

ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
(ACADEMIC SECTION)  
Ansari Nagar, New Delhi – 110 029

Dated the: 24<sup>th</sup> July 2018

NOTICE Inviting Quotation

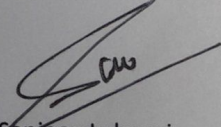
Subject: **Invitation of quotation in specified format for Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi as per Scope of Work & Specification Document.**

Sealed Quotation invited from eligible and competent vendors for Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi in format as given in Annexure – I with specified documents of Scope of work & Specification Document published with the notice.

Important Dates & Information :-

Name of Work	<b>Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi</b>
Sealed quotation will be received up to (Date and time)	<b>21<sup>st</sup> August 2018 at 12.00PM</b>
Technical Presentation on Scope of Work	<b>21<sup>st</sup> August 2018 at 2:30 PM</b>
Quotations will be opened on (Date and time)	<b>21<sup>st</sup> August 2018 After Technical Presentation for shortlisted vendors only</b>
Place of quotation submission and opening	<b>Office of the Registrar, Academic Section, AIIMS, New Delhi</b>

Enclosure : Scope of Work & Specification Document

  
Dr. Sanjeev Lalwani  
Registrar

Copy Forwarded to

1. Prof. In-charge, Computer Facility -For Publication on Institute Website and Central Procurement Portal

# Scope of Work & Specification Document

For Development of Software Application for Learning and  
Student Management Systems for AIIMS, New Delhi



Release 2.0

## Academic Section

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ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
ANSARI NAGAR, NEW DELHI – 110029, (India)



## **Disclaimer**

This document is not an offer by the All India Institute of Medical Sciences, but an invitation to receive offer from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All India Institute of Medical Sciences with the vendor.



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## 1. About AIIMS

AIIMS was created in 1956 to serve as a nucleus for nurturing excellence in all aspects of health care.

All-India Institute of Medical Sciences was established as an institution of national importance by an Act of Parliament with the objects to develop patterns of teaching in [Undergraduate](#) and [Post-graduate](#) Medical Education in all its branches so as to demonstrate a high standard of Medical Education in India; to bring together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and to attain self-sufficiency in Post-graduate Medical Education.

The Institute has comprehensive facilities for teaching, research and patient-care. As provided in the Act, AIIMS conducts teaching programs in medical and para-medical courses both at undergraduate and postgraduate levels and awards its own degrees. Teaching and research are conducted in 42 disciplines. In the field of medical research AIIMS is the lead, having more than 10000 research publications by its faculty and researchers in a year. AIIMS also runs a College of Nursing and trains students for B.Sc. (Hons.) Nursing post-certificate) degrees.

### Objectives of AIIMS

- To develop a pattern of teaching in undergraduate and postgraduate medical education in all its branches so as to demonstrate high standard of medical education to all medical colleges and other allied institutions in India.
- To bring together in one place educational facilities of the highest order for the training of the personnel in all important branches of the health activity.
- To attain self sufficiency in postgraduate in medical education.



### 1.1. ACADEMIC SECTION

The Academic Section develops policy, plans and executes academic activities in pursuance of the objective of the Institute as enshrined in AIIMS Act, 1956. The objective of the Institute is to develop patterns of teaching in the Undergraduate and Postgraduate medical education in all its branches to demonstrate a high standard of medical education to all other medical colleges and other allied institution in India, to bring together in one place educational facilities. These activities encompass the undergraduate, postgraduate and doctoral programmes for medical, nursing and paramedical courses. These activities are conducted by the undergraduate, postgraduate and paramedical cells of Academic Section.

Important Courses with brief detail is given below:

S. No.	Name of Course	Eligibility	Duration	Total Intake Annually
1.	<b>B.Sc. (Hons). Paramedical Courses</b>	10+2 or equivalent with 50% marks (45% for SC/ST) in English, Physics Chemistry & Bio. or Math (See Prospectus for exact detail)		
	i) Bachelor of Optometry.		(3+1) Years	19
	ii) Medical Technology in Radiography		3 Years	9
	iii) Dental Operating Room Assistant		3 + ½ Years	8
	iv) B.Sc. Dental Hygiene		3 + ½ Years	4
	v) B.Sc. Operation Theatre Technology		3 + ½ Years	20
2.	<b>B.Sc. (Hons). Nursing</b>	10+2 or equivalent with 50% marks (45% for SC/ST) in English, Physics Chemistry & Bio. Age 17Yrs. & above (for female candidates only) (See Prospectus for exact detail)	4Yrs.	77
3.	<b>B.Sc. Nursing (Post Certificate)</b>	10+2 or equivalent Certificate in Gen. Nsg. & Midwifery and be an 'A' Grade Nurse, registered with State Nurses Registration council. Minimum 3yrs. experience as a staff Nurse in a recognised hospital or as a public health nurse. (See Prospectus for exact detail)	2 Yrs.	25
4.	<b>M.Sc. Courses (Anatomy, Biochemistry, Biophysics, Cardiovascular Imaging and Endovascular Technologies, Physiology, Pharmacology, Perfusion Technology, Reproductive Biology and Clinical Embryology, Nuclear Medicine Technology)</b>	B.Sc. (Minimum 3 years duration in any subjects) B.V. Sc./B. Pharma with 60% marks (55% for SC/ST) <b>OR</b> MBBS/BDS with at least 55% marks (50% for SC/ST) B.Sc. with Biology or B.Sc. In Perfusion Technology from a recognised University. B.Sc. In Nuclear Medicine from a recog. University <b>OR</b> B.Sc. with Physics/ Chemistry / Maths from a recognised University. <b>OR</b> B.Sc. in allied/related subject i.e. Radio Diagnosis (MRT) Radiotherapy from a recog. University. <b>OR</b> B.Sc. in Life Sc. with Physics as a subject from recognised	2 Yrs.	49



			University. (See Prospectus for exact detail)		
5.	<b>M.Sc.</b> Cardiological/CTVS Oncological Neurosciences Nephrological Critical Care Paediatric Psychiatric Nursing	<b>Nursing</b> Nursing Nursing Nursing Nursing Nursing Nursing	B.Sc. (Hons.) Nursing, B.Sc. Nursing (PC)/ Post Basic from any recognised University with 60% marks (55% marks for SC/ST). (See Prospectus for exact detail).	2 Yrs.	22
6.	<b>M. Biotechnology</b>		B.Sc. (Minimum 3 years duration in any subjects) B.V. Sc./B. Pharma with 60% marks (55% for SC/ST) <b>OR</b> MBBS/BDS with at least 55% marks (50% for SC/ST). (See Prospectus for exact detail)	2 Yrs.	14
7.	<b>MBBS</b>		10+2 or equivalent with 60% marks (50% for SC/ST) in English, Physics Chemistry & Bio. Age: 17yrs. as on 31st of December of the year of admission & above. (See Prospectus for exact detail)	5½ Yrs.	100
8.	<b>AIIMS-PG (MD/MS/MDS)</b>		MBBS/BDS with 55% marks (50% for SC/ST) and must have completed 12 months compulsory internship in a recognised hospital. (See Prospectus for exact detail)	3 Yrs.	(Jan. Session) (July Session) More than 250 Seats in each sessions (See Prospectus for exact detail)
9.	<b>DM</b>		MD in required specialty Age limit 35 yrs (5 yrs. relaxable for SC/ST) upper age limit is not applicable for sponsored candidates. (See Prospectus for exact detail)	3 Yrs.	
10.	<b>M.Ch.</b>		MS in General Surgery of AIIMS <b>OR</b> any other University recognised by MCI Age limit: 35 yrs. relaxable for SC/ST ) upper age limit is not applicable for sponsored candidates. (See Prospectus for exact detail)	3 Yrs.	
11.	<b>M.Ch. (6 yrs. course)</b>		MBBS degree & one year compulsory Internship with 55% marks in aggregate in all MBBS professional exams. The eligibility criteria are the same as specified for MD/MS (3 year course). (See Prospectus for exact and updated detail)	6 Yrs.	
12.	<b>MHA</b>		<u>Medical Graduate:</u> MBBS with 55% marks minimum 3 yrs. exp. in a recognised hospital <b>OR</b> 5 yrs. experience as Gen. Practitioner. <u>Non Med. Graduates: Eligible for sponsored seat only</u> Bachelor's degree in Arts or Science Nursing	2 Yrs. for Medical Graduates	



		<b>OR</b> Business Admn. <b>OR</b> Commerce <b>OR</b> Engineering <b>OR</b> any Technical subject with at least 60% marks. Experience of 7 yrs. in responsible Administrative position. (See Prospectus for exact detail)	3 Yrs. for non-Medical Graduates	
13.	<b>Ph.D Programme (Admission to Ph.D. is subject to availability of research/ funds/ fellowship/grant from recognized funding agencies)</b>	M.Sc. <b>OR</b> Master Degree in any subject allied to Bio-Medical Sciences <b>OR</b> Master degree in Nursing with 60% marks. <b>OR</b> Master of Surgery <b>OR</b> Doctor of Medicine <b>OR</b> MBBS with a minimum of 55% marks. in the professional examinations <b>OR</b> an equivalent Degree <b>OR</b> Diplomat of the NBE. (See Prospectus for exact detail)	3-5 Yrs.	(Jan. Session)  (July Session) Seats as available (See Prospectus for exact detail)

In addition to Academic activities of students of all courses from admission to award of degree, Short Term Training in various department and recruitment and establishment activities for Senior Resident and Junior Residents are managed by Academic Section.

A new Facility Skill, E-Learning and Telemedicine as also established and the proposed software application will be tool for Skill and E-Learning management.

Approximately 700 No. Senior Residents and 600 no. Junior Residents are working in various department of AIIMS New Delhi.

## 2. Purpose of this Document

This document establishes the fundamental requirements for computerization of various activities of Academic Section under the head **“Learning and Student Management Systems for AIIMS, New Delhi”**.





### 3. Quotation Process

#### 3.1. Invitation for quotation

Name of Work	<b>Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi</b>
Performance Security Deposit	<b>10% of contract value from the successful bidder.</b>
Sealed quotation will be received up to (Date and time)	<b>21<sup>ST</sup> August 2018 at 12.00PM</b>
Quotations will be opened on (Date and time)	<b>21<sup>st</sup> August 2018 After Technical presentation for shortlisted vendors only. Technical Presentation 21<sup>st</sup> August 2018 at 2.30 PM</b>
Place of quotation submission and opening	<b>Office of the Registrar, Academic Section, AIIMS, New Delhi</b>

#### 3.2. General Information and Instruction to the Bidders

##### A. Submission of quotations

- a) The Vender shall submit their quotations in specified format given in **Annexure – I** in this document on their letter head with relevant documents as mentioned therein.
- b) Prospective bidders may seek clarification regarding the project and/ or the within a reasonable time from Registrar (Academic), AIIMS till \_\_\_\_\_ 2018 by 5.00 p.m.
- c) The quotations should be kept in a sealed envelopes super-scribing “**Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi**” so as to reach **Registrar (Academic) Academic Section, New Delhi – 110029 by 12:00 PM on 21<sup>st</sup> August 2018**. Late tenders shall not be accepted. The quotation shall be opened as per schedule in clause (3.1) in presence of bidders who may like to be present.
- d) Offers sent by post should be sent by Registered Post with date/ Postmark so as to reach us before closing date i.e by **12:00 PM on 21<sup>st</sup> August 2018**.
- e) Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of AIIMS. Such offers will



not be valid quotations. Offers sent through email/telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.

- f) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper.
- g) Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their quotation (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- h) *The Director, AIIMS reserves right to award the work/cancel the award without assigning any reason.* In case of differences, if any, the decision of the Director, AIIMS shall be final.

**B. Performance Security Deposit**

- a) The successful bidder shall have to deposit performance security deposit of **value equivalent to 10% of the contract value** in form of Demand Draft drawn in favour of Director, AIIMS and payable at New Delhi, within a week of award of work order.
- b) Performance Security deposit will be forfeited if the bidder fails to the successfully execute the work in given time frame with satisfaction of the Dean (Academic) AIIMS, New Delhi.
- c) No interest will be payable on performance security deposit.
- d) Performance Security will be refunded after successful completion and delivery after end of warranty period.

**C. Payment Terms**

- a) Payment will made after successful completion of work as per scope of work.
- b) The 10% of Contract Value (Submitted as Performance Security Deposit) will be kept till warranty period after Final delivery of product.
- c) No Advance Payment will made.

**D. Acceptance of offer**

Lowest quoted price quotations will be selected and work will be awarded to them.

AIIMS reserves the right to accept any quotation in full or in part, or to reject any quotation or all quotations without assigning any reason.

**Technical Presentation on Scope of work (as per clause 4.0) may be asked to shortlist capable bidders and Quotation of shortlisted capable bidders will be opened only.**



## 4. Scope of work

Scope of work is limited to computerization of various activities of Academic Section under the head “**Learning and Student Management Systems for AIIMS, New Delhi**” under the broader view of Academic Section given in clause 1.0. Detail scope of work is given here which may change subject to final gap analysis and approval.

### 4.1. Detail Scope of Work

#### Phase – I: Learning Management System (LMS)

The Academic section, AIIMS New Delhi intends to procure, deploy and operationalize a learning management software system. This system is expected to have a front-end web based accessed with back-end server located on the AIIMS servers. The system should enable students to access their teaching schedule, online content uploaded by the faculty, schedule their courses, maintain track of attendance and academic achievements, , receive alerts about upcoming tasks, enable discussion with peers and teachers, provide feedback etc. It should allow teachers to access their teaching schedules, receive email and SMS based reminders, upload content, design tests and their evaluations, mark student attendance in real-time, discussion forums etc. The administrators should be able to upload student data, assign them to specific courses where each course has predetermined timed tasks, modify dates of tasks for the group and individual student, track progress etc. All content must be protected through secure access.

The LMS shall have to integrated with Phase – II with Academic Management & Student Information System.

Broadly the web portal and administrator panels should be contemporary, easy to use and intuitive, based on the latest software platforms. Additional provisions include:

- LMS must be customized with AIIMS logo and branding
- The software must have industry standard security features for handling personal data of individuals
- The LMS will be owned by AIIMS as perpetual and will not have any expiry date or any limit on the number of users, courses, teachers, time duration etc.
- The LMS must feature responsive design (easily viewable on mobile devices, smartphones, tablets etc) with automatic switchover to a mobile view is being viewed on such devices
- LMS must be responsive and fast with quick response times
- LMS must have a secure, comprehensive role based access control system.
- LMS should support peer-to-peer learning and social learning
- LMS should feature support for integration with standard video conferencing tools.
- Provisions to take back up the data and restoring as per need.

**Specific capabilities should include the following (but not limited to these)**

**A: Ability to manage the following:**



1. Lecture/teaching activity calendar (based on course), notices, online content, reminder
2. Provision of course material online by teachers.
3. Assessments of individual lessons / learning activities and Online attendance.
4. Discussion forum.
5. Track achievement of predetermined targets/ reminders for same (eg. Thesis submission, exam due etc).
6. Scheduling of optional/mandatory courses from a menu of dates.
7. Statistics and security with tracking of user login.
8. Creation of multiple independent courses.
9. Registering students and teachers to specific courses.
10. Creation of learning activities within courses.
11. Facility to download activities & ability to reuse existing activities.
12. Multiple types of assessments should be possible such as MCQs, true-false, matching, reason-assertion statements, image based questions, video based questions, written work submission, etc.
13. Should have support for automatic and manual marking.
14. Should support formative and summative assessments.
15. Comprehensive Tracking and Reporting system: View and download spreadsheet file of assessments and marking for each student by course, by semester and by year and other possible methods based on need.
16. Scheduling of clinical postings of students.
17. Scheduling of vacations of students.

**B: For the student:**

- Login/change contact details
- Access schedules as a calendar, as a list
- Reminders of classes by email, and SMS notifications
- Access attendance sheet
- Download or access content uploaded by teacher/admin for each teaching activity
- Discussion board with students of same course, post queries to teacher
- Maintain record of courses attended
- Options for taking quiz/courses, grading
- Option to schedule skills classes
- Get reminders for scheduled activities such as thesis protocol, exams etc

**C: For the teacher:**

- Login/change contact details, access schedule
- Gets reminders of classes/ exams
- Get reminders about scheduled tasks such as thesis submission by their students
- Access attendance sheet, mark attendance live/deferred
- Upload content for assigned lectures
- Receive email alerts for queries posted by students
- Discussion board with students of same course
- Comprehensive Tracking and Reporting system: View and download spreadsheet file of assessments and marking for each student by course, lesson, year etc
- Access statistics about activities conducted



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**D: For the Skills team:**

- Course scheduling
- Upload online content; administer tests, assessment of performance
- Approve requests for enrolling into skills course either automatically or manually
- It should be possible for LMS to be integrated with payment gateways

**E: For Clerical/Admin staff:**

- Create and manage users, configure access privileges
- Upload schedule which maps to users and sends reminders
- Identify scheduled tasks for each user which will generate reminders
- Track access/abuse, create usage reports
- Dashboard of students in each course and their pending jobs
- Group Enrollment Template based for group of users.
- Schedules activities/ tasks for a group of users in batch mode.
- Download attendance sheets.

**B. Phase – II: Academic Management & Student Information System (AMSIS).**

- The Academic section intends to computerize the back-office procedure and Student Information System to achieve paperless office as much as possible, broadly to manage Admission,
- File Tracking
- Diary Dispatch
- Course Wise Student Monitoring
- Computerization of Personal File of Residents
- Ph.D. Thesis Management
- Leave Records Management
- Issue of Duplicate Certificates/Marks Statement
- Issue of NOC
- HRA Letter
- Appointment Letter
- Joining Letter
- Resignation Management Linked to Compilation Vacant Seats of respective Unit/Course.
- Inter/Intra Department communication of Academic Related activities and information
- Computerized archive Guard File with free text searching
- Meetings and Minutes Management.
- Important Committee Management
- File & Student Digital Archive System
- Credential/Certificate/Document Verification.
- Short Term Training Management
- Management Booking of Conference Hall and others
- Teaching Schedule



- Notice Board Management
- Academic Store Management
- Reservation Roster Maintenance for all courses as per GOI rules
- Computerization of PA desk,
- RTI Register & Quarterly Report
- Interview Management for SR/SD
- Circular Management and Linking with Digital Guard File.
- Syllabus & Semester Assessment Management.
- Student and Doctor Census
- Faculty Directory
- Attendance Management – Interlinking with LMS (of Phase – I)

Academic Section works under Overall Supervision of Dean Academic and following functional units are working in Academic Section and activities of all unit shall be part of AMSIS broadly under any of above category (but not limited to)

1. Dean (Academic) Office
2. Associate Dean (Academic) Office
3. Registrar (Academic) Office
4. IT Cell
5. PG / JR Academic Cell
6. UG Cell
  - a. MBBS Unit
  - b. B.Sc. Nursing Unit
7. Paramedical Cell
8. Ph.D. Unit
9. SR (Academic) includes DM/MCH & Fellowship
10. SR/SD (Non-Academic) Cell
11. JR Non-Academic Cell.
12. Meeting & Coordination Unit
  - a. Deans Committee Meeting Management
  - b. Academic Committee Meeting Management
  - c. Annual Report Management.
  - d. Convocation Management.
  - e. Awards & Oration Management.
  - f. Management of Booking of Conference Hall, LT etc.
  - g. Archival System of Minutes of Meetings
13. Academic Stores & Procurement
14. Long/Short Term Training Unit.
15. Diary- Dispatch Unit.
  - a. Identity Card Management.



b. Management of Inbound and Outbound Dispatch of Files/Letters etc.

The approach of computerization shall be in such a way that all activities become paper less however the option must be there to use paper mode as per end user requirement and system must be able to capture each step-in system to make it up-to-date enabling proper monitoring.

Offices mentioned in point 1,2,3 includes computerization of activities of respective PA including facilities to maintain daily appointment, meetings, call register, Alerts in SMS and Dashboard, note taking, maintain directory of contacts, daily dak entry and forwarding to respective unit under File Tracking module.

File Tracking includes creation of Note sheet and its printing.

File Noting can be made in Hindi also.

All unit and there controlling officer shall work through dashboard showing summarized actions, pending works, new work, completed task etc. with facility to complete task of each desk for reporting and monitoring. Proper Alert of pending task shall be given also.

User must be able define their task list and completion time and can priorities their task.

System shall be based on web based technology with responsive design. At individual desk standalone application may be deployed depending upon functionality suitable but all data shall be accessed from central server over Internet/Intranet, so as to provide an integrated system with update information either in web form or desktop application.

For authentication password and SMS OTP based system may be adopted in highly secure activity. However, the process of authentication method subject to change as per decision of AIIMS Academic Section.

While quoting for the scope of work please keep in mind the comprehensive computerization work of Academic Activities as described above, also in clauses 1.0. You may also like to understand the functioning and requirement different units, by visiting the Academic Section, on any working day before submitting your quotation.

#### 4.2. Time Frame of Delivery

- A. **Phase – I:** Delivered Within 30 Days of issue of work order.
  - (a) Learning Management System
- B. **Phase – II:** Delivered within Six Month of issue of work order
  - (a) Academic Management & Student Information System.

Both shall must be made delivered and operationalize latest by \_\_\_\_\_.

Note: Delivery and Installation shall be done of each module in parts as and when completes to enable early implementation as soon as possible



### 4.3. Deliverables

The deliverable of the project is the

- (i) Tested, running software application installed in infrastructure provided by AIIMS with media of installation.
- (j) User Manual, Training, Complete Source Code with database scheme detail.
- (k) Six-month maintenance warranty of software for any bugs.
- (l) Final Delivery will treated after delivery of both phase and warranty starts after Final Delivery Made.

Note : Vendor shall specify and in form in writing about requirement of infrastructure for hosting and deploying the software application.

AIIMS Reserves the right to build further on provided software source code.

## 5. General clauses

### 5.1. Standard of performance

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the A.I.I.M.S. The Bidder shall always support and safeguard the legitimate interests of the A.I.I.M.S., in any dealings with the third party.

The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.

The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and Requirements.

The prices quoted for the items/services shall under no condition change during the period of agreement. The rates should be quoted for Director, AIIMS.

### 5.2. Subcontracts

The Bidder shall not without written consent of the A.I.I.M.S. subcontract the awarded contract or part thereof.





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### **5.3. Confidentiality**

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the A.I.I.M.S.'s business or operations without the prior consent of the A.I.I.M.S.

AIIMS also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of AIIMS in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly.

### **5.4. Force Majeure**

Notwithstanding anything contained in the Bid Document, the Bidder shall not be liable for forfeiture of performance security, for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and which was not foreseeable.

### **5.5. Resolution of Disputes**

The A.I.I.M.S. and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.

If, after 20 days from the commencement of such informal negotiations, the A.I.I.M.S. and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism. In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Bidder and the A.I.I.M.S. shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or



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freedom to either the A.I.I.M.S. or the Bidder to interfere in or prevent normal functioning of the Project.

### **5.6. Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Delhi (India) only.

### **5.7. Responsibilities of the Bidder**

The bidder shall be responsible for the successful **Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi** as per the terms and specification and direction of Academic Section, A.I.I.M.S.

The Bidder is not responsible for acquisition of necessary hardware, server, storage, system software, Network Connectivity, running expenses for installation and operationalization of developed software.

### **5.8. Penalties**

In case the vendor fails to successfully deliver the project as per deliverables and scope of work and direction of Academic Section, the performance security deposit shall be forfeited.



**Annexure- I : Quotation Format**

[On the Letter head of Bidder and should be sealed as per instruction with relevant documents]

Reference No.:

Date:

FILE NO. : AIIMS/ACAD/\_\_\_\_/2018

The Registrar,  
All India Institute of Medical Sciences,  
Ansari Nagar, New Delhi – 110029.

Dear Sir,

I/ We hereby submit our quotation for **Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi as per scope of work and detailed discussion and observation of office procedure at Academic Section.**

Description	Rate in INR for complete project including all taxes and others (in figure)	Rate in INR for complete project including all taxes and others (in words)
<b>Development of Software Application for Learning and Student Management Systems for AIIMS, New Delhi as per scope of work, clause 1.0 and detailed discussion and observation of office procedure at Academic Section, Including Training and User Manual and deliverables as per clause 4.3</b>		

Note:

1. The rates shall be inclusive of all cost as well as duties and taxes paid or payable.
2. Following Document shall be enclosed: with this quotation :-
  - a. Copy of PAN Card of Firm/Company
  - b. Experience Certificates.
  - c. Undertaking on Rs. 10/- Non Judicial Stamp of Non blacklisting from any government agency.
  - d. Undertaking on Rs. 10/- Non Judicial Stamp to provide deliverable as per clause 4.3 in given time frame.

Date:.....

(Signature) .....

Place..... (in the capacity of:..... )

Duly authorized to sign Bid for and on behalf of .....