:** Any disputes in claim approval/ rejection shall be dealt with by the appointed agency and the respective AIIMS NAGPUR unit shall be kept informed about any such dispute

ix. **Claim settlement:** The claims shall be settled by SHAS or Claim Settlement Authority as per there Rules and regulations for Claim settlement

x. **Reconciliation:** The claims settled and received by the respective AIIMS NAGPUR unit Accounts Dept. shall be reconciled with submitted values by the agency on a weekly basis. One nodal person from Accounts dept. will be assigned to liaise with the agency for this purpose.

xi. **Reporting:** A monthly MIS report with details of No. of applications submitted, No. of Pre-authorizations received, No. of Claims settled, No. of Claims Pending, Amount of Pre-authorizations, Amount of Claims submitted, Amount of Claims settled, No. of Claims rejected, Amount of Claims rejected & Resign of Claim Rejected with category to define Weather it is Agency Fault or Hospital fault or None of these two the Accounts Department of AIIMS NAGPUR will study the Report.

1. Any other MIS reporting or data requirement as assigned by the hospital authority from time to time shall be provided by the agency

2. The claim management services shall be available 24X7 throughout the tenure of the contract It can be decide with coordination with Medical Superintend of the AIIMS NAGPUR as per the need of patient service.

3. The number manpower deputed per shift may vary depending on the workloads in those particular shifts. However, activities such as emergency pre-authorizations, evening hospital admissions and discharges shall not be compromised in any manner.

4. The agency shall depute adequate manpower within a period of 45 days from the date of the award of contract, to ensure that the smooth Operations.

5. **Monthly Reporting,** the selected agency shall submit monthly reports in the prescribed formats as specified and requested by the AIIMS Management. Timely and accurate submission of these reports is mandatory for ongoing evaluation and compliance.

6. The Agency shall quote 'service charge' in terms of percentage of total claim value settled as per scheme portal. The agency quoting the lowest 'service charge' in terms of percentage of total claim settled value, will be awarded the contract.

7. **All other equipment and infrastructure such as computers, Printer, scanner, entire stationary, Photocopiers and furniture for office space shall be arrange by the agency. The provided space shall be exclusively used by the agency's deputed staff for activities related to implementation of all Govt. Health schemes. Selected agency shall pay rental as per MADC rates and electricity charges as per intuitional norms.**

8. **The back-office activities shall be conducted by the agency at its own/ arranged facility at any location.**

9. **The agency shall liaise with relevant hospital authorities and departments for ensuring availability, collation and timely submission of all information and documentation for claim management**

10. **The agency shall never act against the rules and guidelines laid down in the government schemes and policies. Any legal proceedings ensuing due to illegal or careless conduct of the agency with respect to claim management service shall be sole responsibility of the agency and AIIMS NAGPUR shall hold no direct or indirect liability for the same.**

11. **The agency shall appoint one liaison officer (Coordinator) in the hospital premises to coordinate with various stakeholders within the AIIMS NAGPUR and to be in-charge of the on-premise activity of the agency**

12. **The Director AIIMS NAGPUR shall review the performance of the agency on a yearly basis.**

FOR EXECUTIVE DIRECTOR
AIIMS, NAGPUR

I/We have read the Terms and conditions and the same are acceptable to me:

_____
(Tender's Signature)

Name:- ……
Address:- **……**
Phone No: -……..……..
Email:- **…..…….……**
Seal: - …….……..……
Place:-……..……..
Date:- **……..……..**

Annexure-F

TECHNICAL COMPLIANCE STATEMENT OF 'CLAIM MANAGEMNT'

S.N.	Description	Technical Compliance		Remarks
		Yes	No	
1	The Agency have experience in conduct Claims management and Settlement of patients covered under the government health schemes including but not limited to Aayushman Bharat – Pradhan Mantri Jan Aarogya Yojana or any other Govt. Health Scheme for 'Appointing Claim Management and Settlement services' etc.			
2	The agency shall have minimum 3 years of experience from last 3 Years in Claims management and Claim Settlement Services for various Government Schemes in reputed Central Government / State Govt. / Semi Government Hospitals at the Hospital end. In Minimum 2 Government Hospitals with minimum 500 beds.			
3	Financial Eligibility – Annual Turnover, the bidder must have an average annual turnover of at least INR 1.5 crore from health claim management - related business, specifically in Claim Management and Settlement for Government Health Schemes, during the last three (3) financial years. Turnover must be supported by a certificate from the firm's Auditor or a Chartered Accountant, to be submitted in Part I – Technical Bid with UDIN Number of Certificate.			
4	The bidder shall have experience of providing services in at least **two (02) Government Hospitals**, each having a minimum bed strength of **500 beds**, during the last **three (03) years**. During the said period, the bidder shall have settled cumulative claims amounting to **not less than ₹30 Crores** in Government Hospitals on a **Pan-India** basis. The bidder shall submit certified copies of experience certificates issued by the respective Hospital Authorities, duly signed and bearing the official seal of the hospital, in support of the above eligibility criteria.			
5	Firms with common proprietor / partners or connected with one another either financially or as master and servant or with proprietor / partners closely related to each other such as husband, wife / father / mother and minor son / daughter and brother / sister and minor brother /sister shall not participate in tender separately under different names for the same contract.			
6	The firm / Company and or sister concern of such firm / company working on / Aayushman Bharat – Pradhan Mantri Jan Yojana / Atal Amrit Abhiyan / Aayushman Bharat – Sarbatsingh Sehat Yojana / YSR Aarogya Shri or any other private and Govt. Health Scheme for any TPA / Insurer / claim approving authority, State Health Assurance Society, Implementation Support Agency, Beneficiary Facilitation Agency, NHA, SHA of any state or in any other role — under Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) & any such and similar private & government Health Schemes, is not permitted to participate in the tender.			

7	The Services will cover the entire range of claim management cycle including scheme promotion, beneficiary identification, eligibility verification, registration, package selection from back office, pre-authorization, claim submission, claim settlement, reconciliation and reporting as detailed below: -			
A	**Scheme promotion:** Provide information (written as well as verbal) to patients and hospital about the schemes			
B	**Beneficiary identification:** Counselling and Screening patients at the time of Registration and other patient touch points during the various stages of treatment in the hospital. This would require one person to be positioned in the new patient's registration area in 1 shift			
C	**Eligibility Verification:** Review the documentation available with the potential beneficiaries or guide them to ascertain eligibility for certain schemes			
D	**Registration:** Facilitate the registration of the patient in the applicable Scheme			
E	**Package selection:** Select the appropriate Package for pre-authorization and claim submission as per the Scheme particulars. It will be advisable to appoint a medical graduate (Allopathy/ Dental/ Ayurveda) to ensure that the appropriate package is selected and that there are no rejections due to incorrect package selection			
F	**Pre-authorization:** Submission of documents and forms for pre-authorization including emergency pre-authorizations			
G	**Claim submission:** Collation and Submission of all claim related documents including patient photographs as per requirement of the scheme			
H	**Dispute handling:** Any disputes in claim approval/ rejection shall be dealt with by the appointed agency and the respective AIIMS NAGPUR authority who will be the Nodal Person for these schemes.			
I	**Claim settlement:** All claims shall be settled strictly as per the adjudication guidelines, rules, and regulations prescribed by the respective Government Scheme Authority. The claim settlement process lies solely with the Scheme Authority and shall be governed by the terms agreed between AIIMS Nagpur and the State Health Assurance Society. The selected agency shall have no role or scope in the settlement decision & time duration.			
J	**Reconciliation:** AIIMS Nagpur shall be responsible for reconciling claim amounts credited in the hospital account with the scheme portal data through UTR verification, ensuring accuracy before invoice processing. One nodal person from Accounts dept. will be assigned to liaise with the agency for this purpose			
K	**Reporting:** A monthly MIS report with details of No. of applications submitted, No. of Pre-authorizations received, No. of Claims settled, No. of Claims Pending, Amount of Pre-authorizations, Amount of Claims submitted, Amount of Claims settled, No. of Claims rejected, Amount of Claims rejected & Resign of Claim Rejected with category to define Weather it is Agency Fault or Hospital fault or None of these two the Accounts Department of AIIMS NAGPUR will study the Report.			
L	Any other MIS reporting or data requirement as assigned by the hospital authority from time to time shall be provided by the agency			
8	**The Tenders must be accompanied by the following documents:**			
A	Name and address of all Partners/ Director of the firm			
B	Last 3 years (FY 22-23,23-24 & 24-25) income Tax Return statements duly acknowledged			

C	Copy of the Shop & Establishments Act Registration / Certificate of Incorporation / Company Registration Certificate			
D	GST Registration Certificate			
E	Balance sheet and Profit & Loss Account of last 3 years (FY 22-23,23-24 & 24-25) of the Agency duly certified by Chartered Accountant with UDIN Number			
F	Agency Capability Proforma duly filled, signed & stamped enclosed withthese tender documents			
G	ECS /NEFT Proforma.			
H	Experience Certificate on Hospital letter head duly certified by concern hospital authority with sign and seal (minimum last 3 Calendar years' experience in CentralGovt./State Government / Semi Govt. hospitals at the Hospital end in minimum 2 govt hospitals)			
I	Documentary evidence like Work orders / MOU / Award of Contract letter to be enclosed stating Minimum last 3 years' experience in Central Govt. / State Govt. / Semi Govt. Hospitals at the Hospital end in minimum 2 govt hospitals.			
J	Certificate of Cumulative claim amount settled of not less than Rs.30 Crores in various Govt. Hospitals at the hospital end (PAN INDIA LEVEL minimum 2 government hospitals from various states in his 3 years' tenure of experience from hospital end (As per Annexure A, B & C)			
	In the event that any information or document submitted by the bidder is found, at any stage, to be false, incorrect, or misrepresented, the Earnest Money Deposit (EMD) shall stand forfeited, without prejudice to any other action that may be taken as per applicable rules and regulations.			

I/We have read the Terms and conditions and the same are acceptable to me

(Tender's Signature)
Signature & Seal of the Bidder.

Name:- ……
Address:- **……**
Phone No: -……..
Email:-…….
Seal: - ...……..……
Place:- ……..……..
Date:- **……..……..**

In the event that any information or document submitted by the bidder is found, at any stage, to be false, incorrect, or misrepresented, the Earnest Money Deposit (EMD) shall stand forfeited, without prejudice to any other action that may be taken as per applicable rules and regulations.

Mandatory Technical Documents Requirement	
1. Legal & Registration Documents	
Sr. No.	Document
1	PAN Card of Entity / Company
2	GST Registration Certificate
3	Shops & Establishment Registration (if applicable)
4	MSME / Udyam Registration (if applicable)
5	Certificate of Incorporation
6	MOA & AOA
7	LLP Agreement
2. Ownership & Authorization Documents	
Sr. No.	Document
1	Authorization Letter for Signatory
2	Power of Attorney (if applicable)
3	KYC of Authorized Signatory
4	Board Resolution for Authorized Signatory and Tender participation
5	List of Directors with DIN
6	List of Partners with DPIN
3. Financial Documents	
Sr. No.	Document
1	Audited Balance Sheets (Last 3 Financial Years) (FY 22-23,23-24 & 24-25)
2	Profit & Loss Statements
3	CA Certified Turnover Certificate with UDIN Number
4	Income Tax Returns (Last 3 Financial Years) (FY 22-23,23-24 & 24-25)
4. Experience & Performance Documents	
Sr. No.	Document
1	All Last 3 Year Work Orders & Purchase Orders
2	Latest Work Completion Certificates from Client of last 3 Years (from the date of publishing of this bid)
3	Latest Client Performance Certificates as per Annexture A, B & C Mentioned in Tender
4	All Experience Certificate Summery duly certified by CA with UDIN number
5	30 Cr. Claim settlement certificate in minimum 2 govt hospitals at the hospital end with Summery of claim amount govt hospital wise duly certified by CA with UDIN number

5. Statutory & Compliance Documents	
Sr. No.	Document
1	EPF Registration Certificate (If Applicable)
2	ESIC Registration Certificate (If Applicable)
3	Professional Tax Registration (If Applicable)
4	Latest Valid ISO Certificates
5	Non-Blacklisting Declaration
6. Tender-Specific Documents	
Sr. No.	Document
1	Bid Submission Form copy
2	EMD Submission Proof/ Bid Security Submission Proof
3	Tender Fee Receipt (if Applicable)
4	Duly Signed & Stamped Tender Document by authorized signatory.

I/We have read the Terms and conditions and the same are acceptable to me

(Tender's Signature)
Signature & Seal of the Bidder.

Name:- ……
Address:- **……**
Phone No: -……..
Email:- **…….**
Seal: - **...……..……..……**
Place:- **……..……..**
Date:- **……..……..**

Note: -

- All applicable documents referred to above shall be submitted, wherever mandated, duly self-certified by the authorized signatory of the bidder, strictly in compliance with the prevailing rules and regulations.
- In the event that any information or document submitted by the bidder is found, at any stage, to be false, incorrect, or misrepresented, the Earnest Money Deposit (EMD) shall stand forfeited, without prejudice to any other action that may be taken as per applicable rules and regulations.

Annexure - H

SELF-DECLARATION ABOUT NON-BLACK-LISTING

(To be submitted on the letterhead of the bidder)

To

The Executive Director
All India Institute of Medical Sciences (AIIMS),
Nagpur, Maharashtra

Subject: Self Declaration about Non Black-Listing for "Appointing Claim Management / Settlement Agency for Claims Management & Settlement Services at AIIMS Nagpur" vide Tender' Ref. No. …… dt……/……./2026

Sir,

In response to tender under reference. I/ we hereby declare that presently our Agency/Firm/ Company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Government Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that our agency/ firm is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Government Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our Performance Security may be forfeited in full and the tender if any to the extent may be cancelled.

Yours faithfully,

(Name & Signature with stamp of the bidder)

Annexure A

Experience Certificate

Pro-Forma for Claim Amount Settled in various Govt. Hospitals for the period of last 3 years (From the date of publishing of this bid)

Specify services provided / supplied to the State Government / Central Government / Semi Government hospitals at the hospital end as shown below.
Use separate sheet, for each government hospital.

Tender No.:_____

Name & Address of the Tenderer: _____

Name & Address of Service Provider:_____

Description of Work Order Attach Documentary proof						
Name of Central Govt./ State Govt. / Semi Govt. Hospital.	**Last Three years from the date of publishing of this bid.**	**Amount of Claim settled for the Hospital from Hospital end by the Service Provider**	**No. of Pre-Authorized cases**	**No. of Discharge updated cases**	**No. of Claims submitted**	**Attach Documentary proof for data to validate and certify.**

I/We have read the Terms and conditions and the same are acceptable to me

_____

(Tender's Signature)
Signature & Seal of the Bidder.

Name:- ……
Address:- ……
Phone No: -……..
Email:- ……
Seal: - ……
Place:- ……..
Date:- ……..

The documentary proof will be a certificate from the consignee / end user with cross-reference of order No. and date in the certificate. In the event that any information or document submitted by the bidder is found, at any stage, to be false, incorrect, or misrepresented, the **Earnest Money Deposit (EMD)** shall stand forfeited, without prejudice to any other action that may be taken as per applicable rules and regulations.

Note:

- Experience certificate should be in a name of the Bidder / Service Provider.
- Scanned copy shall be uploaded along with the bid.
- Bidder shall also submit supporting documents such as Work Orders / Agreements / Completion Certificates.

Annexure B

Experience Certificate – II

(To be issued on Government Hospital Letterhead)
(The following certificate must be valid and current as on the due date of submission.)

This is to certify that M/s. _____ (Name of Service Provider/Bidder) has been engaged by _____(Name of Government Hospital) for providing Pre-authorization & Claim Management Services for various Government Health Schemes at the hospital end.
The agency has successfully implemented various government health scheme (Name of the all Schemes) provided services at the hospital end from _____(Start Date) to _____(End Date / "Till Date" if ongoing).
Scope of Work & Daily Activities Performed: -
(It's a basic and expected scope of work as per the Tender Document hospital authority will provide their daily activity below)
The service provider has satisfactorily carried out the following activities: The service provider has satisfactorily carried out activities including receiving patients as per the MOU/Work Order of the hospital; counselling patients regarding scheme benefits and procedures; processing pre-authorization requests as per treating doctor requirements; compilation and verification of mandatory documents as per scheme guidelines; discharging patients on respective scheme portals and ensuring timely submission of claims; verification of claim documents to avoid rejections and facilitate timely payments; submission of claims to appropriate authorities; regular follow-up for claim approvals and payments; reconciliation of payments with hospital records/bank passbook; coordination with State and Central Government officials as well as TPA/ISA authorities; submission of periodic (weekly/monthly) reports to hospital management; adherence to prescribed TATs to prevent financial loss; deployment of dedicated manpower including a medical officer for claim scrutiny; Handling deduction cases to ensure maximum claim realization; and ensuring effective and efficient implementation of Government Health Schemes.

Performance & Claim Settlement Details:

During the above-mentioned period, the agency has successfully provided services under:

AB-PMJAY / _____(Other Schemes, if any)

The total claim amount settled at the hospital level through the services of the agency at the hospital end is:
₹ _____(Amount in Figures & Words)

The overall performance of the agency has been found to be:
Satisfactory / Good / Excellent

Additional Certification:
The agency has deployed trained manpower and ensured effective implementation of the schemes with proper coordination among patients, hospital staff, and all scheme stakeholder's authorities. Their services have contributed significantly to timely claim processing and efficient scheme execution & successful implementation.

Certification:
This certificate is issued upon request of the service provider for the purpose of tender submission.

Signature & Seal
Name of Authorized Officer: _____
Designation: _____
Name of Government Hospital: _____
Date: _____
Official Seal: _____

Note:

- This certificate must be issued in the name of the Bidder/Service Provider.
- The certificate should be on official hospital letterhead with seal and signature.
- Scanned copy shall be uploaded along with the bid.
- Bidder shall also submit supporting documents such as Work Orders / Agreements / Completion Certificates.

ANNEXURE C: -

FORMAT FOR SUBMITTING PREAUTHRIZATION & CLAIM MANAGEMENT WORK EXPERIENCE EACH GOVERNMENT HOSPITAL WISE.

(To be submitted on the letter head of the Bidder)

Assignment Name:			Approx. Value of the contract:		
Location of Work:			Duration of assignment (In months):		
Name of Government Hospital:					
Address of Government Hospital:					
Work Start Date (DD/MM/YY):			Completion Date (DD/MM/YY):		
Total claim value settled at the Government Hospital by the bidder's firm, on a calendar year-wise basis for the last five (5) years.					
YEAR	2022	2023	2024	2025	2026
CLAIM AMOUNT					
Narrative Description of Project:					
Description of actual services provided by Bidder's End in detail:					
Details of Awards Win by Bidder for Quality Service providing:					

I/We have read the Terms and conditions and the same are acceptable to me:

(Tender's Signature)

Name:- ……

Address:- **……**

Phone No: -……..

Email:- **…….**

Seal: - **...……..……..……**

Place:- **……..……..**

Date:- **……..……..**

Note: Scanned copy shall be uploaded along with the bid. Bidder shall also submit supporting documents such as Work Orders / Agreements / Completion Certificates.

Annexure D

Experience Certificate -- III

(To be issued on Government Hospital Letterhead)

(The following certificates which must be valid and current on the due date should be uploaded.)

This is to certify that M/s. _____ (Name of Service Provider / Bidder) has been associated with _____(Name of Government Hospital) for providing Pre-authorization and Claim Management Services for various Government Health Schemes at the hospital end, namely _____, PMJAY, etc.

During the period from _____ (Start Date) to _____ (End Date / Till Date) Experience Certificate in respect of Providing Pre-authorization and Claim Management Services for PMJAY/ etc with ……. amount of Claim settled to State Government / Semi Government / Central Government or their undertaking / Semi Government Hospital at the hospital end. Services performed under the scope of Work – Upload preauthorization, Update Treatment Schedule / Surgery, Update Discharge, Submit Claims, Follow up of Claims at the hospital end

Last Three Calendar Year Performance Year	Preauthorization Raised		Surgery Therapy updated	Claims Submitted		Claims Paid	
	Count of Cases	Amount	Count of Cases	Count of Cases	Amount	Count of Cases	Amount
2023							
2024							
2025							

Signature & Seal

Name of Authorized Officer: _____

Designation: _____

Name of Government Hospital: _____

Date: _____

Official Seal: _____

NOTE –

- This certificate must be issued in the name of the Bidder/Service Provider.
- The certificate should be on official hospital letterhead with seal and signature.
- Scanned copy shall be uploaded along with the bid.
- The following certificate must be valid and current as on the due date of submission.
- Bidder / Service Provider shall provide certified copies of the Executed Purchase orders along with completion certificates in support of the experience such as Work Orders / Agreements / Completion Certificates.

PART – II FINANCIAL BID

(DO NOT SUBMIT IN PACKET A TECHNICAL DOCUMENTS)

NAME OF THE AGENCY / BIDDER	**SERVICE CHARGE IN TERMS OF PERCENTAGE (%) OF TOTAL CLAIM VALUE SETTLED AS PER SCHEME PORTAL. (…. %) (Excluding GST)**
	% (In figures)

NOTE:

1) The agency / bidder quoting the lowest 'service charge in %' in terms of percentage of total claim value, willbe awarded the contract.

3) The lowest service charge quoted bidder shall be awarded the contract, in the financial bid.

Note: The Financial Bid quotation must be submitted through the CPP Portal strictly in the prescribed BOQ format.

I/We have read the Terms and conditions and the same are acceptable to me:

(Tender's Signature)

Name:- ……
Address:- ……
Phone No: -……..
Email:- ……
Seal: - ……
Place:-……..
Date:- ……..

APPENDIX-A

INTEGRITY PACT

PRE-CONTRACT INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on_____ _____day of the month of _____20_

Between

ALL INDIA ISTITUTE MEDICAL SCIENE NAGPUR having its office at AIIMS NAGPUR–441108, (Hereinafter called which expression unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Party.

And

M/s.,…… with office at _____ represented by Shri_____, Chief Executive Officer (hereinafter called the "BIDDER/Seller"/Contractor which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Preamble

[Both AIIMS NAGPUR and BIDDER referred above are jointly referred to as the Parties]

AIIMS NAGPUR intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No.

AIIMS NAGPUR desires full compliance with all relevant laws and regulations, and the principlesof economic use of resources, and of fairness and transparency in its relations with its Bidder/s andContractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

1. Enable AIIMS NAGPUR to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and

2. Enable the BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and AIIMS NAGPUR will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of AIIMS NAGPUR

1.1 AIIMS NAGPUR undertakes that AIIMS NAGPUR and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 AIIMS NAGPUR will, during the tender process / pre-contract stage, treat all BIDDERs with equity and reason, and will provide to all BIDDERs the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that

particular BIDDER in comparison to other BIDDERs in relation to tendering process or during the contract execution.

1.3 All the officials of AIIMS NAGPUR regarding this Integrity Pact will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion ofsuch a breach shall not be permitted.

1.4 If the BIDDER reports to AIIMS NAGPUR with full and verifiable facts any misconduct on thepart of AIIMS NAGPUR's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by AIIMS NAGPUR, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by AIIMS NAGPUR. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by AIIMS NAGPUR the proceedings under the contract would not be stalled.

Clause 2. Commitments of BIDDERs/ CONTRACTORs

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post- contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

2.1 The BIDDER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS NAGPUR, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS NAGPURor otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with AIIMS NAGPUR for showingor forbearing to show favour or disfavour to any person in relation to the contract or any other contract with AIIMS NAGPUR.

2.3* BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.4* BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

2.5* The BIDDER further confirms and declares to AIIMS NAGPUR that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores andhas not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to AIIMS NAGPUR or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of AIIMS NAGPUR or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exer-

cise due and adequate care lest any such information is divulged

2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of AIIMS NAGPUR, oralternatively, if any relative of an officer of AIIMS NAGPUR has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013

2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealingsor transactions, directly or indirectly, with any employee of AIIMS, NAGPUR.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

a. The BIDDER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.
If BIDDER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, AIIMS NAGPUR is entitled to disqualify the BIDDER from the tender process.

Clause.4. Earnest Money Deposit (Security Deposit)

4.1 While submitting commercial bid, the BIDDER shall deposit an amount _____as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of _____
(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment
(iii) Any other mode or through any other instrument.

4.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle AIIMS NAGPUR to take all or any one of the following action, wherever required: -

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

iv. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the UBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the AIIMS Nagpur, along with interest.

vi. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

viii. To recover all sums paid in violation of this Pact by BIDDER(s)to any middleman or agent or broker with a view to securing the contract.

ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

x. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

5.2 AIIMS NAGPUR will be entitled to all or any of the actions mentioned in Para 5.1 (i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence asdefined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 orany other statute enacted for prevention of corruption.

5.3 The decision of AIIMS NAGPUR to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of thisPact.

Clause.6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if itis found any stage that similar product/systems or sub systems was supplied by the BIDDER to any to the Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to AIIMS NAGPUR, if the contract has already been concluded.

Clause.7. Independent External Monitors

7.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name and address of IEMs are given below: -

1. Shri Rajendra Kalla,
16, Munirka Enclave,
Opp. Vasant Vihar Bus Depot.,
New Delhi-110067,
M No. 9167839661,

E-Mail: rajendra432000@yahoo.co.in

2. Shri Sanjeev Behari,
A-81, Sector 50,
Gautam Budh Nagar, Noida,
U. P.- 201301,
M No. 9869199464,
E-Mail: saloni_behari@yahoo.co.in

7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department! within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

Clause.8. Facilitation of Investigation
In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination

Clause.9. Law and Place of Jurisdiction
This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

Clause.10. Other Legal Actions
In case of any allegation of violation of any provisions of this Pact or payment of commission, AIIMS NAGPUR or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.11. Law and Place of Jurisdiction
Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Nagpur Jurisdiction.

Clause.12. other legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.13. Validity and Duration of the Agreement

The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at_____on _____

AIIMS NAGPUR	**Bidder**
Signature	**Signature**
Name and Designation	**Name and Designation**
_____	_____
Witness	Witness
1…….....	1……
2……	2…….....

* Provisions of these clauses would be amended /deleted in line with the policy of the AIIMS NAGPUR inregard to involvement of Indian agents of foreign supplier.

Instructions for Online Bid Submission:

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

REGISTRATION

e. 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 Enrolment" on the CPP Portal which is free of charge.

f. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

g. 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.

h. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

i. 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.

j. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents'' area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and

again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white 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 rejected.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
6. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

• 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.

• Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120- 4200462, 0120-4001002.