



**Tender Reference No.: ACCF/NCS/2025-26/95**

**Dated 13<sup>th</sup> March 2025**

## **e-TENDER DOCUMENT**

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

**ASSAM CANCER CARE FOUNDATION**

**3rd floor, V.K. Trade Centre, G.S. Road, Opp. Down Town Hospital,  
Guwahati – 781022, Assam Ph: +91-90852 02020**

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## NOTICE INVITING TENDER

Tender Reference No.: ACCF/NCS/2025-26/95

**Online Bids** through e-Tender portal <https://assamtenders.com> are invited from eligible bidders for supply, installation and commissioning of “**Nurse Call System**” as per the particulars mentioned below:

### 1. Important Dates of e-Tender

Sl. No.	Particulars	Date and Time
1.	Publish Date	13 <sup>th</sup> March 2025
2.	Pre-bid meeting	Time: 1200 Hrs Date: 20 <sup>th</sup> March 2025 <b>Venue:</b> At ACCF office or Online on MS Team link will be provided on ACCF website
3.	Submission of Pre-bid meeting queries in writing or vide E-mail.	Date: 20 <sup>th</sup> March 2025 Time: 1700 Hrs E-mail: <a href="mailto:procurement@accf.in">procurement@accf.in</a>
4	Last Date of online bid submission	3 <sup>rd</sup> April 2025, 1500 Hours
6	Technical Bid Opening (online)	One hour after bid closing
7	Demonstration of Equipment / Material. <b>(if required by the Tender Inviting Entity for some equipment)</b>	To be informed to those bidders whose bids are found to be technically responsive based on documents furnished in technical bid.
8	Date of opening of Price Bid (Online)	To be informed to the qualified bidders

## 2. Brief Schedule of Requirement

Sl. No.	Brief Description of Item	Location of the Hospital	Bid Security / EMD (In Rs)	Timeline for Delivery/ Installation / Completion	Tender Processing Fees (in Rs)	Brief Eligibility Criteria
1	Supply and Installation of "Nurse Call System"	DHUBRI, NALBARI, NAGAON, SIVASAGAR, TINSUKIA, GOLAGHAT	50,000/- each	Within 60 form the date of issue of Work Order/availability of work front	500/-	Manufacturer /Importer/ Authorized dealer

**\*Note: If any bidder wants to participate for one or more locations, bidders need to calculate the EMD as per the locations quoted for. Cumulative EMD shall be deposited online and the remaining amount needs to be claimed as exemption.**

The bid document with all information relating to the bidding process including eligibility criteria, bid evaluation, bid submission and other terms & conditions are available in the e-Tender Portal <https://assamtenders.gov.in> The bid document is also available at website: [www.assamcancercarefoundation.org](http://www.assamcancercarefoundation.org) . ACCF reserves the right to accept or reject any part thereof or all the bids without assigning any reason thereof.

**Sd/  
Authorized Signatory  
Assam Cancer Care Foundation**

# SECTION I

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## 1. Introduction

### 1.1 About Tender Inviting Entity

- 1.1.1 Tata Trusts have signed an MoU with Government of Assam (“GoA”) to optimally plan, design and implement a distributed hierarchy of cancer care facilities. The distributed care model was conceptualized by the Trusts and the Government of Assam to create patient-centric cancer institutions to deliver standardized and affordable care closer to patients’ homes (hereinafter referred to as “Program”). Currently, ACCF operates 7 cancer hospitals across the state of Assam and 10 more will come up in the coming years.
- 1.1.2 The Program is being implemented through a special purpose vehicle called Assam Cancer Care Foundation (“ACCF”). ACCF is a company registered under Companies Act, 2013 with license under section 8(1) of the Act. The registered office is situated in Guwahati, Assam. Assam Cancer Care Foundation is a joint partnership between the Government of Assam and Tata Trusts. It was set up in December 2017 to create a first-of-its-kind, three-level cancer grid in the state

### 1.2 Scope of the Bid

- 1.2.1 The Assam Cancer Care Foundation (ACCF) is responsible for procurement and (or) price discovery of different medical equipment, instrument, furniture and other installations, centrally through an open tendering process for all its Cancer Care Hospitals being constructed at different location in the State of Assam.
- 1.2.2 The bids are invited by ACCF for the supply, installation and commissioning (including training) of the equipment/installations, the details of which are mentioned in **Section IV** (Schedule of Requirement), needed for different cancer care hospitals being constructed by ACCF. The main objective is to obtain competitive price through centralized procurement and ensure after sales service to the equipment procured under this bid. ACCF will undertake and oversee the procurement process to ensure that the successful bidder(s) are engaged for supply and installation of the equipment properly at different locations/institutions as specified and provide the after sales service during the contract period as agreed.

### 1.3 Online Submission of Bid

- 1.3.1 The Applicant is required to prepare and submit the complete proposal documents in the online e-Tender portal (i.e., <https://assamtenders.gov.in>) within due date of submission.
- 1.3.2 All documents including duly filled up forms, formats, instruments and write-up that form part of the proposal should be serially numbered and signed by the Applicant or by the person(s) authorized to sign, as the case may be, on each page before scanning and uploading in the e-Tender portal.
- 1.3.3 Proposal shall be typed or written in indelible ink and shall be signed by a person or person(s) duly authorized to sign on behalf of the Applicant. All pages of the proposal where entries or amendments have been made shall be initialed by the person or persons authorized to sign.
- 1.3.4 Proposals shall be digitally signed as per Class 3 digital certificate by a person or person(s) duly authorized to sign on behalf of the Applicant for online submission.
- 1.3.5 The Applicant is required to submit the hard copies of the technical proposal within due date of submission of the proposal if allowed and EMD (Bid Security) Payment is made in the form of BG/FDR.
- 1.3.6 The Applicant can submit above hard copies either through courier or by hand (with acknowledgement) in the address given below. Non-submission of hard copies of EMD (if not submitted via RTGS/NEFT/Online) within due date and time shall be treated as no-bid and render the bid liable for rejection.
- To,  
The Chief Operating Officer (COO),  
ASSAM CANCER CARE FOUNDATION  
3rd floor, V.K. Trade Centre, G.S. Road, Opp. Down Town Hospital, Guwahati 781022,  
Assam.
- 1.3.7 General guidance for e-Tendering Instructions/ Guidelines for tenders for electronic submission of the tenders have been annexed for assisting the contractor/bidders to participate in e-Tendering.
- 1.3.8 Registration of Contractor/bidder  
Any contractor/bidder willing to take part in the process of e-Tendering will have to enrolled & register with the Government e-Procurement system, through online bidder enrollment in <https://assamtenders.gov.in> (the web portal of Assam Govt. e Tendering). The contractor/bidder/bidder is to click on the Online Bidder Enrollment link for creating their account and register their login Id and Password.
- 1.3.9 Digital Signature certificate (DSC)  
Each contractor/bidder is required to obtain a Class-III Digital Signature Certificate (DSC) (only signing certificate is required) for submission of tenders.
- 1.3.10 Downloading of Bid Documents: The contractor/bidder/bidder can download NIT & Bidding Documents from <https://assamtenders.gov.in>. There is also different search method for searching of published tenders. For downloading the tender documents or to view the information of a tender Digital Signature Certificate is not mandatory. DSC is mandatory only to submit the Bid.

- 1.3.11 Participation in more than one work: A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job all his applications will be rejected for that job.
- 1.3.12 Seeking Clarification: Bidders can ask any kind of clarification via email to the [procurement@accf.in](mailto:procurement@accf.in) any other mode will not be accepted. Bidder need to submit their clarification in the pdf and excel file with column heading of S no, Tender term no & page, Tender term, Clarification/query/proposed amendment, Justification/reason for change.
- 1.3.13 Amendment of Bidding Documents:  
Before the deadline for submission of bids, the purchaser may modify the bidding documents by issuing online corrigendum. The corrigendum will appear on the website <https://assamtenders.gov.in> under "Latest Corrigendum" and email notification is also automatically sent to those bidders who have moved this tender to their "My Tenders" area.
- 1.3.14 Any addendum thus issued shall be part of the bidding documents and deemed to have been communicated to all the bidders who have moved this tender to their "My Tenders" area. In case of any addendum/corrigendum, the system will automatically send e-mails to all bidders who have downloaded the bidding document.
- 1.3.15 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the purchaser may extend, as necessary, the deadline for submission of bids.
- 1.3.16 In case a bidder has already submitted the bid before corrigendum & he/she will be allowed to resubmit the updated bid again without any additional cost of EMD. In that case his updated bid shall be taken for evaluation.
- 1.3.17 Submission of Tenders  
General process of submission, Tenders are to be submitted online through the website <https://assamtenders.gov.in> The tender is a two-cover system and the bidder has to upload their documents as specified in each cover (folder), the first folder is for Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents uploaded should be virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).
- 1.3.18 Technical proposal
- i) The Technical proposal should contain scanned copies of the following:  
Technical Documents  
Note: - Failure of submission of any of the above -mentioned documents will render the tender liable to be summarily rejected for both statutory & non statutory cover.
- 1.3.19 Financial proposal
- i) The Financial bid will comprise the Bid Form and the Price Schedule as per format given in the bidding document. The bidder has to download the given format ("BoQ", .xls file) from the respective tender published at <https://assamtenders.gov.in>, enter rate into the specified cell and upload the same into the folder named "BOQ" on the website <https://assamtenders.gov.in> at the

appropriate place.

- ii) Don't try to rename the file. After entering the rates only save (don't use "Save as" option) and upload it. Important: The Price Schedule are to be uploaded only in e- procurement portal; no hard copy of the same is required to be submitted. Bidder shall quote rate per piece and for destination specified in the bid.

#### 1.3.20 Withdrawal of Bid

- i) Bidder can withdraw their bids before online bid submission closing date. But after online withdrawal, System will not allow that bidder to participate in the same tender again.
- ii) Resubmission
- iii) Bidder can resubmit there bids more than one number of time before the online bid submission closing date and time. In that case his updated bid shall be taken for evaluation.

#### 1.3.21 Help Desk

Help Desk numbers for any kind of support related to e-Procurement: Local Language

Support: 1800 2121 18866(Ext. 2) 0361 - 234 7144, 223 7188 (9:30 am to 5:30 pm)

(Language: Assamese/Bengali/Hindi/English) 24 x 7 Help Desk Number: 0120-4200462, 0120-4001002, 0120-4001005,0120-6277787.

International Bidders are requested to prefix 91 as country code.

(Language: Hindi/English)

e-Procurement Project Manager: 6901 007390

# SECTION II

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## 2. General Instructions to Tenderer (GIT)

### 2.1 Definitions and Abbreviations

#### 2.1.1 Definitions:

The following definitions, which have been used in these documents, shall have the meanings as indicated below

- i) “Government” means either Central or State or both
- ii) “Consignee” means the Hospital/Institute/Entities/ person to whom the goods are required to be delivered as specified in the Contract. If the goods are required to be delivered to a person as an interim consignee for the purpose of dispatch to another person as provided in the Contract then that “another” person is the consignee, also known as ultimate consignee.
- iii) Tender *Inviting Entity* is Assam Cancer Care Foundation.
- iv) “Contract” means the written agreement entered into between the Tender Inviting Entity and/or consignee and the supplier, together with all the documents mentioned therein and including all attachments, annexure etc.
- v) “Day” means calendar day.
- vi) *User Institutions* are the healthcare institutions associated with ACCF for which equipment under this bid is procured.
- vii) “Earnest Money Deposit” (EMD) means bid security/ monetary or financial guarantee to be furnished by a bidder along with its bid or proposal.
- viii) “Goods” means the articles, material, commodities, furniture, fixtures, raw material, spares, instruments, machinery, equipment, medical equipment, associated software, industrial plant etc. which the supplier is required to supply to the Tender Inviting Entity under the contract.
- ix) “Inspection” means activities such as measuring, examining, testing, gauging one or more characteristics of the product or service and comparing the same with the specified requirement to determine conformity.
- x) “**Key Documents**” are the documents as defined under clause 2.14.6 to be submitted in original(hardcopy) within due date as mentioned in NIT
- xi) “Ordering Entity” OR “Purchasing Entity” means an entity entitled for issuing PO to the supplier(s) by virtue of the contract for supply of equipment.



- xii) “Performance Security” means monetary or financial guarantee to be furnished by the successful bidder for due performance of the contract placed on it.
- xiii) “Purchasers” or “Purchasing Entities” are the entities entitled to purchase vide the contract.
- xiv) “Services” means services allied and incidental to the supply of goods, such as transportation, installation, testing, commissioning, provision of technical assistance, training, after sales service, maintenance service and other such obligations of the supplier covered under the contract.
- xv) “Supplier” is the winning bidder with whom the contract is signed for supplied and installation of the tendered item(s).
- xvi) Tender Inviting Entity is the entity that has issued the tender inviting bids form the eligible parties. Here the tender Inviting Entity is “ACCF”.
- xvii) “User Institution” is the health facility where the equipment is installed for uses.

### 2.1.2 Abbreviations

S. No.	Abbreviation	Expansion
1	ACCF	Assam Cancer Care Foundation
2	AMC	Annual Maintenance Contract
3	AERB	Atomic Energy Regulatory Board
4	BG	Bank Guarantee
5	BL	Bill of Lading
6	CD	Custom Duty
7	CGST	Central Goods and Services Tax
8	CMC	Comprehensive Maintenance Contract
9	CIF	Cost, Insurance and Freight
10	CIP	Carriage and Insurance Paid
11	DP	Delivery Period
12	DDP	Delivery Duty Paid named place of destination
13	FOB	Free on Board
14	FOR	Free on Rail
15	GST	Goods and Services Tax
16	GIT	General Instruction to Tenderer
17	GCC	General Condition of Contract
18	HOD	Head of the Department
19	INCOTERMS	International Commercial Terms as on the date of tender

		opening
20	IGST	Inter-state Goods and Services Tax
21	LC	Letter of Credit
22	NIT	Notice Inviting Tender
23	SCC	Special Conditions of Contract
24	SIB/T	Special Instruction to Bidder/Tenderer
25	TED	Tender Inviting Document
26	SGST	State Goods and Services Tax
27	OE	Ordering Entity
28	TIE	Tender Inviting Entity

## 2.2 Contents of the Bid Document:

This “Bid Document” contains the following:

Section	Section Heading
	Notice Inviting Tender
Section-I	Introduction
Section-II	General Instruction to Tenderer
Section-III	Tender Details
Section-IV	Schedule of Requirement
Section-V	Eligibility Criteria
Section-VI	General Conditions of Contract (GCC)
Section-VII	Technical Specifications
Section-VIII	Formats for Submission of Bid
Section-IX	Annexures

## 2.3 Bid Document:

- 2.3.1 The detailed technical specifications and tender terms & conditions governing the supply, installation, commissioning and the after sales service of the tendered equipment/installations are contained in this “**Bid Document**”.
- 2.3.2 The bid document shall be made available in the e-Tender portal for downloading. Bidder shall submit Tender Processing Fee (mentioned in Section III) as described in **Clause 2.6** and non-submission of the same shall be one of the primary reasons for rejection of the offer in the first round.

2.3.3 The documents shall be submitted online through the e-Tender portal Assam tenders portal. Bidders have to enroll themselves in the e-procurement portal and digital signature certificate is required.

**2.3.4 The general guidelines on e-Tender process are as mentioned below:**

2.3.4.1 Details of online submission and e-Tender portal registration is given under Clause 1.2 above.

2.3.4.2 Payment of Tender Processing Fee & EMD: The details of payment of Tender Processing Fee & EMD are mentioned at Clause 2.6.

2.3.4.3 The details of documents (in PDF format) for online submission of technical bid are mentioned at Clause 2.16.

2.3.4.4 The blank price bid format should be downloaded and saved on Bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details and upload the same back to the website

2.3.4.5 Prices quoted by the Bidder shall remain firm during the contract period of 2 years from the date of LoI or signing of the Contract agreement (whichever is later) and not subject to variation on any account. A bid submitted with an adjustable/variable price quotation will be treated as non - responsive and rejected.

2.3.4.6 Incomplete or defective bids are liable for rejection summarily.

**2.4 Verification of Bid Document and Response:**

2.4.1 The Bidder shall examine all instructions, forms, terms and specifications in the Bid Document and verify that all the contents mentioned under Clause- 2.2, are contained in the **"Bid Document"**.

2.4.2 Failure to furnish any information required by the bid documents and submission of an offer not substantially responsive to it in every respect shall be at the bidder's risk and may result in the rejection of the bids, without any further notice.

**2.5 Guidelines for Preparation of Bid**

2.5.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and ACCF, hereinafter referred to as "Tender Inviting Entity", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The **documents to be submitted** online is mentioned in clause 2.16

2.5.2 In the event of documentary proof as required being not enclosed, the Bid shall be liable to be rejected. All pages of the bid, except for unamendable printed literature,

shall be signed by the authorized person or persons signing the bid along with the seal of the bidder.

- 2.5.3 **Language of Bid:** The Bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the bidder and the Tender Inviting Entity, shall be in English language. Supporting documents and printed literature furnished by the bidder may be written in another language provided they are accompanied by an authenticated accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the English translation shall govern.
- 2.5.4 The bid (in English Language only) for the supply of equipment mentioned in Section IV shall be submitted along with detailed specifications. A technical leaflet /brochure / literature shall be furnished.
- 2.5.5 The documentary evidence regarding past performance shall be submitted along with the Bid duly attested by the bidder on every page and serially numbered. Any interlineations, erasures or over writing shall be valid only if they are initialed by the person (s) signing the offer.
- 2.5.6 Bidder shall submit a declaration letter as per the format given as Format T5 and copy of amendments published if any signed by the bidder or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the bid document.
- 2.5.7 An offer submitted in vague /ambiguous financial terms and the like, shall be termed as non-responsive and shall be summarily rejected.
- 2.5.8 Clarifications to specific requests shall be responded through e-mail and general clarifications, affecting all the bidders shall be published in the official website of the Tender Inviting Entity and (or) on e-Tender Portal. However, it shall be the duty of the prospective bidder to ensure that the clarifications sought for has been properly received on time by the Tender Inviting Entity.
- 2.5.9 Bidder is required to quote for all sites.

## **2.6 Payment for e-Tenders (Tender Processing Fee & EMD)**

- 2.6.1 The Tender Processing Fee and EMD shall be paid by the bidder in the following manner:
- 2.6.1.1 The Tender Processing Fee shall be furnished by the bidder through the online portal only. Non-payment of the processing fee shall render the bid liable for rejection.
- 2.6.1.2 The bidder shall furnish the EMD (i.e., Bid Security) amount as mentioned in Brief

### Schedule of Payment.

2.6.1.3 The bidder has to submit EMD (online).

### 2.6.3 Earnest Money Deposit (EMD):

2.6.3.1 The amount of EMD to be submitted per each item tendered by the bidder is mentioned at **Section III** and Non- submission of EMD as mentioned in **Section III** shall be one of the primary reasons for rejection of the offer in the first round.

2.6.3.2 Total EMD amount shall depend on the item(s) the bidder chooses to bid.

2.6.3.3 EMD of unsuccessful bidders will be discharged/ returned via e-portal.

2.6.3.4 The successful bidder's EMD will be discharged upon the bidders' signing the contract and furnishing the performance security.

2.6.3.5 No interest will be paid for the EMD submitted.

2.6.3.6 The EMD shall be valid for a period of not less than **30 days** beyond the date of bid validity and which may be extended further on mutual consent.

2.6.3.7 The EMD will be forfeited, if a bidder.

- a) Misrepresents facts or submit fabricated / forged / tampered / altered / manipulated.
- b) Withdraws bid after opening of technical bid.
- c) A successful bidder, fails to sign the contract after issuance of Letter of Intent/Award
- d) Fails to furnish performance security after issuance of Letter of Intent/Award.

### 2.7 Deadline for Submission, Modification & Withdrawal of Bid

2.7.1 Bidders shall upload all the necessary documents in the e-Tender portal before the last date and time for online submission and the Tender Inviting Entity shall not be held liable for the delay.

2.7.2 The Tender Inviting Entity may, at its discretion, extend the deadline for submission of Bid, in which case, all rights and obligations of the Tender Inviting Entity and the bidders previously subjected to the deadline shall thereafter be subjected to the same deadline so extended.

2.7.3 The bidder can modify or withdraw bids submitted online before the last date & time for online submission. No modification, substitution or withdrawal shall be allowed during the period between last date and time of bid submission till the expiry of bid validity.

### 2.8. Period of Bid Validity

- 2.8.1 The bid must remain valid for minimum period of 180 days from the last date of submission of bid. The Tender Inviting Entity as non-responsive shall reject a bid valid for a shorter period (less than 180 days).
- 2.8.2 ACCF, if required, may request in writing seeking the consent of the bidder for an extension to the period of bid validity. In case of such extension of the bid validity the bidder shall also be requested for the extension of the bid security accordingly.
- 2.8.3 Non-compliance of agreed terms and conditions after the execution of agreement or after issuance of Supply Order will lead to invoking of penal provisions and may also lead to blacklisting/debarring of the successful bidder.
- 2.8.4. Withdrawal of bid during its validity period shall resulted in forfeiture of EMD .

## **2.9 Rejection of Bid(s):**

- 2.9.1 The bids shall be rejected in case the bidder fails to meet the pre- qualification criteria as specified in **Clause 5.1 of Section-V**.
- 2.9.2 At any point of time, the Tender Inviting Entity reserves the right to reject the bid if the bidder fails to fulfill the terms & conditions of the bid document including technical specification, furnishing of relevant document & information in the required format of the tender and demonstration (wherever required) to the satisfaction of Tender Inviting Entity. The affidavit (Format T5), Manufacturer's Form / Manufacturer's Authorization Form (Format T6 / T7 as per the case) must be uploaded with the relevant signature (s) and seals as sought in the format.
- 2.9.3 Conditional or partial acceptance of tender term and conditions or imposition of additional terms and conditions by the bidder shall be liable for rejection;
- 2.9.4 **Conflict of Interest:** The bidders found to have conflict of interest with any other bidder(s) participated in the bid shall be disqualified and their bids shall be rejected. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
  - a) they have controlling partner (s) in common; or
  - b) they receive or have received any direct or indirect subsidy/financial stake from any of them; or
  - c) they have the same legal representative/agent for purposes of this bid; or
  - d) they have 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 bidder; or
  - e) bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in

which the parties are involved. However, this does not limit the inclusion of the components/sub-assembly/assemblies from one bidding manufacturer in more than one bid.

2.9.5 No **alternative bids** shall be allowed the bid shall be liable for cancellation in case of an alternative bid.

## 2.10 Notices

2.10.1 The Tender Inviting Entity shall publish the following information on its website or e-Tender portal at the appropriate time as part of ensuring transparency in the bid process. No separate publishing will be made in newspapers. Bidders are requested to go through online website/portal time to time for updated information.

- a) The bid notices, documents, corrigendum, addendum etc., if any.
- b) Amendments to the bid conditions, if any, especially after the pre-bid meeting.
- c) Results of the responsiveness of the technical bids.
- d) List of bidders qualified for demonstration of equipment (wherever required) and reasons for rejection of unqualified bidders.
- e) Results of the demonstration of the equipment, reasons for rejection of equipment and list of bidders qualified for price bid opening.
- f) Final List of technically qualified bidders.
- g) Summary of Online price bid opening

2.10.2 Notice, if any, relating to the contract given by one party to the other, shall be sent in writing by email or fax and confirmed by post. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract

2.10.3 The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

## 2.11 Other Terms and Conditions

2.11.1 All the terms and conditions in respect of warranty/guarantee, CMC/AMC, Training, etc., mentioned in **Section-IV & VII** shall be complied with.

2.11.2 **Technical Specifications and Standards:** The Goods and incidental Services to be provided by the successful bidder under the contract shall conform to the technical specifications and quality control parameters mentioned in **Section VII** of this document.

- 2.11.3 The Supplier shall be responsible for payment of any charges due to any statutory authorities such as Income Tax, GST, any other taxes and duties.
- 2.11.4 In the event, if it found that there is some statutory deduction to be made at the source, the Tender Inviting Entity will have the right to do so.

## **2.12 Pre-Bid Meeting**

- 2.12.1 A pre-bid meeting will be convened on the date and time as specified in the Notice Inviting Tender to clarify the doubts of the prospective bids. The Tender Inviting Entity reserves the right to amend the terms and conditions as well as technical specifications of the bid document after the pre-bid meeting on the basis of feedback obtained during such meeting with a view to obtain maximum number of competitive bids.
- 2.12.2 Pre-bid meeting is called by the Tender Inviting Entity to explain briefly about the requirements as well as the terms and conditions of the bid document and to get the views of the prospective bidders, or any clarifications sought by the prospective bids on bid terms & conditions / specifications etc., as part of ensuing transparency in the bid process. Response to pre-bid queries, if any, by the Tender Inviting Entity (TIE) shall be based on the written letters from the prospective bidders. However, TIE has the liberty to response only those queries it feels necessary to response.
- 2.12.3 It is an opportunity for the prospective bidder to obtain all the details about the bid items, conditions governing the bids and also to get the explanation of any ambiguous condition that may be present in the bid document. The bidders are requested to submit their queries in writing (letter or E-mail) day before the pre-bid meeting.
- 2.12.4 It is also an opportunity for the Tender Inviting Entity to assess the market and obtain feedback on the technical specifications/features etc., as requested/proposed by the user Institutions, so as to make amendments in the bid document, if required, on the basis of feedback and expert advice.
- 2.12.5 Bidders are requested to send their pre-bid queries (in PDF as well as its editable copy) on to [procurement@accf.in](mailto:procurement@accf.in) at least 3-4 days prior to pre-bid meeting date to enable purchaser to discuss/answer/resolve such queries.
- 2.12.6 Failure to attend the Pre-bid meeting will not be a disqualification, but a loss of opportunity for the prospective bidders to understand about the items bided and the bid conditions.
- 2.12.7 Filled up Bids (Online Submission) will be accepted only after the date of pre-bid meeting.



## 2.13 Amendment of Bid Documents

- 2.13.1 At any time prior to the deadline for submission of Bid, the Tender Inviting Entity may, for any reason, modify the bid document by amendment and publish it in e-tender portal & website of ACCF.
- 2.13.2 The Tender Inviting Entity shall not be responsible for individually informing the prospective bidders for any notices published related to the bid. Bidders are requested to browse e-Tender portal or website of the Tender Inviting Entity for information/general notices/amendments to bid document etc. on a day-to-day basis till the bid is concluded before submission of bid.

## 2.14 Submission of Bid

- 2.14.1 The bids are to be submitted on-line in two parts (i.e., technical & price bid) separately via the e-Tender portal. Each process in the e-tender is time stamped and the system can detect the time of log in of each user including the Bidder.
- 2.14.2 PART-I as TECHNICAL BID shall be submitted online (only) in the e-Tender portal as per the checklist.
- 2.14.3 PART II as PRICE BID BoQ(in the required Format) shall be submitted online only. The price bid format (excel sheet available in e-Tender portal) is specific to a bid and is not interchangeable. The price bid format file shall be downloaded from the e-Tender portal and quote the prices in the respective fields before uploading it. The Price bids submitted in any other formats will be treated as non-responsive. Multiple price bid submission by bidder shall lead to cancellation of bid.
- 2.14.4 The bidder should check the system generated confirmation statement on the status of the submission.
- 2.14.5 **Signing of Bid:** The bidder shall digitally sign on all statements, documents, certificates uploaded by him, owning responsibility for their correctness / authenticity. If any of the information furnished by the bidder is found to be false / fabricated / bogus, the EMD/ Bid Security shall stand forfeited & shall be liable for recommending for blocking of portal registration and blacklisting.

## 2.15 Resubmission of Bid

- 2.15.1 All bid uploaded by the bidder to the e-Procurement portal will be encrypted. The encrypted bid can only be decrypted / opened by the authorized openers on or after the due date and time.
- 2.15.2 Resubmission of bid by the bidders for any number of times before the final date and time of submission is allowed.
- 2.15.3 Resubmission of bid shall require uploading of all documents including price bid a fresh.
- 2.15.4 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
- 2.15.5 The Bidder can withdraw its bid before the closure date and time of receipt of the bid by uploading scanned copy of a letter addressing to the Tender Inviting Entity citing reasons for withdrawal. The system shall not allow any withdrawal after expiry of the closure time of the bid.
- 2.15.6 The bidder should avoid submission of bid at the last moment to avoid the system failure & the like.

## 2.16 List of Documents in Bid Submission:

- 2.16.1 The list of documents (Scanned documents to be uploaded online in PDF format) as a part of Technical Bid (PART I) is as mentioned below:
  - a) Tender Processing Fee -to be paid online on the portal.
  - b) **Earnest Money Deposit** (s) -to be paid online on the portal
  - c) Format – T1 (Check List)
  - d) Format – T2 (Details of Items quoted)
  - e) Format – T4 (Details of Bidder & Service Center)
  - f) Format – T5 (Declaration Form)
  - g) Format – T6 (Manufacturer's Form – in case the bidder is the OEM)
  - h) Format – T7 (Manufacturer's authorization Form – in case the bidder is the authorized Importer / distributor of OEM)
  - i) Format – T8 Certificate of annual audited statements for 2020-21, 2021-22 & 2022-23 (Provisional statement of account shall not be considered) issued by Chartered Accountant both for manufacturer and distributor (if quoted by distributor).
  - j) Format–T9 (Performance Statement during the last three Years)

- k) Copies of purchase orders & end user certificates in support of the information furnished in Format T-9
- l) Format – T10 (Statement of deviation – Technical Specification)
- m) Format – T11 (Para-wise compliance to Technical Specification)
- n) Copy of the Leaflets / Technical Brochures / Product Data Sheets of the Model offered in support of the information provided in Format – T11
- o) Copy of Quality Certificates (valid BIS/ CE/ US FDA/ IEC, etc. & ISO) of the product/ organization (As per Section VII - Technical Specification).
- p) Copy of the GST registration certificate and PAN
- q) Copy of incorporation document i.e., Certificate of Incorporation Registration Certificate /Deed of Partnership.

**2.16.2 No price information to be furnished in the Technical Bid.**

**2.17. Opening of Technical Bid**

2.17.1 The technical bid opening is online. The date of technical bid opening is published in advance. The date of opening of price bid will be decided after demonstration (the items for which is decided by Tender Inviting Entity) for those bidders who qualify in the technical bid evaluation and shall be informed in advance.

**2.17.2** The on-line opening of the technical bid and the price bid shall be done by the Tender Inviting Entity or his authorized representatives as per bid schedule. The prospective bidders or his/her representative can access to the on-line bid opening by logging in to the e-Tender portal with the registered digital signature. ***Bidders or his/her representative shall not come to the office of the Tender Inviting Entity for the opening of either technical or price bids.***

2.17.3 In the event of the specified date for opening of bid being declared holiday, the Bid shall be opened at the appointed time and venue on the next working day.

2.17.4 In the event of the claims in the on-line documents are materially missing or of substantial error or unqualified for want of required qualifications, the bid shall be rejected. *However, minor infirmities in the submission of documents will be allowed to be rectified by obtaining required clarification by the Tender Inviting Entity so as to ensure qualification of maximum number of competitive offers to the final round.*

2.17.5 The bidder shall be responsible for properly uploading the relevant documents in the format specified in the e-Tender portal in the specific location and the Tender Inviting Entity shall not be held liable for errors or mistakes done while submitting the on-line bid.

2.17.6 The date and time of Price Bid will be announced only after the opening of the Technical Bid and demonstration of the features, operation etc. of the equipment by the bidders, if sought for.

## **2.18 Evaluation of Bid**

### **2.18.1 Bid Evaluation Committee:**

- a) The documents submitted as part of the technical bids shall be scrutinized by a duly appointed Bid Evaluation Committee.
- b) The Bid Evaluation Committee may also verify the veracity of claims in respect of the known performance of the equipment offered, the experience and reputation of bidder in the field, the financial solvency, etc.
- c) The decisions of the Bid Evaluation Committee on whether the bidders are responsive or non-responsive will be published.
- d) The demonstration (wherever required) shall be conducted by a Committee called the "Committee" in which external experts from the user or other reputed institutions may also be present.
- e) The composition of technical committee may vary with the type of the equipment to be procured.
- f) The decisions of the technical committee will also be published.

## **2.19 Complaint and Clarification.**

2.19.1 The Tender Inviting Entity may seek clarification or additional information from the bidders in writing (Email or post), if felt necessary, based on the evaluation carried out by the Tender Evaluation Committee or any representation, objection or complaint as the case may be duly received from general public including those who have participated in the tender within a period of maximum 7 days (or more as may be decided by the TIE) from the date of opening of online technical bid.

2.19.2 The Representations/ Objections/ Complaints against any bidder should be duly notarized and accompanied by credible and foolproof evidence before submitting to the TIE.

2.19.3. In case of a complaint or allegation lodged by any other bidder against a participating bidder without any substantial and credible evidence but just to delay and interfere in the process, made by any other bidder participated in the bid the same shall be taken seriously and the complainant may be disqualified for delaying and interfering in the process.

*Note: Credible and fool proof evidence means, a certified copy of the order if it is a court case. If otherwise blacklisted, banned or de-recognized for any specified period, such order must appear in the website or accompanied by an authenticated copy of the order to that effect.*

- 2.19.4 The Tender Inviting Entity shall first review the Representations / Objections/ Complaints against any builder received by it. In case the Representations / Objections/ Complaints are found to be correct and factual in nature before taking any action parties shall be given an opportunity of being heard, if found necessary.
- 2.19.5 No Representations/ Objections/ Complaints shall be entertained, if it is not filed within the meaning and scope of above clauses and any such Representations/ Objections/ Complaints received thereafter shall be summarily rejected.

## **2.20 Demonstration of Technical Specifications & Performance:**

- 2.20.1 Before opening of the Price Bid, if it is decided by the Tender Inviting Entity for certain cases to have a demonstration of the equipment/materials/components for assessing the compliance to the technical specification as indicated in **Section-VII**, then the bidder shall arrange for demonstration of offered items (of the same make & model as offered in the bid) at a mutually agreed location, either directly or through authorized Dealer /Distributors, as the case may be. *Bidder shall not be paid any amount towards expenditure, if any, incurred by the Bidder for organizing the demonstration.*
- 2.20.2 Failure to demonstrate the technical specification or performance of the items to the satisfaction of the technical committee or the Tender Inviting Entity will lead to automatic rejection of the bid and the price bid of such bidders shall not be considered for opening.
- 2.20.3 The right of the Tender Inviting Entity to inspect, test and, if necessary, reject the goods after its arrival at the final destination shall have no bearing of the fact that the goods have previously been inspected and cleared by its technical representatives during demonstration as mentioned above. However, the ground of rejection needs to be recorded with evidence that the item supplied are not in conformity with the technical specification as prescribed.

## **2.21 Price Bid Opening**

- 2.21.1 The opening of the price bid shall be done online by the Tender Inviting Entity or his authorized representative and only the Price Bids of those firms qualified in the detailed scrutiny and technical evaluation (including Pre-delivery Inspection/Technical Demonstration) of the bid successfully.

2.21.2 Price offered shall be in Indian Rupees only. Price should be quoted for the supply, installation, training (wherever necessary) and successful commissioning of the accessories and fulfillment of warranty/guarantee and after sales service to the satisfaction of the user Institution/facility.

2.21.3 Bidder shall quote prices in all necessary fields in the available format (BoQ). The price shall be entered separately in the following manner:

- a) **Basic Price:** Basic price for each line item in the BoQ shall be includes of excise duty / customs duty, packing, insurance, installation, forwarding /transportation (upto the site) with onsite warranty, calibration charges, if any, and excludes GST.
- b) The bidders shall offer the price which shall be inclusive of all the accessories to be supplied with the equipment/installations as mentioned in the technical specification under Section VII.
- c) CMC (Comprehensive Maintenance Contract) Rates as per price schedule (if asked for)
- d) Bidder shall also quote CMC / AMC rates (exclusive of GST) for a period as prescribed under Section-VII, post comprehensive warranty period. The Rates of CMC for the prescribed period shall be shown separately in the respective columns of price bid format. GST shall be paid on applicable rates as per correct HSN Code.
- e) The total AMC/CMC rates offered shall be considered, ***if specifically mentioned***, while tabulating and comparing prices for deciding the lowest qualified bidder.
- f) In case if the respective columns of CMC are left blank in the prescribed price bid format it shall be considered as zero.
- g) Price for consumables to be quoted in the separate price schedule format for only that equipment if specifically mentioned in the technical specification.
- h) The bidder need not quote for the CMC/AMC rate, if the Tender Inviting Entity has already mentioned a predetermined rate (as certain percentile of the contract price) to be adhered by the supplier.

## 2.22 Price Bid Evaluation

2.22.1 The financial evaluation shall be done on the **Basic price** include all costs, taxes, duties, charges which shall be due to the bidder for successful discharge of its contractual obligations including supply, installation, training and warranty, etc., and excluding GST. GST shall be paid at the applicable rate as per the correct HSN code of item(s) supplied, only against GST invoice.

2.22.2 Conditional bids shall be liable to be rejected.

2.22.3 CMC & Cost of reagents shall be considered for financial evaluation, if specifically mentioned.

2.22.4 The **Bidder(s)** will not be allowed at any time on any ground whatsoever, to claim revision of or modification in the unit rates quoted by them. The representation of any Bidder that computation/ typographical or clerical error etc. has been committed in the bid and request for reversion on such plea shall not be entertained after opening of the bid. Only total price (unit rate multiplied by given factor in the bid) can be corrected and not the unit rates.

## 2.23 Price Reasonableness

2.23.1 The bidder shall ensure that the rates quoted for each item are reasonable and are at par with the rate it has supplied to any other buyer in India or outside, for same or equivalent item (make, model and specification) in last one year.

2.23.2 The Tender Inviting Entity is not bound to accept the lowest evaluated responsive bid, if the quoted price is found to be unreasonable. The TIE will have following options available with it in case the price quoted by the preferred bidder (L1 price) is found to be unreasonable.

- a) Cancel the tender and go for a fresh bid with or without revised terms and conditions.
- b) Seek clarification on quoted price from the L1 bidder and negotiate for an acceptable price, seeking a revised price bid from the L1 Bidder.

## 2.24. Award of Contract

2.24.1 The contract will be awarded to the lowest evaluated responsive bidder (the one who is lowest in total BoQ quote), adjudged vide the financial bid evaluation of all the technically qualified bidders subject to:

- a) L&T Limited (the principal construction contractor of the project) refuses to execute tendered item on its own at L1 price and
- b) If the Tender Inviting Entity not convinced with the price and found it unreasonable.

2.24.2 Before expiry of the bid validity period, the Tender Inviting Entity will notify the successful bidder(s) in writing or by E-mail that its bid, has been accepted, also briefly indicating therein the essential details like description, specification and quantity of the goods & services and corresponding prices accepted. This notification is undertaken by issuing a Letter of Intent (LOI) by the Tender Inviting Entity.

2.24.3 The successful bidder shall deposit required performance security amount and sign the contract within prescribed timeline , failing which the EMD may be forfeited, and the award may be cancelled.

2.24.4 The Notification of Award shall constitute the initiation of the Contract. This contract shall be valid for 2 years from the date of issue of LoI or from the date of signing of the contract agreement, whichever is later.

## **2.25 Signing of Contract**

2.25.1 The successful bidder shall execute a contract (in the format as given in Annexure-I) with the Tender Inviting Entity (i.e. ACCF) for ensuring satisfactory supply, installation, commissioning and the after sales service/support during the warranty period.

2.25.2 The successful bidder shall submit bank guarantee in the format as per Annexure V, as performance security. Promptly after notification of award, within 15 days from the date of intimation or issue of LoI, the successful bidder shall execute the contract (format given in Annexure I) on Rs.100/- stamp paper purchased in the name of the successful bidder, duly signed and dated, to the Tender Inviting Entity by post or in person. The successful bidder, wherever applicable, 3 (three) months prior to the completion of Warranty Period, may execute/extend the contract for Comprehensive or Annual Maintenance (CMC/AMC) with the Tender Inviting Entity, and which shall commence from the date of expiry of the warranty Period. However, TIAN reserves the right to enter into the AMC/CMC with the supplier.

2.25.5. In case of parallel rate contracts with L2 & L2 bidder the maximum quantity to be allocated to each of them shall be restricted to 30% of the total ordered quantity during the contract period. However, the first preference shall be given to L1 bidder in each occasion the order is placed.



# SECTION-III

## 3. Tender Details

S. No	Item	Descriptions
1	Validity of Bid	Bids should be valid for a minimum period of 180 days from the last date of submission of Bid.
2	Validity of Bid Security /EMD	30 (thirty) days beyond the final bid validity date (total 210 days).
3	Performance Security	5% of the contract/order value (from the successful bidders). Successful bidder need to submit the Performance security against Letter of Intent (LOI) within 15 days from the date of LOI.
4	Validity of Performance Security	valid for 30 months.
5	Price Validity	Price shall remain valid for the entire contract period of 2 year and no price revision shall be allowed during the contract period. Price validity may be increased beyond 2 year on mutual consent.
7	Warranty	24 months from the date of Commissioning
8	CMC/AMC period (wherever applicable)	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 4 <sup>th</sup> year.
9	Preventive maintenance visits to all installation site during Warranty/CMC or AMC period	One visit every six months (2 visits in a year) for periodic/preventive maintenance and any time for attending repairs/break down calls
10	Frequency of payment of CMC or AMC charges (if taken)	Payments shall be on a six-month basis as per the approved rate of CMC/AMC.
11	Signing of Contract.	15 days from the date of issuance of Letter of Intent.
12	Completion of Supply, Installation and Commissioning.	Within 60 days form the date of issue of Work Order/availability of work front
13	Payment Timeline	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
14	Maximum time to attend any Repair call	Within 48 hours
15	Uptime in a year	98%

## SECTION IV

### 4.1 Schedule of Requirement(Nalbari, Golaghat, Nagaon, Sivasagar, Tinsukia)

SL.No.	ITEM DESCRIPTION	QTY	UNITS
	Nurse Calling System		
1	<b>Nurse Station Controller Unit / System Switch</b> Supply, Installation, Testing & Commissioning of VDE/ CE CERTIFIED controller unit with Power Supply with below features as minimum or higher to complete the system as required.-  -Connectivity for the all the Bed NCS units for Data & Power Signal Transfer  - Connectivity for Floor Hubs & Master Unit as required (4 beds- 1 no, 5 beds -2 nos, 9 beds -1 Nos and 20 beds - 1 no)	5	No
2	<b>Nurse Station Display (up to 20 Beds) Display Unit with Displaying Software</b>  Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED Nurse Station Display with below features as minimum or higher to complete the system as required.-  -14 inch or more LCD colour Display WITH VOICE ANNOUNCEMENT /BUZZER . - Support Broadcast Messaging - Status Monitoring for Bed Head Units, - Door indicator status etc. - Compatible connectivity for the display unit with Easy Standard connectivity. (4 beds- 1 no, 5 beds -2 nos , 9 beds -1 Nos and 20 beds - 1 no) Voice Code Description ; -	5	No
3	<b>Bed Head Unit with Patient Handset with stand for Rooms</b> Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED Bed Head Unit with an antimicrobial tactile illuminated graphical switch which can operate trouble-free 1 million operations. 5 functions are integrated into a single module with a back box. Each function is represented by customised illuminated graphic text. 1) Call Nurse Button 2) Caring/ACKNOWLEDGEMENT Button 3) Cancel Button 4) Emergency Button/CODE BLUE 5) Provision for single-function handset	43	No

SL.No.	ITEM DESCRIPTION	QTY	UNITS
4	<b>Pull Cord Unit</b> Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED Toilet Pull Cord Unit with 2-meter long Non-wet type cord and designed ABS grab handle  Non-wet, Smooth Finished grab handle and pull cord enables easy disinfection using any sterilization material. Integration of auto detach on pullcord force of 12 kg required with back box.	9	No
5	<b>Toilet Acknowledge Button</b> for ward areas and shared rooms Toilet Presence marking Button module with back box.	4	No
6	<b>Door Indication Unit</b>  Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED uniformly illuminated ultra-bright indication unit with smooth and bright minimum 5 colour Lighting Module with backbox, life expectancy of 1 million operations. An auto fault detachment feature for smooth operation in case 1 module gets faulty.	6	No
7	<b>20 mm PVC HMS FRLS Conduit</b> ( Make : AKG/BEC)	500	Mtrs
8	<b>Cat 6 Cable</b> and accessories ( Make: Dlink/Legrand)	1200	Mtrs

### For Dhubri:

SL.No	ITEM DESCRIPTION	QTY	UOM
1	<b>Nurse Station Controller Unit / System Switch</b> Supply, Installation, Testing & Commissioning of VDE/ CE CERTIFIED controller unit with Power Supply with below features as minimum or higher to complete the system as required.-  -Connectivity for the all the Bed NCS units for Data & Power Signal Transfer  - Connectivity for Floor Hubs & Master Unit as required	18	No
2	<b>Nurse Station Display (up to 32 Beds Display Unit with Displaying Software</b> Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED Nurse Station Display with below features as minimum or higher to complete the system as required.-  -14 inch or more LCD colour Display WITH VOICE ANNOUNCEMENT /BUZZER . - Support Broadcast Messaging - Status Monitoring for Bed Head Units, - Door indicator status etc. - Compatible connectivity for the display unit with Easy Standard connectivity.	5	No

SL.No	ITEM DESCRIPTION	QTY	UOM
3	<p><b>Nurse Station Display (up to 10 Beds) Display Unit with Displaying Software</b> Supply, Installation, Testing &amp; Commissioning of VDE/CE CERTIFIED Nurse Station Display with below features as minimum or higher to complete the system as required.-</p> <p>-11 inch or more LCD colour Display WITH VOICE ANNOUNCEMENT /BUZZER . - Support Broadcast Messaging - Status Monitoring for Bed Head Units, - Door indicator status etc. - Compatible connectivity for the display unit with Easy Standard connectivity.</p>	13	No
4	<p><b>Bed Head Unit with Patient Handset with Stand</b> Supply, Installation, Testing &amp; Commissioning of VDE/CE CERTIFIED Bed Head Unit with an antimicrobial tactile illuminated graphical switch which can operate trouble-free 1 million operations. 5 functions are integrated into a single module with a back box. Each function is represented by customised illuminated graphic text. 1) Call Nurse Button 2) Caring/ACKNOWLEDGEMENT Button 3) Cancel Button 4) Emergency Button/CODE BLUE 5) Provision for single-function handset</p>	128	No
5	<p><b>Pull Cord Unit</b> <b>Supply, Installation, Testing &amp; Commissioning</b> of VDE/CE CERTIFIED Toilet Pull Cord Unit with 2-meter long Non-wet type cord and designed ABS grab handle</p> <p>Non-wet, Smooth Finished grab handle and pull cord enables easy disinfection using any sterilization material. Integration of auto detach on pullcord force of 12 kg required with back box.</p>	34	No
6	<p><b>Toilet Acknowledge Button for ward areas and shared rooms</b> Toilet Presence marking Button module with back box.</p>	34	No
7	<p><b>Door Indication Unit</b> Supply, Installation, Testing &amp; Commissioning of VDE/CE CERTIFIED uniformly illuminated ultra-bright indication unit with smooth and bright minimum 5 colour Lighting Module with backbox, life expectancy of 1 million operations. An auto fault detachment feature for smooth operation in case 1 module gets faulty.</p>	26	No
8	<p><b>Floor Hub Unit / Floor Switch</b> Supply, Installation, Testing &amp; Commissioning of VDE/CE CERTIFIED Floor Hub with Power Supply/ Source with below features as minimum or higher to complete the system as required.</p> <p>- Connectivity for the Master Hub as required</p>	4	No

SL.No	ITEM DESCRIPTION	QTY	UOM
9	<b>Ethernet Hub</b> Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED Management Centre Server with PC for Nurse Call System for uploading the firmware and the system configuration, for operating interfaces to foreign systems, logging of all system events, central location for system configuration and remote maintenance . - Intel Xeon 3.2GHz or similar - 2 GB RAM, 1 x 500GB HDD - 1 x DVD, 2 x Gbit LAN Ethernet RJ45 - 1 x serial connection RS232 and 2 x USBV3.0 - 1 x PCI or 1 x PCIe socket, support for SUSE Linux enterprise Server from V10.1	1	No
10	<b>Central Monitoring Software with PC</b> Supply, Installation, Testing & Commissioning of VDE/CE CERTIFIED PC based Nurse Call System software with remote monitoring life time license Free & Time and Date reporting of all Calls and Acknowledgment, Nurse call indication panel Automatic diagnostic testing in the software	1	No
12	<b>20 mm PVC HMS FRLS Conduit( Make : AKG/BEC)</b>	2150	Mtrs
13	<b>Cat 6 Cable and accessories ( Make: Dlink/Legrand)</b>	6800	Mtrs

## 4.2 Technical Specifications(Nagaon, Sivasagar, Golaghat, Nalbari and Tinsukia):

### 1. Nurse Station Hub unit with Integrated Power Supply Unit

The Nurse Station Zone Hub/Controller, including a Power Supply Unit, functions as a central hub capable of addressing up to 32 points (indication units or rooms and bed Units). It should have an integrated power supply for the slave modules. The power supply unit should deliver a stable and regulated less than 24 DC Power output, ensuring safety of patients. All communication shall be through addressable loop wiring via CAT5/ CAT6 Cables. The hub shall have RJ45 OR RJ11 OR 4 Pin Green Connector Ports with capability of wiring of up to 8 loops with individual short circuit protection and indicators.

### 2. Nurse Station Display &Terminal

The Nurse Station Monitor Should be a standard LCD/ LED display of reputed make with HDMI connectivity with Nurse Station Terminal. Terminal shall have integrated RTC and shall always display date and time in the Display Terminal. The nurse station shall be connected with HUB through CAT5/ CAT 6 cable. The terminal shall have in-built TCP/IP connectivity with LAN IEEE 802.11b g n connectivity for integrating with hospital wide network for data communication. The Terminal shall have built in monitoring feature to check connectivity of each node. It should immediately report any disconnected nodes on the display. It should show patient calls from Rooms/Bed Head Units and Toilet Pull Cords, displaying room/bed numbers and visually representing the type of call with specific color codes. The call status voice announcement and text (Room Number/Bed Number) should be tailored to meet the client's specific preferences and needs. The terminal shall monitor delay in response of each call. Once a specified time is reached call should be converted to emergency and transferred to second Nurse Station automatically. There should be separate section for different type of calls, Toilet and emergency calls to be displayed in RED color, Code blue call should be displayed in blue color. The terminal shall after providing the necessary treatment, the nurse can press the cancel button to clear all calls in the nurse station. The terminal shall have in built data storage and data logging features where all events are recorded (call time, Service time, Toilet calls, code Blue and emergency calls). The terminal shall have capacity of recording 5000 data records. The data should be accessible and easily downloadable in Excel spreadsheet/PDF format for easy

print and analysis. The system shall have configurable Room No. and Bed No. which can be programmed at site as required.

Requirements: The system must provide a clear and intuitive visualization of emergency calls, including room numbers and call statuses. Color-coded indicators and announcement tones must be discernible and easily distinguishable in a fast-paced healthcare environment. If any modules get defected, it should automatically indicate in the Nurse Station monitor.

### **3. Bed Head Unit with Patient Handset**

The patient bedside panel should be a standard 3 module size with premium model featuring a durable tactile switches graphical panel with antimicrobial properties. The wiring of the unit shall be in CAT5/ CAT6 loop wiring via RJ45 OR RJ11 OR 4 Pin Green connectors. It should be a tactile touch unit that provides LED illumination. These should have clear LED indications for Ready, Call, Wait and code Blue. This panel should operate on less than 24 VDC powered via CAT5/6 cables through the Nurse station HUB. This device should include a single-call function nurse call handset. The length of the handset cable should be at least 2 meters. The handset must have a single cable design. 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. For this purpose, vendors can utilize USB male to female connections. If the cable is detached from the panel, there should be an announcement or notification in the nurse station. The handset should have indicators for Ready, Call and wait.

Handset should be provided along with the stand to hold on the bed head panel .

Features should include:

- Durable tactile switches graphical panel with a lifespan of 1 million operations.
- Clear illumination colors, such as Red for Nurse Call, Green for system ready, Blue for Code Blue, and Orange for wait.
- The module can be installed in switchback boxes of any size as per the vendor's convenience.

#### **4. Toilet Emergency Pull Cord Unit:**

This device should be equipped with long polyurethane cord rope for pulling low-voltage polycarbonate tactile pull cord switches, featuring LED illumination to indicate the status. It should have unique characteristics, including a non-wet and non-contaminative design. The grab handle and cord should be water-retardant, ensuring hygiene and facilitating easy cleaning and fumigation, even in wet conditions. This unit should operate on a less than 24 V half-duplex RS485 connection. This system should be specifically designed to enable calls for help from bathrooms, even in situations where a person may have fallen down. The calls generated are displayed at designated stations, accompanied by Clear announcement of emergency. If the pressure applied to the Pull Cord handle exceeds a particular weight (max 10 to 12kg), it should get detached. The module can be installed in switchback boxes of any size as per the vendor's convenience.

#### **5. Toilet call RESET UNIT**

The Toilet call RESET UNIT should exemplify a premium model, boasting a durable tactile switch with LED indicators for ready, call and wait endowed with antimicrobial properties. It should serve as a tactile touch unit, offering. These illuminated graphical switches should. Operating on a less than 24 V DC half-duplex RS485 via RJ45 OR RJ11 OR 4 Pin Green connectors, this panel ensures seamless integration.

Key Features:

- Boasts a durable tactile switch with clear LED indications for easy recognition.
- Offers clear illumination colors, such as GREEN for read OR and Orange for wait
- The module can be installed in switchback boxes of any size as per the vendor's convenience.

#### **6. Indication Lamps for Door-Side Call Status:**

These lamps should provide a multi-color indication, featuring a diffused surface finish that minimizes dust accumulation and simplifies cleaning. The lamp body should be constructed from durable materials, offering maximum strength and reliability. Equipped with a clear 5 color indicator, they have a long operational lifespan of 1 million hours and remain visible from a considerable distance, even in high ambient light conditions. This device should have a milk-white semi-transparent diffuser, ensuring



consistent and cool brightness. These lamps should operate on less than 24 V DC power source using a half-duplex RS485 bus. The module can be installed in switchback boxes of any size as per the vendor's convenience.

The Door Display Unit consists of a minimum 5 color LEDs for Indication with separate sections

For Ready- White,

For Pending Call - Yellow- Blinking,

For Code Blue pending- blue- Blinking,

For Presence indication - Green

For Emergency – Red

Visible from a 30M distance

- The nurse call system must be certified with CE and RoHS compliance.
- All modules should be interconnected through Cat5/Cat6 cable only.

## **7. PVC CONDUIT**

Conduits shall be heavy gauge rigid PVC of minimum thickness of 2mm. Conduits shall be ISI marked confirming to IS: 9537 (Part-3)-1983. All conduit and conduit accessories shall be of PVC. Conduit shall be jointed together by a vinyle type cement/solvents. Minimum size of conduit shall be 20mm unless otherwise mentioned in BOQ or drawing. All conduits shall be concealed in wall/recess in ceiling etc. Wherever conduit run exceeds 10-meter, circular junction boxes shall be provided to facilitate pulling & inspection of wires. Inspection boxes shall be suitably located in co-ordination with the Engineer-in-charge. Conduits shall be bend using suitable size springs. Long radius bends shall be provided. Heating shall not be used to bend the conduits. Size of conduit shall depend upon number and size of wires to be drawn.

## 8. Cat-6 Cable: As per the approved Make

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.

### Take off sheet

Location	Bed Side Unit with Patient HANDSET	Toilet Pull Cord	Toilet Reset unit	Door Indicator	Nurse Station	
					DISPLAY	CONTROLLER
First Floor						
PRE-OP(01-R-06)	2			1		
POST-OP(01-R-11)	2				1	1
SECOND FLOOR						
BEDS-5 no's (02-R-32)	5	2	1		1	1
BEDS-5 no's (02-R-47)	5	2	1		1	1
BEDS-5 no's(02-R-05)	3			1	1	1
BEDS-6 no's(02-R-06)	6			1		
Public Toilet		5	2		1	1
Treatment Chair -8nos(02-R-10)	8			1		
Treatment Chair -8nos(02-R-11)	8			1		
Treatment Chair -4nos (02-R-12)	4			1		
Total	43	9	4	6	5	5

## 4.2 Technical Specifications(Dhubri):

### i. Nurse Station Hub unit with Integrated Power Supply Unit

The Nurse Station Zone Hub/Controller, including a Power Supply Unit, functions as a central hub capable of addressing up to 32 points (indication units or rooms and bed Units). It should have an integrated power supply for the slave modules. The power supply unit should deliver a stable and regulated less than 24 DC Power output, ensuring safety of patients. All communication shall be through addressable loop wiring via

CAT5/ CAT6 Cables. The hub shall have RJ45 OR RJ11 OR 4 Pin Green Connector Ports with capability of wiring of up to 8 loops with individual short circuit protection and indicators.

## **ii. Nurse Station Display &Terminal**

The Nurse Station Monitor Should be a standard LCD/ LED display of reputed make with HDMI connectivity with Nurse Station Terminal. Terminal shall have integrated RTC and shall always display date and time in the Display Terminal. The nurse station shall relate to HUB through CAT5/ CAT 6 cable. The terminal shall have in-built TCP/IP connectivity with LAN IEEE 802.11b g n connectivity for integrating with hospital wide network for data communication. The Terminal shall have built in monitoring feature to check connectivity of each node. It should immediately report any disconnected nodes on the display. It should show patient calls from Rooms/Bed Head Units and Toilet Pull Cords, displaying room/bed numbers and visually representing the type of call with specific color codes. The call status voice announcement and text (Room Number/Bed Number) should be tailored to meet the client's specific preferences and needs. The terminal shall monitor delay in response of each call. Once a specified time is reached call should be converted to emergency and transferred to second Nurse Station automatically. There should be separate section for different type of calls, Toilet and emergency calls to be displayed in RED color, Code blue call should be displayed in blue color. The terminal shall after providing the necessary treatment, the nurse can press the cancel button to clear all calls in the nurse station. The terminal shall have in built data storage and data logging features where all events are recorded (call time, Service time, Toilet calls, code Blue and emergency calls). The terminal shall have capacity of recording 5000 data records. The data should be accessible and easily downloadable in Excel spreadsheet/PDF format for easy print and analysis. The system shall have configurable Room No. and Bed No. which can be programmed at site as required. Requirements: The system must provide a clear and intuitive visualization of emergency calls, including room numbers and call statuses. Color-coded indicators and announcement tones must be discernible and easily distinguishable in a fast-paced healthcare environment. If any modules get defected, it should automatically indicate in the Nurse Station monitor.

## **iii. Bed Head Unit with Patient Handset**

The patient bedside panel should be a standard module size with premium model featuring a durable tactile switches graphical panel with antimicrobial properties. The wiring of the unit shall be in CAT5/ CAT6 loop wiring via RJ45 OR RJ11 OR 4 Pin Green connectors. It should be a tactile touch unit that provides LED illumination. These should have clear LED indications for Ready, Call, Wait and code Blue. This panel should operate on less than 24 VDC powered via CAT5/6 cables through the Nurse station HUB. This device should include a single-call function nurse call handset. The length of the handset cable should be at least 2 meters.

The handset must have a single cable design. 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. For this purpose, vendors can utilize USB male to female connections. If the cable is detached from the panel, there should be an announcement or notification in the nurse station. The handset should have indicators for Ready, Call and wait.

Handset should be provided along with the stand to hold on the bed head panel .

Features should include:

- Durable tactile switches graphical panel with a lifespan of 1 million operations.
- Clear illumination colors, such as Red for Nurse Call, Green for system ready, Blue for Code Blue, and Orange for wait.
- The module can be installed in switchback boxes of any size as per the vendor's convenience.

**iv. Toilet Emergency Pull Cord Unit:**

This device should be equipped with long polyurethane cord rope for pulling low-voltage polycarbonate tactile pull cord switches, featuring LED illumination to indicate the status. It should have unique characteristics, including a non-wet and non-contaminative design. The grab handle and cord should be water-retardant, ensuring hygiene and facilitating easy cleaning and fumigation, even in wet conditions. This unit should operate on a less than 24 V half-duplex RS485 connection. This system should be specifically designed to enable calls for help from bathrooms, even in situations where a person may have fallen down. The calls generated are displayed at designated stations, accompanied by Clear announcement of emergency. If the pressure applied to the Pull Cord handle exceeds a particular weight (max 10 to 12kg), it should get detached. The module can be installed in switchback boxes of any size as per the vendor's convenience.

**v. Toilet call RESET UNIT**

The Toilet call RESET UNIT should exemplify a premium model, boasting a durable tactile switch with LED indicators for ready, call and wait endowed with antimicrobial properties. It should serve as a tactile touch unit, offering. These illuminated graphical switches should. Operating on a less than 24 V DC half-duplex RS485 via RJ45 OR RJ11 OR 4 Pin Green connectors, this panel ensures seamless integration.

Key Features:

- Boasts a durable tactile switch with clear LED indications for easy recognition.

- Offers clear illumination colors, such as GREEN for read OR and Orange for wait
- The module can be installed in switchback boxes of any size as per the vendor's convenience

**vi. Indication Lamps for Door-Side Call Status:**

These lamps should provide a multi-color indication, featuring a diffused surface finish that minimizes dust accumulation and simplifies cleaning. The lamp body should be constructed from durable materials, offering maximum strength and reliability. Equipped with a clear 5 color indicator, they have a long operational lifespan of 1 million hours and remain visible from a considerable distance, even in high ambient light conditions. This device should have a milk-white semi-transparent diffuser, ensuring consistent and cool brightness. These lamps should operate on less than 24 V DC power source using a half-duplex RS485 bus. The module can be installed in switchback boxes of any size as per the vendor's convenience.

The Door Display Unit consists of a minimum 5 color LEDs for Indication with separate sections

For Ready- White,

For Pending Call - Yellow- Blinking,

For Code Blue pending- blue- Blinking,

For Presence indication - Green

For Emergency – Red

Visible from a 30M distance

- The nurse call system must be certified with CE and RoHS compliance.
- All modules should be interconnected through Cat5/Cat6 cable only.

**vii. PVC CONDUIT**

Conduits shall be heavy gauge rigid PVC of minimum thickness of 2mm. Conduits shall be ISI marked confirming to IS: 9537 (Part-3)-1983. All conduit and conduit accessories shall be of PVC. Conduit shall be jointed together by a vinyle type cement/solvents. Minimum size of conduit shall be 20mm unless otherwise mentioned in BOQ or drawing. All conduits shall be concealed in wall/recess in ceiling etc. Wherever conduit run exceeds 10-meter, circular junction boxes shall be provided to facilitate pulling & inspection of wires. Inspection boxes shall be suitably located in co-ordination with the Engineer-in-charge. Conduits shall be bend

using suitable size springs. Long radius bends shall be provided. Heating shall not be used to bend the conduits. Size of conduit shall depend upon number and size of wires to be drawn.

viii. **Cat-6 Cable:** As per the approved Make

ix. **Floor Hub Unit /Controller with Integrated Power Supply Unit:**

The Nurse Station Floor Hub/Controller, equipped with a Power Supply Unit, functions as a central hub capable of addressing up to 32 Nurse Station Zone Hubs. It communicates using the Half-Duplex RS485 protocol. This Floor Hub should be designed to be compatible with nursing activity monitoring and report generation software. It should feature an integrated power supply for the slave modules. The power supply unit should deliver a stable and regulated 7 Amp/24 Vdc output, ensuring it is short-circuit-proof.

x. **Master Hub/Ethernet hub with PC**

The master Hub/Controller, which should include ethernet connectivity, functions as a central hub capable of addressing up to 32 Floor Hubs. It communicates using the Half-Duplex Rs485 protocol. This Master Hub is designed & to be compatible with nursing activity monitoring and report generation software. It features an integrated power supply for the slave modules. The power supply unit delivers a stable and regulated 7Amp/24Vdc output, ensuring it is short-circuit-proof. This design allows it to withstand high-voltage fluctuations and surges, even those caused by lightning.

xi. **Central Monitoring Software**

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. Additionally, all requests and information are securely stored on a server and can be accessed through the primary application software for further analysis.

Software Specifications:

1. Users can effortlessly add an unlimited number of hospitals with hardware support.
2. The software accommodates the addition of any number of nursing stations, each equipped with up to 24 rooms.
3. Users have the ability to simultaneously monitor real-time data from multiple nursing stations.
4. It offers the capability to generate individual nurse call reports for each station and room.
5. Users can create graphical representations based on the available data.
6. Includes a call transferring feature: calls will be automatically redirected to the nearest nursing station if not attended to within a specific timeframe.
7. Provides an SMS facility for sending notifications to designated numbers in case of emergency calls or call transfers.
8. It should have facility escalation of one nurse station to adjacent nurse station whenever respective nurse station not attendees.
9. Fault detection to be shown, whenever any fault occurs in all respective
10. It should be data logging system facilities -room wise, bed wise, call type wise, attendance delay wise real time call history.

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.

Take off Sheet:

	Bed Unit with Patient HANDSET	DOOR INDICATORS	TOILET PULLCORD	Toilet rest Unit	NURSE STATION Controller with POWER SUPPLY	NURSE STATION Display	FLOOR HUB	MASTER HUB
Ground Floor								1
Emergency	4		1	1	1	1	1	
Second Floor								
ICU	1	1	1	1	1	1	1	
Intensive Care Unit	9		2	2	1	1		
High Dependency Units	10		2	2	1	1		
High Dependency Unit Room	1	1	1	1	1	1		
Chemotherapy 1	18		2	2	1	1		
Chemotherapy Bay	2	2						
Chemotherapy 2 (Chairs)	20		2	2	2	2		
Third Floor								
Twin Sharing Room	12	6	6	6	1	2	1	
Ward 01	6	1	1	1	1	1		
Ward 02	5	1	1	1				
Ward 03	6	1	1	1				
Palliative Rooms	2	2	1	1	1	1		
Negative Isolation Rooms	2	2	2	2	1	2		
Single Rooms	4	4	4	4				
Ward 04	5	1	1	1				
Ward 05	5	1	1	1	1	1		
Suite Room	1	1	1	1				
Fourth Floor								

# SECTION V

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## 5 Eligibility Criteria

### 5.1. Pre-qualification of Bidders:

5.1.1 Any Manufacturer or Importer of the item(s) tendered are eligible to participate in this tender provided they fulfill the following conditions:

- (i) In case of manufacturer, they will have to furnish the manufacturer's form as per Format T6
- (ii) Import License (In case of Importer only) and exclusive right for marketing and supply in India from OEM.
- (iii) In case of Importer or authorized dealer, they will have to furnish the manufacturer's authorization form from the original equipment manufacturer (OEM) as per Format T7
- (iv) Valid ISO certificate (of the Manufacturer)
- (v) Should have supplied Nurse call system to at least different hospitals during last three years i.e., after January'2022 The purchase order copies in support. Purchase order issued after June'2021 will only be considered (As per Format T9- Item-wise).
- (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.
- (vii) Must have three years of experience in manufacturing /Dealing/ Importing of similar items.
- (vii) The Entity (manufacturer or importer) who has been blacklisted /debarred / banned from participating in any tender by any State or Central Government Organization/ Public Sector Undertaking / UN Agencies TIE due to (a) Service or quality failure of the equipment(s) supplied (b) Submission of fake or forged



documents (c) Submission of incorrect information / Suppression of vital information & facts/ misrepresentation of quality certificates (d) non-performance or non-supply can't participate in the tender during the period of blacklisting / debarment / Banned.

- (ix) The Entity or any of its directors/partners/key officials has not been convicted by a competent court of law for non-performance, fraud & misrepresentation or any criminal activity within a period of last 3 years from the date of submission of bid.

5.1.2 **Authorized Distributors/Dealer** are also eligible to participate in the bid provided:

- (i) They submit manufacturer's authorization form from the original equipment manufacturer (OEM) as per Format T7.
- (ii) They should have Proof of Average annual turnover of Rs. 1.5 Crore or more in last three (3) financial years as per Format T8. In addition to this, the distributor shall also submit the average annual turnover of the manufacturer/importer of the item(s) as mentioned in 5.1.1 (vii) above.
- (iii) Should have supplied Nurse call system of the same make to at least 5 different hospitals during last three years i.e, after January'2022 The purchase order copies in support. Purchase order issued after June'2021 will only be considered (As per Format T9– Item-wise).
- (iv) Must have three years of experience in trading of similar items
- vii) It has not been blacklisted or debarred from participating in any bid by any other State Government / Central Govt. Organization/PSUs/TIE due to (a) Service or quality failure of the equipment(s) supplied (b) Submission of fake or forged documents (c) Submission of incorrect information / Suppression of vital information & facts/misrepresentation of quality certificates (d) Non-performance or non-supply and the blacklisting or debarment are in force as on the date of bid submission.
- viii) It has not been convicted by a competent court of law for supplying equipment within a period of last 3 years from the date of submission of bid. Copies of stay

order(s), if any, against the blacklisting should be furnished along with the bid.

- 5.1.3 The Bidder must be an entity registered under relevant laws in India. A foreign manufacturer (not registered in India) can participate only through its Indian subsidiary (100%). In case of 100% Indian subsidiary then the turnover and experience of the principal company shall be taken into consideration.

**Important Notes:**

- a) The turnover shall be the turnover of the manufacturer / Importer / authorized distributor as mentioned in the bid and the turnover of a group of companies / firms or fully/ partly subsidiary companies (in which the manufacturer / Importer / authorized distributor as mentioned in the bid is one of the entity) shall not be considered.
- b) Valid certificate means the certificates should be valid on the date of opening of technical bid.
- c) Alternative bids are not allowed.
- d) Bidder must be a single entity (consortium Bidders are not allowed).
- e) The manufacturer should have authorized Service Centre in all major cities in India including north-east.

# SECTION VI

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## 6 GENERAL CONDITIONS OF CONTRACT

### 6.1. Assignment, Sub-letting and Modification of Contract

6.1.1 **Assignment:** -The Successful bidder shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Tender Inviting Entity's (i.e., ACCF's) prior written permission.

6.1.2 **Subcontracts:** The Successful bidder shall not subcontract the execution of the contract. Such action, if done without the knowledge of the Tender Inviting Entity prior to the entering of the contract, shall not relieve the successful bidder from any of its liability or obligation under the terms and conditions of the contract.

6.1.2 **Modification of contract:** If necessary, the Tender Inviting Entity may, by a written order given to the successful bidder at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract, in any, one or more of the followings:

- a) Specifications, drawings, designs, etc., of the Nurse Call System to be commissioned at respective health facility/hospital,
- b) Mode of Demonstration/Quality Inspection
- c) Incidental services to be provided by the successful bidder
- d) Mode of Installation
- e) Any other term(s) of the contract, as felt necessary by the Tender Inviting Entity depending on the merits of the case.

6.1.3 In the event of any such modification/alteration that causes increase or decrease in the cost of goods and services to be supplied, or in the time required by the successful bidder to perform any obligation under the contract, an equitable adjustment may be made in the contract price and/or contract delivery schedule, as the case may be, and the contract amended accordingly.

- 6.1.4 If the successful bidder doesn't agree to such adjustment/amendment as proposed by ACCF, then it shall convey its views in writing within ten days from the date of such communication.
- 6.1.5 Vendor will take approval from client for Technical Data sheet.
- 6.1.6 Operating manual of indicative items to be provided to the client.
- 6.1.7 Sample of items to be provided to the client.
- 6.1.8 Soft drawing to be arranged and approval to be taken from the client.
- 6.1.9 Installation and Commissioning of NCS will be as per completion and progress of all the identified hospitals as per the construction schedule.

## 6.2 Performance Security

- 6.2.1 There will be a performance security deposit amounting to 5% of the contract value excluding GST.
- 6.2.2 The successful bidder can submit the performance security either in form of irrevocable bank guarantee or DD/RTGS/NEFT/FDR (duly lien marked) in favour of ACCF.
- 6.2.3 Subsequent to the execution of the contract, the site-wise PO with required terms and conditions for supply and installation of the contracted item(s) shall be issued to the supplier by the purchaser (i.e., ACCF) as per the site readiness.
- 6.2.4 Failure in the part of the successful bidder in executing the contract within due date shall make the bidder liable for penal action including forfeiture of its EMD by ACCF. Similarly, non-submission of required performance security within specified timeline of issue of the purchase order, by the Supplier shall result in cancellation of PO and other penal action by ACCF including termination of contract, forfeiture of Performance Security and blacklisting.
- 6.2.5 The Performance security shall be denominated in Indian Rupees or in the currency of the contract as detailed below:
- a) It shall be either in the form of DD/RTGS/NEFT/Fixed Deposit Receipt (duly lien marked) or irrevocable Bank Guarantee. It should be issued by any scheduled bank in India, in the prescribed form as provided in this document endorsed in favour of ACCF.
  - b) In the event of any failure /default of the successful bidder with or without any quantifiable loss to the purchaser (i.e., ACCF), entire performance security amount including the performance security for CMC (if any) shall be liable for forfeiture.
  - c) In the event of any amendment issued to the contract, the successful bidder shall, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
  - d) ACCF will release the Performance Security without any interest to the successful bidder (supplier) on execution of all contractual obligations successfully by the supplier including the warranty obligations and after receipt of certificates confirming that all the contractual obligations have been successfully complied with.
  - e) The Performance Bank Guarantee shall be submitted in the format as given under **Annexure V**.

### 6.3 Delivery, Installation & Commissioning

- 6.3.1 The supplier shall visit the installation locations, wherever necessary, and recommend pre-installation requirements at each location. The details may be consolidated and shall submit to ACCF for further actions. If the supplier fails to communicate any of such instances before delivery of equipment and cannot complete the **installation** within the stipulate period, purchaser shall deduct **Liquidated Damage (LD) charges** as per the bid conditions specified.
- 6.3.2 The supplier will arrange transportation of the ordered goods as per its own procedure and pay necessary insurance against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery and pay all necessary charges incidental till it is installed in the desired location. It shall be ensured that the equipment/materials arrive at the destination(s) in good condition within the delivery period mentioned and as per the other terms and condition of the contract.
- 6.3.3 If at any time during the currency of the contract, the successful bidder encounters conditions hindering timely delivery of the goods and performance of services, the successful bidder shall inform the purchaser in writing within a week about the same and its likely duration and make a request to ACCF for extension of the delivery schedule accordingly. On receiving the successful bidder's communication, ACCF shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of successful bidder's contractual obligations by issuing an amendment to the contract.
- 6.3.4 The Supplier (contracted bidder) is required to deliver and install the "Nurse Call System"( or System) at the site within time from the date of issue of the "Purchase Order" and demonstrate individually the specification/ features as well as operation / performance of the system to the satisfaction of the user institution (in-charge/Engineer) and obtain an individual "Installation Certificate" (as per format in Annexure II) for each equipment and warranty card (as per format in Annexure III) duly signed and with proper stamp of the institution concerned.
- 6.3.5 The installation report and two-month performance reports shall be submitted separately, in a single sheet printed back-to-back and shall be submitted individually for each system installed.
- 6.3.6 **Installation & Commissioning:** The electrical power supply point will be provided by the purchaser at the room where the equipment will be installed but the wiring and electrical fittings inside the room and accessories if any required for installation and

commissioning of the equipment from the power supply point to the point of actual installation or any other civil work required for installation of the System will be provided by the supplier without any extra cost. The contract price as offered in the price bid and agreed shall be all inclusive. No separate payment shall be made other than the contracted price.

## 6.4 Payment

6.4.1 No advance payments towards cost of item supplied and installed will be made to the Supplier.

6.4.2 70% of the cost of the equipment/item (excluding CMC Cost, if any) + 100% tax shall be paid to the supplier on receipt (stock entry) of the item at respective site.

6.4.3 The balance 30% of the payment of equipment will be made after receipt of certificate on working status of the equipment from the consignee after 4 weeks of installation and commissioning of the equipment.

6.4.4. The original invoice submitted shall be in the name of ACCF and the name of the consignee/Hospital shall also be mentioned in it. Invoicing, performance security deposit and consignee details shall be mentioned in the Purchase Order.

6.4.5 Below procedures for bill certification shall be followed by the selected bidder

- Joint measurement report(JMR) to be initiated by the vendor at site level.
- Vendor to take signature on JMR form L&T, MottMac & ACCF at site level.
- Bill to be prepared in excel by Vendor along with Signed JMR and other supporting and send to L&T Central Office.
- L&T Central Office will certify the bill and sent to MottMac PMO.
- MottMac PMO will certify/verify the bill and sent to ACCF for verification.
- After ACCF verification, vendor will prepare the Tax Invoice w.r.t the amount last verified/certified by ACCF.
  
- Vendor will submit the certified bill along with Tax Invoice to ACCF Office/Accounts for payment.

6.4.5 **Payment for CMC/AMC Charges:** The payment of CMC will be made once in six months basis after satisfactory completion of said period.

6.4.6 Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other taxes as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.

6.4.7

## **6.5. After Sales Service Conditions**

- 6.5.1 ACCF attaches paramount importance to the after sales service of the equipment installed to ensure smooth operation afterwards. The successful bidder is required to undertake preventive maintenance and attend all repairs, if any, that may arise during the warranty period free of cost and thereafter for additional period if mentioned in the Tender as a requirement, for which the rates of Comprehensive Annual Maintenance Contract, in simple terms (CMC-including all essential spares needed for the satisfactory performance of the equipment) shall be finalized at the time of bid finalization itself. The rate offered for CMC/AMC charges will be considered for evaluation of prices and deciding on the successful bidder, for the item where it has been specifically mentioned to consider CMC/AMC charges for price evaluation. If AMC/CMC charges already fixed by the purchaser, then such AMC/CMC charges shall not be taken into consideration for price bid evaluation.
- 6.5.2 The after sales terms and conditions will be strictly enforced and those bidders who are willing to support the Purchaser in its endeavor to provide trouble free operation/performance of the equipment for the prescribed period need only participate in the bid.
- 6.5.3 The after sales service shall be performed during the warranty period and also during the Comprehensive Maintenance Period (CMC) (Where CMC is mentioned as a requirement in the tender).
- 6.5.4 Failure to provide satisfactory after sales services during or after the warranty period and CMC/AMC will lead to blacklisting/debarring of the bidders, but after issuing due notice and provide opportunity for being heard.

## **6.6 Warranty Terms**

- 6.6.1 The successful bidder (Supplier) has to warrant that the Goods supplied under this Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract.
- 6.6.2 The Supplier further have to warrant that the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Tender Inviting Entity's specifications) or from any act or omission of the successful bidder, that may develop under normal use of the supplied goods.
- 6.6.3 All the equipment including the accessories supplied as per the technical specification and it should carry comprehensive warranty for a period mentioned in the first instance. During this period, the Supplier shall replace all defective parts and attend to all repairs/break downs and undertake stipulated number of preventive maintenance visits to every user installation site. The cost of spare parts for all replacements has to



be borne by the Supplier during the period of comprehensive warranty.

- 6.6.4 On expiration of the comprehensive warranty period, the supplier shall be willing to provide after sales support for an additional period.
- 6.6.5 The prospective bidder shall submit an undertaking in the Format T6 & T7 from the Original Equipment Manufacturers (OEM) that they are willing to provide spare parts for the period of warranty as mentioned and also during the additional CMC/AMC period, if awarded. The OEM shall also assure continuity of service to their product, in the event of change in dealership or the bidders – their existing dealers - couldn't provide service during the warranty / AMC period. The undertaking in Annexure IB, from OEM is an essential document forming part of the Technical Bid, without which the bids will be rejected summarily in the first round itself.
- 6.6.6 “Service Centre” in all major cities in India for after sale service is a part of the eligibility criteria and the bidder shall provide proof of their capability to undertake such maintenance/repair within the stipulated time.
- 6.6.7 **Site Visits:** The successful bidder shall visit each site as part of preventive maintenance during the warranty period. The bidder shall attend any number of break down/ repair calls as and when informed by ACCF .
- 6.6.8 During every visit, a copy of the service report/break down call report, duly signed by the custodian of the equipment/head of the health care institution and stamped shall be forwarded by email/fax/post to ACCF within 10 days from the due date.
- 6.6.9 Complaints should be attended properly, maximum within the time whereas in case, the repair/fault duration is likely to exceed 72 hours, the successful bidder shall arrange a standby equipment of the same make and model within next 48 hours (total down time should not exceed 5 days) as a stop-gap arrangement till the repair/fault is rectified and the standby equipment shall perform in the same manner as regards a new equipment.
- 6.6.10 Upon receipt of such notice for repair/breakdown from ACCF , the successful bidder shall undertake the responsibility with all reasonable speed, repair or replace the defective goods or parts thereof, without cost to ACCF.
- 6.6.11 If the Supplier, having been notified, fails to rectify the defect(s) within the stipulated period ACCF may proceed to take such remedial action as may be deemed necessary, at the supplier's risk and cost and without prejudice to any other rights which the Tender Inviting Entity may have against the successful bidder under the contract.
- 6.6.12 Failure to attend the repairs in time or failure to attend the stipulated preventive maintenance visit or failure to replace the defective equipment or to provide stand by

equipment if the fault/down time exceeds the stipulated period or to ensure the stipulated up-time in a year shall lead to forfeiture of the performance security and/or may lead to blacklisting/debarring of the defaulting bidder.

- 6.6.13 A warranty certificate (as per format in **Annexure III**) duly signed and with proper stamp of the institution concerned and also signed by the authorized signatory with the stamp of the successful bidder shall be submitted to the ACCF for keeping it under safe custody along with the Installation Certificate. A copy of the original warranty papers has to be given to the institution head concerned.
- 6.6.14 The equipment which requires quality assurance test shall be done at free of cost immediately after installation, during the comprehensive warranty period, during the CMC / AMC period, by the demand of ACCF and also when major spares are replaced.
- 6.6.15 Any mandatory approval required for installation shall be obtained by the supplier in liaison with the respective authorities.
- 6.6.16 The bidder shall undertake on-site calibration of the equipment every year as part of the after sales service during the period of comprehensive warranty, CMC/AMC or on demand from the user institution and submit a "calibration certificate" to the head of the user institution with a copy to the Procuring Entity afterwards.
- 6.6.17 The offered warranty includes visits to the user institutions at frequencies prescribed as part of preventive maintenance, testing & calibration as per technical/ service /operation manual of the manufacturer or as per the period specified or as per the demand of the user institute or Procuring Entity.
- 6.6.18 The bidder shall provide up-time warranty of complete equipment with the uptime being calculated on 24 (hrs) X 7 (days) basis failing which the extension of Warranty period will be extended by double the downtime period.
- 6.6.19 All software updates, if any required, should be provided free of cost during Warranty period.

## **6.7 Maintenance Contract (CMC & AMC)**

- 6.7.1 The decision to enter into CMC or AMC will be determined on the basis of cost and complexity of the equipment by the Tender Inviting or Ordering Entity or User Institution, at its discretion, prior to the expiration of warranty period.
- 6.7.2 The Comprehensive Maintenance Contract (CMC) is otherwise an extended warranty. All the terms and conditions agreed by the successful bidder for executing the comprehensive warranty of the equipment shall be extended during the period of CMC, only difference being the payment of CMC charges is absent during the period of comprehensive warranty.
- 6.7.3 During Annual Maintenance Contract period, the cost of spares will be borne by the Purchaser. During the period of AMC, other terms and conditions will remain the same as in the case of Comprehensive Warranty / CMC, except in respect of the cost of spares. In short, the AMC is a CMC with provisions for payment of cost of spare parts during the currency of the contract by the Purchaser.
- 6.7.4 The cost of CMC and AMC, if entered into, shall be as follows:
- AMC will be 2.5% and CMC would be 5% of purchase value (excluding GST) of the equipment. Thereafter, 5% increase every year over previous year value. Applicable GST shall be paid extra.
- 6.7.5 Failure/ refusal on the part of the supplier supplying / installing the equipment to enter into CMC/ AMC with the Purchaser, at the end of the Comprehensive Warranty Period, if the Purchaser, as the case may be, desires so, shall lead to forfeiture of performance security and may also result in the blacklisting/debarring of the bidder.
- 6.7.6 The rates indicated by the Supplier (winning Bidder) for the CMC and AMC in price bid form (if asked for) and such rates are binding on him after the expiration of the warranty period. The yearly rates for CMC/AMC shall remain the one and the same as quoted in the price bid form for the extended years.
- 6.7.7 Cost of CMC (excluding GST, if any) will be considered for the Evaluation purpose of the equipment, wherever it is to be quoted by the bidder and if it is fixed by the purchaser, then will not be considered for price evaluation.
- 6.7.8 The payment of the agreed CMC/AMC charges will be made as per frequency for payment after satisfactory completion of said period, on receipt of service report/ break down report from the head of all user institutions.

## **6.8 Training**

- 6.8.1 The contracted bidder (Supplier) have to impart on-site training to the medical staff on the operation and preventive maintenance of the equipment at the time of installation and anytime during warranty period if demanded by the User Institution.
- 6.8.2 The training details shall be recorded in the installation certificate, wherever required for enabling the payment.

## **6.9 Imported Equipment**

- 6.9.1 ACCF shall no way involve in the import of the equipment from foreign countries, if such equipment is manufactured outside the country. It shall be the sole responsibility of the bidder to import the equipment offered by paying the requisite consideration in foreign currency and following the stipulations issued by the Government of India, from time to time, in the import of equipment, especially when the import is from hostile nations.
- 6.9.2 The Supplier (Contracted Bidder) shall inform any advantages in prices to the Tender Inviting Entity because of reductions/exemptions in customs duty in case of imported equipment at the time of pre-bid meeting and the bid document shall be modified by amendment to that extent.
- 6.9.3 ACCF will not interfere in any manner with the import process and the successful bidder shall be solely responsible for supply and installation of any equipment at the time and locations stipulated/agreed to in the bids.
- 6.9.4 ACCF shall prefers to deal with the importers or Indian subsidiaries of the foreign original equipment manufacturer having a place of business in India.
- 6.9.5 The payment will be made in Indian Rupees to the Supplier and under no circumstance; the request for opening of letter of credit or payment in foreign currency will be entertained.
- 6.9.6 The Supplier shall indemnify ACCF from all liabilities/damages, if any, that may arise out of the conduct of the supplier in violation of foreign exchange regulations.
- 6.9.7 However, the Supplier shall disclose the country of origin and shall obtain an undertaking from such OEM to provide spares or service support for the period of contract. Failure on the part of the OEM to perform the agreed terms of the undertaking in providing the spares and after sales support will be construed as violation of the contractual obligations by the successful bidder terming the relation as that of a principal and agent under laws of the country.

Such violations may eventually lead to forfeiture of performance security and also lead towards blacklisting/debarring the successful bidder.

#### **6.10 Intellectual Property Rights (IPR)**

6.10.1 The Supplier (Contracted Bidder) shall, at all times, indemnify and keep indemnified the Purchaser(s), free of cost, against all claims which may arise in respect of goods & services to be provided by the Supplier under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks.

6.10.2 In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the Tender Inviting Entity, the TIE shall notify the Supplier of the same and the Supplier shall, at his own expenses take care of the same for settlement without any liability to the Purchaser(s).

6.10.3 The Supplier/ its Indian Agent/CMC Provider shall at all times, indemnify and keep indemnified ACCF against all claims/ damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under Comprehensive Warranty/ CMC/AMC.

#### **6.11 Corrupt or Fraudulent Practices**

6.11.1 It is required by all concerned namely the Purchasing Entities/ Bidders/ Successful bidders etc., to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tender Inviting Entity defines, for the purposes of this provision, the terms set forth below as follows:

6.11.2 “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a official in the procurement process or in contract execution; and

6.11.3 “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Tender Inviting Entity of the benefits of free and open competition;

6.11.4 ACCF will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question; will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the Tender Inviting Entity if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

6.11.5 No bidder shall contact the Tender Inviting Entity or any of its officers or any officers of the government on any matter relating to its bid, other than communications for clarifications and requirements under this bid in writing, with an intention to influence the members of various committees or officials of Tender Inviting Entity. Any such effort by a bidder to influence the Tender Inviting Entity and its evaluation committee, bid comparison or contract award decisions may result in rejection of the bid.

## **6.12 Force Majeure**

6.12.1 For purposes of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the Supplier's fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the Tender Inviting Entity either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

6.12.2 If a Force Majeure situation arises, the Supplier shall promptly notify ACCF in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by ACCF in writing, the Supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.12.3 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.

6.12.4 In case due to a Force Majeure event the ACCF is unable to fulfill its contractual commitment and responsibility, ACCF will notify the successful bidder accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

## Resolution of Disputes

- 6.12.5 If dispute or difference of any kind shall arise between the Tender Inviting Entity and the Supplier in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- 6.12.6 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the bid document, either the Tender Inviting Entity or the Supplier may give notice to the other party of its intention to commence arbitration, as provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.
- 6.12.7 Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Mumbai, Maharashtra.

## 6.13 Applicable Law & Jurisdiction of Courts

- 6.13.1 The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
- 6.13.2 All disputes arising out of this bid will be subject to the jurisdiction of courts of law in Mumbai / High court of Maharashtra.

## 6.14 General/ Miscellaneous Clauses

- 6.14.1 Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e., the Supplier/its Indian Agent/CMC provider on the one side and ACCF on the other side, a relationship of master and servant or principal and agent.
- 6.14.2 Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- 6.14.3 The Supplier shall notify the ACCF of any material change would impact on performance of its obligations under this Contract.
- 6.14.4 Each member/constituent of the Supplier, in case of default shall be jointly and severally liable to and responsible for all obligations towards the ACCF for performance of contract/ services including that of its Associates/ Sub Contractors under the Contract.
- 6.14.5 The Supplier shall, at all times, indemnify and keep indemnified the ACCF against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third

party resulting from or by any action, omission or operation conducted by or on behalf of the successful bidder/its associate/affiliate etc.

6.14.6 All claims regarding indemnity shall survive the termination or expiry of the contract.

## **6.15 Penalties for Non-performance**

6.15.1 The penalties to be imposed, at any stage, under this bid are;

- a) imposition of liquidated damages,
- b) forfeiture of EMD/performance security
- c) termination of the contract
- d) penalting /debaring of the bidder

6.15.2 Failure to produce the requisite certificates after claiming to possess such certificates or concealment or misrepresentation of facts will not only lead to rejection of bids in the first round itself and/or may lead to forfeiture of EMD or performance security as well as result in blacklisting/debarring of the bidder.

6.15.3 The penalties to be imposed on the Supplier, at any stage, will be decided on the basis of the violations of number of bid conditions specifically mentioned in the bid document as that leading to forfeiture or EMD/ Performance Security or leading to black-listing/debarring.

6.15.4 Any unexcused delay by the Supplier in maintaining its contractual obligations towards delivery of goods and performance of services shall render the Supplier is liable to any or all of the following sanctions:

6.15.5 **Liquidated Damages:-** If the successful bidder fails to install the system within the time frame(s) prescribed in the contract, ACCF shall, without prejudice to other rights and remedies available to it under the contract, deduct from the purchase order price as liquidated damages, a sum equivalent to 2% of the order value of the item to be supplied and (or) installed, per each week of delay or part thereof until actual commissioning or performance subject to a maximum of 6%. ACCF reserves the right to allow an additional penal period of 2 (two) weeks beyond the normal penal period (3 weeks) on the written request of the supplier with the condition that liquidated damage @ 2.5% will be charged for each week or part thereof during the extended penal period.

6.15.6 Penal period shall start after the stipulated timeline for commissioning (as the case may be). No goods shall be received from the supplier after expiry of the initial penal period of 3 (five) weeks and the purchase order shall stand cancelled unless the supplier is allowed an additional penal period (i.e., maximum of another 2 weeks) by ACCF.

6.15.7 Once the timeline for installation and commissioning of NCS with LD is exceeded, ACCF



may consider termination of the contract. During the above-mentioned delayed period of performance, the conditions incorporated shall also apply and ACCF shall seek alternate measures at the risk and cost of the successful bidders.

6.15.8 The decision to impose penalties and finally to blacklist the defaulting firm will be final and shall be binding on all bidders participating in this bid.

## **6.16 Termination of Contract**

6.16.1 **Termination for default:** The TIE, without prejudice to any other contractual rights and remedies available to it may, by written notice of default sent to the successful bidder, terminate the contract in whole or in part, if the successful bidder fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the TIE.

6.16.2 In the event of the TIE terminates the contract due to default in the part of the Supplier, in whole or in part, it may procure goods and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the Supplier shall be liable to the TIE for the extra expenditure, if any, incurred by ACCF for arranging such procurement.

6.16.3 Unless otherwise instructed by ACCF, the Supplier shall continue to perform the contract to the extent not terminated.

6.16.4 **Termination for insolvency:** If the Supplier becomes bankrupt or otherwise insolvent, the Tender Inviting Entity reserves the right to terminate the contract at any time, by serving written notice to the Supplier without any compensation, whatsoever, to the Supplier, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the TIE.

6.16.5 **Termination for convenience:** - The Tender Inviting Entity reserves the right to terminate the contract, in whole or in part for its convenience, by serving written notice on the Supplier at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the TIE. The notice shall also indicate inter alia, the extent to which the Supplier's performance under the contract is terminated, and the date with effect from which such termination will become effective.

## **6.19. Price Firmness:**

6.19.1. Subject to the condition stipulated above, the prices shall remain firm (unchanged) throughout the contract period and on no account any increase in price shall be entertained till completion of the rate contract period.

6.19.2. During the currency of the contract, if the price of the item is reduced due to any reason including any Law or Act of the Central/State Government, the Supplier/rate contract holder shall be statutorily bound to intimate the reduced rates immediately to ACCF and shall charge the reduced rates. ACCF is empowered to unilaterally effect such reduction as is necessary in rates, in case the Supplier fails to notify or fail to agree to such reduction of rates.

6.19.3. In case of any enhancement of Taxes and/ or duties or levy of fresh Taxes/ duties due to statutory act of the Govt., after date of submission of the tenders and during the contractual

6.19.4., additional or fresh levies so imposed will be allowed to be claimed as extra without any change in the price structure approved under the tender. For this purpose, the supplier shall produce a certificate from the authority concerned certifying that the item supplied falls under particular tariff resulting in additional/ fresh levies for the supplied item.

6.19.4. However, the same shall not be borne by ACCF in case such levies become applicable after expiry of the contractual delivery period stipulated in the contract.

6.19.5. Further, in case the bidder has been enjoying duty/tax exemption on any criteria like turnover etc. and at a later date, during currency of the contract, even if duty/tax becomes chargeable on goods manufactured, the same shall be to the supplier's account and shall not be borne by ACCF.

## **6.20. Fall Clause**

6.20.1 If the rate contract holder reduces its price or sells or even offers to sell the rate contracted goods or services following conditions of sale similar to those of the rate contract, at a price lower than the rate contract price, to any person or organization during the currency of the rate contract, the rate contract price will be automatically reduced with effect from that date for all the subsequent supplies under the rate contract and the rate contract amended accordingly.

## **6.21. Risk Purchase: -**

If the Contractor fails to supply or execute the ordered work within the time given, then the risk and differential cost will be passed on to the original supplier to procure or execute the balance work from the other vendor. If payment for, any extra cost incurred by ordering authority on any procurement done against risk & cost after lapse of given

time period from the date of issue of order these amount will be deducted from the balance payment or security deposit of the concerned supplier. If recovery could not be effected from its security deposit due to the reason of its security deposit getting exhausted, then concerned supplier will be liable for blacklisting apart from any other penal actions and recovery proceedings that may be taken against it as per law.

# SECTION VII

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## **7 TECHNICAL SPECIFICATIONS**

Specifications are Mentioned in section 4 along with schedule of requirement

# SECTION –VIII

## 8 FORMATS FOR SUBMISSION OF BID (Technical Bid)

### FORMAT – T 1: CHECK LIST

#### **CHECK LIST**

(To be submitted in *Part I -Technical Bid*)

**The bid documents have to be arranged sequentially as mentioned herein for ease of scrutiny.**

The bidder has to **upload the documents** as mentioned in Checklist (in PDF format) **online**, on or before the due date & time of bid submission.

Name of the Bidder			
Sl. No	Item	Whether included Yes / No	Page No.
1	Format – T1 (Check List)		
2	Bid Document Cost as DD (Rs.2000.00/- for any or all the equipment		
3	The Earnest Money Deposit(s) as Fixed Deposit Receipt/ BG (s) based on no. of equipment tendered		
4	Format – T2 (Details of Items quoted)		
5	Format – T3 (Details of EMD submitted)		
6	Format – T4 (Details of Bidder & Service Center)		
7	Format – T5 (Declaration Form)		
8	Format – T6 (Manufacturer's Form – in case the bidder is the OEM)		
9	Format – T7 (Manufacturer's authorization Form – in case the bidder is the authorized distributor of OEM)		
10	Format – T8 (Annual Turnover Statement by Chartered Accountant) (Provisional statement of account shall not be considered)		

11	In case of distributor, the annual turnover statement/ copies of the pages of the annual audited statement of the Annual report of the OEM along with their own turnover for last three financial year. (Provisional statement of account shall not be considered) – As per eligibility criteria clause 5.1		
13	Format-T9 (Performance Statement during the last three Years)		
14	Copies of purchase orders & end user certificates in support of the information furnished in Format T-9		
15	Format – T10 (Statement of deviation – Technical Specification)		
16	Format – T11 (Para-wise compliance to Technical Specification)		
17	Copy of the <b>Leaflets / Technical Brochures / Product Data Sheets</b> of the Model offered <b>highlighting features in</b> support of the information provided in Format – T11		
18	Copy of Quality Certificates (valid ISI / BIS / CE / US FDA/ IEC, etc. & ISO) of the product/organization (As per Section VII- Technical Specification).		
19	In case the bidder is a 100% subsidiary of the Original manufacturer then documentary evidence.		
20	Copy of the VAT / CST registration certificate		
21	Copy of PAN (Income Tax)		

### Important Note

- a) Mentioning of Page Nos. in the relevant column as mentioned above **is mandatory** for ease of scrutiny.
- b) **No price information (i.e., Scanned copy of the price format etc.)** to be uploaded in Technical Bid.
- c) After preparation of the all the documents as per checklist, the bidders have to put the page nos. on each page and put the signature of the authorized signatory& seal. Then each page has to be scanned and the scanned document to be uploaded in the e-tender portal before the scheduled date & time.
- d) The **BOQ** file (in Excel) and other price format (in PDF) are to be **uploaded** in the **price bid**.
- e) All the documents to be furnished in the checklist have to be page numbered. All the formats (T1-T11) are to be filled up mandatorily.

## Format - T2: Details of the Item Quoted

(To be submitted in *Part I - Technical Bid*)

### **DETAILS OF THE ITEM QUOTED**

Sl. No.	Name of the Item(s)/ Component(s)/ Materials	Name of Manufacturer	Country of Origin	Make	Name of the Model	*Details of offered product at Page No. (s)
1.						
2.						
3.						
4.						
5.						
6.						

Signature of the Bidder

Date:  
Place:

Official Seal:

### Format-T3: Details of EMD Submitted

(To be submitted in *Part I -Technical Bid*)

#### **DETAILS OF EMD SUBMITTED**

Sl. No.	Name of the Hospital/ Location	Instrument No., Date & Name of Bank	EMD Amount (Rs.)
1			
2			
3			
4			
		<b>TOTAL (Rs.)</b>	

Seal& Signature of Bidder

Date  
Place



## Format - T4: Details of the Bidder & Service Centre

(To be submitted in *Part – I Technical Bid*)

### DETAILS OF THE BIDDER & SERVICE CENTER

GENERAL INFORMATION ABOUT THE BIDDER						
1	Name of the Bidder					
	Registered address of the firm					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please Select)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business (Please Select)						
5	Original Equipment Manufacturer (OEM)			Authorized Distributor		
	100% Subsidiary of OEM			Importer		
Key personnel Details (Chairman, CEO, Directors, Managing Partners, etc.)						
6	in case of Directors, DIN Nos. are required					
	Name			Designation		
	Name			Designation		
7	Whether the Owner/Proprietor/Chairman/CEO/Director/Managing Partner has been convicted of an offence by any competent court of law within the last 3 years from the date of floating of the tender.				Yes / No	

8	<p>Registration Details:</p> <p>a) GST Registration</p> <p>b) Pl. mention whether Registered in Assam :</p> <p>c) Furnish the copy of the GST registration certificate</p>
9	<p>Details of existing Service Centers network across India:</p> <p>a) Eastern Region:</p> <p>b) Western region</p> <p>c) Northern region</p> <p>d) Southern region:</p>
10	<p>Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD /Payment for supply if any (if selected)</p> <p>a) Name of the Bank:</p> <p>b) Full address of the Branch concerned:</p> <p>c) Account no. of the bidder:</p> <p>d) Name (as mentioned in the bank account):</p> <p>e) IFS Code of the Bank:</p>
<div style="text-align: right; margin-top: 20px;">Signature of the bidder / Authorised signatory</div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div> <p>Place:</p> <p>Date:</p> </div> <div style="text-align: right;"> <p>Office Seal</p> </div> </div>	

## Format – T5: Declaration Form

(To be submitted in **Part-I Technical Bid**)

### DECLARATION FORM

(Affidavit before Executive Magistrate / Notary Public)

I / We .....having My / our office at.....do declare that I / We have carefully read all the terms and conditions of bid document issued by ACCF for the supply and installation of Equipment (Name of the equipment as per Format T2) at the quoted rate and that rate will remain valid for the entire period of the rate contract of 2 years form the date of signing of the contract. I will abide with all the terms & conditions set forth in the Bid document Reference no. \_\_\_\_\_along with the subsequent amendment, if any.

In case, I/We are de-recognized / black listed/banned/ by any State Govt. / Union Territory / Govt. of India / Govt. Organization / Govt. Health Institutions/ State Medical Corporations and or convicted by any court of law on or after the date of submission of bid, I/We undertake to inform the same to < Procurement Entity>. I/we also under take that, I/we are not involved in any unfair/fraudulent practice.

I/We agree that the Tender Inviting Entity can forfeit the Earnest Money Deposit and or Performance Security Deposit and blacklist me/us for a period of 3 years if, any information furnished by us proved to be false at the time of inspection / verification and not complying with the Bid terms & conditions.

I / We .....do hereby declare that I / we fulfill the eligibility criteria set out in the bid document and will supply the equipment offered by me/usas per the terms, conditions and specifications of the bid document, if selected. I / we further declare that I / we have adequate Service Centre networkacross Assam to carry out the maintenance of the equipment offered.

Signature of the bidder :

**Seal**

Date :

Name & Address of the Firm :

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## Format –T6: Manufacturers Offer Form

(To be submitted in Part– I Technical Bid)

### **MANUFACTURER'S OFFER FORM**

(to be submitted by manufacturer in a letterhead in case the bidder is the manufacturer)

No.

Dated:

To

<Insert Name, Address and Designation of the TIE>

Dear Sir / Madam,

Bid Reference No :

Equipment Name :

1. We ..... (name of the OEM) declare that we are the original manufacturers of the above equipment having registered office at .....(full address with telephone number/fax number & email ID and website), and having factories at.....
2. No company or firm or individual have been authorized to bid, negotiate and conclude the contract in regard to this business against this specific bid reference no.
3. We hereby declare that we are willing to provide guarantee/warranty and after sales service during the period of warranty/CMC/AMC as per the above bid and also supply spares / reagents / consumables for a period of 8 years.
4. We also hereby declare that we have the capacity to manufacture and supply, install and commission the quantity of the equipment bided within the stipulated time.

(Name)

For and on behalf of M/s. (Name of manufacturers)

Date:

Place:

Seal

*Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.*

## Format – T7: Manufacturers Authorisation Form (for Distributor)

(To be submitted in **Part – I Technical Bid**)

### MANUFACTURER'S AUTHORISATION FORM

*(to be submitted by the bidder (authorized distributor/Indian Agent) in a letter of OEM)*

No.

Dated:

To

<Insert Name, Address and Designation of TIA>

Dear Sir / Madam,

Bid Reference No : \_\_\_\_\_

Equipment Name : \_\_\_\_\_

1. We ..... (name of the OEM) are the original manufacturers of the above equipment having registered office at ..... (full address with telephone number/fax number & email ID and website), having factories at ..... and ..... , do hereby authorize M/s. .... (Name and address of bidder) as (Distributor) to submit bids, and subsequently negotiate and sign the contract with you against the above bid no..
2. No company or firm or individual other than M/s. .... are authorized to bid, negotiate and conclude the contract in regard to this business against this specific bid reference no. ....
3. We also hereby undertake to provide full guarantee/warranty /CMC/AMC as agreed by the bidder in the event the bidder is changed as the dealers or the bidder fails to provide satisfactory after sales and service during such period of Comprehensive warranty/CMC/AMC and to supply all the spares/reagents / consumables for 8 years.
4. We also hereby declare that we have the capacity to manufacture and supply, install and commission the quantity of the equipment bided within the stipulated time.

Date:

Place:

(Name)  
for and on behalf of M/s.  
(Name of manufacturers)

Seal

*Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer. In case distributor is quoting through the importer, then the manufacturer has to give authorization to importer and the importer has to give the authorization to the distributor in the above format.*

### **ANNUAL TURNOVER STATEMENT**

The Annual Turnover for the last three financial years of M/S  
who is a manufacturer / Agent/ Distributor of medical equipment are given below and  
certified that the statement is true and correct.

<b>Sl. No.</b>	<b>Financial Year</b>	<b>Annual Turnover (In Rupees)</b>
<b>1.</b>	<b>2021-22</b>	
<b>2.</b>	<b>2022-23</b>	
<b>3.</b>	<b>2023-24</b>	
	<b>Average</b>	

Signature of Auditor/ Chartered Accountant

Date:

Place:

**N.B:**

Signature of Auditor/ Chartered Accountant  
(Name in Capital) Membership No.  
UIDN.....

*Tender Inviting Entity reserves the right to call copies of **audited Annual Statements of Accounts** the last three years/ Annual Reports and the turnover figure should be highlighted there.*

**Format –T9: Performance Statement**

**PERFORMANCE STATEMENT**

(To be submitted in *Part – I Technical Bid*)

(For the period of last **three years**)

**(Pl. Furnish order copies of the clients serially, the names of which are mentioned below)**

:

Name of Bidder:

:

Name of Manufacturer

:

**Name of the Item**

:

Sl. No.	Order placed by (Address of purchaser) (attach documentary proof) *	Order no. & Date	Item Name	Make & Model	Qty.	Value of Contract (Rs.)	Date of Completion	Have the goods been functioning satisfactorily (attach documentary proof)**
1.								
2.								
3.								
4.								
			<b>Total Qty.</b>					

(attach separate sheets if the space provided is not sufficient)

**Signature and seal of the Bidder**

\* The documentary proof will be **copies of the purchase order** (during the last 3 years) indicating P.O. No. and date.

\*\* The documentary proof will be certificate from the consignee/end user indicating P.O. No. and date.

**Format – T10: Statement of Deviation (Technical Specification)**

(To be submitted in *Part – I Technical Bid*)

**STATEMENT OF DEVIATION – TECHNICAL SPECIFICATION**

Following are the Technical deviations and variations from the purchaser’s Technical Specifications.

Sl. No.	Item Name	Technical Specification As per specifications asked	Statement of Deviations / Variations if any
1.			
2.			
..			
..			
..			

(attach separate sheets if the space provided is not sufficient)

In case there is no deviation from technical specification, Pl. Mention “**No Deviation**”.

Seal & Signature of the Bidder

Name:



## Format – T11: Para-wise Compliance

(To be submitted in **Part – I Technical Bid**)

### **PARAWISE COMPLIANCE TO TECHNICAL SPECIFICATION OF THE PRODUCT(S) OFFERED**

[Furnish **para-wise compliance** in a tabular form (as per the format mentioned below), where the technical specification (para-wise) as per bid should be mentioned in the left column & bidder's compliance at the right with mention of page no. of the product catalogue / product data sheet].

**Name of the Item:**.....

**Make:** .....

**Model No. :**.....

<b>Bid Specification (Para wise)</b>	<b>*Bidder's Compliance – Para wise</b>	<b>**Page No. of the technical brochure where the compliance is mentioned</b>

(add **separate sheets** depending upon the space requirement)

\* **Leaflets / Technical Brochures / Product Data Sheets** of the Model offered **highlighting features** of the product offered **must be attached** in support of the information provided above.

\*\* It is **mandatory** to mention the page no(s) in the format as mentioned above.

**Seal & Signature of the BidderName:**

#### Format T12: Price Bid/BoQ

- 1) Price bid format (BoQ) is **not enclosed** in this bid document. It has to be downloaded from the **e-procurement portal** <https://assamtenders.com> (under the respective bid reference No.)
- 2) PRICE BID/BoQ (in the excel Format) has to be submitted **online only**. The **price bid format (excel sheet available in e- Tender portal)** is specific to a bid and is not interchangeable. The price bid format file shall be **downloaded from the e- Tender portal** by the bidder and quote the **prices in the respective fields before uploading it**. The Price bids submitted in any other formats will be treated as **non- responsive**. Multiple price bid submission by bidder shall lead to cancellation of bid.

#### Important Notes:

1. **CMC/AMC shall be paid at predefined rate as per Clause 6.7.4.**
2. **Payment shall be made as per actual measurement/actual qty installed at site. Measurement/qty installed shall be verified by respective site engineer and/or Biomedical engineer of ACCF.**

<may be inserted as per the requirement, if any>

# SECTION –IX

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## 9. ANNEXURES (Documents to be executed by the successful bidder)

### Annexure I: Draft Contract Form

#### Agreement

This Agreement (“**Agreement**”) is made on this \_\_\_\_ day of \_\_\_\_\_ by and between:

1. **ASSAM CANCER CARE FOUNDATION**, a not-for-profit company registered under Companies Act, 2013 Section 8(1) with registered address at ..... (hereinafter referred to as the “**ACCF**” which expression shall unless repugnant to the context thereof be deemed to mean and include its successors and assigns); and
2. [ **SUPPLIER FULL NAME**], a company duly incorporated and existing under the laws of \_\_\_\_\_, with its registered office at \_\_\_\_\_ (hereinafter referred to as the “**Supplier**”, which expression shall, unless repugnant to or inconsistent with the context, mean and include any successors or permitted assigns).

Assam Cancer Care Foundation and Supplier are individually referred to as a “**Party**” and collectively to as the “**Parties**”.

#### WHEREAS:

- a) Assam Cancer Care Foundation is, non-sectarian philanthropic organizations and is engaged in developing cancer care infrastructure for providing affordable treatment.
- b) Supplier is \_\_\_\_\_ [ brief about the supplier and its products/services. ]
- c) Assam Cancer Care Foundation, proposes to develop a distributed cancer care model to create patient-centric cancer institutions to deliver standardized and affordable care closer to patients’ homes and thereby strengthening the cancer care infrastructure in Assam and providing enhanced access to public (“**Programme**”).
- d) For the purposes of the Programme, Assam Cancer Care Foundation issued a tender with reference number ACCF//XXXX/2021 dated [●] (“**Tender**”), to identify and engage supplier(s) for a period of two years for **supply, installation, commissioning, servicing**

and comprehensive maintenance of the Equipment and Services as mentioned in the tender document, which are required for the Programme by ACCF.

e) After evaluation of the bids received, and based on Supplier's financial bid dated [●] ("**Financial Bid**") and technical bid dated \_\_\_\_\_ ("**Technical Bid**") and pursuant to the mutual discussion between the Parties, Assam Cancer Care Foundation had, on satisfactory verification of the vendor eligibility criteria (as specified in the Tender) accepted the Financial Bid and Technical Bid and issued its Letter of Intent dated \_\_\_\_\_ ("**Letter of Intent**" or "**LOI**");

- f) Assam Cancer Care Foundation and Supplier are now desirous of entering into this Agreement and recording the terms and conditions regarding the relationship between the Parties, the price of Equipment, supply, installation, commissioning, servicing, warranty and maintenance of the Equipment, payment, penalty, etc.
- g) On the basis of the terms and conditions as agreed in this Agreement, Assam Cancer Care Foundation shall issue Purchase Orders to the Supplier, as may be required for the purposes of the Programme.

**NOW, THEREFORE, in consideration of the foregoing and other terms and conditions set forth in this Agreement and the receipt and sufficiency of which is hereby acknowledged, and intending to be legally bound hereby, the Parties agree as follows.**

1. This Agreement shall come into force and effect from the date on which it is signed and executed by the Parties ("**Effective Date**").
2. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the bid document referred to.
3. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.:
  - (a) all the documents submitted by the bidder as part of technical bid and price bid;
  - (b) the Schedule of Requirements;
  - (c) the Technical Specifications and other quality parameters;
  - (d) the clarifications and amendments issued / received as part of the bid document
  - (d) the General Conditions of Contract;
  - (e) the Special Conditions of Contract; and
  - (f) the Letter of Intent (LOA) as issued by ACCF

4. In consideration of the payments to be made by the **ACCF** to the Supplier as hereinafter mentioned, the Supplier hereby covenants with ACCF to supply, install and commission the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. ACCF hereby covenants to pay or cause to pay to the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

## 6. Contract Price

(a) Price of the Equipment:

S. No	Name & Description of the Equipment	Unit Price (All-inclusive but excluding GST)	GST		Unit Price with GST
			%	Amount	
1	2	3	4	5	6=3+5

(b) CMC:

< insert agreed CMC/AMC rate, if applicable >

(c) Reagent Cost (If any):

< insert agreed Reagent rate, if applicable >

## 7. Validity of this Contract:

This Contract shall remain valid for 2 years from the date it comes in to effect. However, the parties may choose to extend the contract with same terms and condition for a period of another year with mutual consent.

## 8. Delivery Schedule:

The Purchase Order Shall be issued by ACCF on as and when required basis during the currency of this contract. The location of delivery or installation and other terms and conditions shall be detailed in the purchase order.

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the said ..... (For the **ACCF**) in the presence of.....

Signed, Sealed and Delivered by the said .....(For the Supplier) in the presence of .....

(Signature, Name, Designation and Address with Office seal)

1) (Signature, Name and Address of witness)

2) (Signature, Name and Address of witness)

## Annexure-II: Installation Certificate

### INSTALLATION CERTIFICATE

(to be filled jointly by the Supplier, head of user institution & Representative of the Ordering Entity individually for every equipment)

Name of the Hospital & Hospital Code:			
<b>Equipment Details</b>			
Name of the Equipment & Code:		Purchase Order No:	
Make / Manufacturer		Purchase Order Date:	
Model		Purchase Amount	
Quantity			
Serial no (s)			
Location / Department:			
<b>Supply Receipt Date</b>			
<b>Installation Start Date</b>		<b>Completed Date</b>	
Comprehensive Warranty Start Date		Comprehensive Warranty End Date:	
<b>Preventive Maintenance Schedule (Specify Year &amp; Month)</b>			
YEAR	Visit 1	Visit 2	
<b>Contact Details</b>			
SUP.CODE / Name of the Supplier			
Name of Service Engineer		Mobile No.	
Service Centre Manager's name		Mobile No.	
Date: Seal of supplier:	Date: Hospital Seal :		

Service center address				
<b>Accessories supplied</b>				
<b>Sl. No.</b>	<b>Item</b>	<b>Qty.</b>	<b>Serial No.</b>	<b>Remarks</b>
<b>To be filled by Institution</b>				
Whether a digital Photograph of the installed equipment in the presence of the hospital personnel?				<b>YES / NO</b>
Whether the Demonstration of the equipment with accessories on the technical specification/key features was conducted to the satisfaction at the time of installation?				<b>YES / NO</b>
Whether training was conducted to the satisfaction at the time of installation?				<b>YES / NO</b>
Short supply items, if any				
Remarks of hospital authorities				
Recommend to release 90% payment YES <input type="checkbox"/> NO <input type="checkbox"/>		The equipment is working satisfactorily YES <input type="checkbox"/> NO <input type="checkbox"/>		
The equipment was installed and handed over on _____ (Installation date to be filled in by the Head of the institution or by the end user)				
Name of Service Engr.			Sign.	
Name of End User & Department			Sign.	
Signature of the Head of the Institution			Sign. & Seal	
Date:		Date:		
Seal of Supplier:		Hospital Seal :		



Annexure III: Warranty Declaration

WARRANTY DECLARATION

(to be filled jointly by the Supplier, head of user institution & Representative of the Tender  
Inviting or Ordering Entity individually for every equipment)

Date:

Purchase Order No : ..... dated.....

The equipment ..... (Equipment Name) Model No.....  
bearing serial no. .... was installed successfully at .....  
(Institution Name) is offered with a comprehensive warranty for a period of .....  
Years starting from..... to ..... including all the following accessories;

Sl. No.	Name of the Equipment	Manufacturer's name	Equipment Serial No.	Qty.

Name of the Supplier:	Name of the Hospital In-charge / End User:
Signature:	Signature:
Seal:	Seal:

## Annexure IV: Performance Statement (Two Months Post Installation)

### TWO MONTHS' PERFORMANCE STATEMENT

*(to be filled by the hospital in-charge individually for every equipment)*

HOSP CODE / Hospital Name:				
SUP.CODE / Name of the Supplier				
<b>Equipment Details</b>				
EQPT CODE /Name of the equipment:		Purchase Order No:		
Make / Manufacturer		Purchase Order Date:		
Model		Purchase Amount		
Serial no.		Project Name		
Date of Installation		Location / Department		
Whether Equipment working satisfactorily without any problem for two months?			YES <input type="checkbox"/>	NO <input type="checkbox"/>
If No, provide details of equipment failure in the first two months <i>(attach additional details if any in a separate sheet)</i>				
<b>BREAK DOWN DETAILS</b>				
Break down Reported Date	Attended date	Rectified date	Attended by	Details of beak down / service

Present status of the equipment		Working satisfactorily <input type="checkbox"/> Not working satisfactorily <input type="checkbox"/>	
Recommended to settle the final 10% of payment		YES <input type="checkbox"/> NO <input type="checkbox"/>	
Performance of accessories Supplied			
Further Training		Required <input type="checkbox"/> Not required <input type="checkbox"/>	
Remarks of hospital authorities			
Two month performance certificate was issued on _____ (date to be filled in by the Head of the institution or by the end user)			
Name of End User & Department		Sign.	
Signature of the Hospital In-charge		Sign. & Seal	
Date: Seal of supplier:		Date: Hospital Seal:	

## **Annexure: V: Bank Guarantee (EMD)**

**Not Applicable**

