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REQUEST FOR PROPOSAL (RFP)

SUPPLY & INSTALLATION OF “NURSE CALL SYSTEM” AT NEWLY CONSTRUCTED CENTRES OF DHUBRI, NALBARI, NAGAON, SIVASAGAR, TINSUKIA and GOLAGHAT CANCER CARE HOSPITAL

Tender Ref No. ACCF/NCS/2025-26/95 Date:13/03/2025

CORRIGENDUM-1

Date: 29-03-2025

Pre-Bid Query Resolution

No	Tender term no and pg. no	Tender terms	Changes / amendment / clarification required	ACCF Amendment / Clarification
1	Section-III 3. Tender Details Point No:8	7 years CMC after expiry of warranty period. If separate rates are not asked, then CMC shall be 4 % per year and AMC shall be 2 % per year of the total quoted value with 3% increase on each year from previous year starting from 4th year.	Our understanding : CMC rate will be fixed at 4% per year for the first 4 years. After 4 years, there will be an increase of 3% per year. Is this correct?	2 year warranty post that 1 year CMC will be at 4% of quoted value. 5th year onwards CMC value will be given with 3% increase from previous year.
2	Section-III 3. Tender Details Point No:13	70% Payment shall be released against successful delivery. 30% shall be released on successful installation and final acceptance certificate from the user/Site Engineer/BME	Since cable and conduit will be supplied first, can we submit separate bills for cable + conduit ? separate bill for NCS material? In this case, will 30% of cabling bill be pending till the entire work is completed ?	30% will be released on completion of entire work of NCS.

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3	Section-IV 4.1 Schedule of Requirements Point No:1	VDE/ CE CERTIFIED controller unit	Will self certificate suffice?	All proposed systems must possess CE/VDE, ISO. The CE/VDE must explicitly list the product as a Nurse Call System. Certificates referring to any other product name will not be accepted.
4	Section-IV 4.1 Schedule of Requirements Point No:2	14 inch or more LCD colour Display	None of the reputed brands like Acer, Samsung, LG, Panasonic etc have 14inch screens. So we request you to mention 19 inch minimum requirement instead of 14 inch.	Sizes above 14 inches are acceptable.
5	Section-IV 4.1 Schedule of Requirements Point No:3	antimicrobial tactile illuminated graphical switch	Please change to :antimicrobial tactile graphical dome switch to accommodate all vendors. Also illuminated switches can irritate patients during night time.	Illuminated graphical switches are required to indicate that a call has been generated
6	Section-IV 4.1 Schedule of Requirements Point No:4	Integration of auto detach on pullcord force of 12 kg required with back box	Request you to remove this feature to accommodate all vendors since it is not an essential feature.	No Change
7	Section-IV 4.1 Schedule of Requirements Point No:6	An auto fault detachment feature for smooth operation in case 1 module gets faulty	Request you to remove this feature to accommodate all vendors since it is not an essential feature	No Change
8	4.2 Technical Specification Point No:2	All communication shall be through addressable loop wiring via CAT5/ CAT6 Cables	Every manufacturer has different types of architecture. Kindly remove the word "looping	Loop wiring will help reduce the amount of Cat-6 cable needed. Therefore, we require the looping modality exclusively

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9	4.2 Technical Specification Point No:3	The device must have a detachable notification facility; if someone pulls this cable, the device should detach from the panel without causing damage to the main bedside panel.	Request you to remove this feature to accommodate all vendors since it is not an essential feature. For eg : our unit is so sturdy that only inhuman effort can detach the handset	No Change.
11	4.2 Technical Specification Point No:6	The Door Display Unit consists of a minimum 5 color LEDs for Indication with separate section	The Door Display Unit consists of a minimum 5 color LEDs for Indication of 5 different call status	Acceptable
12	4.2 Technical Specification Point No:6	The nurse call system must be certified with CE and RoHS compliance	The nurse call system must be certified with CE or RoHS compliance. Self certificate will be provided.	CE/RoHS is acceptable
13	5.1 Pre-Qualification of bidders 5.1.1(v)	Should have supplied Nurse call system to at least different hospitals	Value missing	Should have supplied Nurse call system to at least 5 (five) different hospitals
14	5.1 Pre-Qualification of bidders 5.1.1(vi)	Should have an average annual turnover (Manufacturers/Importer) of Rs. 1.5 Crores	Must have 7 years of experience in manufacturing /Dealing/ Importing of similar items. 3 year old companies may not be able to handle such projects.	No change
15	NA	NA	Sms feature can be included for long pending and emergency calls	No change
16	NA	NA	Call forward feature can be included so that calls get forwarded to main nurse station when the actual nurse station is lightly staffed	Call transfer facility will suffice the requirement
17	NA	NA	Floor plan based display can be included in specification	No change

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18	2.6.3 Earnest Money	EMD of unsuccessful bidders will be discharged/ returned via e-portal.	Requesting EMD Exemption for bidder having MSME certificate	No change
19	SECTION-III 3. Tender Details 13 Payment Timeline Page No- 25	70% Payment shall be released against successful delivery. 30% shall be released on successful installation and final acceptance certificate from the user/Site Engineer/BME	Requesting to amend: 70% Payment shall be released against successful delivery. 20% shall be released on successful installation 10 % on final acceptance certificate from the user/Site Engineer/BME	No Change
20	SECTION V: 5 Eligibility Criteria 5.1. Pre-qualification of Bidders:	(vi) Should have an average annual turnover (Manufacturers/Importer) of Rs. 1.5 Crores or more in the last three (3) financial years certified by the Chartered Accountant as per the format at Format T8.	Requesting to amend - average annual turnover (Manufacturers/Importer) of Rs. 75 Lakh or more in the last three (3) financial years	No Change
21	SECTION V: 5 Eligibility Criteria 5.1. Pre-qualification of Bidders	(vii) Must have three years of experience in manufacturing /Dealing/ Importing of similar items.	Requesting to amend - (vii) Must have two years of experience in manufacturing /Dealing/Importing of similar items.	No Change
22	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	This software should facilitate the management and monitoring of calls through a serial bus, displaying them on an LCD screen via receivers in each nursing station.	5 Nursing stations in a centre. Around 60 nos of total units like Bed Units, Pull units, Door units are in a centre. So all 60 units need to be displayed in a LCD screen as per Nurse station. Please amend LCD screen Size with specification.	No change

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23	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	1. Users can effortlessly add an unlimited number of hospitals with hardware support	Is there any connectivity like Optical Fiber or Cloud based system in between hospitals? Please mention.	Vendor has to do complete installation of the system
24	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	2. The software accommodates the addition of any number of nursing stations, each equipped with up to 24 rooms.	As each nursing station has maximum 32 nos of unit. Limitation will be 32 nos of unit	Accepted
25	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	3. Users have the ability to simultaneously monitor real-time data from multiple nursing stations.	Real time Data will be close to real time data. As Linux OS is not Real time OS.	No Change
26	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	6. Includes a call transferring feature: calls will be automatically redirected to the nearest nursing station if not attended to within a specific timeframe.	Nearest nursing station will be available from a mapping Nearest nursing station table.	Accepted

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27	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	7. Provides an SMS facility for sending notifications to designated numbers in case of emergency calls or call transfers	SMS can be sent from SIM Card or Cloud based SMS System. If from SIM card, SIM card should be provided by ACCF. As per TRAI, there is a limitation of SMS sending from a SIM card, 200 nos of SMS can be send from a SIM card on a single day. If it is from Cloud based SMS System, Internet connection should be supplied by ACCF and there is no limitation of SMS per day.	Facility should be there. End units like SIM & Internet will be provided ACCF
28	4.2 Technical Specifications (Dhubri): xi. Central Monitoring Software Page No-38	8. It should have facility escalation of one nurse station to adjacent nurse station whenever respective nurse station not attendees	Adjacent nursing station will be available from a mapping adjacent nursing station table	Accepted
29	Section-IV 4.1 Schedule of Requirements Point No:2	14 inch or more LCD colour Display	32-inch Android TV	Accepted
30	New Point		Power supply at every bedside unit	power supply will be provided at Nurse station location only.

Other terms and conditions of tender remain the same.

-Sd-

ACCF