



NATIONAL INSTITUTE OF MENTAL HEALTH & NEURO SCIENCES
(Institute of National Importance), P.B. No. 2900, Hosur Road, Bengaluru – 560 029

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Website: www.nimhans.ac.in/tender

STR-D2/676/MEDICAL GAS PIPELINE/AMC-CMC-BME /2019-20

25.05.2019

TENDER NOTIFICATION

Online tender quotations for the Annual Maintenance Contract (AMC) of Manifold Room, Medical Gas Equipment and Central Medical Gas Pipeline System for 3 yrs. Under two-bid system NIMHANS are invited from reputed manufacturer/s or authorized dealers for 3 years AMC.

SI No	Particular of Work	Duration of AMC
1	Repair and Maintenance Contract of Manifold Room and Central Medical Gas Pipeline System	3 Years

Schedule detail

Downloading of Tender documents from website - https://eproc.karnataka.gov.in/eportal/index.seam	From 25.05.2019 Onwards
Last date for tender enquiry	15.06.2019 upto 11:00 AM
Tender submission last date and time	17.06.2019 upto 11:00 AM
Technical bid will be opened online by the authorized officer on	18.06.2019

Terms and conditions

1. The bid documents for the above items should be addressed to “The Director, National Institute of Mental Health & Neuro Sciences, Post Box No. 2900, Hosur Road, Bengaluru – 560 029, Karnataka, India” and should be uploaded in E Procurement portal only on or before the due date.
2. The tender bid should be valid for **four months** from the due date. **NIMHANS, Bengaluru will not take any responsibility for any technical issues.**
3. **Earnest Money Deposit (EMD):**
 - 3.1. The (EMD) shall be denominated in Indian Rupees and shall be paid in the e-procurement portal using the following payment modes:
 - a. Credit Card.
 - b. Direct Debit.
 - c. Net Banking
 - d. National Electronic Funds Transfer (NEFT)
 - 3.2. The EMD shall not bear any interest and will be refunded to
 - a) Unsuccessful tenderer upon finalization of tender bid and award of tender to successful bidder.
 - b) All the tenderers if the tendered item is cancelled or retendered.
 - c) EMD amount is exempted, if there is an enclosed valid NSIC/MSME Certificate.

4. The tender documents and all correspondence's relating to the bid should be in **English language only**.
5. **Technical bid should comprise of (uploaded copy of documents should be self-attested and stamped) –**
 - a. The bidder should enclose EMD reference of Rs. 50,000-00 (Rupees Fifty Thousand only). Tender without EMD will be summarily rejected, EMD amount is exempted, if there enclose valid NSIC/MSME Certificate.
 - b. Site Inspection counter signed by head BME mandatory
 - c. The bidder has to be a registered company/agency involved in providing repair and maintenance services for Manifold Room and Central Medical Gas Pipeline System on contract basis to the Govt. or reputed Private Hospitals of minimum 500 beds.
 - d. The agency must have an experience of minimum five years (as on 31.03.2019) for providing repair and maintenance services on contract basis in minimum 500 bedded Govt. or reputed Private Hospitals. Documentary evidence to be submitted along with
 - e. Satisfactory Performance Certificate from the competent authority of at least 5 Hospital on the letter head of the Hospital with Signature. Name and clear readable stamp of the issuing authority.
 - f. The bidder company/agency should never have been Black listed by any Government organization. Affidavit in this regards to be submitted as in Annexure III.
 - g. Annual turnover of agency in last 3 yrs. should not be less than 1 Crore. Balance Sheet for last three financial years i.e. 2016-17, 2017-18 & 2018-19 is to be submitted in support.
 - h. Name and Address of Organization and their technical employees.
 - i. Whether proprietary / partnership/ Company / Pvt. Ltd., (supported by documents).
 - j. The bidder should have all tools and tackles for operation and maintenance for the said work. However the consumable will be provided by the Institute on written requisition from the agency at least 15 days earlier- acceptance letter.
 - k. The firm must have proper well equipped workshop in Bangalore to cater for repair/services with qualified technical support team and test & tooling infrastructure. Documentary Proof of the existence of the same has to be submitted with address proof.
 - l. Authorization Certificate from the service provider company for bidding is to be submitted by authorized person.
 - m. PAN & GST number shall be furnished (Enclose the last paid GST details with documents for 1 year).
 - n. The contractor / Agency should enclose the registration copy of ESI, PF and service Tax and contract labour license or correspondence of these agencies shall be the responsibility of the agency.(Enclose the last ESI/PF contribution details for 1 year).
 - o. Declaration towards acceptance of all terms and conditions should also be provided.

6. Price Bid should comprise of-

- 6.1. Price should be quoted in INR only and Inclusive of GST** and not in any other Foreign Currency.
- 6.2.** Financial bid should contain the rates quoted as in Performa provided in Annexure II i.e. Rates quoted for AMC (as provided in A) and cost of Spares(as provided in B).The sum of Both (A&B) will be considered in finalizing the lowest one (L-1) and will be awarded to the lowest.
- 6.3.** A complete list of spares along with their cost, which will not change during the entire AMC/Extended period of AMC, is also to be submitted separately
- 6.4. Quotation should be only for NIMHANS (door delivery with all loading, packing and transportation and other charges etc.)** and should have detailed information as per tendered specifications (such as item cost, each article wise rates, taxes, other Government levies, Customs duty, any local agency commission, transportation, delivery of the equipment to the Institute premises, installation and commissioning etc. Separately along with total cost) with manufacturers name, License number and name of the brand/make. Tender bids without price bid/quotation will be rejected.
- 6.5.** In case of Import, Customs Duty will be considered only at 5.15% of the total Purchase order value and the required Customs clearance documents will be provided by NIMHANS on prior intimation (atleast 5 working days prior intimation) of shipment along with details and relevant countersigned documents from the supplier.
- 6.6.** If the tenderer is quoting in Indian Rupees (INR) for items NOT MANUFACTURING IN INDIA (NMIC), the CUSTOM DUTY EXEMPTION CERTIFICATE WILL NOT BE ISSUED BY THE INSTITUTE. The Rate quoted should be inclusive of Custom duty & other incidental charges.
- 7.** Successful tenderer decision will be made on the basis of total cost of each item and the corresponding rates for each item **will be freezed for next 3 year from date of purchase order.** **Further purchase of these items will be at the discretion of the NIMHANS.**
- 8.** The tender bids (technical and price bid) should be typewritten; every correction in the tender should be initialled along with seal by the tenderer, failing which the tender will be rejected. All pages of the bid submitted must be signed along with seal and sequentially numbered by the tenderer.

9. Evaluation of Bids:-

The technical bid of the tenderer will be evaluated to determine whether

- a. They are complete with respect to specifications.
- b. They are free from computational errors.
- c. The requisite documents have been submitted and properly signed.

10. Tender Opening:

- a. The Technical bids will be unlocked through E procurement portal in the Committee Room, Adjacent to Registrar Chamber, NIMHANS, Bengaluru on the date specified in presence of tenderers or their representatives who choose to attend. The Tenderers' or representatives who are present shall submit authorization letter along with copy of Photo id proof and shall sign a register evidencing their attendance.

- b. The Financial bid of the technically qualified tenderer/s only will be opened on a notified date. NIMHANS will inform all the Technically Qualified Tenderers through e-tendering system, after decryption of their Financial bid which could be viewed automatically by the respective technically qualified tenderers. In this regard no separate intimation shall be made by the Purchaser.
11. Any modification or revision of bids after submission will not be entertained under any circumstances. Conditions such as “subject to the availability of stocks”, supplies will be made as and when supplies received from the principles etc., will not be considered under any circumstances.
12. A tenderer having once given a tender bid shall not withdraw it after its acceptance/opening and if does, the EMD paid by the tenderer will be forfeited and the tenderer is liable to make good the loss sustained.
13. The successful tenderer should immediately submit an acceptance letter duly signed and sealed for the rate/s and offers agreed by both the parties to the Head of the Institution within reasonable time on receipt of the Purchase Order. The successful tenderer have to submit the Agreement and Bank Guarantee of 10% in Rs 200/- stamp paper for the purchase order value from any Nationalized Bank for the warranty period.
- 14. Payment terms:**
Payment will be made only after delivery and items certified by the end user. NO ADVANCE PAYMENT WILL BE ENTERTAINED.
15. If, at any time, during the said period, the supplier reduce the said prices of such items of spare/item or sales such items/spares to any other person/organization/ Institution at a price lower than the chargeable, the company shall forthwith notify such reduction or sale to the Director, NIMHANS and the price payable for the items supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
16. The losses to NIMHANS, Bengaluru, if any incurred on account of purchase made elsewhere by failure, neglect or refusal on the part of the tenderer to supply according to the terms of agreement will be recovered from them. If any article or things supplied by the tenderer have been partially or wholly used or consumed in the hospital and they are subsequently found to be in bad condition, unsound, inferior in quality or description, not in accordance with samples or otherwise faulty or unit for use, the wholesome of the contract price or price of such articles or things will be recovered from the tenderer. The tenderer will not be entitled for any payment whatsoever, for such articles for infringements of the stipulation of the conditions or for justifiable reasons the contract may be terminated by the Director and the tenderer shall be liable for losses sustained by the NIMHANS on the consequences of the termination which may be recovered from the EMD or from their invoices due to them. In the event of such amount being insufficient, the balance will be recovered personally from the tenderer.
17. Penalty Clause for non-compliances of AMC support for 3 years as per the specification mentioned in the tender document (such as quality, material, late delivery, services, etc.) any clauses defined in the terms & conditions or any issues arising will invite penalty as per the NIMHANS rules.

18. Any corrections/changes in the tender will be uploaded as corrigendum in the NIMHANS and E procurement websites only.
19. If the tender last/opening date falls on any general/government/institute holiday(s), then the successive dates will be postponed by equivalent days of holiday(s), however the time remains unchanged.
20. The Director reserves the right of ordering/not ordering/cancelling/increase or decrease the quantity and to reject any or all tender quotations without assigning any reason. The decision of the Director, NIMHANS, Bengaluru, shall be final in all the controversies that may arise in the matter. Any dispute arising out of this will be subject to the jurisdiction of the Court in Bengaluru.
21. Failure to adhere any of the above terms and conditions the bid(s) may be rejected and EMD may be forfeited.
22. Submission of bid/s without required details as per the tender document will be treated as rejected and their respective EMD amount are forfeited without any notice to the bidders/tenders.
23. **Last date for tender enquiry is 15.06.2019** upto 11:00 AM, contact BME through mail access to sindumg@nimhans.ac.in and cc to aaos@nimhans.ac.in
24. None of the terms and conditions of the supplier shall be applicable to the purchase contemplated hereunder, irrespective of it being attached to any documents to be provided to NIMHANS. Such exercise shall have no meaning and binding effect unless the same is accepted by NIMHANS in writing.

NOTE: Please keep checking the NIMHANS and E-Procurement websites regularly for any further updates.

**Sd/-,
Director.**

DECLARATION
(TO BE UPLOADED BY THE TENDERER)

Sl. No. of the Item :.....
Name of the company (tenderer) :.....

To

**The Director,
National Institute of Mental Health & Neuro Sciences
(Institute of National Importance)
Post Box No. 2900,
Hosur Road, Bengaluru – 560 029**

Dear Sir,

1. I/We hereby submit my/our tender bid for the
2. I/We have remitted the application fee and EMD of **Rs**..... through Credit Card/Direct Debit/Net Banking/National Electronic Funds Transfer (NEFT).
3. I/We have gone through all terms and conditions of the tender documents before submitting the same.
4. I/We hereby agree to all the terms and conditions, stipulated by the NIMHANS, in this connection including delivery, Installation, Warranty, Penalty etc. All relevant documents and Technical bid are uploaded as per the tender terms and conditions. Any violation in uploading the documents, my/our tender bid may be disqualified.
5. Financial bid is quoted as per tender terms and conditions clause no. 6, failing which it will be presumed that the rates are door delivery price.
6. Tender bids are duly signed (No thumb impression should be affixed).
7. I/We undertake to sign the contract/agreement, if required, within reasonable time from the date of issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the NIMHANS, Bengaluru.

Yours faithfully,

Signature of Tenderer & seal

**CHECK LIST
 (TO BE FILLED BY THE TENDERER)**

1	Name, Address of the tenderer, Email and Mobile No.	
2	Name and Address of the Manufacturer	
3	Name of the Quoted item	AMC of Manifold Room, Medical Gas Equipment and Central Medical Gas Pipeline System for 3 yrs.
4	Validity of the Quotation	Four months from the due date
5	AMC support	24/7, 365 days
6	AMC Period	3 years
7	Tender Bid details (Yes or No against each item)	A EMD submitted
		B Site Inspection counter signed by head BME mandatory
		C Previous experience of providing repair and maintenance services for Manifold Room and Central Medical Gas Pipeline System on contract basis to the Govt. or reputed Private Hospitals of minimum 500 beds.
		D The agency must have an experience of minimum five years on same work.
		E Satisfactory Performance Certificate from the competent authority of at least 5 Hospital.
		F Non-blacklisting certification uploaded
		G Copy of GST/PAN/TIN & Bank details uploaded
		H Annual turnover of agency in last 3 years
		I Name and Address of Organization and their technical employees enclosed.
		J Well-equipped workshop in Bangalore mandatory
		K Authorization Certificate from the service provider company
		L Enclose the last ESI/PF contribution details for 1 year
		M Nimhans door delivery equipment cost quoted
N AMC & CMC cost 3 year		
8	Training will be provided (Yes or No)	
9	During the AMC period, The Serve centre should be available in Bengaluru which is mandatory. Please mention the address along with email and mobile number	
10	Details of the EMD Submitted (Reference no., date & bank details)	
11	Enclose any other information in your letter head (Yes or No)	

Signature of Tenderer & seal

Department	BME	AMC of Manifold Room, Medical Gas Equipment and Central Medical Gas Pipeline System for 3 years	
End User Contact Details			
Name	Mrs. Sindhu M.G		
Designation	Bio-Medical Engineer	EMD	Rs 50,000/-
Mobile No.	9480829700		
Office No.	+91-80-26995700/5221		
Email	sindumg@nimhans.ac.in		

SCOPE OF WORK

Day to day operation and maintenance of medical gas equipment, gas supply and its related units and pipe line up to the delivery at wards are required to be maintained which is installed at different places in the Institute.

- a) Plant behind Neuro centre consisting of Compressed air systems, vacuum systems, Nitrous oxide manifold, oxygen manifold and liquid oxygen supply storage tank.
- b) Plant behind casualty block consisting of Compressed air systems, vacuum systems, Nitrous oxide manifold, oxygen manifold etc.
- c) Gas Pipe lines in all the Neuro and psychiatry wards and accessories like flow meters, control valve etc requires to be maintained.
- d) Manifold Room for the Sub Speciality Block including the connections to various wards, ICU and OT
- e) Plant behind PET MRI building consisting of Compressed Air systems, Vacuum Systems , Nitrous Oxide Manifold, Oxygen manifold etc.

SPECIAL TERMS AND CONDITIONS

- The Contractor / agency shall provide adequate trained staff under trained supervision to effectively carry out the duties as per the agreement to the entire satisfaction of the Institute. For this purpose it is understood that the contractor / agency will engage sufficient number of trained staff and supervisory staff.
- All the personnel like Technicians / Supervisors / Electricians for round the clock duties of medical gas manifold have to be deployed by the contractor / Agency.
- There should be round the clock service in which minimum one technician should be available.
- The salary and other emoluments to the employees / staff shall be paid by the contractor / agency and shall be strictly comply with all rules and regulations, statutory or otherwise under labour laws.
- Need based man power to be positioned as and when required in addition to the regular operating staff to carry out preventive maintenance and breakdowns.
- All the accessories, related to the pumps, plants, control panels, switch Boards shall be operated and maintained by the contractor / agency, however, the consumable will be provided by the Institute.
- The routine maintenance including preventive maintenance of all equipment are to be done and proper registers, log books, check lists, periodical inspection of the authorities are to be maintained. The schedule of maintenance charts to be displayed by the contractor / agency.
- The log book of the gas manifold shall be maintained with daily entries in the requisite pro forma to be given by the contractor along with the monthly maintenance bills to the Institute for verification. Monthly maintenance bills without the extract of the log book shall be liable to be rejected.
- The contractor / agency should also maintain other formats, statements as per requirement.

- The contractor / operator / supervisory personnel shall have a clear working knowledge of the various electrical circuits and shall not meddle / alter the electrical circuits without the permission of the Engineer in charge.
- The bio-data of the operating personnel along with the recent passport size photo is to be furnished.
- The gas manifold area and surrounding area shall be kept clean and tidy from time to time.
- It is the responsibility of the contractor to make payments for any kind of compensation to their employees in the event of accidents or any other unforeseen circumstances and the NIMHANS will not be responsible for such acts. Necessary safety measures are to be taken by the agency while operating or during breakdowns or any other unforeseen circumstances.

SCHEDULE OF REQUIREMENTS AND DESCRIPTION OF WORK

- The successful Agency / contractor has to maintain uninterrupted medical gas supply through all the gas outlet installations in co-ordination with gas suppliers and end users by operating, maintaining and carrying out the works as follows:
- Operation and day to day maintenance of medical gas installations and oxygen gas plant, medical air plant, vacuum plant, gas outlets and alarm, units, etc., installed at NIMHANS
- Receipt of oxygen gas cylinders at plant room.
- Fixing of oxygen gas cylinders to manifold, operating and monitoring.
- Checking for leakages at cylinder valves, etc., and taking preventive actions for arresting it. Returning of used empty cylinders to suppliers at the plant room.
- Operating and monitoring of air compressor plant and vacuum plant.
- Carrying out preventive and breakdown maintenance of oxygen manifold room, air compressor plant, vacuum plant and ward equipment, accessories etc.,
- Maintaining of issue / receipt and consumption records of oxygen gas cylinders.
- Maintaining a log book for medical air and vacuum plants
- Cleaning of plant rooms and keeping it free from dust, etc.,
- Any other works related to operation and maintenance of medical gas installation.
- The agency / contractor has to carryout periodical maintenance of all medical gases and installations, checking of oil levels, oil insulation, painting of equipment and any maintenance work as and when required.
- The agency / contractor has to co-ordinate to plan gas procurement / management well in advance for uninterrupted supply of gases to the end users.
- A qualified Technical staff supervision is required during emergencies and breakdowns and also no unauthorized persons should be allowed to operate the equipment apart from operation and maintaining employee.
- The Agency / Contractor should not change the operation and maintenance staff very frequently in order to avoid any lapses from the new corners.
- All equipment and spares will be provided by the Institute or in alternative at the choice of the Institute, the same shall be provided by the contractor on cost of 10% profit or at schedule of rate basis as applicable

• **ELIGIBILITY CRITERIA FOR APPLYING:**

a. DOCUMENTS COMPRISING BID:

The Bidder shall submit the following documents in cover -1 that is Technical bid submitted through online mode.

- b. The bidder should pay EMD amount of Rs. 50,000-00 /- (Rupees Fifty Thousand only) through online mode along with the technical bid. NIMHANS Tender without EMD will be summarily rejected, EMD amount is exempted, if there enclose valid NSIC/MSME Certificate.

- c. The bidder has to be a registered company/agency involved in providing repair and maintenance services for Manifold Room and Central Medical Gas Pipeline System on contract basis to the Govt. or reputed Private Hospitals of minimum 500 beds.
- d. The agency must have an experience of minimum five years (as on 31.03.2019) for providing repair and maintenance services on contract basis in minimum 500 bedded Govt. or reputed Private Hospitals. Documentary evidence to be submitted along with
- e. Satisfactory Performance Certificate from the competent authority of at least 5 Hospital on the letter head of the Hospital with Signature. Name and clear readable stamp of the issuing authority.
- f. The bidder company/agency should never have been Black listed by any Government organization. Affidavit in this regards to be submitted as in Annexure III.
- g. Annual turnover of agency in last 3 yrs. should not be less than 1 Crore. Balance Sheet for last three financial years i.e. 2016-17, 2017-18 & 2018-19 is to be submitted in support.
- h. Name and Address of Organization and their technical employees.
- i. Whether proprietary / partnership/ Company / Pvt. Ltd., (supported by documents).
- j. The bidder should have all tools and tackles for operation and maintenance for the said work. However the consumable will be provided by the Institute on written requisition from the agency at least 15 days earlier.
- k. The firm must have proper well equipped workshop in Bangalore to cater for repair/services with qualified technical support team and test & tooling infrastructure. Documentary Proof of the existence of the same has to be submitted with address proof.
- l. Authorization Certificate from the service provider company for bidding is to be submitted by authorized person
- m. PAN & GST number shall be furnished(Enclose the last paid GST details with documents for 1 year)
- n. The contractor / Agency should enclose the registration copy of ESI, PF and service Tax and contract labour license or correspondence of these agencies shall be the responsibility of the agency.(Enclose the last ESI/PF contribution details for 1 year).

B. PRICE BID (COVER-2) submitted through online mode.

- a. The price along with the break up details of all duties, taxes, and other levies to be mentioned.
- b. The prices shall remain FIRM throughout the contractual period / extended period, if any.
- c. Any additional duties, if imposed by the State / Central Government after the date of opening of Technical bid will be to the accounts of NIMHANS subject to Production of documentary evidence by the supplier.

• **GENERAL INSTRUCTIONS TO THE BIDDERS:**

1. Tenderers / bidders are advised to visit the Hospital sufficiently in advance before the last date fixed for submission of the tender. A tenderer / bidder shall be deemed to have full knowledge of all the relevant documents, site etc., whether he inspects them or not.
2. Tenderers / bidders or their authorized agents alone are allowed to participate in the opening of the tender.
3. All charges on account of sales tax, income tax, and other duties etc., shall be borne by the tenderer /bidder towards the said tender.
4. In the event of the tender /bid being accepted, the contract must be signed by the tenderer / bidder and in the case of a registered partnership firm, the tender should be signed by the managing partner or authorized signatory or in the case of company, tender should be signed by its secretary or authorized signatory.
5. The contractor shall take possession of the site and begin operation not later than 10 days from the date as intimated by NIMHANS. Failure to do so will be treated as breach of contract leading to termination of agreement, forfeiture of the EMD. Further the contractor will be black listed and NIMHANS will be free to make alternate arrangements for operation of the work site.
6. In the event of a dispute between NIMHANS and contractor, the dispute would be subject to the jurisdiction of the courts in Bengaluru city.
7. The contractor / Bidder shall not assign or sublet his contract.
8. The Contractor / Bidder shall provide adequate trained staff under suitable trained supervision to efficiently carryout the duties as per the agreement to the entire satisfaction of the Institute. For this purpose, it is understood that the contractor will engage sufficient number of trained staff and supervisory staff.
9. The operating / supervisory staff shall possess the knowledge of rescue operation and first aid.
10. The Contractor / Bidders shall carryout his duties for 24 hours in a day 3 shift & 1 general shift, 7 days a week and 365 days in a year without any break during the contract period.
11. The Contractor / bidder shall provide his staff all necessary tools, tackles, gloves, masks, ear plugs, safety equipment, first aid kits etc., at his own cost.
12. The Contractor / bidder shall ensure that all his employees attend to their duties in the institute with uniform, shoes and suitable identity badges.
13. In case the Contract / Bidder fails to carry out the work to the satisfaction of the Engineer in charge and if there is any disruption in the smooth functioning of the work, the contractor shall pay to the institute Rs. 250/- per day as penal charges and this penal charges shall be recovered from the maintenance charges to be paid by the institute to the contractor / bidder.
14. If the contractor / bidder fail to comply with the requirements of the schedule / contract agreement, the institute has the right to terminate the contract with the prior one month notice and after recovery of the amounts that are due from the contractor / bidder towards the institute.
15. Regarding the working hours of the supervisory staff / operators or any other staff shall be governed by the labour laws in force at the time.
16. The Bio – Data of the supervisory / operating personnel along with the recent passport size photo is to be furnished.
17. **INSURANCE:** All the workers of the contractor working for operation and maintenance of medical gas equipment, pipeline for internal supply of medical gases and other allied works installed at NIMHANS shall be covered under insurance at the cost of the contractor.
18. The Contractor / bidder shall specify the monthly and year wise for one year operation and maintenance charges including calibration of pressure gauge, oxygen flow meters and air purity test both in figures and words in the bid price schedule accompanying the tender document. The maintenance charges quoted rates shall remain firm during the entire contract period. The agency shall also to quote the price for probable spares required for maintenance of the equipment.
19. The successful bidder should handover the entire installation in proper working condition as taken over by them at the time of contract after completion of the contract period.

20. Tenderers of only those Tenders who fulfil the terms and conditions of this tender will be considered for evaluation. The tenderers will undergo evaluation at every stage of processing and any tenderer found at any stage, not in conformity with the stipulated tender conditions including specification / found to be having defective and incomplete documents will be rejected.
21. The Tenders to be submitted as per two bid system i.e. Technical and Financial Bid:
 - a. The technical bid should contain the documents to fulfil all the eligibility criteria.
 - b. Financial bid should contain the rates quoted as in Performa provided in Annexure II i.e. Rates quoted for AMC (as provided in A) and cost of Spares(as provided in B).The sum of Both (A&B) will be considered in finalizing the lowest one (L-1) and will be awarded to the lowest.

A complete list of spares along with their cost, which will not change during the entire AMC/Extended period of AMC, is also to be submitted separately.

22. The successful tenderer will have to deposit the Performance Security Deposit of 10% of total cost of annual Value of Contract in the form of Demand Draft/Banker's cheque/ Bank Guarantee of any Nationalized Bank, DD/Banker cheque drawn in favour of "The Director, NIMHANS, Bengaluru otherwise the contract may be cancelled and EMD will be forfeited.
23. The Performance Security Deposit will be returned only after 60 days of satisfactory completion of contract period, without any interest.
24. An agreement between Successful Bidder & Director will be entered into on Rs. 200/- Stamp Paper (Annexure-III). Stamp value will be paid by the bidder
25. Director reserves the right to withdraw/relax/modify any of the Terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the hospital.

• **GENERAL CONDITIONS OF CONTRACT:**

1. The agency has to take full responsibility of Manifold Room and Central Medical Gas Pipeline System (as per the listed equipment's for which the AMC services will be accepted). All the lines and whole system has to be kept in working condition.
2. Repair should be conducted as per standard accepted guideline
3. AMC holder is free to take precautionary measures for assigned equipment in order to maintain the integrity of components of equipment.
4. All types of Spares, consumables and accessories should be available with the vender for quoted equipment's /system. An undertaking is required for keeping availability of spares and accessories.
5. The bidder shall have to provide four regular preventive maintenance services in a year, i.e. at least one PMS in each quarter, besides attending any number of calls as and when required.
6. Penalty Clause: Each and every complaint /call will be attended within 48 hours, failing which, outside firms/companies can be approached to repair the machines/equipment at the risk and cost of the firm. In case any equipment witnesses break-down and remains unattended for more than 48 hours, a penalty of Rs. 500/-per complaint may be levied and will be deducted from pending bills/AMC charges.
7. Repair should be done in the hospital premises, as far as possible. If it is necessary to take the equipment/s to the work-shop, 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 arrangement at their cost.
8. AMC holder firm should submit estimate of repair work including the cost of spares within 48 hours of inspection report of the equipment under repair. The repair work has to be started after approval of the sanctioning authority. After the repair work, satisfactory working certificate for

the equipment is to be obtained from the department before bill claim is submitted. No labour charges are to be claimed during AMC contract period (Only cost of the spare parts changed are to be claimed). Before replacing spare parts it has to be verified by the Biomedical Engineering Section.

9. Firm has to provide warranty/guarantee on replaced spare parts for at least 6 months. After repairs, a service report 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 holder. 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.
10. Repair & Maintenance should be done as per standard accepted guidelines for equipment repair and the spares & accessories to be replaced should be of standard quality. And the work should be as per requisite International Standard guidelines for Central Pipelines & Manifold Room. The spares supplied would be compatible with equipment and according to specifications provided by the manufacturer company with best quality.
11. The old defective spare parts are to be handed over to the technician/unit in -charge.
12. There should be no negligence in providing services. If any, complaint is received the contract will be terminated with immediate effect.
13. The new purchased part is to be verified before fitting it in the equipment. The old removed part is to be submitted to the user department. In case, the contractor notices any part of the equipment missing, the same shall be brought to the notice of the Officer-In-Charge or HOD, otherwise responsibility for the same will be fixed on the AMC holder/contractor.
14. Payment will be made on quarterly basis, after submission of bills in triplicate along with satisfactory service report/s in triplicate duly verified by the HOD or I/C of user unit.
15. Company should submit a letter mentioning the person deputed/representative is authorized on behalf of company stating the name of person, address and designation by competent authority.
16. Contract holder will not be allowed to sublet the work to any other agency. The contract will be valid for only three (3) years from date of award which can be extended by competent authority for another year on same terms and conditions on mutual consent and satisfactory performance.

ANNEXURE -I

APPLICANT'S DETAIL

Sl No.	Particulars	
1	Name of the Bidder Firm:	
2	Status of Bidder: Authorized dealer/agent	
3	Full Particulars of Office: Address Telephone No. Mobile No. Fax No. E-Mail Address	
4	Registration Details: (Attach copy)	
5	PAN and GST of company/agency. (Attach copy)	
6	GST Registration No. (Attach copy)	
7	Details of Earnest Money Deposit: Amount (Rs.)	
8	Details of workshop in Bangalore with Full Address, Phone Number	
9	Particulars of the bank account for NEFT/RTGS payments. It is certified that the above mentioned particulars are up to the best of my knowledge and belief and no fact has been concealed.	

Sign of Authorized signatory
(With seal)

FINANCIAL BID should be sent through online only (attachment of price bid is not consider)

ANNEXURE –II

(A) Format of Financial Bid for rates of AMC:

DISCRIPTION A For operation and maintenance of medical gas equipment, pipeline for internal supply of medical gases and other allied works installed at NIMHANS CAMPUS.				
SL NO	YEAR DISCRIPTION	Monthly operational charges Including GST (amount in rupees)		GST (%)
		In figures	In words	
1	1st year Monthly operational charges			
2	2nd year Monthly operational charges			
3	3rd year Monthly operational charges			

ANNEXURE –II

(B) Format of Financial Bid for rates of SPARES (most commonly used)

Sl No	NAME OF THE ITEMS	Qty
1.	OXYGEN FLOW METER WITH HUMIDIFIER BOTTLE SET (BPC)	1 SET
2.	WARD VACUUM UNIT SET 600ML	1 NO.
3.	DIN TYPE GAS OUTLET	1 NO.
4.	THEATER VACUUM SUCTION UNIT SET	1 NO.
5.	DIN TYPE PROBE	1 NO.
6.	SELF SEALING VALVE (SS VALVE)	1 NO.
7.	SELF SEALING VALVE PROBE	1 NO.
8.	PARKOTEX GAS OUTLET	1 NO.
9.	PARKOTEX OUTLET PROBE	1 NO.
10.	SUCTION TUBE HOSE MAKE: TUSCON	1 METER.
11.	GAS OUTLET “O” RING SET	1 SET.
12.	MEDICAL GRADE COPPER PIPE 12MM MAKE: MAX FLOW	1 METER
13.	MEDICAL GRADE COPPER PIPE 15MM MAKE: MAX FLOW	1 METER
14.	MEDICAL GRADE COPPER PIPE 22MM MAKE: MAX FLOW	1 METER
15.	MEDICAL GRADE COPPER PIPE 28MM MAKE: MAX FLOW	1 METER
16.	MEDICAL GRADE COPPER PIPE 35MM MAKE: MAX FLOW	1 METER
17.	MEDICAL GRADE COPPER PIPE 42MM MAKE: MAX FLOW	1 METER
18.	MEDICAL GRADE COPPER PIPE 54MM MAKE: MAX FLOW	1 METER
19.	BALL VALVE WITH ADAPTOR 12MM	1 NO.
20.	BALL VALVE WITH ADAPTOR 15MM	1 NO.
21.	BALL VALVE WITH ADAPTOR 22MM	1 NO.
22.	BALL VALVE WITH ADAPTOR 28MM	1 NO.
23.	BALL VALVE WITH ADAPTOR 35MM	1 NO.
24.	BALL VALVE WITH ADAPTOR 42MM	1 NO.
25.	BALL VALVE WITH ADAPTOR 54MM	1 NO.
26.	CONTRACTOR WITH OVER LOAD RELAY (ELECTRICAL PANEL BOARD FOR VACUUM PUMP) RELAY – L & T (MN2) + MN – A1	1 NO.

	(AUXILIARY UNIT) 3 PHASE (9 TO 15 AMPS) CONTRACTOR – MN X 18 (3 PHASE CONNECTION) (L & T) (SINGLE PHASE COIL)	
27	VACUUM PRESSURE SWITCH (AUTO ON / OFF OF VACUUM PUMP), MAKE : INDFOS WORKING PR: 0-700 MM HG VOLTAGE: SINGLE PHASE SUPPLY (230 VOLTS)	1 NO.
28	MCB (3 PHASE) MODEL: SIEMENS/ L & T, AMPS : 40 A VOLTAGE : 440 V	1 NO.
29	AIR REGULATOR WITH GAUGE AND LINE FITTINGS (DOUBLE STAGE), REGULAR MAKE: JANATICS	1 NO.
30	SINGLE STAGE REGULATOR	1 NO.
31	OXYGEN TAIL PIPE FLEXIBLE	1 NO.
32	MANIFOLD NRV	1 NO.
33	PRESSURE GAUGE 0 TO 14 BAR	1 NO.
34	VACUUM PUMP BELT SIZE: C,105 MAKE: FENNER	1 NO.
35	AIR COMPRESSOR BELT SIZE:B.206 MAKE: FENNER	1 NO.
36	VACUUM PUMP DRIVEN MOTOR MAKE: CROMPTON	1 NO.
37	SOLENOID VALVE ASSEMBLY IR MAKE COMPRESSOR	1 NO.
38	CENTRIFUGAL WATER PUMP FOR AIR COMPRESSOR COOLING 1.5HP	1 NO.
39	MOTOR FAN FOR GEM MAKE REFRIGERATION AIR DRYER	1 NO.
40	GAS 134A FOR GEM MAKE REFRIGERATION AIR DRYER	1 NO.
41	ELECTRICAL SET FOR GEM MAKE REFRIGERATION AIR DRYER	1 NO.
42	SOLENOID AUTO VALVE FOR GEM MAKE REFRIGERATION AIR DRYER	1 NO.
43	CYLINDER 5.5 FOR IR MAKE VACUUM PUMP	1 NO.
44	TUNE UP KIT FOR IR MAKE VACUUM PUMP	1 NO.
45	CONNECTING ROD LP& HP FOR IR MAKE VACUUM PUMP	1 NO.
46	CRANK PIN BUSH FOR IR MAKE VACUUM PUMP	1 NO.
47	HEAD GASKET FOR IR MAKE VACUUM PUMP	1 NO.
48	CYLINDER HEAD BLOCK FOR IR MAKE VACUUM PUMP	1 NO.
49	CONTROL PANEL WORK ELECTRICAL SET FOR IR MAKE AIR COMPRESSOR	1 NO.
50	AIR FILTER FOR IR MAKE AIR COMPRESSOR	1 NO.
51	DISCHARGE VALVE FOR IR MAKE AIR COMPRESSOR	1 NO.
52	GLAND PACKING FOR IR MAKE AIR COMPRESSOR	1 NO.
53	OIL SCRAPER FOR IR MAKE AIR COMPRESSOR	1 NO.

54	PISTON RING SET FOR IR MAKE AIR COMPRESSOR	1 NO.
55	OIL FILTER FOR IR MAKE AIR COMPRESSOR	1 NO.
56	LOCK WASHER 7/8" FOR IR MAKE AIR COMPRESSOR	1 NO.
57	GASKET SET FOR IR MAKE AIR COMPRESSOR	1 NO.
58	T 30 GRADE OIL FOR IR MAKE AIR COMPRESSOR	1 NO.
59	220 GRADE OIL FOR IR MAKE VACUUM PUMP	1 NO.
60	AIR FILTER ELEMENT -2116040014 FOR FS CURTICE SCROLL AIR COMPRESSOR	1 NO.
61	OIL FILTER 2605531170 FOR FS CURTICE SCROLL AIR COMPRESSOR	1 NO.
62	OIL FINE SEPARATOR – 2605275850 FOR FS CURTICE SCROLL AIR COMPRESSOR	1 NO.
63	TEMPERATURE SENSOR -2105040091 FOR FS CURTICE SCROLL AIR COMPRESSOR	1 NO.
64	LUBRICANT RS 8000 20 LTRS CAN FOR FS CURTICE SCROLL AIR COMPRESSOR	1 CAN.
65	THERMOSTATIC VALVE FOR FS CURTICE SCROLL AIR COMPRESSOR	1 NO.
66	L&T 32AMP STATER FOR 10HP VACUUM PUMP	1 NO.
67	ALUMINA ACTIVATE FOR DESICCANT TYPE AIR DRYER	1 SET.
68	VALVE SET FOR DESICCANT TYPE AIR DRYER	1 SET.
69	DISCHARGE VALVE SET FOR DESICCANT TYPE AIR DRYER	1 SET.
70	PLC KIT FOR DESICCANT TYPE AIR DRYER	1 NO.
71	HIGH PRESSURE IOX REGULATOR FOR OXYGEN CONTRL PANEL	1 NO.
72	THREE STAGE FILTER ,GP.ZP.OP GEM MAKE	1 NO

Total (A+B) = Rates of AMC of Operational Charges for 3 years (A) and all spares in (B)

- Must be quoted by the bidder, otherwise bid will be rejected. The tender will be awarded to lowest quoted bidder (A+B).
- The above work should be as per requisite International Standard guidelines for Central Pipelines & Manifold Room.

ANNEXURE –III

Format of undertaking to be submitted along with tender for Annual Maintenance Contract for Manifold Room and Central Medical Gas Pipeline System

TO BE SUBMITTED ON A STAMP PAPER OF RS. 200/-: AFFIDAVIT /UNDERTAKING

- I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- I/We have visited the hospital to inspect the Manifold Room and Central Medical Gas Pipeline System and I/We have understood and accepted all the terms and conditions.

- The rates quoted by me are valid and binding upon me for the entire period of contract
- I undertake that each and every complaint /call will be attended within 48 hours, failing which other successful bidders firms / companies will be approached to repair the machines/ equipment and expenses will be borne by our company. At same time a penalty of Rs. 1000/-per day may be levied till the equipment is attended any may be deducted from my pending bills.
- I, the undersigned hereby bind myself for Annual Maintenance Contract of Manifold Room and Central Medical Gas Pipeline System as per list enclosed to Director, NIMHANS , Bangalore-29 during the period of contract.
- The earnest money of Rs 50,000/-deposited vide online reference No._____Dt._____ is attached herewith.
- 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.
- The conditions herein contained shall form part of and shall be taken included in the agreement itself.
- The decision of the Director will be final and binding upon me
- That the spares supplied by me would be compatible with equipment and according to specifications provided by the manufacturer company with best quality.
- 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.
- That I shall maintain the equipment and ensure timely visits to avoid any hardships.
- That I shall keep the fact in mind that equipment are vital in a hospital and arrange for early repairs in the best interest of patient care.
- 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.
- I have never been blacklisted by any Government organization.

Signature of Bidder

Name:

Address:

Contact No.

ANNEXURE -IV

CHECK LIST

1. Dully fill tender Application form as per Performa Annexure-I
2. EMD for Rs. 50,000/-.
3. Financial Bid Annexure-II
4. Certificate of Registered Company/Agency for providing the repair and maintenance services for Manifold Room and Central Medical gas Pipeline System as in mentioned in Annexure-I .
5. Experience Certificate of Three years in 500 bedded Govt. or reputed Private Hospitals as on 31.03.2018.
6. Satisfactory Performance Certificates from competent Authority of five Govt. or reputed Private Hospital of minimum 500 beds.
7. Affidavit on Rs.200/-Stamp Paper-Acceptance of Tender Terms and Conditions and Non-Blacklisted firm. (Annexure-III)
8. Balance Sheet for the last three financial years 2016-17, 2017-18 & 2018-19.
9. Documentary Proof of existence of Workshop/office to cater repair work with address proof, in Bangalore.
10. Authorization Certificate from Manufacturer/Service provider for bidding by authorized person.
11. Copy of PAN/GST
12. Copy of GST Registration Certificate
13. Last ESI/PF contribution details for 1 year
14. Check list Annexure-IV

Sign of Authorized signatory with seal