



सत्यमेव जयते

All India Institute of Medical Sciences (AIIMS) Madurai

**Supply of Packaged Drinking Water
at
AIIMS Madurai (Temporary Campus)
Ramanathapuram**

1. INTRODUCTION :

All India Institute of Medical Sciences (AIIMS) Madurai, is a Premier Health Care Institute set-up by the Government of India to Undertake Health Care Services to nook and corner of the state and provide International Standard Health Facilities. AIIMS Madurai comes under the Ministry of Health and Family Welfare, Government of India.

The Institute is temporarily operating its academic activities at Government Medical College Campus, Ramanathapuram.

AIIMS Madurai invites competitive bids from intending Bidders (Company, Firm, Agency, Authorized Agent / Representative / Dealer / Stockist, Franchisee) for supply of Packaged Drinking Water.

2. INVITATION FOR BIDS :

Competitive Bids are invited for supply of Packaged Drinking Water

SCHEDULE OF TENDER & CRITICAL DATES :

S. No	Schedule of Events	Date and Time
1.	Date of publication	11.08.2025 at 17.00 Hrs
2.	Last date for submission of bids	30.08.2025, 15.00 Hrs
3.	Opening of technical bid	01.09.2025, 11.00 hrs
4.	Opening of financial bid	Will be intimated later
5.	Bid Validity	180 days from the closing date of tender
6.	Tender Fee	Nil
7.	EMD	Rs.5,000/- (Rupees five thousand only) The Earnest Money Deposit (EMD) amount should be through SBI Collect only. Demand Draft / Bank Guarantee / Fixed Deposit, etc will not be accepted. EMD exemption is applicable to bidders registered with NSIC / MSME (services only) and copy of NSIC / MSME certificate has to be attached. The proof of EMD should be enclosed in the technical bid.
8.	Security Deposit / Performance Bank Guarantee	Rs.20,000/- (Rupees twenty thousand only) registrar.aiimsmadurai@gmail.com gemaaimsmadurai@gmail.com .
9.	For Clarification regarding tender:	

3. SCOPE OF WORK:

S. No	Descriptions / Scope of work	Approx. Quantity	Specifications
1.	<u>Supply of 20 Litres of Packaged Drinking water</u> in Food grade transparent jars (Poly Carbonate/ PET Jar) with Factory Fitted Tamper Proof Seal indicating the Manufactured date / Batch Number and best before usage period. The Jar should be clean and of food grade.	30 - 35 Jars per day 900 – 1050 jars Per month	As Per Tender Document

The quality of packaged drinking water to be supplied should confirm to FSSAI certification. ISO certification is preferable.

4. ELIGIBILITY CRITERIA OF THE BIDDER:

- The Bidder should necessarily be based in Ramanathapuram or should have capacity to supply to Ramanathapuram within 12 hours and should be an ISO/FSSAI Certified Company and should submit documentary proof of the same along-with proof of legal existence (i.e) GST / PAN / Details of Certification and other relevant documents. Preference will be given to local suppliers.
- Minimum 2 years of experience in supply of packaged drinking water for Government / PSUs / Private Sectors / MNCs is preferable. New suppliers with proven capacity may also be considered.
- Bidder should be registered in the relevant category for the service of supply of packaged drinking water and must enclose documentary proof in support of the same.

5. GENERAL INFORMATION AND INSTRUCTIONS TO BIDDERS:

AllIMS Madurai invites e-bids from eligible bidders through e-procurement CPP portal for supply of packaged drinking water as per details listed in this tender document on **TWO BID SYSTEM**.

Bid has to be Submitted online in the e-tender portal i.e., <https://eprocure.gov.in/eprocure/app> .

Bids sent by FAX, email or offline mode will not be considered. Bids received after the due date and time will not be accepted.

Bidders shall also attach scanned copies of all the requisite documents i.e. Proof of submission of Earnest Money Deposit (EMD) and other certificates / documents specified in the tender document. Bidders are requested to upload the technical documents like Details of infrastructure, copies of all approvals like BIS, FSSAI, Proof of legal existence like GST / PAN / Certificate of Incorporation, Aadhar, Technical Literature, Catalogue, Data Sheets of packaged drinking water, if any, proof of turn over as a part of Technical Bid. However, subsequently the bidder shall provide any additional technical document if required by Technical Evaluation Committee.

Water should be lab tested monthly from the NABL accredited Lab and report of the same should be submitted with the Monthly Bill / Invoice, failing which payment will not be made. Report should also indicate the shelf like or best before usage period.

The quantity indicated is approximate only and should be supplied EVERY DAY as per AIIMS-Madurai requirement. In case the water supplied does not meet the standards as indicated in Section 3 of this document, then the same has to be replaced within a day. Empty jars can be collected after complying to security procedures in AIIMS-Madurai.

The Poly Carbonate Jar should be colourless and transparent and special care needs to be taken for cleaning of re-usable jars in view of the increased chance of contamination due to handling by multiple contacts. The quality of jars should conform to IS 15410:2003 and clause 6 of IS 14543:2004

Any queries related to this tender shall be entertained only by means of formal email/s to (registrar.aiimsmadurai@gmail.com) only on or before the last date for submission of queries. In case no queries are received before the above date, then it is presumed that the Bidder/s have understood and in compliance with all the tender terms and conditions indicated in the Tender Document. No Technical and Commercial queries shall be entertained after the above date and time. It may be noted that it is the sole discretion of AIIMS-Madurai to consider the same or not and to reply only if it is deemed necessary.

Replies to all Queries/Corrigendum (if any) shall only be up-loaded in CPP portal & <https://aiimsmadurai.edu.in/Tender.php> websites and will not be published in newspapers. Bidders are advised to check the website before submitting the Tender.

- 5.1 Bids without EMD shall be rejected outright. However, EMD is exempted for Government Bodies / PSU / SSI / SME / MSME organization on submission of relevant proofs.
- 5.2 EMD amount will be returned, interest free, to unsuccessful bidder/s within 6 months from the closing date of the tender or award of the Contract, whichever is earlier. In the case of successful bidder, EMD will be returned after acceptance and commencement of the Contract, and on submission of the Performance Bank Guarantee.
- 5.3 EMD amount shall be forfeited to AIIMS-Madurai in the following cases without any further intimation:
 - a) If, after submission of bid, the tenderer fails to honour the bid or refuses to comply with any/all the terms and conditions of tender.
 - b) If the tenderer withdraws/ alters the offer/ terms of the tender during the validity period.
 - c) After award / acceptance of the Contract, if the Bidder fails to undertake the Contract as per the terms and conditions specified in the tender.
 - d) Any falsification / suppression of information would result in the disqualification of bid and forfeiture of EMD amount to AIIMS-Madurai.
 - e) After acceptance of Contract, if the Bidder fails to commence supply / services as per the date / schedule indicated in the Contract.

- 5.4 The Security Deposit / Performance Bank Guarantee should be submitted within 15 days of acceptance of the contract.
- a) The Contractor shall furnish a Security Deposit of ₹20,000/- within 2 weeks from the date of award of the contract, either in the form of a Bank Guarantee from any Nationalized/Scheduled Bank or through other acceptable modes as prescribed. The Security Deposit shall remain valid for a period extending three months beyond the expiry of the contract and will be returned interest-free after successful completion of the contract or its extensions.
- b) AIIMS-Madurai will be free to en-cash the Bank Guarantee/Security Deposit in the event of any failure on the part of the Contractor to meet his obligation under the contract or in the event of any demand by the concerned Statutory Authorities for dues from the Contractor as its sole discretion.
- 5.5 Bidders are requested to study the terms and conditions of the Tender carefully and then submit their tenders accordingly. Any Contract resulting from this tender shall be governed by the terms and conditions indicated in this tender document and the bidder quoting against this tender shall be deemed to have read, understood and accepted the same unconditionally.
- 5.6 Where counter terms and conditions are given by the Bidder/s, the same shall not be binding on AIIMS-Madurai unless and until the same has been accepted in writing by AIIMS-Madurai.
- 5.7 AIIMS-Madurai will not be responsible or shall not be a party to any dispute between the Bidder and their Staff in any matter.

6. STANDARD TERMS AND CONDITIONS:

- 6.1 The Tender Document is non-Transferable. Only the Supplier / Agent / Authorized Distributor / Authorized Representative, Franchisee / purchasing the Tender Document are entitled to submit bids to AIIMS-Madurai.
- 6.2 In case the Manufacturers / Suppliers are represented by their authorized Distributors / Agents / Representative, Franchisee then they are required to submit the following in the Technical Bid:
1. Details of Registration under Shops and Commercial Establishment
 2. Details of Registration under Registrar of Firms / Registrar of Companies.
 3. Self-Attested copies of PAN and Aadhar Card
 4. Self-Attested copies of GST Registration

5. Self-Attested Copies of ISI, FSSAI Certificates.

- 6.3 It may be noted that full rate of GST to be charged. The exact percentage of GST charged should be indicated in your bid and on all the invoices / bills.
- 6.4 The terms of price quoted by Bidder/s should be on "DOOR DELIVERY BASIS" to AIIMS-Madurai Campus situated at 5th Floor, Faculty Block, Government Medical College, Ramanathapuram, 623 501 and B C Roy Block, Government Hospital Campus, and other places if required. The rate quoted by the agency should be inclusive of inland transportation, packing / forwarding, insurance, cost of certification, if any.
- 6.5 Any Bidder found influencing, canvassing in any form or intimidating other Bidder/s tender process would stand disqualified from the tender process.
- 6.6 Any family member of AIIMS-Madurai staff is not eligible to participate in the tender.
- 6.7 The Technical Bid should include details of in-house infrastructure, statutory registrations and certifications, turnover proof, and a list of clients (past and present) along with contact details (address, phone, email) to whom packaged drinking water has been supplied, as per AIIMS-Madurai's requirements.
- 6.8 Submission of Technical Compliance Statement (ANNEXURE-A) for the tendered item is a pre-requisite for evaluation. Therefore, the same must be enclosed with the technical part. Any falsification / suppression of facts in the compliance statement would lead to the rejection of the quote, along with forfeiture of the E.M.D.
- 6.9 Authorized Distributors/Dealers/Agents must submit a valid Authorization Certificate from the Principal Supplier/Manufacturer in the Technical Bid. In the event of withdrawal of such authorization during the contract period, it shall be the responsibility of the Principal Supplier/Manufacturer to ensure uninterrupted service to AIIMS-Madurai, either directly or through a newly appointed representative.
- 6.10 **Rate should be quoted as indicated in the BOQ.**
- 6.11 Quote should be valid for a minimum period of 90 days from the closing date of the tender.
- 6.12 AIIMS-Madurai reserves the right to increase / decrease the quantity depending on the requirement of AIIMS-Madurai at the existing terms and conditions.
- 6.13 If, at any time, during the performance of the Contract, the bidder encounters conditions impeding timely delivery of material, then they should promptly notify AIIMS-Madurai, in writing, of the fact of the delay, the cause of delay and its likely duration. AIIMS-Madurai shall evaluate the situation and its discretion, decide to extend the Bidders, time for performance. AIIMS-Madurai's decision will be final and binding.

- 6.14 The specifications indicated in the tender are as per AIIMS-Madurai's requirement. Tenderers have the option of quoting strictly as per the specifications indicated in the tender document or offer any equivalents meeting AIIMS-Madurai's requirement. However, based on the compatibility, the decision of AIIMS-Madurai on acceptance/rejection of the same would be final and unquestionable.
- 6.15 The successful Bidder should commence the Supply / Services within 15 days from the date of receipt of Contract or as per the commencement date indicated in the Contract.
- 6.16 The Bidder or his authorized representative should attend a meeting every fortnight for discussion / evaluation of performance with the AIIMS-Madurai representative. Date and Timings will be as mutually agreed upon.
- 6.17 AIIMS-Madurai reserves the right to reject/accept any part of full Tender(s) without any reason whatsoever.
- 6.18 AIIMS-Madurai reserves the right to obtain feedback from the clients / customers of the bidder regarding supply of packaged drinking water.
- 6.19 AIIMS-Madurai reserves the right to test the quality of drinking water supplied by the Bidder from any independent agency for which all lab reports / documents are to be furnished by the Bidder.
- 6.20 Financial Bids of only the technically qualified bidders are opened, after receipt of technical evaluation report from the Committee / User Group.
- 6.21 Procedure for arriving at (Lowest Quoted Bidder) L1- the price comparison shall be made on landing cost (Basic cost + Statutory Levies).
- 6.22 In case the date of opening of the Technical / Financial Bid is a Holiday, then the bid/s will be opened on the next working day at the same time.
- 6.23 AIIMS-Madurai would be under no obligation to accept the Lowest Tender, if it is found that the rates quoted are unreasonably low (i.e) not in conformity with the prevailing Market Rates.
- 6.24 FORCE MAJEURE shall mean and be limited to War hostilities, riot or civil commotion, earthquake, flood or other natural physical disaster and restriction imposed by the Government or their statutory bodies which prevents or delays the execution of the contract. In the event of delay lasting over one month, if arising out of cases or Force Majeure, AIIMS-Madurai will still reserve the right to cancel the order/contract.

- 6.25 Any dispute, difference or disagreement between AIIMS-Madurai and the Contractor concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Executive Director, AIIMS-Madurai. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be Ramanathapuram. The arbitration award shall be final and binding on both the Parties.
- 6.26 Disputes, if any, arising out of above tender will be referred to Arbitration having jurisdiction over Ramanathapuram City only.
- 6.27 Sub-contracting by the Bidder is permitted with prior approval and full disclosure.

7. PAYMENT TERMS:

- 7.1 Payment will be made once a month based on the number of Water Cans supplied during the previous month subject to certification by AIIMS-Madurai representative.
- 7.2 Lab reports to be enclosed along-with Monthly Bills / Invoices, failing which payment will not be made.
- 7.3 Payment will be made by Online Transfer only.

8. VALIDITY OF THE CONTRACT:

The contract will be awarded initially for a period of 12 months or until shifting to Madurai campus, whichever is earlier and shall be extended, if required and mutually agreed by both the parties.

9. PENALTY CLAUSE:

- 9.1 Water has to be supplied within the same day, from the date of receipt of communication. Failure to do so, will result in imposition of penalty at Rs.500/- for first day and Rs.1,000/- per day thereafter. Delays with proper justification may be exempted.

10. CANCELLATION OF CONTRACT:

- 10.1 If the quality of water supplied by the Bidder is not conforming to FSSAI/IS Standards as specified in Section 3 of this Document, and if the response of the Bidder is found to be poor / not satisfactory then, AIIMS-Madurai reserves to cancel the contract with immediate effect.

- 10.2 Water has to be supplied every day. In case of continuous delay in supply of water, then AIIMS-Madurai reserves the right to cancel the contract, and source the same from alternate source.
- 10.3 Any expenses incurred on the above by AIIMS-Madurai, has to be borne by the Bidder.

TECHNICAL COMPLIANCE STATEMENT-ANNEXURE-A

SUPPLY OF PACKAGED DRINKING WATER

1.0 PROFILE OF THE COMPANY/CONTRACTOR (attach documents wherever applicable)		
1.1 Name of the Company/Firm and Registered Address & Registration Details		
1.2 Legal Status Individual/ Proprietary Firm/Partnership Firm/ Private Ltd. Co./Others (specify) (Enclose the registration documents)		
1.3 Name of the Individual/Partners/Directors, address, Designation & occupation		
1.4 EMAIL ID		
1.5 Web site		
1.6 PAN No.		
1.7 GST No.		
1.8 Aadhar No.		
1.9 GST No. attached copy		
1.10 SSI Company, enclose copy		
1.11 Bureau of Indian Standards (ISI) Certificate No. Water Quality compliance to ISI copies to be attached		
1.12 Food Safety and Standards Authority of India (FSSAI) Licence No. & copy to be enclosed		
1.13 Banker's name and address. & Bank Details for electronic Fund Transfer		
1.14 Nature of any other business carried out by your company		
1.15 If there are branches or sister concerns, furnish names & locations.		
1.16 Annual turn-over of the Bidders for the years	2022-23	Rs.
	2023-24	Rs.
	2024-25	Rs.
1.17 No. of years of experience of the Bidder in providing Packaged Water supply Services only.		

1.18 No. of employees on the rolls of your Company	
2.0 STATUTORY DETAILS	
Specify whether at any point in time your contractor/firm/Company was banned or de-listed by any Government or quasi-Government contractors or PSUs.	YES / NO
3.0 INFRASTRUCTURE	
3.1 Furnish details of infrastructure maintained by your Contractor/ Company for providing Packaged Water supply Services	
3.2 Details of contact persons in your Office with Mobile phone numbers	
4.0 GENERAL	
4.1 Who are the major corporate clients of your Company to whom Packaged Water Supply services are provided? Furnish their Name & Mobile/Telephone Nos. A. Existing contracts with locations B. Existing contracts with an annual value of Rs. _____ Lakhs and above C. Served over 3 years (Furnish the information in a separate sheet of paper with details of the value of contract duly signed by the authorized signatory and enclose copy of the contracts)	

ANNEXURE-B (Tender Acceptance Letter)

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/We have downloaded / obtained the tender documents(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

As per your advertisement, given in the above-mentioned websites(s).

2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/We shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.
6. I / We hereby confirm that we will provide services as per the terms and conditions of the contract awarded, failing which AIIMS-Madurai will be free to make alternate arrangements at our risk and cost. We also confirm that in case of unsatisfactory services, AIIMS-Madurai has the right to take any legal course of action against us.

7. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the bidder, with Official Seal)

Price Bid

S. No	Descriptions / Scope of work	Unit Price (Rs.)
1.	<u>Any ISI Approved Brand:</u> <u>Supply of 20 Litres of Packaged Drinking water</u> in Food graded transparent Jar (Polycarbonate or PET) with Factory Fitted Tamper Proof Seal indicating the Manufactured date / Batch Number and best before usage period. The Jar should be clean and of food grade.	
Add: GST (If applicable)		
Total Price (Inclusive of all)		

The above price is inclusive of all charges like loading, unloading, transport, labour, delivery to the AIIMS Madurai (temporary campus) premises located in the various building, floors, locations, etc.

(Signature of the bidder with Official Seal)