

SUPERINTENDENT
JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL,

BHAGALPUR-812001

www.jlnmchbhagalpur.org

Cost of Tender Form-1,000/-Rs

Dated.....

M/S.....

.....

.....

(To be returned duly completed latest by till 5.00 PM otherwise tender shall not be accepted)

TENDER FOR REPAIR AND MAINTENANCE CMC OF MEDICAL INSTRUMENTS AND EQUIPMENTS

Medical Superintendent, Jawaharlal Nehru Medical College and Hospital, Bhagalpur invites sealed bids for repair and maintenance of Medical Instruments and Equipments installed at various departments of this hospital for a period of 2 (two) years. Tender form complete in all respects along with EMD of Rs. 50,000/- in form of DD/ Banker's Cheque in favour of Superintendent, Jawaharlal Nehru Medical College and Hospital, Send through registered post to Medical Superintendent up to 5.00pm on The tender will be opened on at 11.30 am . If any representative of the tenderers wishes to be present at the time of opening, he can do so. Tender received late will not be entertained. In any case this day is declared a holiday, tender will be opened on the next working day at same time and place. Tender is required to be submitted in **two bids** viz 'Technical Bid' and 'Financial Bid' separately super scribing on the envelopes as 'Technical Bid' and "Financial Bid" respectively mentioning the Annexure and Name of the Tenderer. Each and every page of the quotation is to be serially numbered and duly signed by authorized bidder/signatory. Both the envelopes are to be put in a single envelope super scribed "Tender for CMC of Medical Equipment and Instruments "and name of the bidder and specifying the number of sealed envelopes enclosed/inserted. Tenders should be submitted in a wax/lac sealed envelope addressed to the Medical Superintendent, Jawaharlal Nehru Medical College and Hospital, Bhagalpur. The rates should be typed both in words and figures, free from erasing and over writing and error in typing. Any erasing/error correction must be attested by the bidder otherwise the rates in r/o that particular item shall not be considered. Covering letter should indicate the list of enclosures. List of equipment is enclosed as **Annexure-A** Terms and conditions of the contract is enclosed as **Annexure-B** and format of undertaking is enclosed as **Annexure-C**. Medical Superintendent reserves the right to reject any tender or all without assigning any reason therefor.

Superintendent
Jawaharlal Nehru Medical College
& Hospital, Bhagalpur

Annexure –B

TERMS AND CONDITIONS

Tender is required to be submitted in **two bids** viz ‘Technical Bid’ and ‘Financial Bid’ separately super scribing on the envelopes as ‘Technical Bid’ and ‘Financial Bid’ respectively mentioning the Annexure and Name of Tenderer. Each and every page of the quotation is to be serially numbered and duly signed by authorized bidder/signatory. Both the envelopes are to be put in a single envelope super scribed “Tender for CMC of Medical Equipments and Instruments” and name of the bidder and specifying the number of sealed envelopes enclosed/inserted. Tenders should be submitted in sealed envelope addressed to the Medical Superintendent Jawaharlal Nehru Medical College and Hospital, Bhagalpur .The rates should be typed both in words and figures, free from erasing and over writing and error in typing. Any erasing/error correction must be attested by the bidder otherwise the rates in r/o that particular item shall not be considered. Covering letter should indicate the list of enclosures. List of equipments is enclosed as **Annexure-A** Terms and conditions of the contract are enclosed as **Annexure- B** and format of undertaking is enclosed as **Annexure D**.

Technical assessment will be evaluated on the basis of credential reports and experience of similar work.

A) Technical bid:- This should include following:

1. EMD in the form of D.D./ Bankers Cheque only.
2. Experience certificates in token of proof of two years experience in maintenance of medical equipments/instruments of same/similar specifications and configuration Preferably in hospitals having 500 beds or more With each certificate, the certified copy of the Work Order along with list of equipments maintained with model, if available, must be enclosed.
3. Undertaking for providing CMC for minimum 2 (two) years as per Performa given in **Annexure –B**.
4. Authority letter from manufacturer/ authorized service provider certificate in case bid is submitted by authorized agent.
5. Authority letter(s) of various principals /Superintendent whose equipments/instruments the bidder is authorized to offer “after sales service”.
6. Work shop setup to cater repair of equipments.
 - Basic amenities for general electro mechanical repair of equipments.
 - Electronic Repairs
 - Devices and equipment used in calibration of equipment.
 - Optical devices repair.
7. Details of Technician/Engineers.
8. ATO of Rs. 1 Crore for the last Financial year with Audited Balance sheet by C.A

B) Financial Bid:- It should comprise the following:-

The information given in technical bid should be reproduced with prices against quoted Equipments. Any deviation in this regard will render the bid liable for rejection. The prices should be quoted on lump sum basis over and above which GST, if attracted, only shall be payable which should be spelt out/added exclusively. The rates of compatible and manufacture-origin spares for each equipment/instrument should be submitted extra. All the rates shall remain firm for a period of 2 (two) years. **In case of CMC (comprehensive maintenance contract) the rates should be quoted inclusive of spares.**

Only technical bid (un-priced) shall be opened first and shall be referred for the technical evaluation. The financial bid of only those bidders whose technical bid is found acceptable by the technical evaluation committee will be considered for award of tender.

Eligibility: the firm must have minimum one years experience in undertaking the repair and maintenance work of medical equipments and instruments in reputed hospitals (Proof of experience must be attached. Technical assessment will be evaluated on the basis of work. The firm must have experience on:-

- Anesthesia and ICU Equipments
- Laboratory Equipments
- Physiotherapy Equipments
- Eye, ENT and general equipment

OT Equipment/ Freeze

1. All types of Spares and accessories should be available with the vender for quoted equipments.
2. Firm must have proper workshop to cater to repair of equipments of 500 bedded or more with technical support and test & tooling infrastructure for general, electro-mechanical, electronic, optical and other allied repairs of equipments/instruments. Besides, the firm must have devices/equipments for calibration of equipments which should be certified by an accredited laboratory proof of which must be submitted with the technical bid. No additional cost will be paid for calibration and other safety documentation.
3. The manufacturers or their authorized service agents/authorized dealer of the equipment, special experience in repair of specific equipments installed in OT, and Pathology Lab may be accorded preference in award of tender at the discretion of the Medical Superintendent.
4. Details of technical support staff on regular establishment rolls of the firm mentioning their qualification, service period, and previous employment must be submitted along with the technical bid. The certificates of at least 03 (Three) Principal Employees' must be submitted failing which the firm may not be found fit on the parameters of skills and experience.
5. Earnest Money of Rs50,000/- only is to be deposited along with the tender either through Banker's cheque or D.D payable in favour of " Superintendent ,Jawaharlal Nehru Medical College and Hospital, Bhagalpur ". The EMD deposited with earlier tenders will not be adjusted against this tender. Tenders without EMD will not be entertained. This shall be placed in the technical bid envelope.
6. The bid shall be valid for a period of 60 days whereas the rates quoted shall be valid for 2 (two) Years from the date of award of work.
7. Repair should be conducted as per standard accepted guideline for equipment repair.
8. CMC holder is free to take precautionary measures for assigned equipment in order to maintain the integrity of components of equipment.
9. Rates should be quoted for each item separately and it should not be for all the equipments as a whole on grouping basis as CMC Each time repair of all equipments (as applicable) shall be decided on stand-alone/singularity basis.
10. The tenderer is required to submit an undertaking as per the Performa enclosed on a stamp paper of Rs.100/- along with contract.
11. Tax rate should be mentioned along with rates separately
12. The bidder shall have to provide **four** Regular preventive maintenance services in a year, besides attending any number of calls as and when required. CMC holder should also calibrate equipment free of cost at regular intervals.
13. Each and every complaint /call will be attended within 24 hours, failing which next successful bidder(s) and/or other outside firms/companies can be approached to repair the machines/equipments at the risk and cost of the firm to which the CMC has been originally awarded. In case any equipment witnesses break-down for more than 120 hours for want of visit and/or non submission of estimate, a penalty of 2% of the total cost of the CMC of the equipment per day may be levied till it is repaired and final acceptance certificate is issued by the department concerned. In case the bidder submits the estimate within time and does not receive any communication thereon in next 5 (five) working days, he shall be free to undertake the repairs for which he can not be denied the permission and/or gate pass required, if any, however, the equipment/instrument shall be returned under all cases within a week of its removal from the hospital premises. If the repairs are likely to take longer than a week, prior permission in writing of the head of the department shall be taken which may also be subject to providing an alternative

equipment/instrument at the cost of the bidder/firm.

14. Repair should be done in the hospital premises, as far as possible. If it is necessary to take to equipments to the work- shop proper written permission or gate pass should be obtained from competent Authority.
15. Firm's representative/engineer shall be required to specify which spare parts need to be changed/replaced on the service report before leaving the hospital premises. Any change in estimate thereafter will not be summarily acceptable.
16. Payment will be made on quarterly basis, after submission of bills in triplicate along with satisfactory service report in triplicate duly verified by the HOD or I/C of user unit. The respective/ Mfd. Company invoice in details to confirm the genuineness of spare and price.
17. It may also be noted that there should be no negligence in providing services of any type, if any, complaint is received the contract will be terminated with immediate effect.
18. The firm should provide standby arrangement for equipments involved in direct patient care.
19. Repairs to be undertaken should be within specified configuration and maintaining the integration on internal circuit of equipment, any deviation on configuration/ specification the repair will not be acceptable. After repairs, a certificate to the effect that the equipment is in working order and safe for patient care and non-hazardous for the handler shall be submitted by the CMC holder.
20. In case, the contractor notices any part of the equipment missing, the same shall be brought to the notice of the officer In-Charge and HOD, otherwise responsibility for the same will be fixed on the CMC holder/contractor.
21. Firm is responsible to provide electrical and patient safety certificate after major repair of equipments which are used for direct patient care.
22. Photocopy of GST No and PAN No. should be enclosed with the tender.
23. Tender forms are not transferable.
24. The quotation should be unconditional.
25. Any act on the part of the contractor to influence anybody in the hospital shall make his tender liable for rejection.
26. In the event of any breach/violation of conditions of the contract, security money is liable to be forfeited.
27. The interested bidders may inspect the equipments/instruments being put to the tender for the maintenance may inspect the same from 10.00 AM to 3.00 PM on any working week day – with the aid of CMC Cell of the hospital-to satisfy themselves about the condition thereof. Submission of the tender in itself would be a presumption that the equipments/instruments were inspected and the bidders have understood and accepted all the terms and conditions.
28. Security deposit by the successful bidder will have to be deposited in the form of Bank Guarantee for the amount decided at the rate of value of the contracted amount in the favour of **Superintendent Jawaharlal Nehru Medical College and Hospital, Bhagalpur, payable at Bhagalpur.**
29. Contract holder will not be allowed to sublet the work to any other agency.
30. If any Tenderer fails to fulfill the above terms or violate any above terms his tender will be rejected summarily without assigning any reason or justifications.
31. The quantity mentioned against each items in annexure A is provisional and liable to change. However the exact quantity will be intimated at the time of award of

- contract
32. CMC Contract will be valid for only **two years** from date of award which can be extended by competent authority.
 33. Company should submit a letter mentioning the person deputed/ representative is authorized on behalf of company stating the name of person, address and designation by competent authority.

Superintendent
Jawaharlal Nehru Medical College
And Hospital, Bhagalpur

Annexure C

Format of undertaking to be submitted along with tender for annual maintenance contract for medical equipments / instruments.

TO BE SUBMITTED ON A STAMP PAPER OF RS.100/- :

UNDERTAKING :

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I undertake that each and every complaint /call will be attended within 24 hours, failing which other successful bidders firms / companies will be approached to repair the machines/ equipments and expenses will be borne by our company at same time a penalty of 0.5 % of the total cost of the AMC/CMC of the equipment per day for the period in the event of equipment remaining out of order be levied on us.
4. I, the undersigned hereby bind myself for Annual Maintenance Contract CMC of equipments/instruments as per list enclosed to Medical Superintendent, Jawaharlal Nehru Medical College and Hospital, Bhagalpur during the period of contract.
5. The earnest money of Rs50,000/- deposited vide Banker Cheque/Demand Draft no. _____ Dt. _____ is attached herewith.
6. Should any delay occur on the part of making equipment functional, the hospital shall stand authorized to get the necessary repairs done from other sources and deduct the amount incurred on such repairs from our bills dues.
7. The conditions herein contained shall form part of and shall be taken included in the agreement itself.
8. The decision of the Medical Superintendent will be final and binding upon me.
9. That the spares supplied by me would be compatible with equipment and according to specifications provided by the manufacturer company with best quality.
10. That if spares supplied by me are found to be of defective or beyond repair the same shall be replaced by me at my own cost.
11. That I shall maintain the equipments and ensure timely visits to avoid any hardships.
12. That I shall keep the fact in mind that equipments are vital in a hospital and arrange for early repairs in the best interest of patient care.
13. That I hereby undertake to bear any loss or damage caused to the hospital authorities through the usage of equipment/instruments repaired/serviced by me.

Signature of Bidder

Name:

Address:

Contact No.