



Limited Tender Enquiry No. STR-D3/LTE-03(SB-CALL-2)/2020-21/SPA

06.01.2021

**LIMITED TENDER NOTIFICATION**

The Director, NIMHANS invites tender from eligible tenderers through the **Limited tender enquiry (Single bid system)** for supply of “**Universal USB based and Wireless Hearing Aid Programmer**” equipment.

**Specifications for Universal USB based and Wireless Hearing Aid Programmer****1. Universal USB based Hearing Aid Programmer**

- Connect with all hearing aids and their respective software
- PC Interface: USB 2.0 full speed (USB 1.1 compatible).
- USB Connector Type: “Type B” connector Power Supply: PC USB port
- Operating systems: Windows 7 (32 and 64 bit), Windows 8 (32 and 64 bit) and Windows 10
- Warranty: 5 Years

**2. Universal Wireless Hearing Aid Programmer**

- Compatible PC with accessories.
- Technical features:
  - Operating range: 0-10 feet (3 meters)
  - Wireless (2.4 GHz): BT LE: 2402-2480 MHz
  - Proximity: 2404-2478 MHz
  - Modulations: GFSK
  - Number of channels: BT LE: 40
  - Proximity: 38 channels
  - Data rate: BT LE: 1/ Mbit/s
  - Proximity: 2 Mbits/s
  - Output power:
    - BT LE: 4.264 dBm eirp
    - Proximity: 16.457 dBm eirp
    - Gain: 3dB
- Warranty: 5 years

Department	Speech Pathology & Audiology		Quantity Required	01 No. each
End User Contact Details				
Name	Dr. Vandana V.P.	Dr. Pradeep Yuvaraj		
Designation	Addl. Professor & HOD	Assistant Professor	EMD	₹ 3,600/-
Mobile No.	+ 91 - 8277 645 059	+91 - 9886 143 995		
Office No.	+ 91 - 80 - 2699 5568	+91 - 2699 5570		
Email	vpvandana@gmail.com	pradaud@gmail.com		
	spa@nimhans.ac.in, speechpatho@nimhans.ac.in			

**LIMITED TENDER SCHEDULE**

Downloading of Tender documents from NIMHANS website	From 06.01.2021 Onwards
Last date for tender enquiry	16.01.2021 upto 11:00 AM
Tender submission last date and time	05.02.2021 upto 11:00 AM
Technical bid will be opened online by the authorized officer on	06.02.2021 at 11:00 AM

Sd/-, Director



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**LIMITED TENDER TERMS AND CONDITIONS**

1. The tender 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 the bid shall be dropped at “PURCHASE SECTION (STORES), POST BAG NO. 2900, PURCHASE SECTION, ADMIN BLOCK, NIMHANS, BENGALURU - 560029”.
2. Sealed Tender bid (i.e. Techno Commercial bid – Single cover) should be superscribed with Tender number, Tender date and due date, Company name along with contact details such as address, email, phone number, mobile number etc.  
Quotation received after last date and time will not be considered under any circumstances.
3. Tenderers should quote for all the items (mandatory), else bid is liable to be rejected.
4. The tender bid should be valid for 120 days from the due date (Tender submission last date). NIMHANS, Bengaluru will not take any responsibility for any technical issues / Postal delay.
5. Earnest Money Deposit (EMD):
  - a. The (EMD) shall be denominated in Indian Rupees and shall be paid online through NIMHANS website by selecting the “PAYMENT” option with sub selection as “Tender processing”, subsequently the details to be filled and shall be submitted (Manual payments such as Demand Draft, Cheque / Postal orders / Bank guarantee etc. will not be accepted).  
**Note: Special characters are restricted and hence use “SPACE” instead of special characters.**
  - b. The EMD shall not bear any interest and will be refunded to
    - i. successful tenderer on receipt of Agreement and Bank Guarantee (if applicable).
    - ii. unsuccessful tenderer upon finalization of tender bid and award of tender to successful bidder.
    - iii. all the tenderers if the tendered item is cancelled or retendered.
6. The tender documents and all correspondence’s relating to the bid should be in **English language only**.
7. Technical bid should comprise of (uploaded copy of documents should be self attested, stamped and better quality – preferably .pdf format) -
  - a. Brochure/Catalogue and Data sheet of the equipment.
  - b. Technical Compliance Statement
  - c. Copy of EMD payment receipt
  - d. Proprietary certificate from the manufacturer mentioning the unique technology or feature/s mentioned apart from the brand name (If applicable).
  - e. Pre requirements required at the installation site (Before submitting the bid, the tenderer should make pre-visit to the installation site and indicate the requirement along with the price bid wherever necessary)
  - f. Delivery Period of the item to be supplied and Time required for installation from the date of purchase order has to be indicated.
  - g. List of Institutes where the equipment has been supplied with copy of purchase orders.
  - h. Copy of GST, PAN, TIN document



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- i. Whether tenderer is manufacturer / accredited agent / sole representative, indicate details of principal's name & address. The offers of tenderer who are not manufacturer or direct authorized agent will be summarily rejected. Sub- distributors will not be accepted.
  - j. Non – blacklisting certification that the firm has not been blacklisted in the past by any government/Private institution and certification for No Vigilance/CBI case pending against the firm/supplier by making an affidavit on non – judicial stamp paper of ₹ 20/-.
  - k. Declaration towards acceptance of all terms and conditions should also be provided.
- 8. Financial Bid should comprise of-**
- a. **Quotation should be in INR only for NIMHANS Door Delivery Price** inclusive of main equipment cost, each article wise/spares rates, taxes, other Government levies, Customs duty, any local agency commission, transportation, delivery of the equipment to the Institute premises, installation and commissioning etc. with a detailed break up mentioning manufacturers name, License number and name of the brand/make. Tender bids without price bid/quotation will be rejected.
  - b. The tenderer should also provide the quote for regular servicing / maintenance duly mentioning the number of visits per annum for the AMC & CMC period after the warranty period is over. **AMC & CMC cost for 5 years (i.e. for 6<sup>th</sup> to 10<sup>th</sup> year) should be quoted separately in INR only.**
  - c. 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.
- 9. Successful tenderer decision will be made on the basis of total cost of the equipment (Inclusive of all miscellaneous charges as mentioned in Clause 6a).**
- 10. The cost of the “Universal USB based and Wireless Hearing Aid Programmer” will be freezed for 1 Year from the date of purchase order; however Institute reserves the right to procure/reject the purchase of equipment with the successful tenderer on repeat order basis within 1 year from the date of purchase order.**
- 11. The tender bids (technical and price bid) should be typewritten; every correction in the tender should be initialed 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.**
- 12. 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.
- 13. Equipment and its accessories should be covered with minimum warranty period of 5 years for normal or regular wear & tear from the date of complete installation (Ready to use in all respects). In case of software's, the validity of the license key should be clearly mentioned and should have user define provision with option to switch over from one system to other system of the same kind within the validity period.**
- 14. Software Updates:**
- Purchase section**



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The selected firm for the supply of tendered item should provide free updates of software up to 5 years from the date of complete installation.

15. Supply of spares should be guaranteed for a minimum period of 10 years from the date of supply or from the date of cessation of production of the model for 10 years, whichever is later, at the rates prevailing against payment.
16. 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.
17. 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.
18. If required, the tenderer should demonstrate the quoted model of the equipment at the institute during the technical evaluation, failing which their bid/offer shall be rejected. The tenderer will be intimated that they should get ready for demonstration. No request for extending time for demonstration will be entertained. Failure to demonstrate, their offer will be rejected.
19. Necessary training / instructions on operation of the system should be given by the qualified engineers of the tenderer firm to NIMHANS technical staff/s at free of cost after completion of the installation.
20. 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 (Agreement Specimen will be enclosed with Purchase order & Stamp duty to be paid by the tenderer). The successful tenderer should also furnish a Bank guarantee only from a Nationalized bank to the extent of 10% of the total purchase order value, valid for 60 days beyond the completion of the warranty period of the equipment, no split period bank guarantee will be entertained.

In the event of the successful tenderer failed to supply the item/execute the agreement/submit the Bank Guarantee the EMD deposited by them shall stands forfeited.

**21. Payment terms:**

Payment will be made only after good working condition of the equipment certified by the end user. **NO ADVANCE PAYMENT WILL BE ENTERTAINED.**

22. If the purchase of goods is approved by the Institute, the goods should be supplied/installed within the delivery period quoted else penalty will be levied as per institute rules. Further the supplier is liable to pay penalty / extend the warranty as per institute rules for non-functioning of equipment in term of hardship to the patients and financial loss to institute beyond 5% downtime period annually.
23. If, at any time, during the said period, the supplier reduce the said prices of such Materials/Equipment or sales such Materials/Equipment 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 Materials supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
24. 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



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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/Bank Guarantee or from their invoices due to them. In the event of such amount being insufficient, the balance will be recovered personally from the tenderer.

25. Any corrections/changes in the tender will be uploaded as corrigendum in the NIMHANS websites only.
26. 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.
27. 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.
28. Failure to adhere any of the above terms and conditions the bid(s) may be rejected and EMD may be forfeited.
29. 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 website regularly for any further updates.**

**Sd/-, Director**



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**DECLARATION**  
**(TO BE GIVEN BY THE TENDERER)**

Name of the Equipment: Universal USB based and Wireless Hearing Aid Programmer – 01  
No. each

Name of the company : .....

To

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

Dear Sir,

1. I/We hereby submit my/our tender for the .....
2. I/We have made requisite payment against EMD as per the tender document vide reference No. & date ....., else my tender bid may be rejected.
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, warranty, penalty etc. Quotations for each group are being submitted and shall be considered on their face value.
5. 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.

**NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES/LEVIES ETC, HAS BEEN INDICATED IN THE QUOTATIONS FAILING WHICH IT WILL BE PRESUMED THAT THE RATES ARE INCLUSIVE OF ALL TAXES/LEVIES AND OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.**

Yours faithfully,

Signature of Tenderer & seal



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

1.	Name & Address of the Tenderer																																								
2.	Name & address of the manufacturer																																								
3.	Name of the equipment & Model Quoted																																								
4.	Validity of the quotation	<b>120 days from the tender submission last date</b>																																							
5.	a. Delivery Period																																								
	b. Warranty Period	<b>5 years</b>																																							
	c. Installation Period																																								
6.	Tender Bid uploaded details (YES or NO against each item)	<table border="1"> <tr> <td>a.</td> <td>Application Fee submitted</td> <td></td> </tr> <tr> <td>b.</td> <td>EMD submitted</td> <td></td> </tr> <tr> <td>c.</td> <td>Brochure/Catalogue uploaded</td> <td></td> </tr> <tr> <td>d.</td> <td>Technical Compliance Statement</td> <td></td> </tr> <tr> <td>e.</td> <td>Manufacturer Proprietary certificate uploaded</td> <td></td> </tr> <tr> <td>f.</td> <td>Pre requirements details uploaded</td> <td></td> </tr> <tr> <td>g.</td> <td>List of users uploaded</td> <td></td> </tr> <tr> <td>h.</td> <td>Copy of GST/PAN/TIN &amp; Bank details uploaded</td> <td></td> </tr> <tr> <td>i.</td> <td>Distributor authorization letter uploaded</td> <td></td> </tr> <tr> <td>j.</td> <td>Non-blacklisting certification uploaded</td> <td></td> </tr> <tr> <td>k.</td> <td>Declaration enclosed</td> <td></td> </tr> <tr> <td>l.</td> <td>Equipment Door delivery cost quoted</td> <td></td> </tr> <tr> <td>m.</td> <td>AMC &amp; CMC cost for 5 years post warranty period</td> <td></td> </tr> </table>	a.	Application Fee submitted		b.	EMD submitted		c.	Brochure/Catalogue uploaded		d.	Technical Compliance Statement		e.	Manufacturer Proprietary certificate uploaded		f.	Pre requirements details uploaded		g.	List of users uploaded		h.	Copy of GST/PAN/TIN & Bank details uploaded		i.	Distributor authorization letter uploaded		j.	Non-blacklisting certification uploaded		k.	Declaration enclosed		l.	Equipment Door delivery cost quoted		m.	AMC & CMC cost for 5 years post warranty period	
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l.	Equipment Door delivery cost quoted																																								
m.	AMC & CMC cost for 5 years post warranty period																																								
7.	Training will be provided (YES or NO)																																								
8.	a. Whether after sales, service is available in Bengaluru? If yes, quote the details																																								
	b. What is the arrangement for post contract / warranty monitoring of the equipment																																								
9.	Any other information (Enclosed separately in letter head – YES or NO).																																								

Signature of Tenderer along with seal