



ESI HOSPITAL STORE  
ESI SCHEME: ESI HOSPITAL COMPLEX  
BASAIDARAPUR RING ROAD NEW DELHI 110015  
<http://www.esipgimsrbasai.in> Phone: 25936932

### **TENDER NOTICE**

Medical Superintendent, ESI Hospital Basaidarapur, New Delhi-15, invites sealed bids for repair and maintenance of medical Instruments and Equipments installed at various departments of this hospital for a period of 2 (Two) years.

Interested firms are requested to collect the tender form with terms and condition from Hospital in any working from 10:00 AM to 3:00 PM and on Saturday from 10:AM to 12:00 Noon. The cost of the tender form is Rs. 500/- (Non refundable amount), which is payable in form of DD/Banker's cheque in favour of ESIC fund account no. 1 payable at Delhi. Tender form can be downloaded from hospital website "<http://www.esipgimsrbasai.in>" or ESIC website <http://www.esic.nic.in>. In case the tender form is downloaded from the website then the DD/Banker's cheque of Rs. 500/- (Non refundable amount) is to be enclosed with the tender.

Tender form complete in all respects along with EMD of Rs. 20,000/- in form of DD/Banker's Cheque in favour of ESIC fund A/c no. 1 must be dropped in the tender box kept in Incharge Hospital Store room up to 2:00 pm by 29<sup>th</sup> April, 2013. The tender will be opened on 29<sup>th</sup> April, 2013 at 2:30 pm in Incharge Hospital Store room. If any representative of the tenderers wishes to be present at the time of opening, he/she can do so. Tender received late will not be entertained. In case this day is declared a holiday, tender will be opened on the next working day at same time and place.

Tender is required to be submitted in two bids viz '**Technical Bid**' and '**Financial Bid**' separately super scribing on the envelopes as '**Technical Bid**' and '**Financial Bid**' respectively mentioning the Annexure and Name of the Tenderer. Each and every page of the quotation is to be serially numbered and duly signed by authorized bidder/signatory. Both the envelopes are to be put in a single envelope superscribed. "Tender for AMC/CMC of Medical Equipments and Instruments" and name of the bidder and specifying the number of sealed envelopes enclosed/inserted. Tender should be submitted in a wax/lac sealed envelope addressed to the Medical Superintendent, ESI Hospital, Basaidarapur New Delhi-15. The rates should be typed both in words and figures, free from erasing and over writing and error in typing. Any erasing/error correction must be attested by the bidder otherwise the rates in r/o that particular item shall not be considered. Covering letter should indicate the list of enclosures. List of equipments is enclosed as **Annexure- A,B & C**. Terms and conditions of the contract are enclosed as **Annexure D** and format of undertaking is enclosed as **Annexure E**.

Medical Superintendent reserves the right to reject any tender or all without assigning any reason thereof.

**Medical Superintendent**

**TERMS AND CONDITIONS**

Tender is required to be submitted in **Two Bids viz** 'Technical Bid' and Financial Bid' separately superscribing on the sealed envelopes as 'Technical Bid' and 'Financial Bid' respectively mentioning Name of Tenderer. Each and every page of the quotation is to be serially numbered and duly signed by authorized bidder/signatory. Both the envelopes are to be put in a single sealed envelope superscribed "Tender for AMC/CMC of Medical Equipments and Instruments" and name of the bidder and specifying the number of sealed envelopes enclosed/inserted. Tenders should be submitted in sealed envelope addressed to the Medical Superintendent, ESI Hospital, Basaidarapur New Delhi-110015. The rates should be typed both in words and figures, free from erasing and over writing and error in typing. Any erasing/error correction must be attested by the bidder otherwise the rates in r/o that particular Item will not be considered. Covering letter should indicate the list of enclosures. List of equipments is enclosed as Annexure A,B &C. Terms and conditions of the contract is enclosed as Annexure D and format of undertaking is enclosed as Annexure E.

Only technical bid (un-priced) shall be opened first and shall be referred for the technical evaluation. The financial bid of only those bidders whose technical bid is found acceptable by the technical evaluation committee will be considered for award of tender Eligibility. The firm must have minimum two years experience in undertaking the repair and maintenance work of medical equipments and instruments in reputed hospital (Proof of experience must be attached. Technical assessment will be evaluated on the basis of latest 2 years of work. The firm must have experience of repair/maintenance of :-

- Anesthesia and ICU Equipments
- Laboratory Equipments (Pathology and Microbiology)
- Physiotherapy Equipments
- Central Pipe line and manifold systems
- Eye, ENT and general equipment
- General Equipments.

**Technical Bid.** This should include following:

1. EMD in the form of D.D/Bankers Cheque only.
2. Experience certificates as token of proof of two years experience in maintenance of medical equipment/instruments of same/similar specifications and configuration in hospitals having 150 beds or more preferably government hospitals. With each certificate, the certified copy of the Work Order along with list of equipments maintained with model, if available, must be enclosed.
3. Undertaking for providing AMC/CMC for minimum 2 (two) years as per Performa given in Annexure E.
4. Authority letter from manufacturer/authorized service provider certificate in case bid is submitted by authorized agent.
5. Authority letter(s) of various principals whose equipments/instruments the bidder is authorized to offer "after sales service".
6. Work shop setup to cater repair of equipments of 150 or more.

- Basic amenities for general electro mechanical repair of equipments.
- Electronic repairs.
- Devices and equipment used in calibration of equipment
- Optical devices repair.

7. Proof of accuracy/calibration of calibrating equipments, issued by an accredited agency.
8. Accreditation/certification from competent regulatory authority traceable to national/international standard.
9. Lowest rate certificate
- 10 Letter of authorized signatory.

## **A Technical Bid**

1. Firm must have proper workshop to cater the repair of equipments of 150 bedded hospital or more with technical support and test and tooling infrastructure for general, electro-mechanical, electronic, optical and other allied repairs of equipments/instruments. Besides, the firm must have devices/equipments for calibration of equipments which should be certified by an accredited laboratory proof of which must be submitted with the technical bid. No additional cost will be paid for calibration and other safety documentation. Calibration has to be done on regular basis.
2. All types of spares and accessories should be available with the vender for the quoted equipments
3. The manufacturers or their authorized service agents/authorized dealer of the equipment with, special experience in repair of specific equipments installed in OT, Manifold Room and Pathology Lab, may be accorded preference in award of tender at the discretion of the Medical Superintendent.
4. Earnest Money of Rs. 20,000/- only is to be deposited along with the tender either through Banker's cheque or D.D payable in favour of "ESIC fund A/c no. 1". The EMD deposited with earlier tenders will not be adjusted against this tender. Tenders without EMD will not be entertained. This shall be placed in the technical bid envelope. EMD of all bidders will be refunded without interest, after finalization of the tender.
5. The bid shall be valid for a period of 60 days whereas the rates quoted shall be valid for 2 (two) years from the date of award of work.
6. Repair should be conducted as per standard accepted guideline for equipment repair.
7. AMC holder is free to take precautionary measures for assigned equipment in order to maintain the integrity of components of equipments.
8. Rates should be quoted for each item separately and it should not be for all the equipments as a whole on grouping basis as CMC/AMC/Each time repair of all equipments (as applicable) shall be decided on stand-alone/singularity basis.
9. The tenderer is required to submit an undertaking as per the Performa enclosed on a stamp paper of Rs. 100/- along with contract.
10. Tax rate should be mentioned along with rate, separately.
11. The bidder shall have to provide four regular preventive maintenance services in a year, besides attending any number of calls as and when required, CMC/AMC holder should also calibrate equipment free of cost at regular intervals.
12. Each and every complaint/call will be attended within 24 hours, failing which next successful bidder(s) or other outside firms/companies can be approached to repair the machines/equipments at the risk and cost of the firm, to which the CMC/AMC has been

originally awarded. In case any equipment witnesses break-down for more than 120 hours for want of visit and/or non submission of estimate, a penalty of 2% of the total cost of the AMC/CMC of the equipment per week may be levied till it is repaired and final acceptance certificate is issued by the department concerned, with the exception in condition of Force Majeure.

13. Repair should be done in the hospital premises, as far as possible. If it is necessary to take equipments to the workshop, proper written permission or gate pass should be obtained from competent Authority. The equipment/instrument shall be returned under all cases within a week of its removal from the hospital premises, otherwise it is the responsibility of the bidder/firm to provide an alternative/instruments at their cost.
14. Firm's representative/engineer shall be required to specify which spare parts need to be changed/replaced on the service report before leaving the hospital premises. Any change in estimate thereafter will not be summarily acceptable.
15. Agency is bound to submit estimate of spares need to be changed within 48 hours of inspection in hospital.
16. Payment will be made on quarterly basis, after-submission of bills in triplicate along with satisfactory service report in triplicate duly verified by the HOD or I/C of user unit. The respective/Mfg. Company invoice in details to confirm the genuineness of spare and price, should be given.
17. Annual Maintenance Contract/comprehensive Maintenance Contract/Each Time Repair Contract would be continued subject to the satisfaction of the Medical Superintendent and may be terminated at any time without assigning any reason.
18. It may also be noted that there should be no negligence in providing services of any type, if any, complaint is received, the contract will be terminated with immediate effect.
19. The firm should provide standby arrangement for equipments involved in direct patient care.
20. Repairs to be undertaken, should be within specified configuration and maintaining the integration on internal circuit of equipment, any deviation on configuration/specification the repair will not be acceptable. After repairs, a certificate to the effect that the equipment is in working order and safe for patient care and non-hazardous for the handler shall be submitted by the AMC/CMC holder
21. In case, the contractor notices any part of the equipment missing, the same shall be brought to the notice of the officer In-charge and HOD, otherwise responsibility for the same will be fixed on the AMC holder contractor.
22. Firm has to provide warranty/guarantee on replaced spare for 6 (Six) months at least.
23. Firm is responsible to provide electrical and patient safety certificate after major repair of equipments which are used for direct patient care.
24. Photocopy of service tax no. and PAN No. should be enclosed with the tender
25. Tender forms are not transferable.
26. All quotations should be unconditional
27. Any act on the part of the contractor to influence anybody in the hospital shall make his tender liable for rejection.
28. In the event of any breach/violation of conditions of the contract, security money is liable to be forfeited.
29. The interested bidders may inspect the equipments/instruments being put to the tender for the maintenance between 10:00AM to 3:00 PM on any working week day, with the help of AMC cell of the hospital, to satisfy themselves about the condition of the equipment thereof. Submission of the tender in itself would be a presumption that the equipments/instruments were inspected and the bidders have understood and accepted all the terms and conditions.

30. Contract holder will not be allowed to sublet the work to any other agency.
31. If any Tenderer fails to fulfill the above terms or violate any above terms his tender will be rejected summarily without assigning any reason or justifications.
32. The quantity mentioned against each items in annexure A&B is provisional and liable to change. However, the exact quantity will be intimated at the time of award of contract.
33. AMC/CMC contract will be valid for only two years from date of award which can be extended by competent authority on mutual terms.
34. Lowest rates certificates should have submitted by the firm in respect to AMC/CMC rates as well as spars rates also.
35. Company should submit a letter mentioning the person deputed/representative, who is authorized to submit the tender on behalf of company stating the name of persons, address and designation by competent authority.
36. Security deposit by the successful bidder will have to be deposited in the form of Demand Draft/Banker's cheque for the amount of Rs. 50000/- in the favour of ESIC fund A/c no. 1 payable at Delhi. The same will be released, without interest, to the contractor after completion of the contract/extended contract period subject to satisfactory performance certificate by the user Department(s)

**B, Financial Bid:** - It should comprise the following.

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

Tenderer must submit a copy of quoted rates in CD ROM/ USB in Excel format and each field must be typed in only one cell/column and one line/row as per example given below. Remarks (Col.8) means to specify if there is any comments

S.no	Firm name	Group	Item no.	Name of item	AMC rate (Per annum)	CMC rate (Per annum)	Tax(%)	Remarks
1	2	3	4	5	6	7	8	9
Numeric	Text	Text	Numeric	Text	Float	Float	Numeric	Text
1	Abc ltd	A	1	Eg. Bod Incubator	0.00	0.00	As applicable	Service tax

If any discrepancy occurs between rates quoted in figures or words or in the C.D, then the rates mentioned in words in the hard copy will be deemed to be the actual rates.



**Annexure E**

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

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

**:UNDERTAKING :**

1. I, the undersigned certifies that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- 2 The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I undertake that each and every complaint/call will be attended with in 24 hours failing which other successful bidder firms/companies will be approached to repair the machine/equipments and expenses will be borne by our company at same time a penalty of 2% of the total of the AMC/CMC of the equipment per week for the period in the event of equipment remaining out of order be levied on us.
4. I, the undersigned hereby bind myself for Annual Maintenance Contract of equipments/instruments as per list enclosed to Medical Superintendent, ESI Hospital, Basaidarapur New Delhi - 15 during the period of contract.
5. The earnest money of Rs.20000/- , deposited vide Banker Cheque/Demand Draft no.\_\_\_\_\_ Dt.\_\_\_\_\_ is attached herewith.
6. Should any delay occur on the part of making equipment functional, the hospital shall stand authorized to get the necessary repairs done from other sources and deduct the amount incurred on such repairs from our bills dues / security money.
7. The conditions herein contained shall form part of and shall be taken included in the agreement itself.
8. The decision of the Medical Superintendent will be final and binding upon me.
9. That the spares supplied by me would be of the best quality.
10. That if spares supplied by me are found to be of defective or beyond repair the same shall be replaced by me at my own cost.
11. That I shall maintain the equipments and ensure timely visits to avoid any hardships.
12. That I shall keep the fact in mind that equipments are vital in a hospital and arrange for early repairs in the best interest of patient care.
13. That I hereby undertake to bear any loss or damage caused to the hospital authorities through the usage of equipment/instruments repaired/serviced by me.

Signature of Bidder

Name

Address

Contact No

**Annexure “A”****List of Medical Equipments/Instruments required CMC**

S.no	Name of Items	Name of Dep't.	Qty	Remarks
1.	Double distillation plant	Path-1	1	CMC
2.	Glass distillation	Micro-1	1	CMC
3.	Centrifuge machine	BB-5,Bio-2	7	CMC
4.	VDRL shaker	Micro-2,BB-1,Bio-1	4	CMC
5.	Deep freezer	Micro-1,	1	CMC
6.	Horizontal rectangular sterilizer	CSSD-1	1	CMC
7.	Laminar flow	Micro-1,BB-1	2	CMC
8.	Biosafe Cabinet	Micro-1	1	CMC
9.	Refrigerated centrifuge machine	Microbiology-1	1	CMC
10.	Basinets	Pcty-4,Nry-13	17	CMC

**Annexure “B”****List of Medical Equipments/Instruments required AMC**

S.no	Name of Items	Name of Dep't.	Qty	CMC WITH PARTS/AMC WITHOUT PART
1.	Hot air oven	Micro-2, Path-3, BB-1,Bio-2	8	AMC
2.	Incubator	Micro-4,BB-1	5	AMC
3.	Water bath	Micro-5, Path-2,BB-1	8	AMC
4.	Vertical autoclave	Micro-2,BB-1	3	AMC
5.	Pharmaceutical refrigerator	Micro-1,BB-1	2	AMC
6.	Hot & cold sterilizer	M.OT-1	1	AMC
7.	Foetal Doppler	ANC-2,GFOPD-2,LR-3	7	AMC
8.	Suction machine	All concerned Depts.	33	AMC
9.	Fumigator	Dia-1, ICU-2	3	AMC
10.	Microtome	Path-2	2	AMC
11.	calorimeter	Path-2,Bio-1	3	AMC
12.	Vortex mixer	,Bio-1	1	AMC
13.	Vacuum extractor	OT-1,LR-2	3	AMC
14.	O.T. Table hydraulic	GFOPD-1,OT-5	6	AMC
15.	Tissue floatation bath	Path-3	3	AMC
16.	Slide warmer	Path-2	2	AMC

17.	Bowl Sterilizer	OT-2	2	AMC
18.	ENT Integrated Unit	Information not received	1	AMC
19.	Infusion Pump	All concerned Depts.	21	AMC
20.	PH Meter	Bio-1		AMC
21.	Feotal monitor-FM-20	L.room-1	1	AMC
22.	Interferential therapy unit (Imported)	Physiotherapy - 1	1	AMC
23.	Interferential therapy unit	Physiotherapy -1	1	AMC
24.	Short wave diathermy	Physiotherapy-2	2	AMC
25.	Ultrasound unit	Physiotherapy-2	2	AMC
26.	Paraffin wax bath	Physiotherapy-2	2	AMC
27.	Moist heat therapy tank	Physiotherapy -1	1	AMC

### Annexure “C”

#### List of Medical Equipments/Instruments required Each Time

#### Repair

S.no	Name of Items	Name of Dep't.	Qty	Remarks
1.	Sterilizer without thermostat	All concerned Depts.		EACH TIME REPAIR
2.	Sterilizer with thermostat	All concerned Depts.		EACH TIME REPAIR
3.	Micropipettes	Micro-6,BB-5,Bio-15		EACH TIME REPAIR
4.	Weighing machine	All concerned Depts.		EACH TIME REPAIR
5.	Dressing drum	All concerned Depts.		EACH TIME REPAIR
6.	Needle & syringe destroyer	All concerned Depts.		EACH TIME REPAIR
7.	Torch	All concerned Depts.		EACH TIME REPAIR
8.	Oxygen flow meter	All concerned Depts.		EACH TIME REPAIR
9.	View box	All concerned Depts.		EACH TIME REPAIR
10.	Nebulizer	All concerned Depts.		EACH TIME REPAIR
11.	Ambu bag indian	All concerned Depts.		EACH TIME REPAIR
12.	BP apparatus	All concerned Depts.		EACH TIME REPAIR
13.	Ambu Bag imported	All concerned Depts.		EACH TIME REPAIR
14.	Laryngoscope	All concerned Depts		EACH TIME REPAIR
15.	OT scissors	All concerned Depts		EACH TIME REPAIR
16.	Stethoscope	All concerned Depts		EACH TIME REPAIR
17.	Gauge cutter machine	All concerned Depts		EACH TIME REPAIR