

**OFFICE OF THE MANAGING DIRECTOR  
ASSAM MEDICAL SERVICES CORPORATION LIMITED  
Central Drug Ware House Campus, Patherquerry, Narengi,  
Guwahati, Assam-781026**

Tender Ref No: AMSC-IT0PROC/5/2025-ITLOG-AMSC/ECF No:634532

Dated 24-06-2025

**e-Tender Notice**

**FOR Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service.**

e-Tenders in Two Bid System i.e. Technical Bid and Price Bid (BOQ to be uploaded) affixing court fee stamp of Rs 8.25 or IPO of Rs 10/- only, are invited by Assam Medical Services Corporation Limited from **reputed Service Provider/ Agency for Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service.**

The complete e-tender documents may be obtained from the website <https://assamtenders.gov.in>. The participating bidders should have valid Digital Signature Certificate (DSC) and must register in the portal <https://assamtenders.gov.in>. The tender should be submitted online on the portal <https://assamtenders.gov.in> on or before the last date and time of submission of bid.

The Bidder shall also submit the proof for payment like non-refundable tender processing fee and EMD as detailed in the Tender document.

The original Court Fee Stamp/IPO along with the hardcopy of technical bid only should be submitted to the office of the Managing Director, Assam Medical Services Corporation Limited, Assam Central Drug Ware House Campus, Patherquerry, Narengi, Guwahati, Assam-781026 on or before the last date and time of submission of the bid.

**Important Dates of the Tender:**

Sl. No.	Scheduled	Start date	Start Time	End Date	End Time
1	Publication of Tender	26/06/2025	6:00 P.M.		
2	Tender Download	26/06/2025	6:30 P.M.		
3	Last Date of submission of Prebid queries			02/07/2025	01:00 P.M.
4	Pre bid Meeting	03/07/2025	03:00 P.M.		
5	Tender Submission	09/07/2025	01:00 P.M.	16/07/2025	02:00 P.M.
6	Tender Opening	16/07/2025	04:30 P.M.		

-sd/-

Managing Director  
Assam Medical Services Corporation Limited

OFFICE OF THE MANAGING DIRECTOR  
ASSAM MEDICAL SERVICES CORPORATION LIMITED  
Central Drug Ware House Campus, Patherquary, Narengi, Guwahati, Assam-781026  
Email id: [md-amscl@assam.gov.in](mailto:md-amscl@assam.gov.in)

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## OPEN COMPETITIVE BIDDING

(Double envelope bidding with e-procurement)

(For Procurement of Non-Consultancy Services above Rs. 20 Lakh)

Bidding Documents for Procurement of  
“Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel  
Accommodations and Taxi Service”

Bid Ref. No.: AMSC-IT0PROC/5/2025-IT LOG-AMSC/ECF No:634532

Date of Issue: 24-06-2025

*Issued by:*

 **ASSAM**  
MEDICAL SERVICES  
CORPORATION LTD.

OFFICE OF THE MANAGING DIRECTOR  
ASSAM MEDICAL SERVICES CORPORATION LIMITED  
Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026  
Email id: [md-amscl@assam.gov.in](mailto:md-amscl@assam.gov.in)  
Website: [www.amscl.gov.in](http://www.amscl.gov.in)

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## Section-I: Notice Inviting Bids (NIB)

Office of the Managing Director  
Assam Medical Services Corporation Limited  
Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026  
Email id: md-amscl@assam.gov.in  
Website: [www.amscl.gov.in](http://www.amscl.gov.in)

### OPEN COMPETITIVE BIDDING

#### for Procurement of

#### **“Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service”**

**Bid Ref. No. AMSC-IT0PROC/5/2025-ITLOG-AMSC/ECFNo:634532 Dated:24-06-2025**

1. The [Managing Director, AMSCL](#), invite sealed Bids from eligible Bidders for “Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service”, as per following details:

Sl. No.	Brief Description of Non-Consultancy Services	Completion Period/ Contract Period (in Months/Yrs)	Bid Security (Rs.)
1	Empanelment of Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service	1 Year	Rs.1,00,000/-

2. Bidding will be conducted through Open Competitive Bidding method and procedures as specified in “The Assam Public Procurement Act, 2017” and “The Assam Public Procurement Rules,2020”.These Act and Rules may be viewed and downloaded from the web-link <https://sppp.assam.gov.in/>, <https://finance.assam.gov.in/portlets/assam-public-procurement-rules-2020>.
3. The Bidding Documents can be downloaded by any prospective bidders from the Procurement portal i.e., <https://assamtenders.gov.in/>, free of cost.
4. Bids must be submitted online at the e-Procurement portal (i.e., <https://assamtenders.gov.in>) on or before the due date for submission i.e. **16/07/2025 up to 2:00 PM**.
5. Bidders are required to submit Processing Fee of Rs. 2,000/- in the mode prescribed in the Bidding Documents and a Bid Security of amount as mentioned in the table above for the item(s) bided, unless otherwise mentioned in the Bidding Documents. Exemptions to Bid Security are allowed to certain class of bidders if mentioned in Bidding Documents.

6. The Bidders are also required to submit the necessary hardcopy of the Technical Bid (with original documents) like Power of Attorney (PoA), Self undertaking etc. if any against the Bid Security etc in the office of the Procuring Entity within due date for submission of the Technical Bid i.e., [insert time and date]. The Late Bids will be liable for rejection summarily.
7. Bidders who seek to appeal against any decision, action or omission regarding this particular procurement may do so as per Section 38 of the Assam Public Procurement Act, 2017 and Rule 26 of the Assam Public Procurement Rules, 2020. The first and second appellate authority are as mentioned below:

First Appellate Authority	Second Appellate Authority
<i>Smti Juri Doley, IAS  Secretary to the Govt of Assam  Block-C, First Floor, Janata Bhawan, Dispur  E-mail: Juridoley3@gmail.com</i>	<i>Shri Virendra Mittal, IAS  Commissioner &amp; Secretary to the Government of Assam, Finance Department, Second Floor, F Block, Janata Bhawan, Dispur, Guwahati : 781006</i>

-Sd/-

Signature of the Authority/Official

*Name: Dr. Robin Kumar, IPS*

*Designation: Managing Director*



## Section II – Instructions to Bidders (ITB)

### A. GENERAL

#### 1. Introduction

- 1.1 In connection with the Notice Inviting Bids (NIB) for Procurement of Non-Consultancy Services as **specified in the Section III - Bid Data Sheet (BDS)**, the Procuring Entity **as specified in the BDS**, has issued these Bidding Documents for the delivery of Non- Consultancy Services **as specified in Section V – Activity Schedule**.
- 1.2 This Section provides the relevant information as well as instructions to assist prospective Bidders in preparation and submission of bids. It also includes the mode and procedure to be adopted by the Procuring Entity for receipt and opening as well as scrutiny and evaluation of bids and subsequent placement of award of contract.
- 1.3 Before preparing the bid and submitting the same to the Procuring Entity through e-Procurement portal, the Bidder should read and examine all the terms & conditions, instructions etc. contained in the Bidding Documents. Failure to provide required information or to comply with the instructions incorporated in this Bidding Documents may result in rejection of bids submitted by Bidders.
- 1.4 The Bidder at the its own responsibility and risk is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for performing the Services. The costs of visiting the Site shall be at the Bidder's own expense
- 1.5 The Bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its bid including preparation, mailing and submission of its bid and subsequently processing the same. The Procuring Entity shall, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the bidding process.
- 1.6 The successful Bidder will be expected to complete the performance of Services by the Intended Completion Date **as provided in the BDS**.

#### 2. Language of Bids

- 2.1 Bid submitted by the Bidder and all subsequent correspondences and documents relating to the bid exchanged between the Bidder and the Procuring Entity, shall be written in English language. However, the language of any printed literature furnished by the Bidder in connection with its bid may be written in any other language, provided the same is accompanied by a self-certified English translation and, for purposes of

interpretation of the bid, the English translation shall prevail.

### 3. Code of Integrity

- 3.1 The Procuring Entity and all officers or employees of the Procuring Entity, whether involved in the procurement process or otherwise, or Bidders and their representatives or Consultants or Service Providers participating in a procurement process or other persons involved, directly or indirectly in any way in a procurement process shall maintain an unimpeachable standard of integrity.
- 3.2 Govt. of Assam prescribes to the Procuring Entity and Bidders to uphold the Code of Integrity, which prohibits officers or employees of Procuring Entity or a person participating in a procurement process the following:
- (i) any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
  - (ii) any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
  - (iii) any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
  - (iv) improper use of information shared between the Procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
  - (v) any financial or business transactions between the Bidder and any officer or employee of the Procuring Entity, who are directly or indirectly related to tender or execution process of contract;
  - (vi) any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
  - (vii) any obstruction of any investigation or audit of a procurement process;
  - (viii) making false declaration or providing false information for participation in—
    - a) tender process or to secure a contract;
    - b) disclosure of Conflict of Interest;
    - c) Disclosure by the Bidder of any previous transgressions with any entity in India or any other country during the last three years or

of any debarment by any other Procuring Entity.

3.3 In case of any breach of the Code of Integrity by a Bidder or a prospective Bidder, as the case may be, the Procuring Entity after giving a reasonable opportunity of being heard, may take appropriate measures including–

- (i) exclusion of the Bidder from the procurement process;
- (ii) calling off of pre-contract negotiations and forfeiture or encashment of bid security;
- (iii) forfeiture or encashment of any other security or bond relating to procurement;
- (iv) recovery of payments made by the Procuring Entity along with interest thereon at bank rate;
- (v) cancellation of the relevant contract and recovery of compensation for loss incurred by the Procuring Entity;
- (vi) debarment of the Bidder from participation in any future procurements of any Procuring Entity for a period not exceeding three years.

#### **4. Conflict of Interest**

4.1 Conflict of Interest for a Procuring Entity or its personnel and Bidders is considered to be a situation in which a party has interests that could improperly influence that performance of its duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations

4.2 Govt. of Assam describes the situations in which a Procuring Entity or its personnel may be considered to be in Conflict of Interest include, but are not limited to the following-

- a) Conflict of Interest occurs when the private interests of a Procuring Entity or its personnel, such as personal, non-official, extra-professional or other relationships or personal financial assets, interfere or appear to interfere with the proper performance of its professional functions or obligations as a procurement official;
- b) within the procurement environment, a Conflict of Interest may arise in connection with such private interests as personal investments and assets, political or other social activities and affiliations while in the service of the Procuring Entity, employment after retirement from service or of relatives or the receipt of a gift that may place the Procuring Entity or its personnel in a position of obligation;
- c) Conflict of Interest also includes the use of assets of the Procuring Entity including human, financial and material assets, or the use of the office of the Procuring Entity or knowledge gained from official functions for private

gain or to prejudice the position of someone the Procuring Entity or its personnel does not favour;

- a) Conflict of Interest may also arise in situations where the Procuring Entity or any of its personnel is seen to benefit directly or indirectly or allow a third party, including family, friends or someone they favour, to benefit directly or indirectly from the decision or action of the Procuring Entity;

4.3 The situations in which Bidders participating in a procurement process or their representatives may be considered to be in Conflict of Interest include, but are not limited to the following–

- a) If they or their personnel or representatives or agents have any relationship or financial or business transactions or interests with any official of the Procuring Entity that are directly or indirectly involved in or related to the procurement process or execution of contract;
- b) If they receive or have received any direct or indirect subsidy from any other Bidder;
- c) If they have the same legal representative for purposes of the bid;
- d) If they have a relationship with each other, directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another;
- e) If they participate in more than one bid in the same bidding process;
- f) If they have controlling partners in common;
- g) If a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process or were involved in such preparation in anyway;

4.4 In the 'Letter of Bid' to be submitted by the Bidder, as per format given in **Section VI - Bidding Forms**, each Bidder shall provide a signed statement that the Bidder is neither associated nor has been associated directly or indirectly with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or is being proposed as Project Manager for the contract;

4.5 In case of a holding company having more than one independent units or more than one unit having common business ownership or management, only one unit shall be allowed to submit bid or quote to prevent any Conflict of Interest. Similar restrictions shall apply to closely related sister or subsidiary companies. Such Bidders must proactively declare such sister or subsidiary company or common business or management units in similar lines of business;

## **5. Eligible Bidders**

5.1 Bidder shall be a natural person, private entity, government-owned entity or, any combination of these having a formal intent and legal competency to enter into

an agreement or contract and are registered under respective Act and Jurisdiction in India or any other country with which India has not banned trade relations.

- 5.2 Bidder should not have a Conflict of Interest as prescribed and specified in ITB Para 4, which materially affects fair competition.
- 5.3 In addition, any Bidder participating in the procurement process shall–
- (i) have fulfilled his obligation to pay such of the tax payable to the Central Government or the State Government or any local authority;
  - (ii) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;
  - (iii) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
  - (iv) not be debarred by any Procuring Entity under the State Government, the Central Government, Autonomous body, Authority by whatever name called under them.
- 5.4 In the 'Letter of Bid' to be submitted by the Bidder, as per format given in **Section VI - Bidding Forms**, all Bidders shall provide a signed statement that the Bidder fulfils the eligibility requirements given in ITB Para 5.3;

## **6. Bidders' Qualification**

- 6.1 Bidders should substantially meet the qualification criteria as stipulated in the **Section IV - Evaluation and Qualification Criteria**.
- 6.2 Bidders should fill and submit the Forms provided in **Section VI - Bidding Forms** to provide a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary, relevant information and documents in support of fulfilment of Bidder's qualification, along with its bid.

## B. BIDDING DOCUMENTS

### 7. Content of Bidding Documents

- 7.1 The Bidding Documents include the following Sections, which should be read in conjunction with any Amendment issued in accordance with ITB Para10.
- i) Section I Notice Inviting Bids (NIB)
  - ii) Section II Instructions to Bidders (ITB)
  - iii) Section III Bid Data Sheet
  - iv) Section IV Evaluation and Qualification Criteria
  - v) Section V Activity Schedule
  - vi) Section VI Bidding Forms
  - vii) Section VII General Conditions of Contract (GCC)
  - viii) Section VIII Special Conditions of Contract (SCC)
  - ix) Section IX Contract Forms
- 7.2 Unless downloaded directly from the Procuring Entity's website **as specified in the BDS**, Procuring Entity shall not be responsible for the correctness of the Bidding Documents, responses to requests for clarification, the Minutes of the Pre-bid meeting, if any, or Amendment(s) to the Bidding Documents in accordance with ITB Para10.
- 7.3 Bidders are expected to examine all instructions, forms, terms, and specifications in the Bidding Documents and to furnish with its Bid all information or documentation as is required by the Bidding Documents.

### 8. Clarifications of Bidding Documents

- 8.1 A Bidder requiring any clarification of the Bidding Documents shall contact the Procuring Entity in writing at the Procuring Entity's address **specified in the BDS**. The Procuring Entity will respond in writing to any request for clarification, provided that such request is received at least 3 (three) working days prior to the deadline for submission of bids or prior to the date and time as scheduled for pre-bid meeting, where a pre-bid meeting is **specified in the BDS**.
- 8.2 The Procuring Entity shall also promptly publish brief description of the enquiry but without identifying its source and its response at the its website **as specified in the BDS**.
- 8.3 Should the clarification result in changes to the essential elements of the Bidding Documents, the Procuring Entity shall amend the Bidding Documents following the procedure given under ITB Para10.

## 9. Pre-Bid Meeting

- 9.1 In order to provide response to any doubt regarding Bidding Documents, or to clarify issues, a pre-bid meeting may be scheduled, **if specified in the BDS**.
- 9.2 During the pre-bid meeting, the clarification sought by representative of prospective Bidders shall be responded appropriately. However, they shall be asked to submit their written request prior to the day and time as scheduled for pre-bid meeting. The Procuring Entity / TIA's shall publish written response to such requests for clarifications, without identifying its source in the e-Procurement portal. In case required, amendment(s), in terms of ITB Para 10 below shall be issued, which shall be binding on all prospective Bidders.

## 10. Amendments to Bidding Documents

- 10.1 At any time prior to the deadline for submission of bids, the Procuring Entity may, pursuant to ITB Para 8 and 9 and for any reason deemed fit by it, amend or modify the Bidding Documents by issuing Amendment(s).
- 10.2 Such Amendment(s) will be published on Procuring Entity's website **as specified in the BDS** and the same shall be binding on all prospective Bidders.
- 10.3 In order to give reasonable time to prospective Bidders to take necessary action in preparing their bids, the Procuring Entity may, at its discretion extend the deadline for the submission of bids and other allied time frames, which are linked with that deadline.
- 10.4 Any Bidder who has downloaded the Bidding Documents should check the Amendment(s), if any, issued on the Procuring Entity's website. The Procuring Entity shall not be responsible in any manner if prospective Bidders miss any Amendment(s) published on Procuring Entity's website.

## C. PREPARATION OF BIDS

## 11. Documents Comprising the Bid

The bid shall be submitted online in Two Part (Technical and Financial) at the e-Procurement portal by the Bidder within due date and shall comprise the following:

- i) Letter of Bid as per Form provided in **Section VI – Bidding Forms**;
- ii) Priced Activity Schedule completed in accordance with **ITB Para14**;
- iii) Cost of Bidding Documents in accordance with **ITB Para 19** (if required);
- iv) Bid Security furnished in accordance with **ITB Para20**;



- v) Bidder Information Form as per Form provided in **Section VI: Bidding Forms**;
- vi) Documents establishing the compliance of Non-Consultancy Services in accordance with **ITB Para 16**;
- vii) Documents establishing Bidders' eligibility and qualification in accordance with **ITB Para 17.2** and Forms given in **Section VI: Bidding Forms**;
- viii) Bidder firm's Certificate of Incorporation/ Registration, Article and Memorandum of Association or any such registration document;
- ix) Self-attested copy of Income Tax Registration Certificate / PAN card;
- x) Self-attested copy of GSTIN registration;
- xi) Any other document **as required in the BDS**
- xii) An Undertaking from the Bidders to the effect that they agree and abide by the clauses / conditions of Bidding Documents issued by the Procuring Entity and any amendment made thereafter.

## **12. Letter of Bid and Priced Activity Schedule**

- 12.1 The Letter of Bid and Priced Activity Schedule shall be prepared as per the Forms furnished in **Section VI: Bidding Forms**. The forms must be completed without any alterations to the text, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

## **13. Alternative Bids**

- 13.1 Unless otherwise **specified in the BDS**, alternative bids shall not be considered.

## **14. Preparation and Submission of Bid**

- 14.1 The Bidder shall prepare the Technical Bid comprising of all documents as mentioned in ITB. The bid shall be typed or written in ink with all pages serially numbered and signed by the Bidder or a person duly authorized to sign on its behalf, as mentioned in **BDS**, in token of acceptance of the Bid terms and conditions. Corrections in the bid such as interlineations, erasures, or overwriting shall be valid only if they are duly signed or initialed by the person signing the bid.
- 14.2 The Bidder shall submit both Technical and Price Bid online at the e-Procurement portal within due date and time for submission of Bid as mentioned in **BDS**. In addition to the online submission, the Bidder must submit only the necessary hardcopy like PoA, Proof against Bid Security etc. of the "Technical Bid" within the due date and time of submission as mentioned in **BDS** and in the manner as specified in **ITB**. Non-submission of hardcopy of the "Technical Bid" shall amount to cancellation of the Bid, summarily.
- 14.3 The bidding documents issued by the Procuring Entity in the e-procurement portal (i.e., <https://assamtenders.gov.in>) will appear in the "Latest Active Tender". The Bidders/ Guest users can download the Bidding documents only after the



due date & time of issue. The publication of the Bidding Document (i.e., Tender) will be for specific period till the due date for submission of bids after which the same will be removed from the list of “Latest Active Tender”.

- 14.4 **Portal Registration:** The bidder intending to participate in the bid is required to register in the e-Procurement portal using an active personal/ official e-mail ID as his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) - Class II or III to his/her unique Login ID. He/ She must submit the relevant information as asked for about the bidder. The portal registration of the bidder is to be authenticated by the State Procurement Cell after verification of original valid certificates/documents such as (i) PAN and (ii) GST Registration Certificate (RC) (iii) In Procuring Entity Certificate (iv) manufacturing license of the concerned bidder. Any change of information by the bidder is to be re-authenticated by the State Procurement Cell. After successful authentication, bidder can participate in the online bidding process.
- 14.5 **Logging to the Portal:** The Bidder is required to type his/her Login ID and password. The system will again ask to select the DSC and confirm it with the password of DSC as a second stage authentication. For each login, a user's DSC will be validated against its date of validity and against the Certificate Revocation List (CRL) of respective CAs stored in system database. The system checks the unique Login ID, password and DSC combination and authenticates the login process for use of portal.
- 14.6 The bidder can download the bidding document and undertake the necessary preparatory work off-line and upload the completed bid at their convenience before due date and time for submission.
- 14.7 The bidder can upload technical bid in two files in “.pdf” format. For management of space, the bidder can serially arrange their document as per the checklist and create two equal size check “.pdf” files and upload them.

## 15. Bid Prices

- 15.1 The prices quoted by the Bidder in the Priced Activity Schedule shall conform to the requirements specified below.
- 15.2 All Schedules / Lots (if any) and items thereunder must be listed and priced separately in the Priced Activity Schedule.
- 15.3 The Contract shall be for the Services, as described in Appendix A to the Contract and in the Specifications (or Terms of Reference), based on the priced Activity Schedule, submitted by the Bidder.
- 15.4 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), and listed in the **Activity Schedule in Section V**. Items for which no rate or price is entered by the

Bidder will not be paid for by the Procuring Entity when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

- 15.5 The price to be quoted in the bidding form in accordance with ITB Para 12.1 shall be the total price of the bid.
- 15.6 The price quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account, unless otherwise **specified in the BDS**. The bid submitted with adjustable price quotation shall be treated as non responsive and shall be rejected.
- 15.7 The price shall be quoted as specified in the Form of Priced Activity Schedule given in Section VI - available in e-Procurement Portal. The dis-aggregation of price components is required solely for the purpose of facilitating the comparison of bids by the Procuring Entity. This shall not in any way limit the Procuring Entity's right to contract on any of the terms offered.
- 15.8 The Bidder shall quote Prices inclusive of all taxes and duties / GST payable on the services if the contract is awarded.
- 15.9 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided in the form of Appendix-D to the Contract.

## **16. Bid Currency**

- 16.1 The Bidder should submit its quote in Indian Rupees only.
- 16.2 Bids, where prices are quoted in any other currency shall be treated as non-responsive and rejected.

## **17. Documents establishing the compliance of Non-Consultancy Services**

- 17.1 To establish the conformity of the Non-Consultancy Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Non-Consultancy Services conform to the technical specifications and standards specified in **Section V – Activity Schedule**.
- 17.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the Scope of Services, demonstrating substantial responsiveness to the Scope of

Services, and if applicable, a statement of deviations and exceptions to the provisions of the **Section V – Activity Schedule**.

- 17.3 Standards of the Non-Consultancy Services specified by the Procuring Entity in the Activity Schedule, are intended to be descriptive only and not restrictive. The Bidder may offer other standards, provided that it demonstrates, to the Procuring Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Section V– Activity Schedule.

## **18. Documents establishing the eligibility and Qualification of the Bidder**

- 18.1 To establish Bidder's their eligibility in accordance with ITB Para 5, Bidders shall complete the Letter of Bid, included in Section VI – Bidding Forms
- 18.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Procuring Entity's satisfaction that the Bidder meets each of the qualification criterion specified in "**Section IV - Qualification and Evaluation Criteria**"

## **19. Period of validity of Bids**

- 19.1 Bids shall remain valid for the period **specified in the BDS** after the bid submission deadline date prescribed by the Procuring Entity in accordance with ITB Para 23.1. A bid valid for a shorter period shall be rejected by the Procuring Entity as non-responsive
- 19.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Procuring Entity may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.
- 19.3 After the expiry of the bid validity period formally withdraw my/our response in writing with a notice period of seven working days and associated terms and conditions and as specified in the Bid document and in all such cases my/our bid shall be deemed to be valid.
- 19.4 The Bidder who agree to the extension of the period of validity of bids so requested by the Procuring Entity shall also extend the period of validity of bid securities submitted by them or submit new bid security to cover the extended period of validity of their bids. A Bidder whose bid security is not extended or new bid securities not submitted shall be considered to have refused the request to extend the period of validity of its bids and rejected as

non-responsive. The decision of Procuring Entity will be final and binding in this regard.

## 20. Cost of Bidding Documents

20.1 The Bidder shall furnish as part of its bid, the cost of Bidding Documents (non-refundable), in the amount if **specified in the BDS**. The cost of Bidding Documents shall be in any of the following forms at the Bidder's option:

- (a) Banker's Cheque issued by Scheduled Bank in India; or
- (b) Deposit through Digital mode **if specified in the BDS**;

## 21. Bid Security

21.1 The Bidder shall furnish as part of its bid, a bid security in the amount as **specified in the BDS**.

20.4 The bid security shall be in any of the following forms at the Bidder's option:

- a) Fixed Deposit Receipt (FDR) or Term Deposit Receipt (TDR) issued by Scheduled Bank in India and dully lien marked in favour of the Procuring Entity/Authority; or
- b) Through online payment option available at e-Procurement portal; or
- c) Bank Guarantee issued by a Scheduled Bank in India; or
- d) Deposit through Digital mode **as specified in the BDS**; or
- e) Any other form **as specified in the BDS**

20.5 In case, bid security is submitted in form of Bank Guarantee, it should be submitted either using the form provided in Section VI - Bidding Forms. The Bank Guarantee submitted as Bid Security shall be verified and confirmed from the competent authority of the concerning issuing Bank.

20.6 The Bid Security must remain valid for 28 days beyond the original or extended validity period of the bid.

20.7 Any bid not accompanied by a Bid Security as specified in ITB Para 20.2 and 20.4 and not secured as indicated in Para 20.6 shall be rejected by the Procuring Entity as non-responsive.

20.8 The bid security of a Bidder lying with the Procuring Entity, if any, in respect of other bids awaiting decision shall not be adjusted towards bid security required under this Bidding Documents.

20.9 The bid security originally deposited by a Bidder may be taken into consideration, in case bids are re-invited, if found valid, if so **specified in the BDS**. Such Bidders are required to ascertain validity of bids for consideration

in lieu of bid security required under this Bidding Documents.

- 20.10 The Bid Security of unsuccessful Bidder shall be released within 15 (Fifteen) working days after signing of Agreement and deposit of performance security by the successful Bidder.
- 20.11 The Bid Security of successful Bidders shall be released within 15 (Fifteen) working days upon the successful Bidder's signing the contract and furnishing the Performance Security pursuant to ITB Para 41. As an alternative, the amount of Bid Security may be adjusted with the amount of performance security required from him or refunded if the successful Bidder furnishes the full amount of performance security, if **provided in the BDS**.
- 20.12 In case Procuring Entity decides to cancel the procurement process, it shall return the bid security of all Bidders after the decision to cancel procurement process.
- 20.13 The Bid Security of the Bidder, who withdraws its bid prior to deadline for submission of bids, in case bid withdrawal is permitted, shall be returned after the opening of the bids.
- 20.14 The Bid Security deposited by a Bidder shall be forfeited in the following cases:
- (a) when the Bidder withdraws or modifies its bid after opening of bids;
  - (b) when the Bidder does not deposit the required performance security within the specified period; and
  - (c) if the Bidder breaches any provisions of Code of Integrity prescribed for Bidders as per ITB Para3.

## **22. Format and Signing of Bids**

- 22.1 The Bidder shall prepare and submit their proposals (Technical and Financial Proposal) through e-Procurement portal Only through the Digital Signature.
- 22.2 All pages serially numbered and signed by the Bidder or a person duly authorized to sign on behalf of the Bidder in token of acceptance of the terms and conditions of the Bidding Documents. This authorization shall consist of a written confirmation **as specified in the BDS** which shall be attached to the Bid.
- 22.3 Any corrections in the bid such as interlineations, erasures, or overwriting shall be valid only if they are duly signed or initialled by the person signing the bid.

## **D. SUBMISSION AND OPENING OF BIDS**

### **23. Sealing, Marking and Submission of Bids**

23.1 Bidders may submit their original documents viz PoA and other requisite documents etc. by post or by hand or drop in the box earmarked by the Procuring Entity. Bids so submitted shall enclose the original and each copy of the bid in separately sealed envelopes duly marked as "ORIGINAL". The envelopes containing the original and the copies shall then be enclosed in one single sealed outer envelope.

23.2 The inner and outer envelopes shall bar the:

- a) name and complete address along with the mobile, telephone number and email address of the Bidder;
- b) complete postal address of the Procuring Entity;
- c) specific identification mark / Bid Ref. No. and subject matter of procurement;
- d) a warning 'not to open before the time and date for bid opening' as indicated in the Bidding Documents

23.3 If all envelopes are not sealed and marked as required, the Procuring Entity will assume no responsibility about its consequences viz. misplacement or premature opening of the bid

### **24. Deadline for Submission of Bids**

24.1 Bids must be received through e-Procurement portal and no later than the date and time **specified in the BDS**.

24.2 The date of submission and opening of bids shall not be extended except when—

- a) Sufficient number of bids have not been received within the given time and the Procuring Entity is of the opinion that further bids are likely to be submitted if time is extended; or
- b) the Bidding Documents are required to be substantially modified as a result of discussions in pre-bid meeting or otherwise and the time for preparations of bids by the prospective Bidders appears to be insufficient for which such extension is required.

24.3 In cases where the time and date of submission of bids is extended, an amendment to the Bidding Documents shall be issued in accordance with ITB Para 10, in which case all rights and obligations of the Procuring Entity and Bidders previously subject to the deadline shall thereafter be subject to

the deadline extended

24.4 If the due date for submission of bids is not a working day, the bids shall be received and opened at the same time and hour on the next working day.

24.5 Bidder can withdraw or resubmit an online bid any time prior to the due date and time for submission of Bid (except details of online submission of Bid Security & Processing fee). In case of online resubmission of the bid, the latest submitted bid shall be available for evaluation.

## **25. Opening of Bids**

25.1 Technical Bids submitted by the Bidders through the e-Procurement portal shall be opened online on the due date for opening of the bid as specified in the BDS. It shall be cross checked first to confirm whether all the bidders have also submitted the requisite hardcopy of the technical bid within due date for submission. The bid of those bidders who fails to submit the hardcopy of the technical bid within the due date and time for submission of hardcopy as specified in the BDS shall be cancelled and excluded from further evaluation.

25.2 The Technical Bid of only those bidders who have submitted the requisite hardcopy and online within due date and time shall be considered for evaluation by the Bid Evaluation Committee of the Procuring Entity.

## **E. EVALUATION AND COMPARISON OF BIDS**

### **26. Confidentiality**

26.1 Information relating to the evaluation of bids and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the bidding process until information on Contract Award is communicated to all Bidders

26.2 Any effort by a Bidder to influence the Procuring Entity in the evaluation or contract award decisions may result in the rejection of its Bid.

26.3 Notwithstanding ITB Para 27.2, from the time of bid opening to the time of Contract Award, if any Bidder wishes to contact the Procuring Entity on any matter related to the bidding process, it should do so in writing.

## **27. Preliminary Examination of Bids**

27.1 The Bid Evaluation Committee constituted by the Procuring Entity shall conduct a preliminary scrutiny of the opened bids at the beginning to assess the prima-facie responsiveness and record its findings thereof particularly in respect of the following:

- (a) that the bid is signed, as per the requirements listed in the Bidding Documents;
- (b) that the bid has been sealed as per instructions in the Bidding Documents;
- (c) the bid is valid for the period, specified in the Bidding Documents;
- (d) that the bid is accompanied by due Bid Security and Processing Fee;
- (e) that the bid is unconditional and that the Bidder has agreed to give the required performance security; and
- (f) whether any other conditions specified in the Bidding Documents are fulfilled.

## **28. Clarification of Bids**

28.1 To assist in the examination, evaluation, comparison and qualification of the bids, the Bid Evaluation Committee may, at its discretion, ask any Bidder in writing for clarification by a specific date regarding its bid specifically therein that if the Bidder does not comply or respond by that date his bid shall be liable to be rejected. The request of the Committee for clarification and the response of the Bidder thereto shall be in writing. Depending on the outcome, such bids shall be ignored or considered further;

28.2 Any clarification submitted by a Bidder with regard to his bid that is not in response to a request by the Committee specifically shall not be considered;

28.3 No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Committee in the evaluation of the financial bids;

28.4 No substantive change to qualification information or to a submission, including changes aimed at making an unqualified Bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted under any circumstances; all communication generated as above shall be included in the record of the procurement proceedings.

## **29. Immaterial Non-conformities in Bids**

29.1 The Bid Evaluation Committee may waive non-conformities in the bid that do not constitute a material deviation, reservation or omission and deem the bid to be responsive;



29.2 The Bid Evaluation Committee may request the Bidder to submit necessary information or documents which are historical in nature like audited statements of accounts, tax clearance certificate, PAN, etc. within a reasonable period of time. Failure of the Bidder to comply with the request within the given time shall result in the rejection of its bid; the Bid Evaluation Committee may rectify immaterial non-conformities or omissions on the basis of the information or documentation received from the Bidder under ITB Para30.2.

### **30. Determination of Responsiveness**

30.1 The Bid Evaluation Committee constituted by the Procuring Entity shall determine the responsiveness of a bid to the Bidding Documents based on the contents of the bid submitted by the Bidder;

30.2 A bid shall be deemed to be substantially responsive if it meets the requirements of the Bidding Documents without any material deviation, reservation, or omission where:-

- (a) “deviation” is a departure from the requirements specified in the Bidding Documents;
- (b) “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents; and
- (c) “omission” is the failure to submit part or all of the information or documentation required in the bidding documents.

30.3 A “material deviation, reservation, or omission” is one that,

(a) If accepted shall:-

- (i) effect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the Bidding Documents; or
  - (ii) limit in any substantial way, inconsistent with the Bidding Documents, the rights of the Procuring Entity or the obligation of the Bidder under the proposed contract; or
- (b) if rectified shall unfairly affect the competitive position of other Bidders presenting responsive bids;

30.4 The Bid Evaluation Committee shall examine the technical aspects of the bid in particular to confirm that all requirements of Bidding Documents have been met without any material deviation, reservation or omission;

30.5 The Bid Evaluation Committee shall regard a bid as responsive if it conforms to all requirements set out in the Bidding Documents, or contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the Bidding Documents, that is, there is no material deviation, or if it contains errors or oversights that can be corrected without any

change in the substance of the bid;

Bids that are not responsive or contain any material deviation shall be rejected. Bids declared as non-responsive shall be excluded from any further evaluation.

### **31. Nonconformities, Errors and Omissions**

- 31.1 Provided that a Bid is substantially responsive, the Bid Evaluation Committee may waive any nonconformities in the Bid.
- 31.2 Provided that a bid is substantially responsive, the Procuring Entity or authorised representative may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 31.3 Provided that a bid is substantially responsive, the Bid Evaluation Committee shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non- conforming item or component.

### **32. Correction of Arithmetical Errors**

- 32.1 Provided that the Bid is substantially responsive, the Bid Evaluation Committee shall correct arithmetical errors in the following cases, namely:
  - (a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
  - (b) if there is an error in a calculation of the total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b)above.
- 32.2 If the price bid is ambiguous leading to two equally valid total price amounts, the bid shall be treated as non-responsive and rejected. Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITB Para 33.1, shall result in the rejection of the Bid.

### 33. Subcontractors

- 33.1 **Unless otherwise stated in the BDS**, the Procuring Entity does not intend to execute any specific elements of the Non-Consultancy Services by sub-contractors selected in advance by the Procuring Entity
- 33.2 The Procuring Entity may permit subcontracting for certain specialized Non-Consultancy Services as indicated in Section V. When subcontracting is permitted by the Procuring Entity, the specialized sub- contractor's experience shall not be considered for evaluation.
- 33.3 Bidders may propose subcontracting as **specified in the BDS**

### 34. Evaluation of Bids

- 34.1 The Procuring Entity / Evaluation Committee shall use the criteria and methodologies listed in this Clause. No other evaluation criteria or methodologies shall be permitted.
- 34.2 To evaluate a Bid, the Procuring Entity / Evaluation Committee shall consider the following:
- (a) Evaluation will be done for Items or Schedules /Lots (contracts),as **specified in the BDS**; and the Priced Activity Schedule as quoted in accordance with ITB Para 14.
  - (b) price adjustment for correction of arithmetic errors in accordance with ITB 33.1
  - (c) price adjustment due to discounts offered in accordance with ITB Para14
  - (d) price adjustment due to quantifiable non material non conformities in accordance with ITB 30.3
  - (e) the additional evaluation factors are specified in **Section IV: Evaluation and Qualification Criteria**
- 34.3 If Bidders are allowed to quote separate prices for different Schedules / Lots (contracts), the methodology to determine the lowest evaluated price of the Schedule/ Lot (contract) combinations, including any discounts offered in the Letter of Bid Form as specified in BDS and **in Section IV - Evaluation and Qualification Criteria**
- 34.4 The evaluation of a bid will include and take into account all taxes and duties / GST payable on the services if the contract is awarded to the Bidder
- 34.5 The Procuring Entity's evaluation of a bid may require the consideration of other factors, in addition to the Bid Price quoted in accordance with ITB 14. These factors may be related to the characteristics, performance, and terms and conditions of purchase of Non-Consultancy Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids, shall be **specified in Section IV - Qualification and Evaluation Criteria**.

### 35. Comparison of Bids

- 35.1 The Procuring Entity / Evaluation Committee shall compare the evaluated prices of all substantially responsive bids established in accordance with ITB 35.2 to determine the lowest evaluated bid.
- 35.2 The additional criteria for comparison of bid prices of substantially responsive bids are specified in Section IV - Evaluation and Qualification Criteria

### 36. Qualification of the Bidder

- 36.1 The Procuring Entity shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid meets the qualifying criteria **specified in Section IV - Evaluation and Qualification Criteria**
- 36.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Para17
- 36.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Procuring Entity/ Evaluation Committee shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's qualifications to perform satisfactorily.

### 37. Abnormally Low Bids

- 37.1 An Abnormally Low Bid is one where the Bid price in combination with other constituent elements of the Bid appears unreasonably low (exceeds the estimated price by more than 15% or is below the estimated price by more than 15%) to the extent that the Bid price raises material concerns as to the capability of the Bidder to perform the Contract for the offered Bid Price.
- 37.2 In the event of identification of a potentially Abnormally Low Bid, the Procuring Entity shall seek written clarifications from the Bidder, including detailed price analyses of its Bid price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document.
- 37.3 After evaluation of the price analyses, in the event that the Procuring Entity determines that the Bidder has failed to demonstrate its capability, to perform the Contract for the offered Bid Price, the Procuring Entity reserves the right to reject the Bid.

### **38. Procuring Entity's Right to Accept Any Bid, and to Reject Any or All Bids**

The Procuring Entity reserves the right to accept or reject any bid, and to cancel / annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the Bidders for which the Procuring Entity shall keep record of clear and logical reasons properly for any such action / recall of bidding process. In case of cancellation / annulment, all bids submitted and specifically, bid securities, shall be promptly returned to the Bidders.

## **F. AWARD OF CONTRACT**

### **39. Award Criteria**

- 39.1 Subject to ITB 38.1, the Procuring Entity shall award the Contract to the Bidder whose bid has been accepted after evaluation of bids.
- 39.2 The contract shall not be awarded to more than one Bidder by splitting the quantity as given in Activity Schedule.

### **40. Notification of Award**

- 40.1 Prior to the expiration of the period of bid validity, the Procuring Entity shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the "Letter of Acceptance") shall specify the sum that the Procuring Entity will pay the Service Provider in consideration of the Delivery / Performance of Services (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price").
- 40.2 Until a formal Contract is prepared and executed, the Letter of Acceptance shall constitute a binding Contract.
- 40.3 The Procuring Entity shall promptly respond in writing to any unsuccessful Bidder who, after notification of award in accordance with ITB Para 40.1, requests in writing the grounds on which its bid was not selected.

### **41. Performance Security**

- 41.1 Within twenty-eight (28) days of the receipt of Letter of Acceptance from the Procuring Entity, the successful Bidder, if required, shall furnish the Performance Security amount as specified in BDS, in accordance with the GCC, using the Performance Security Form included in Section IX: Contract Forms, or another Form acceptable to the Procuring Entity and sign the contract.
- 41.2 Failure of the successful Bidder to submit the above-mentioned Performance Security and/or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security. In that event the

Procuring Entity may award the Contract to the next lowest evaluated Bidder, whose bid is substantially responsive and is determined by the Procuring Entity to be qualified to perform the Contract satisfactorily provided the offered by it is reasonable.

- 41.3 The validity of the performance security shall be for a period of 60 days beyond the date of completion of all contractual obligations.

**42. Signing of Contract**

- 42.1 Promptly after notification of Award, the Procuring Entity shall send the successful Bidder the Contract Agreement.
- 42.2 Within twenty-eight (28) days of receipt of the Letter of Acceptance, the successful Bidder shall sign, date, and return it to the Procuring Entity along with the performance security.

## Section III – Bid Data Sheet (BDS)

### Bid Data Sheet

The following specific data for the Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB

ITB Para Reference	Particulars
	<b>A. General</b>
<b>ITB 1.1</b>	The reference number of the Notice Inviting Bids (NIB) is: AMSC-IT0PROC/5/2025-IT LOG-AMSC/ECF No:634532 dated 24-06-2025 The Procuring Entity is: <i>Managing Director, Assam Medical Services Corporation Limited</i> ]
<b>ITB 1.6</b>	The Intended Completion Date is “1 Year from the date of Agreement”
<b>ITB7.2</b>	Bidding Documents shall be available online at e-Procurement portal i.e., <a href="https://assamtenders.gov.in">https://assamtenders.gov.in</a>
	<b>B. Bidding Documents</b>
<b>ITB 8.1</b>	The Procuring Entity's address for the purpose of any clarification is: Office of the Managing Director Assam Medical Services Corporation Limited Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026 Email id: md-amscl@assam.gov.in and it-amscl@assam.gov.in  Requests for clarification should be received by the Procuring Entity no later than:1 days
<b>ITB8.2</b>	Response to the queries raised by the prospective bidders shall be published in the e-Procurement portal i.e., <a href="https://assamtenders.gov.in">https://assamtenders.gov.in</a> and there shall be no individual communication. The prospective bidders are expected to visit the portal on regular interval.
<b>ITB 9.1</b>	Pre-Bid Meeting shall be scheduled: Yes  In case Pre-Bid Meeting is scheduled, name of contact person, venue, time and date for pre-bid meeting are specified as under: Contact Details (Phone / Mobile /E-mail): <a href="mailto:md-amscl@assam.gov.in">md-amscl@assam.gov.in</a> and <a href="mailto:it-amscl@assam.gov.in">it-amscl@assam.gov.in</a> Address of Venue: Assam Medical Services Corporation Ltd., Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026  <b>Time and Date: 03.07.2025 at 3:00 PM</b>

ITB10.2	Amendments or modifications, if any, in the bidding document shall be published at e-Procurement portal i.e., <a href="https://assamtenders.gov.in">https://assamtenders.gov.in</a>
	<b>C. Preparation of Bids</b>
<b>ITB 11.1 (xv)</b>	The Bidder shall submit the following additional documents in its Bid: <i>Documents mentioned in the clause 4.2.1 - Qualification Requirements under Section IV – Evaluation and Qualification Criteria.</i>
<b>ITB 13.1</b>	Alternative Bids <b>“shall not be”</b> considered.
<b>ITB 14.4</b>	The price quoted by the Bidder shall be <b>fixed</b> during the Bidder’s performance of the Contract and shall not be subject to variation on any account.
<b>ITB 18.1</b>	The bid validity period shall be <b>180</b> days.
<b>ITB 19.1</b>	Bid Processing Fee <b>“shall be”</b> required. Deposit through digital mode is <b>“permitted”</b> . ASSAM MEDICAL SERVICES CORPORATION LTD Account No.: 50100516234601 IFSC Code: HDFC0009584 Bank Name: HDFC BANK LTD Branch address: HDFC Bank Ltd., Kushan Plaza, Opposite Tea Auction Center, Ganeshguri, Guwahati-781006
<b>ITB20.1</b>	The amount of Bid Security shall be <b>Rs.1,00,000/-</b> .
<b>ITB20.4(c)</b>	Bid Security deposit through digital mode is <b>“permitted”</b> ASSAM MEDICAL SERVICES CORPORATION LTD Account No.: 50100516234601 IFSC Code: HDFC0009584 Bank Name: HDFC BANK LTD Branch address: HDFC Bank Ltd., Kushan Plaza, Opposite Tea Auction Center, Ganeshguri, Guwahati-781006
<b>ITB20.4(d)</b>	‘Not applicable’
<b>ITB20.9</b>	‘Not applicable’



ITB20.11	<p>The bid security “<b>shall not be</b>” adjusted with the amount of performance security required from him.</p> <p>The bid security of successful Bidder shall be refunded upon submission of the full amount of performance security by the successful Bidder.</p>
ITB21.1	In addition to the original of the Bid, the number of copies is: <b>1</b>
ITB21.2	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: <b>Power of Attorney or Board Resolution</b>
	<b>D. Submission and Opening of Bids</b>
ITB23.1	<p>Procuring Entity’s address for bid submission is:</p> <p><i>Address of Venue: Assam Medical Services Corporation Ltd., Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026</i></p>
	<b>The deadline for Bid Submission is: 16-07-2025 up to 2:00 PM</b>
ITB26.1	<p><b>The bid opening shall take place at “Assam Medical Services Corporation Ltd., Central Drug Ware House Campus, Patharquary, Narengi, Guwahati, Assam-781026”</b></p> <p><b>The date and time for Bid opening is: 16-07-2025 up to 4:30 PM</b></p>
	<b>E. Evaluation and Comparison of Bids</b>
ITB 34.1	The Procuring Entity “ <b>does not intend</b> ” to execute certain specific parts of the Non-Consultancy Services by sub-contractors selected in advance.
ITB 34.3	“Not Applicable”
ITB35.2(a)	Bids will be evaluated for “ <b>Cumulative of all Items</b> ”, as applicable]
ITB 35.4 (b)	‘none’
ITB 41 (a)	<i>The performance security shall be of <b>Rs.2,50,000/-</b> to be furnished by the bidder awarded the contract before signing of the contract i.e. within 28 days from the date of issue of Letter of Acceptance.</i>

## **Section IV – Evaluation and Qualification Criteria**

*This Section contains all the criteria that the Procuring Entity shall use to evaluate a bid and qualify the Bidders in accordance with ITB 34, 35 and 36, no other factors, methods or criteria shall be used.*

### **4.1 Evaluation (ITB35)**

#### **4.1.1 Evaluation Criteria {ITB 35.2(e)}**

The Procuring Entity shall use the criteria and methodologies listed in this Section to evaluate Bids. By applying the criteria and methodologies the Procuring Entity shall determine the Most Advantageous Bid. This is the Bid that meets the Qualification Criteria and has been determined to be:

- a) substantially responsive to the bidding document, and
- b) the lowest evaluated cost.

The Procuring Entity's evaluation of a Bid to determine lowest evaluated Bidder may take into account, in addition to the Bid Price quoted in accordance with ITB 14, one or more of the following factors as specified in ITB 35.4 (b) and in BDS referring to ITB 35.4 (b), using the following criteria and methodologies.

#### **Adequacy of Technical Proposal**

Evaluation of the Bidder's Technical Proposal will include an assessment of the Bidder's technical capacity to mobilize key equipment and personnel for the contract consistent with its proposal regarding work methods, scheduling, and material sourcing in sufficient detail and fully in accordance with the requirements stipulated in **Section V: Activity Schedule**

#### **4.1.2 Multiple Contracts (ITB35.3)**

If Bids are invited for individual Schedules / Lots or for any combination of Schedules / Lots, the contract will be awarded to the Bidder or Bidders offering a substantially responsive bid(s) and the lowest evaluated cost to the Procuring Entity for combined Schedules / Lots, subject to the selected Bidder(s) meeting the required Qualification Criteria (this Section IV, Qualification Requirements) for a lot or combination of Schedules / Lots as the case may be.

In determining Bidder or Bidders that offer the total lowest evaluated cost to the Procuring Entity, after considering all possible combinations of Schedules / Lots, the Procuring Entity shall apply the following steps in sequence:

- a) Evaluate individual Schedules/ Lots to determine the substantially responsive Bids and corresponding evaluated costs;
- b) For each lot, rank the substantially responsive bids starting from the

lowest evaluated cost for the Schedule /Lot;

- c) apply to the evaluated costs listed in (b) above, any applicable discounts/price reductions offered by a Bidder (s) for the award of multiple contracts based on the discounts and the methodology for their application offered by the respective Bidder; and
- d) determine contract award on the basis of the combination of Schedule/Lots that offer the total lowest evaluated cost to the Procuring Entity.

#### 4.1.3 Alternative Bids (ITB 13.1)

Not applicable

### 4.2 Qualification (ITB36)

#### 4.2.1 Qualification Requirements (ITB36.2)

*The Procuring Entity shall carry out the qualification of the Bidder in accordance with ITB 36, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.*

To qualify for financial bid, Bidders shall meet the following minimum qualifying criteria:

- a) The Bidder should have executed annual volume of Services of **Rs.50 Lakhs** during any one of the last 3(Three) financial years;
- b) The Bidder should have experience as service provider in the provision of at least **two similar service contracts** of value not less than **Rs.25 Lakhs** during last 3 (Three) financial years;
- c) The Bidder must be a business entity in existence for more than for 3 (Three) financial years.
- d) The bidder should deploy a Contract Manager with Three years' experience in Services of an equivalent nature.
- e) Availability of office of Service Provider: An office of the Service Provider must be located in the state of Assam.

The Bidder shall include the following information and documents with their Bids:

- a) Total monetary value of Services performed for each of the last three years;
- b) experience in Services of a similar nature and size for each of the last three years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- c) annual audited financial statements, including profit & loss statements for

*Section IV: Evaluation and Qualification Criteria*

- last 3 (Three) financial years;
- d) qualifications and experience of key site management and technical personnel proposed for the Contract;
- e) Documentary evidence of registered office in the state of Assam (Including GST details).

## Section-V: Activity Schedule

### 5.1 Activity Schedule

#### 5.1.1 Objectives

The objectives of the Activity Schedule are

- (a) to provide sufficient information on the quantities of Services to be performed to enable Bids to be prepared efficiently and accurately; and
- (b) when a Contract has been entered into, to provide a priced Activity Schedule for use in the periodic valuation of Services executed.

In order to attain these objectives, Services should be itemized in the Activity Schedule in sufficient detail to distinguish between the different classes of Services, or between Services of the same nature carried out in different locations or in other circumstances which may give rise to different considerations of cost. Consistent with these requirements, the layout and content of the Activity Schedule should be as simple and brief as possible.

#### 5.1.2 Service Details:

The following services are to be provided by the Service Provider as and when required basis.

SI	Service Details	Requirements
1	Service Type	Travel and Stay both
2	Service Inclusions	Ticket Booking, Ticket Cancellation, Pick and Drop, Hotel/Resort Stay, Taxi Service
3	Type of Travel	National, International
4	Location to Travel	Any where in India or abroad (as and when required)
5	Mode of Transport	Air, Bus, Cab/Taxi, Rail, Boat/Ship
6	Accommodations Type	5 Star Hotel, 4 Star Hotel, 3 Star Hotel, Cottage/Resort, Guest House, Villa
7	Room type	Single Occupancy, Double Occupancy, Triple Occupancy, Family Room, Dormitories
8	Taxi Service	Taxi arrangement at places where hotel accommodation are made, Airport etc.

- 5.1.3** The empaneled agencies will ensure efficient and reliable travel-related services for official requirements of AMSCL/ all directories under Health & Family Welfare Department.

## Section VI – Bidding Forms

### 6.1 Letter of Bid<sup>1</sup>

*The Bidder must prepare the Letter of Bid on its letterhead clearly showing the Bidder's complete name and address.*

***Note: All italicized text is for use in preparing these forms and shall be deleted from the final products.***

Date: **[insert date (as day, month and year) of Bid Submission]**

Bid Ref. No.: **[insert number of bidding process]**

To: **[insert complete name of Procuring Entity]**

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders (ITB10);
- (b) We meet the eligibility requirements and have no Conflict of Interest in accordance with ITB4;
- (c) We offer to supply in conformity with the Bidding Documents and in accordance with the Completion Schedules specified in the Activity Schedule the following Non-Consultancy Services  
**: [insert a brief description of the Non-Consultancy Services]**;
- (d) The total price of our Bid is specified in the Priced Activity Schedule.
- (e) Our bid shall be valid for a period fixed from the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with the Bidding Documents;
- (g) We are not participating, as a Bidder or as a subcontractor, in more than one bid in this bidding process in accordance with ITB 4.3(e), other than alternative bids submitted in accordance with ITB13;
- (h) We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not debarred by any procuring entity under the State Government, the Central Government or any State Government or any Public Undertaking, Autonomous body, Authority by whatever

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<sup>1</sup>The bidders are required to affix in the bid letter a stamp duty of Rs 8.25 (if they are from Assam) or IPO of Rs 10.00 (if they are from outside of Assam).

*Section VI: Bidding Forms*

name called under them;

- (i) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any activities which is in contravention of the Code of Integrity proscribed in ITB Para 3 of the Bidding Documents
- (j) We hereby certify that we are neither associated nor has been associated directly or indirectly with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or is being proposed as Project Manager for the contract
- (k) We hereby certify that we have fulfilled our obligations to pay all such taxes as payable to the Central Government or the State Government or any local authority;
- (l) We hereby certify that we are not insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;
- (m) We hereby certify that our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- (n) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed; and
- (o) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name of the Bidder

---

Name of the person duly authorized to  
sign the Bid on behalf of the Bidder

---

Title of the person signing the Bid

---

Signature of the person named above

---

Date signed

---

## 6.2 Bidder Information Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

Bid Ref. No.: *[insert number of bidding process]*

1. Bidder's Name <i>[insert Bidder's legal name]</i>
2. Bidder's year of registration : <i>[insert Bidder's year of registration]</i>
3. Bidder's Address: <i>[insert Bidder's legal address]</i>
4. Bidder's Authorized Representative Information  Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/ fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
5. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i>  <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITB4.3.  <input type="checkbox"/> Organizational chart, a list of Board of Directors, and the beneficial ownership.  <input type="checkbox"/> Income Tax Registration Document / PAN Card  <input type="checkbox"/> GSTIN Registration Certificate  <input type="checkbox"/> Any other document



### 6.3 Form of Priced Activity Schedule

*[The Bidder shall fill in the Form in accordance with the instructions indicated. The list of Schedule No. / Lot No. in column 1 shall coincide with the List of Non-Consulting Services specified in the Activity Schedule.]*

1	2	3	4	5	6	7=4+6
Sl	Description of Non- Consultancy Services	Unit	Service Charge (%)	GST on Service Charge (%)	GST Amount	Total Service Charge (inclusive of GST)
1	Booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service	Percentage (%)				

Signature and seal of Bidder's authorized signatory

**Note:**

1. Financial evaluation will be done based on lowest service charge quoted.
2. Bidder should not quote for the bill/fee for Ticket Booking, Ticket Cancellation, Pick and Drop, Hotel/Resort Stay etc.
3. The bidder should quote only service charge for Ticket Booking, Ticket Cancellation, Pick and Drop, Hotel/ Resort Stay etc in percentage.
4. The total bill amount will be as follows:  
**Original Bill of Ticket Booking/ Ticket Cancellation/ Pick and Drop/ Hotel/Resort Stay etc. + Service Charge.**
5. In case of a tie, the bidder with the highest average annual turnover during the last three financial years (FY 2021-22, 2022-23, and 2023-24) will be given preference.
6. GST shall be payable at applicable rate against valid GST invoice.

## **6.4 Methodology and Work Plan**

*[The bidder shall provide methodology and work plan to perform the services described in Section V:  
Activity Schedule]*

## 6.5 Form of Bid Security

### (Bank Guarantee)

*[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]*

**Beneficiary:** *[Procuring Entity to insert its name and address]*

**Bid Ref. No.:** *[Procuring Entity to insert reference number for the Invitation for Bids]*

**Date:** *[Insert date of issue]*

**BID GUARANTEE No.:** *[Insert guarantee reference number]*

**Guarantor:** *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that            *[insert name of the Bidder,]* (hereinafter called "the Applicant") will submit to the Beneficiary its bid (hereinafter called "the Bid") for the execution of            under Bid Ref. No.            ("the Bidding Documents").

Furthermore, we understand that, according to the Beneficiary's conditions, bids must be supported by a bid guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of            upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

- (a) has withdrawn its Bid during the period of bid validity set forth in the Applicant's Letter of Bid ("the Bid Validity Period"), or any extension there to provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Applicant, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("ITB") of the Beneficiary's bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, upon our receipt of copies of the contract agreement signed by the Applicant and the performance security issued to the Beneficiary in relation to such contract agreement; or (b) if the Applicant is not the successful Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the bidding process; or (ii) twenty-eight days after the end of the Bid Validity Period.

*Section VI: Bidding Forms*

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

This bank guarantee will be verified through the official email id of bank  
\_\_\_\_\_.

\_\_\_\_\_

*[Signature(s)]*

***Note: All italicized text is for use in preparing this form and shall be deleted from the final product.***

## 6.6 Qualification Information

1. Total annual volume of Services performed in five years: *[insert]*
2. Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years.
3. List details of Services under way or committed, including expected completion date

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

4. Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

5. Financial reports for the last five years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies;
6. Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB5;
7. Statement of compliance with the requirements of ITB6.2
8. Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding document.
9. Bidders should provide any additional information required **in the BDS**

**6.7 Proforma for Other Details of Bidder and its Bank**

1. Name & full address of the Bidder:

2. (a) Telephone & Fax No

(b) Email

3. Details of two Persons that Procuring Entity may contact for requests for clarification during bid evaluation:

	1st	2nd
(i) Name:		
(ii) Tel number (direct):		
(iii) Mobile No.		
(iv) Email address		

4. Bank details from where the Bank Guarantee for Bid Security has been issued:

(i) Name and address of the Bank:

(ii) Name of the contact Person

(iii) Phone number/Mobile

(iv) Fax Number

(v) Email address

**Signature and seal of the Bidder**

## Section VII - General Conditions of Contract

### 1. General Provisions

#### 1.1 Definitions

Unless the context other wise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (b) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Procuring Entity;
- (c) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract, **as named in SCC**;
- (d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (e) “Day works” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration;
- (f) “Procuring Entity” means the party who employs the Service Provider **as specified in SCC**.
- (g) “GCC” means these General Conditions of Contract;
- (h) “Government” means the Government of Assam;
- (i) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity **specified in the SC** to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Procuring

Entity under this Contract;

- (j) “Party” means the Procuring Entity or the Service Provider, as the case may be, and “Parties” means both of them;
- (k) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
- (l) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Procuring Entity **as specified in SCC**;
- (m) “Service Provider’s Bid” means the completed Bidding Document submitted by the Service Provider to the Procuring Entity
- (n) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (o) “Specifications” means the specifications of the service included in the Bidding Document submitted by the Service Provider to the Procuring Entity
- (p) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
- (q) “Sub contractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

**1.2 Applicable Law** The Contract shall be interpreted in accordance with the laws of the Union of India.

**1.3 Language** This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

**1.4 Notices** Any notice given by one party to the other pursuant to the Contract shall be in writing to the **address specified in the SCC**. The term “in writing” means communicated in written



form with proof of receipt. A notice shall be effective from the date of delivery or on the notice's effective date, whichever is later. In case of electronic mode of communication, a notice shall be effective from the time of sending of the electronic communication.

**1.5 Location**

The Services shall be performed at such locations as are specified in Appendix A.

**1.6 Authorized  
Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Entity or the Service Provider may be taken or executed by the officials **specified in the SCC.**

**1.7 Inspection  
and Audit by  
the Govt. of  
Assam**

The Service Provider shall permit the Govt. of Assam and/or persons appointed by the Govt. of Assam to inspect the Site and/or the accounts and records relating to the procurement process, selection and/or contract execution, and to have such accounts and records audited by auditors appointed by the Auditors appointed by the Govt. of Assam, if requested. Any act of the Service Provider that intended to materially impede the exercise of the Govt. of Assam's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Govt. of Assam's prevailing sanctions procedures).

**1.8 Taxes  
and  
Duties**

The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been include in the Contract Price.

**1.9 Code of  
Integrity**

The Procuring Entity and all officers or employees of the Procuring Entity, whether involved in the procurement process or otherwise, or Service Provider and their representatives participating in a procurement process or other Persons involved, directly or indirectly in any way in a procurement process shall maintain an unimpeachable standard of integrity. Govt. of Assam prescribes to the Procuring Entity and Service Provider to uphold the Code of Integrity, which prohibit officers or employees of a Procuring Entity or a person participating in a procurement process the following:

- (i) any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
- (ii) any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (iii) any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
- (iv) improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
- (v) any financial or business transactions between the bidder and any officer or employee of the procuring entity, who are directly or indirectly related to tender or execution process of contract;
- (vi) any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (vii) any obstruction of any investigation or audit of a procurement process;
- (viii) making false declaration or providing false information for participation in-
  - a) tender process or to secure a contract;
  - b) disclosure of Conflict of Interest;
  - c) discloser by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other Procuring Entity
  - d) during the last three years or of any debarment by any other Procuring Entity

In case of any breach of the Code of Integrity by a Service Provider or a prospective Service Provider, as the case may be, the Procuring Entity/Procuring Entity after giving a reasonable opportunity of being heard, may take appropriate measures including –

- a) exclusion of the Service Provider from the procurement process;
- b) recovery of payments made by the Procuring Entity along with interest thereon at bank rate;
- c) cancellation of the relevant contract and recovery of compensation for loss incurred by the Procuring Entity;
- d) debarment of the Service Provider from participation in future procurements of the Govt. of Assam for a period not exceeding three years.

## **2. Commencement, Completion, Modification, and Termination of Contract**

### **2.1 Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC.**

### **2.2 Commencement of Services**

- (a) **Program:** Before commencement of the Services, the Service Provider shall submit to the Procuring Entity for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
- (b) **Starting Date:** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC.**

### **2.3 Intended Completion Date**

Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the SCC. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.

**2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party

**2.4.1 Value Engineering** The Service Provider may prepare, at its own cost, a value engineering proposal at any time during the performance of the contract. The value engineering proposal shall, at a minimum, include the following;

- (a) the proposed change(s), and a description of the difference to the existing contract requirements;
- (b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs, if applicable) the Procuring Entity may incur in implementing the value engineering proposal; and
- (c) a description of any effect(s) of the change on performance/ functionality.

The Procuring Entity may accept the value engineering proposal if the proposal demonstrates benefits that:

- (a) accelerates the delivery period; or
- (b) reduces the Contract Price or the life cycle costs to the Procuring Entity; or
- (c) improves the quality, efficiency, safety or sustainability of the services; or
- (d) yields any other benefits to the Procuring Entity, without compromising the necessary functions of the Facilities.

If the value engineering proposal is approved by the Procuring Entity and results in:

- (a) a reduction of the Contract Price; the amount to be paid to the Service Provider shall be **the percentage specified in the SCC** of the reduction in the Contract Price; or
- (b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above, the amount to be paid to the Service Provider shall be the full increase in the Contract Price.

## **2.5 Force Majeure**

**2.5.1 Definition** For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

**2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

**2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

**2.5.4 Payments** During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

## **2.6 Termination**

### **2.6.1 By the Procuring Entity**

The Procuring Entity may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Procuring Entity may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Procuring Entity has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract.

### **2.6.2 By the Service Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Procuring Entity, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Procuring Entity fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

### **2.6.3 Payment upon Termination**

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Procuring Entity shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily

performed  
prior to the  
effective date  
of  
termination;

- (b) Except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the contract, including the cost of the return travel of the personnel

### **3.1 General**

### **3. Obligations of the Service Provider**

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Procuring Entity, and shall at all times support and safeguard the Procuring Entity's legitimate interests in any dealings with Subcontractors or third parties.

### **3.2 Conflict of Interest**

**3.2.1** The Service Provider shall hold the Procuring Entity's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

**3.2.2** Conflict of interest for an Procuring Entity or its personnel and Service Provider is considered to be a situation in which a party has interests that could improperly influence that performance of its duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

**3.2.3** Govt. of Assam describes the situations in which an Procuring Entity or its personnel may be considered to be in Conflict of Interest include, but are not limited to the following –

- a) Conflict of Interest occurs when the private interests of a procuring entity or its personnel, such as personal, non-official, extra- professional or other relationships or personal financial assets, interfere or appear to interfere with the proper performance of its professional functions or obligations as a procurement official;
- b) within the procurement environment, a Conflict of Interest may arise in connection with such private interests as personal investments and assets, political or other social activities and affiliations while in the service of the Procuring Entity, employment after retirement from service or of relatives or the receipt of a gift that may place the Procuring Entity or its personnel in a position of obligation;
- c) Conflict of Interest also includes the use of assets of the Procuring Entity including human, financial and material assets, or the use of the office of the Procuring Entity or knowledge gained from official functions for private gain or to prejudice the position of someone the Procuring Entity or its personnel does not favour;
- d) Conflict of Interest may also arise in situations where the Procuring Entity or any of its personnel is seen to benefit directly or indirectly or allow a third party, including family, friends or someone they favour, to benefit directly or indirectly from the decision or action of the Procuring Entity;

**3.1.2** The situations in which Bidder participating in a procurement process or their representatives may be considered to be in Conflict of Interest include, but are not limited to the following-

- a) If they or their personnel or representatives or agents have any relationship or financial or business transactions or interests with any official of the Procuring Entity that are directly or indirectly involved in or related to the procurement process or execution of contract;
- b) If they receive or have received any direct or indirect subsidy from any other bidder;



- c) If they have the same legal representative for purposes of the bid;
- d) If they have a relationship with each other, directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another;
- e) If they participate in more than one bid in the same bidding process;
- f) If they have controlling partners in common;
- g) If a consultant or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process or were involved in such preparation in anyway;

**3.1.3** The Service Provider agrees that, during the term of this Contract and after its termination, the Service Provider and any entity affiliated with the Service Provider, as well as any Sub-contractors and any entity affiliated with such Sub-contractor, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Services for the preparation or implementation of the project, unless otherwise indicated in the **SCC**.

### **3.3 Confidentiality**

The Service Provider, its Sub contractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Procuring Entity's business or operations without the prior written consent of the Procuring Entity

### **3.4 Insurance to be Taken Out by the Service Provider**

The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Procuring Entity, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Procuring Entity's request, shall provide evidence to the Procuring Entity showing that such insurance has been taken out and maintained and that the current premiums have been paid.

### **3.5 Service Provider's Actions Requiring Procuring Entity's Prior Approval**

The Service Provider shall obtain the Procuring Entity's prior approval in writing before taking any of the following actions:

**3.6 Reporting Obligations**

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),

**3.7 Documents Prepared by the Service Provider to Be the Property of the Procuring Entity**

- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

The Service Provider shall submit to the Procuring Entity the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

**3.8 Liquidated Damages**

**3.8.1 Payments of Liquidated Damages**

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub- Clause 3.6 shall become and remain the property of the Procuring Entity, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Entity, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

The Service Provider shall pay liquidated damages to the Procuring Entity at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Procuring Entity may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2

**Correction  
for Over-  
payment**

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Entity shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

**3.8.3 Lack of  
performanc  
e penalty**

If the Service Provider has not corrected a Defect within the time specified in the Procuring Entity's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in **Sub-Clause 7.2 and specified in the SCC.**

**3.9 Performan  
ce  
Security**

The Service Provider shall provide the Performance Security to the Procuring Entity within 28 days of issue of Letter of Award. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Procuring Entity. The performance Security shall be valid until a date 45 days from the Completion Date of the Contract in case of a bank guarantee.

### **3. Service Provider's Personnel**

**4.1 Description  
of Personnel**

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Procuring Entity.

**4.2 Removal and/  
or  
Replacement  
of Personnel**

- (a) Except as the Procuring Entity may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Procuring Entity finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Procuring Entity's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Entity.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

**4. Obligations of the Procuring Entity**

**5.1 Assistance  
and  
Exemptions**

The Procuring Entity shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC**.

**5.2 Change in  
the  
Applicable  
Law**

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case maybe.

**5.3 Services  
and  
Facilities**

The Procuring Entity shall make available to the Service Provider the Services and Facilities listed under Appendix E.

**5. Payments to the Service Provider**

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price payable is **set forth in the SCC**.
- 6.3 Payment for Additional Services** For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendix D.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider according to the payment schedule **stated in the SCC. Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Procuring Entity specifying the amount due.

## 6.5 Dayworks

6.5.1 If applicable, the Daywork rates in the Service Provider's Bid Shall be used for small additional amounts of Services only when the Procuring Entity has given written instructions in advance for additional services to be paid in that way.

6.5.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Procuring Entity. Each completed form shall be verified and signed by the Procuring Entity representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.5.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.5.2

## 7. Quality Control

### 7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Procuring Entity shall be as **indicated in the SCC**. The Procuring Entity shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Procuring Entity may instruct the Service Provider to search for a Defect and to uncover and test any service that the Procuring Entity considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

### 7.2 Correction of Defects, and Lack of Performance Penalty

- (a) The Procuring Entity shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Procuring Entity's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Procuring Entity's notice, the Procuring Entity will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as

descr  
ibed  
in

Sub-Clause3.8.

## **8. Settlement of Disputes**

### **8.1 Amicable Settlement**

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

### **8.2 Dispute Settlement**

Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication/arbitration in accordance with the provisions specified in the **SCC**.

## Section VIII - Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(c)	The contract name is _____ <i>[insert brief description/ title of Non-Consultancy Services]</i>
1.1(f)	The Procuring Entity is _____ <i>[insert name of Procuring Entity]</i>
1.1(i)	The Member in Charge is _____ <i>[insert name of Member in Charge, in case bidder is JV]</i>
1.1(l)	The Service Provider is _____ <i>[insert name of Service Provider]</i>
1.6	<p><b>The addresses are:</b></p> <p><b>Procuring Entity:</b></p> <p>_____ Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p> <p><b>Service Provider:</b> _____</p> <p>_____ Attention: _____</p> <p>Facsimile: _____</p> <p>E-mail: _____</p>
1.6	<p><b>The Authorized Representatives are:</b></p> <p><b>For the Procuring Entity:</b> _____ <i>[name, title]</i></p> <p><b>For the Service Provider:</b> <i>[name, title]</i> _____</p>
2.1	The date on which this Contract shall come into effect is _____.
2.2.2	The Starting Date for the commencement of Services is _____.
2.3	The Intended Completion Date is _____.
2.4.1	If the value engineering proposal is approved by the Procuring Entity the amount to be paid to the Service Provider shall be% <i>[insert appropriate percentage. The percentage is normally up to 50%]</i> of the reduction in the Contract Price.
3.2.5	The Client reserves the right to determine on a case-by-case basis whether the Consultant should be disqualified from providing goods, works or non-consulting services due to a conflict of a nature described in Clause GCC 3.2.4.g



Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	Yes _____ No _____
<b>3.4</b>	<p>The risks and coverage by insurance shall be:</p> <p>(i) Third Party motor vehicle _____</p> <p>(ii) Third Party liability _____</p> <p>(iii) Procuring Entity's liability and workers' compensation _____</p> <p>(iv) Professional liability _____</p> <p>(v) Loss or damage to equipment and property _____</p>
<b>3.5(d)</b>	<p>The other actions are _____.]</p> <p>_____</p>
<b>3.7</b>	<p>Restrictions on the use of documents prepared by the Service Provider are: _____</p>
<b>3.8.1</b>	<p>The liquidated damages rate is _____ per day</p> <p>The maximum amount of liquidated damages for the whole contract is _____ percent of the final Contract Price.</p>
<b>3.8.3</b>	<p>The percentage _____ to be used for the calculation of Lack of performance Penalty(ies) is _____.</p>
<b>5.1</b>	<p>The assistance and exemptions provided to the Service Provider are:</p>
<b>6.2</b>	<p>The amount is _____.</p>
<b>6.4</b>	<p>Payments shall be made according to the following schedule:</p> <ul style="list-style-type: none"> <li>• Advance for Mobilization, Materials and Supplies: percent of the Contract Price shall be paid on the commencement date against the submission of a bank guarantee for the same.</li> <li>• Progress payments in accordance with the milestones established as follows, subject to certification by the Procuring Entity, that the Services have been rendered satisfactorily, pursuant to the performance indicators: <ul style="list-style-type: none"> <li>➤ (indicate milestone and/or percentage) _____</li> <li>➤ (indicate milestone and/or percentage) _____ and</li> <li>➤ (indicate milestone and/or percentage) _____</li> </ul> </li> </ul> <p>Should the certification not be provided, or refused in writing by</p>

Section VIII: Special Conditions of Contract

	the Procuring Entity within one month of the date of the milestone, or of the date of receipt of the corresponding invoice, the certification will be deemed to have been provided, and the progress payment will be released at such date.
<b>Number of GC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
	<ul style="list-style-type: none"> <li>• The amortization of the Advance mentioned above shall commence when the progress payments have reached 25% of the contract price and be completed when the progress payments have reached 75%.</li> <li>• The bank guarantee for the advance payment shall be released when the advance payment has been fully amortized.</li> </ul>
<b>6.5</b>	Payment shall be made within _____ days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within _____ days in the case of the final payment.
<b>7.1</b>	<p>The principle and modalities of inspection of the Services by the Procuring Entity are as follows: _</p> <p>The Defects Liability Period is _____.</p>

**8.2****Disputes shall be settled by arbitration in accordance with the following provisions:**

1. Selection of Arbitrators. Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three (3) arbitrators, in accordance with the following provisions:
  - a) Where the Parties agree that the dispute concerns a technical matter, they may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to *[name an appropriate professional body]* for a list of not fewer than five (5) nominees and, on receipt of such list, the Parties shall alternately strike names there from, and the last remaining nominee on the list shall be the sole arbitrator for the matter in dispute. If the last remaining nominee has not been determined in this manner within sixty(60) days of the date of the list,*[insert the name of the same professional body as above]* shall appoint, upon the request of either Party and from such list or other wise, a sole arbitrator for the matter in dispute.
  - b) Where the Parties do not agree that the dispute concerns a technical matter, the Procuring Entity and the Service Provider shall each appoint one(1) arbitrator, and these two arbitrators shall jointly appoint a third arbitrator, who shall chair the arbitration panel. If the arbitrators named by the Parties do not succeed in appointing a third arbitrator within thirty (30) days after the latter of the two (2) arbitrators named by the Parties has been appointed, the third arbitrator shall, at the request of either Party, be appointed by *[name an appropriate appointing authority]*.
  - c) If, in a dispute subject to paragraph (b) above, one Party fails to appoint its arbitrator within thirty (30) days after the other Party has appointed its arbitrator, the Party which has named an arbitrator may apply to the *[name the same appointing authority as in said paragraph (b)]* to appoint a sole arbitrator for the matter in dispute, and the arbitrator appointed pursuant to such application shall be the sole arbitrator for that dispute.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>2. <u>Rules of Procedure</u>. Except as otherwise stated herein, arbitration proceedings shall be conducted in accordance with the rules of procedure for arbitration of the Arbitration and Conciliation Act, 1996 as in force on the date of this Contract.</p> <p>3. <u>Substitute Arbitrators</u>. If for any reason an arbitrator is unable to perform his/her function, a substitute shall be appointed in the same manner as the original arbitrator.</p> <p>4. <u>Qualifications of Arbitrators</u>. The sole arbitrator or the third arbitrator appointed pursuant to paragraphs 1(a) through 1(c) above shall be a nationally recognized legal or technical expert with extensive experience in relation to the matter in dispute.</p>
	<p>5. <u>Miscellaneous</u>. In any arbitration proceeding hereunder:</p> <ul style="list-style-type: none"> <li>a) proceedings shall be held in Guwahati, <i>India</i></li> <li>b) The <i>English</i> language shall be the official language for all purposes; and</li> <li>c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.</li> </ul>

## **Appendices**

### **Appendix A - Description of the Services**

*Travel Agency for booking of Train/ Bus/ Flight tickets, Hotel Accommodations and Taxi Service.*

### **Appendix B - Schedule of Payments and Reporting Requirements**

*Payment will be made on Monthly basis.*

### **Appendix C - Key Personnel and Subcontractors**

*Not Applicable*

### **Appendix D - Breakdown of Contract Price**

*Not Applicable*

### **Appendix E - Services and Facilities Provided by the Procuring Entity**

## **Section IX - Contract Forms**

## 1. Letter of Acceptance

*[on letterhead paper of the Procuring Entity]*

..... **date.** .....

To: *[insert name and address of the Service Provider]*

Subject: **Contract No.** .....

This is to notify you that your Bid dated \_\_\_\_\_ *[insert **date of bid submitted by the bidder**]* for the execution of \_\_\_\_\_ *[insert **brief description of Non-Consultancy services**]* against Bid Invitation Ref. No. \_\_\_\_\_ *(insert **Bid Ref. No.**)* is hereby accepted by the Procuring Entity for the Contract Amount of Rs. \_\_\_\_\_ *[insert **amount in numbers and words**]*, as corrected and modified in accordance with the Instructions to Bidders.

You are requested to furnish the Performance Security within 28 days from issue of this letter in accordance with the Conditions of Contract, using for that purpose the of the Performance Security Form included in Section IX, Contract Forms of the Bidding Documents.

Authorized

Signature:.....

Name and Designation of

Signatory:.....

Name of Procuring

Entity:.....

## 2. Form of Contract

*[letterhead paper of the Procuring Entity]*

### LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Procuring Entity]* (hereinafter called the “Procuring Entity”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

**[Note:** *In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Procuring Entity”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Procuring Entity for all the Service Provider’s obligations under this Contract, namely, *[name of Service Provider]* and *[name of Service Provider]* (hereinafter called the “Service Provider”).]*

### WHEREAS

- (a) The Procuring Entity has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Procuring Entity that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of... ;

Now therefore the parties hereto hereby agree as follows:

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

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications;
- (f) the Priced Activity Schedule; and
- (g) The following Appendices: **[Note:** *If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and*



*on the sheet attached here to carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Sub contractors

Appendix D: Breakdown of Contract Price

## Appendix E: Services and Facilities Provided by the Procuring Entity

2. The mutual rights and obligations of the Procuring Entity and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Procuring Entity shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHERE OF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Procuring Entity]*

---

*[Authorized Representative]*

For and on behalf of *[name of Service Provider]*

---

*[Authorized Representative]*

**[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]**

For and on behalf of each of the Members of the Service Provider

---

*[name of member]*

---

*[Authorized Representative]*

### 3. Performance Security

#### Bank Guarantee

*[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

**Beneficiary:** *[insert name and Address of Procuring Entity]*    **Date:** *\_ [Insert date of issue]*    **PERFORMANCE GUARANTEE No.:** *[Insert guarantee reference number]*

**Guarantor:** *[Insert name and address of place of issue, unless indicated in the letter head]*

We have been informed that *\_ [insert name of Service Provider which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant") has entered into Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for the Non-Consulting Services of *\_ [insert name of contract and brief description of the Non-Consulting Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* (*[insert amount in words]*),<sup>1</sup> such sum being payable upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the .... Day of ....., 2...2, and any demand for payment under it must be received by us at this office indicated above on or before that date.

BG confirmation can also be sought by sending email to \_\_\_\_\_  
(Bank Official email id)

\_\_\_\_\_  
*[signature(s)]*

***Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.***

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<sup>1</sup> *The Guarantor shall insert an amount representing the percentage of the Accepted Contract Amount specified in the Letter of Acceptance.*

<sup>2</sup> *Insert the date forty-five days after the expected completion dates described in GC Clause 18.4. The Procuring Entity should note that in the event of an extension of this date for completion of the Contract, the Procuring Entity would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Procuring Entity might consider adding the following text to the form, at the end of the penultimate paragraph: “The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Beneficiary’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”*

#### 4. Advance Payment Security

**Beneficiary:** *[Insert name and Address of Procuring Entity]*      **Date:** *[Insert date of*

*issue]* **ADVANCE PAYMENT GUARANTEE No.:** *[Insert guarantee reference number]*

**Guarantor:***[Insert name and address of place of issue, unless indicated in the letter head]*

We have been informed that *[insert name of Service Provider, which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called “the Applicant”) has entered into Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for the execution of *[insert name of contract and brief description of Non-Consulting Services]* (hereinafter called “the Contract”).

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum *[insert amount in figures]* ( ) *[insert amount in words]* is to be made against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* (\_\_\_) *[insert amount in words]*<sup>1</sup> upon receipt by us of the Beneficiary’s complying demand supported by the Beneficiary’s statement, whether in the demand it self or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) has used the advance payment for purposes other than toward delivery of Services; or
- (b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary’s bank stating that the advance payment referred to above has been credited to the Applicant on its account number *[insert number]* at *[insert name and address of Applicant’s bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the

*[insert day]* day of *[insert month]*, 2 *[insert year]*, which ever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

BG confirmation can also be sought by sending email to \_\_\_\_\_(Bank Official email id)

\_\_\_\_\_  
[signature(s)]

***Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.***

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<sup>1</sup> *The Guarantor shall insert an amount representing the amount of the advance payment.*