



OFFICE OF THE DEAN & PRINCIPAL,
MAHARAJA KRISHNA CHANDRA GAJAPATI MEDICAL COLLEGE,
BERHAMPUR.760 004, GANJAM, ORISSA.


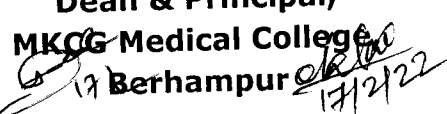
No. 1227 /MCB-2022/Welfare./Dated, Berhampur the

th
17 February, 2022

TENDER CALL NOTICE

Sealed Tenders are invited from the Registered firms for "Installation & Commissioning of extension of WIFI to different Hostels of MKCG Medical College, Berhampur in two bid system (Technical & Financial) so as to reach the office of the undersigned within Twenty One days from the date of publication of the advertisement till 5 P.M. The detailed Tender paper, Terms & Conditions, list of requirements can be obtained from the office of the undersigned on payment of Rs.5000/- cash (non-refundable) at the Accounts Section. The details are also available in the website mkcgmch.org. Those who will download the tender documents from Website should enclose a DD for Rs.5000/- towards cost of Tender paper in favour of Dean & Principal, MKCG Medical College, Berhampur payable at the S.B.I, MCC Branch, Berhampur.

The undersigned reserves the right to cancel of the Tender in full or parts at any time without assigning any reason thereof.


17/02/22
Dean & Principal,
MKCG Medical College,
Berhampur 
17/2/22

**OFFICE OF THE DEAN & PRINCIPAL
M.K.C.G. MEDICAL COLLEGE, BERHAMPUR (GM.)**

Tel / Fax : 0680-2292746 / e-mail : mkcgmcbam@gmail.com




**TENDER DOCUMENT FOR EXTENSION OF
WIFI IN MKCG MEDICAL COLLEGE
CAMPUS**

SECTION -I

NOTICE INVITING TENDER

TENDERS ARE INVITED FROM ELIGIBLE BIDDERS AS PER THE ELIGIBILITY CRITERIA FOR MEDICAL ITEMSS (NON CLINICAL DEPARTMENTS) FOR MKCG MEDICAL COLLEGE, BERHAMPUR


1	Period of Availability of Tender Document	From <u>19-02-2022</u> to <u>11-03-2022</u> [Downloadable from website: www.mkcgmch.org In case of any bid amendment and clarification, responsibility lies with the bidders to collect the same from the above mentioned website before last date of submission of tender document and the tender inviting authority shall have no responsibility for any delay / omission on part of the bidder.
2	Last date & time for submission of Tender	Date: <u>11-03-2022</u> , Time: up to 5.00 pm Address of Submission of Bid: The Dean & Principal, MKCG Medical College and Hospital Berhampur, Odisha, India (Through Speed post / Registered post/ Courier Services only
3	Date, time and place of opening of Tender	a) Technical Bid (Cover A) opening: <u>11-03-2022, 5.00 P.M</u> (time) at the address mentioned above. (Postponed incase of unavoidable Circumstances) b) Financial Bid (Cover B): <i>The date of opening of financial bid will be intimated to the firms found successful in the technical bid evaluation. (The Venue is mentioned above) (Bidders / authorized representative may remain present at the time of opening of bid)</i>


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SECTION -II

IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE TENDERERS

1.	Mode of Procurement	Through National Competitive Bidding Process. The O/o of Dean & Principal, MKCG Medical College & Hospital, Berhampur shall invite tender & evaluate the same by the technical expert. After finalization/approval of the supplier & the rate, the purchase order shall be placed by the Dean & Principal, MKCG Medical College Hospital
2.	Purchaser	Dean & Principal MKCG Medical College Berhampur, Odisha
3.	Consignee	WARDEN OF ALL HOSTELS
4.	Delivery Period	Within 30 days from issue of the purchase order.
5.	Mode of Delivery	By Air / Road / Rail
6.	Guarantee / Warranty /CMC	Comprehensive warranty including all spares, maintenance etc. for a period 5 (five) <i>years</i> from the date of installation & commissioning and 5(<i>five</i>) <i>years</i> CMC after warranty period.
7.	Tender Document Cost	Rs.5000/- . The tender document cost is to be submitted in the shape of bank draft in favour of Dean & Principal, MKCG MEDICAL COLLEGE, BERHAMPUR from any Nationalized/Scheduled Bank payable at Berhampur or deposit of Rs.5000/- in Accounts Section of this college on all working days between the scheduled period.
8.	Earnest Money Deposit (EMD) (The no. of Items is mentioned in the Schedule of requirement – Section IV)	<i>Note: The bidder may quote for any or all the Items by submitting the required EMD 2% of the quoted value for that Items.</i> The Earnest Money Deposit will be paid in the shape of Demand Draft only in favour of DEAN & PRINCIPAL MKCG MEDICAL COLLEGE, BERHAMPUR from any Nationalized/Scheduled Bank and payable at Berhampur
9.	Performance Security	The selected firm should submit the performance security in shape of Bank Draft /Bank Guarantee, equal to the amount of 5 % of the purchase order value (excluding the tax & CMC cost) of the items within 21 days of issue of the purchase order & the same will be returned back after completion of warranty period. The performance security shall be furnished at the O/o the Dean & Principal after getting the purchase order from the Dean.


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10.	Pre-qualification (Eligibility Criteria)	<p>A. Manufacturing units / Importers are eligible to participate in the tender provided, they have</p> <ul style="list-style-type: none"> (i) Import License (In case of Importer only) (ii) Valid ISO certificate. (iii) Product must be ISI /CE / US FDA/IEC etc certified if specified in Technical Specification (Section IV) (iv) Tenderer (Manufacturer/Importer) should have proof of supply of Items(s) mentioned in the schedule of requirement (executed directly by manufacturer or through distributor) of the Items(s) /similar Items mentioned in the schedule of requirement to any Govt. organization / Corporate Hospitals / PSU Hospitals / UN Agencies and purchase order copies in support of that in last 3years as per format at Annexure VII (Item wise) (v) Proof of annual average turnover of in the last three (3) financial years certified by the Chartered Accountant as per the format at Annexure VI supported by audited balance sheet/Annual Report. <p>B. Authorized distributors on behalf of the manufacturer are eligible to participate in the tender provided:</p> <ul style="list-style-type: none"> (i) They should have proof of annual average turnover of the last three (3) financial years certified by the Chartered Accountant as per the format at Annexure VI supported by audited balance sheet/Annual Report. (ii) They should submit manufacturer's authorization to transact business on behalf of the manufacturer as per the format at Annexure - V. (iii) Proof of supply of the Items in the schedule of requirement to any Govt. organization /Corporate Hospitals / PSU Hospitals / UN Agencies and purchase order copies in support of that in last 3years as per format at Annexure VII (Item wise) (iv) The authorized distributor will submit the following documents in support of the manufacturer along with the tender : (v) Valid ISO certificate Valid ISI / BIS European / CE / US FDA / IEC certificates of the manufacturer is specified in technical specification (Section V) <p>C. The Manufacturer or the tenderer if blacklisted either by the Tender inviting authority or by any state Govt. or Central Govt. organization for the quoted item is not eligible to participate in the tender during the period of blacklisting.</p>
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SECTION -III
TERMS AND CONDITIONS FOR INSTALLATION & COMMISSIONING OF
EXTENSION OF WIFI MKCG MCB & SCOPE OF WORK

1.1 Sealed tenders will be received till 11-03-2022 upto 5.00 pm by the office of the Dean & Principal, MKCG Medical College Berhampur. Any tender received after the due date & time will be rejected / returned to the sender unopened. **The tenders will be received through Regd. Post // Speed Post / Courier Services only.** The prospective bidders may attend and clarify any doubts on the terms and conditions of the bid document.

1.2 The bidder(s) are to submit their tenders in **separate** sealed covered envelopes for **technical bid** and **commercial bid** by super scribing **Cover "A" (Technical Bid) & Cover "B" (Price Bid)** and both the sealed covers should be put into a **third outer Cover**, which should be super scribed as **"Tender for Supply & Installation of Medical Instruments & Itemss for MKCG Medical College.**

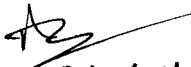
1.3 The Sealed tenders "Cover A" (Technical Bid) submitted by the tenderers will be opened at the office of the Dean & Principal,, MKCG Medical College, Berhampur on 11-03-2022 at 5.00 P.M.

The tenderer or their duly authorized representatives are allowed to be present during the opening of the tenders if they so like.

ELIGIBILITY CRITERIA

2.1 **Manufacturing units / Importers** are eligible to participate in the tender provided, they fulfill the following conditions:

- (i) Import License (In case of Importer only). In case of importers, they have to furnish the authorization from the manufacturer.
- (ii) Valid ISO certificate (of the Manufacturer)
- (iii) Product must be ISI/BIS European/CE / US FDA etc. (valid ISI/BIS /CE /US FDA certificate) certified (As per **Section VI** - technical specification).
- (iv) Tenderer (Manufacturer/Importer) should have proof of supply of Itemss mentioned in the schedule of requirement (executed directly by manufacturer or through distributor) of the Items(s) /similar Itemss mentioned in the schedule of requirement to any Govt. organization / Corporate Hospitals / PSU Hospitals / UN Agencies and purchase order copies in support of that in last 3years as per format at Annexure VII (Item wise)
- (v) Proof of annual average turnover (Manufacturers/Importer) of in the last three (3) financial years certified by the Chartered Accountant as per the format at **Annexure VI.**


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- (vi) Proof of compliance with IEC Certificate (As per **Section VI** - technical specification) - Medical Electrical Items: Particular requirement for Electrical Safety of the Items.
- (vii) Manufacturing unit who has been blacklisted either by the Tender inviting authority or by any state Govt. or Central Govt. organization is not eligible to participate in the tender for that item during the period of blacklisting. Copies of stay order(s) if any against the blacklisting and undertaking to the effect that, the unit has not blacklisted by any authority should be furnished along with the bid.

2.2 **Authorized distributors** are eligible to participate in the tender provided:

- (i) They should submit manufacturer's authorization from original Items manufacturer (OEM) as per the format at **Annexure - V**.
- (ii) They should have proof of annual average turnover of in the last three (3) financial years certified by the Chartered Accountant as per the format at **Annexure VI**.
- (iii) Proof of installation & commissioning of similar nature of work (executed directly by manufacturer or through distributor) similar nature of work mentioned in the schedule of requirement to any Govt. organization /Corporate Hospitals / PSU Hospitals / UN Agencies inside the State/Country and purchase order copies in support of that in last 3 years as per format at Annexure VII (Item wise).
- (iv) The authorized distributor will submit the following documents in support of the manufacturer along with the tender:
- a) Valid ISO certificate / ISI / BIS
 - b) European CE / US FDA / IEC certificates of the manufacturer as per technical specification.

2.3 The tenderer have to submit the EMD(s) as mentioned in **Clause 8 of Section -II** & the Tender document cost.


2.4 Tenderer will submit the following documents along with the technical bid-

1. IT Return of last 3 financial years.
2. Pan card.
3. GST Certificate.

DOCUMENTS TO BE SUBMITTED


The following documents should be enclosed in Cover "A" (Technical Bid) by the tenderer failing which the bid will liable to be rejected.

All the photocopies are to be attested / self attested.


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TECHNICAL BID :

- 3.1 Checklist with detail of the documents enclosed in Cover "A" (as per Annexure - I) with page number. The documents should be *serially arranged* as per this Annexure - I and should be securely tied and bound.
- 3.2 List of Item (s) Quoted with name of the Make & Model of the item (s) (Annexure – II)
- 3.3 Tender document fee of Rs.5000/- in shape of Demand Draft .
- 3.4 Earnest Money Deposit(s) as mentioned in the Clause 8 of Section -II in shape of Demand Draft). Details of EMD and the name of the Items quoted should be clearly mentioned. (IIA to be filled up)
- 3.5 Details name, address, telephone no., Fax, e-mail of the manufacturer / authorized distributor / service centre / contract person / office in Odisha (Annexure - III).
- 3.6 The declaration form in Annexure - IV duly signed by the tenderer before Notary Public / Executive Magistrate.
- 3.7 Manufacturer's Authorization Format in Annexure –V (In case the bidder is not the manufacturer). Importers are also required to furnish the authorization from the manufacturer.
- 3.8 Certificate duly filled by the Auditor / Chartered Accountant (as per Annexure – VI) that the annual average turnover of the firm in the last 3 financial years (In case of bidders who are authorized distributors of the manufacturer).
- 3.9 Performance Statement (Annexure - VII) (Item wise) during the last three years towards proof of supply of the Items(s) /similar Itemss mentioned in the schedule of requirement to any Govt. organization / Corporate Hospitals / PSU Hospitals / UN Agencies inside the State Country. The copy of Purchase orders should be furnished in support of the information provided in the performance statement.
- 3.10 Deviation/No Deviation Statement from Technical Specification & details of technical specification of the product (Annexure-VIIIA & B)
- 3.11 Leaflet/Technical Brochures of the product/item offered.
- 3.12 Copy of Import License by the Importer (in case of Importer).
- 3.13 Copy of Valid ISO certificate.
- 3.14 Copy of Valid ISI / BIS European / CE /US FDA certificate (as per Section VI – Technical Specification).
- 3.15 Copy of the up to date GST clearance certificate.
- 3.16 The Original Tender Booklet with Conditions and the schedules signed by the tenderer at the bottom of each page with his official seal duly affixed.


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3.17 Certificate in support of service center in Odisha or undertaking to set up service center in Odisha within one month from the date of installation if approved (for those who have no service centers in Odisha).

N.B: Valid means the certificate should be valid on or beyond the date of opening of tender (Cover-A).

COVER – B (PRICE BID)

4. The price to be quoted for medical Items should be sent in the prescribed price format in a separate sealed cover hereafter called **Cover “B” (Price Bid)**. **Cover –B (Price Bid) of the tenderers who qualify in it’s Technical Bid (Cover – A) and complies to tender specification.**

4.1 The tender format (Price Schedule) in duplicate in the prescribed form (as per Annexure – IX), must be submitted in Cover-B. The price of the item should be quoted inclusive of excise duty, insurance, packing, forwarding, freight (door delivery) and warranty for 5 years. The price of CMC for 5 years, turnkey job (accessories if any for installation including charges for installation/commissioning), sales tax / GST and entry tax charges (if any) should be quoted in a separate column. The rate should be quoted for *each item* both in figures and words. **In case of difference in words and figures, words will be taken into consideration for evaluation.**

4.2 The Cover “B” of tenderers who qualifies in their technical bid, will only be opened at the office of the Dean & Principal,, MKCG Medical College, Berhampur at a date & time which will be intimated to them.

REJECTION OF TENDER

5. The tender submitted by the bidder will be rejected, if any of the following documents are wanting / not submitted with the tender:

1	List of Item(s) – Annexure II
2	Tender document Fee
3	Earnest Money Deposit
4	Details of Manufacturing Unit / contact person Liasioning agent / servicing centre (Annexure III)
5	Declaration form (Annexure – IV) signed by the Teneer & affidavit before Notary Public / Executive Magistrate
6	Manufacturer’s Authorization Format (Annexure – V) (for distributor / Importer)
7	Proof of avg. Annual turnover of Rs.50 lakhs or more for preceding 3 financial year (for Manufacturer / Importer) or Rs.50 Lakhs or more (for authorized distributors) Annexure – VI
8	Audited Account Statement (P&L Account) / Annual Report for the three financial years by highlighting the figure in it, which is mentioned in the annexure-VI
9	Performance Statement (Item Wise) during the last three year (Annexure-VII)
10	Copies of Purchase order (Item wise) in support of the performance statement
11	Deviation / No deviation Statement (item wise) & details of technical specification (Annexure – VIII A & B)
12	Leaflets / Technical Brochures of the Items offered (Item wise)
13	Copy of Import license (In case of Importer)

14	Copy of Valid ISO certificate
15	Attested Photocopy of Up-to-date CE/US FDA / BIS Certificate (Item wise) (As per technical specification)
16	Attested Photocopy of Up-to-Date IEC Certificate (Item Wise as applicable) (As per technical specification)
17	Photocopy of PAN
18	Photocopy of GST certificate
19	Copy of original Tender and schedules, duly signed by the Tenderer
20	IT Return of last 3 financial year
21	An affidavit to the effect that the firm has not been black listed anywhere

EARNEST MONEY DEPOSIT

6.1 The amount of Earnest Money Deposit required is mentioned in the Section-II.

The Earnest Money Deposit will be submitted in the shape of **demand Draft only** in favour of **DEAN & PRINCIPAL MKCG MEDICAL COLLEGE, BERHAMPUR** from any Nationalized/Scheduled Bank payable at **Berhampur**.

6.2 The EMD of the unsuccessful tenderers will be returned back without interest after placement of purchase order to the successful tenderer and EMD of successful tenderer will be returned after submission of performance security

6.3 The EMD will be forfeited if the tenderer withdraws its tender / furnish forged documents which is found during bid evaluation OR doesn't sign the contract / doesn't furnish performance security / doesn't supply the items (in case of successful bidder) within the stipulated time period.

PERFORMANCE SECURITY & AGREEMENT

7.1 The performance Security should be submitted in shape of Bank Draft/Bank Guarantee from a Nationalized / Scheduled Bank in favour of Dean & Principal,, MKCG Medical College, Berhampur payable at Berhampur equal to the amount of 5% of the purchase order value of the item (excluding cost of CMC & taxes) within 21 days of issue of the purchase order.

7.2 The agreement (as per Annexure – X) will be signed between the supplier, manufacturer and the purchaser and will be kept by the purchaser.

7.3 The performance Security Money will be returned back to the tenderer without interest after the expiry of the warranty period i.e. five years after the date of installation & signing of the CMC agreement.


7.4 Security money will be forfeited if there is any violation of the tender terms and conditions.

TENDER CONDITIONS :

- 8.1 The details of the medical Items with specifications are mentioned in Section VI. The firm must clearly mention their specification, special features, upgraded version (if any), detail technical catalogue of the offered model in their tender.
- 8.2 Tenders should be typewritten or computerized and every correction in the tender should invariably be attested with signature by the tenderer with date before submission, failing which the tender will be ineligible for further consideration.
- 8.3 Rates inclusive of excise duty / customs duty, packing, forwarding, insurance, transportation charges with **5 years onsite comprehensive warranty** and exclusive of Sales Tax/GST & Entry Tax should *be quoted for the Item wise on door delivery basis. The turnkey job (cost of accessories if any required for Installation/Commissioning including installation/commissioning charges), 5 years CMC cost & Sales Tax/GST & Entry Tax should be mentioned in separate columns.* The rates quoted should be in **Indian Rupees only**. Rates quoted in any other currency will not be accepted.
- 8.4 The supplier shall be responsible for delivery and due verification, installation and commissioning of the items in the proper site.
- 8.5 The rate per unit shall not vary with the quantum of order placed for destination point.
- 8.6 If there is difference between figures & words, words will be taken into consideration.
- 8.7 In the event of the date being declared as a holiday by Govt. of Odisha, the due date of sale, submission of bids and opening of bids will be the following working day at the scheduled place & time.
- 8.8 The price quoted by the tenderers shall not in any case, exceed the controlled price, if any, fixed by the Central / State Government / DGS&D and the Maximum Retail Price (MRP). The purchaser, at his discretion, will in such case, exercise the right of revising the price at any stage so as to confirm to the controlled price or MRP as the case may be.
- 8.9 The rate quoted and accepted will be binding on the tenderer for a period of **three years** from the **date of approval of the rate contract** and on no account, any increase in the price will be entertained till the completion of this tender period.
- 8.10 No tenderer shall be allowed at any time on any ground whatsoever to claim revision of or modification in the rate quoted by him. Clerical error / typographical error, etc. committed by the tenderers in the tender forms shall not be considered after opening of tenders. Conditions such as **“ SUBJECT TO AVAILABILITY”**

/ "SUPPLIES WILL BE MADE AS AND WHEN SUPPLIES ARE RECEIVED" etc., will not be considered under any circumstance and the tenders of those who have given such conditions shall be treated as incomplete and for that reason, shall be rejected.

- 8.11 If at any time during the period of rate contract, the price of tendered item is reduced or brought down by any law or act of the Central or State Government or the tenderer, the tenderer shall be morally and statutorily bound to inform the purchaser immediately about such reduction in the contracted price. The purchaser is empowered to unilaterally effect such reduction in rate, in case the tenderer fails to notify or fails to agree for such reduction of rate.
- 8.12 Approved rate with terms, conditions & the quoted price of the tender shall remain valid for a period of **36 months from the date of approval.**
- 8.13 If the relevant documents / certificates which are required to be furnished along with the tender are written in language other than English, the tendering firm shall furnish English version of such documents / certificates duly attested by a Gazetted Officer / Notary with his seal and signature.
- 8.14 If any information or documents furnished by the tenderer with the tender papers are found to be misleading or incorrect at any stage the tender of the relevant items in the approved list shall be cancelled and steps will be taken to blacklist the said firm for three (3) years.
- 8.15 Rate should be quoted in Indian Currency, both in words and figures against each item as the payments will be made in Indian currencies only (Annexure-IX). The tenderer shall not quote his own rate for any item other than the item specified in the list. (**Section V – Schedule of Requirement**).
- 8.16 Both Cover-A and Cover-B should have an **index and page number** of all the documents submitted inside that cover.
- 8.17 The Tax will be charged as per the guidelines given by the Finance Dept., Govt. of Odisha from time to time. GST (as applicable) will be paid to the supplier. In case of Entry Tax, the supplier has to deposit the original receipt to claim it, if finished goods are brought from outside the State. The Sales Tax & entry tax components should be shown **separately** in the Price Schedule.
- 8.18 The requirement of items may increase or decrease depending on the situation.


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Scope of Work

MKCG Medical College, Berhampur is interested in Extension of MKCG Wi-Fi Campus area at designated locations. The Wi-Fi hotspots shall utilize a dedicated internet bandwidth to be provisioned by the selected vendor.

The broad scope of work for the implementation of MKCG Wi-Fi is as under:

1. To provide a turn-key solution (hardware, software, operations & maintenance, etc.) enabling public Wi-Fi hotspots across Medial Campus, for providing wireless internet (Wi-Fi) access to the Students using any Wi-Fi enabled devices (laptops, mobile devices, tablets etc.).
2. The participating vendors shall propose a complete solution including provisioning of bandwidth, design, supply, installation, configuration, activation, operations, maintenance, monitoring, support etc. of the project including the requisite manpower as well for the management of the project.
3. The following areas will be covered as detailed below:


No.	Place
1	UG Boys Hostel 1
2	Boys Hostel 2
3	Boys Hostel 3
4	Boys hostel 4
5	PG Boys
6	PG Building
7	House Officers
8	Senior Resident
9	UG Girls Hostel 1
10	UG Girls Hostel 2
11	UG Girls Hostel 3
12	UG Girls Hostel 4

4. The proposed solution must provide unlimited internet access to end users with a provision to control the access by bandwidth and I or duration.

Functional Requirement Specifications:

The overall system should meet (but not limited to) the following functional requirements:


1. At each hotspot, the Wi-Fi service shall be available across a radius of at least 70 meters.
2. The selected vendor must be able to manage, monitor, control and optimize the bandwidth allocation / distribution across all the proposed hotspots as per the requirements.
3. At each Wi-Fi hotspot, at least 50 concurrent users should be able to access Wi-Fi internet facility at the same time without any decrease in minimum bandwidth guarantee of 512 Kbps at each user level.


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4. The system shall be capable of controlling the bandwidth at user level to prevent the users from monopolizing all the bandwidth e.g. by downloading videos. The system should have rules on restriction of websites.
5. The Wi-Fi solution proposed by the vendors shall not be based on any restrictive technology that prevents other service providers to setup similar services in the area.
6. The system shall be able to provide access to any device which is Wi-Fi enabled, regardless of software (operating system and browser) of the device.
7. The system shall be able to provide complete coverage in the areas identified, including but not necessarily inside the buildings.
8. The product quoted i.e. Wireless Access Point should interoperate with the existing controller Bandwidth Management System and existing WIFI Controller and the same should be compatible with the existing infrastructure.
9. The system shall comply with all the applicable guidelines, laws and legislative requirements laid down by DoT I TRAI or any other agencies authorized by Govt. of India.
10. The system shall not violate any radiation standards specified by DoT / TRAI or any other agencies authorized by Govt. of India.
11. The system / equipment proposed to be installed at the identified locations shall not pose any threat to the residents or public property.

Operations. Maintenance and Support

1. The selected agency will have to provide full operational, maintenance and technical support during the entire period of the contract.
2. The selected agency shall be responsible for managing and monitoring the complete architecture of the MKCG Wi-Fi during the entire period of contract.
3. All the Wi-Fi hotspots shall be managed by existing centralized Wi-Fi management software and Wi-Fi controller.
4. In case of non-utilization of Wi-Fi services at any of the Wi-Fi hotspot, the selected agency shall relocate the same to other feasible location as per the directions of Dean & Principal.
5. In order to provide better services, the selected agency would set-up response teams to address technical, outage or other network issues at the locations..


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PACKAGING :


9.1 All the packaging should be New. The supplier shall provide such packaging of the goods as is required to prevent their damage or deterioration during transit to their final destination. The packaging shall be sufficient to withstand without any limitation including rough handling during transit, exposure to extreme temperature, salt and precipitation during transit and upon storage.

COMPREHENSIVE WARRANTY & CMC : (Undertaking as per Annexure – XI)

- 11.1 The comprehensive warranty will remain valid for 5 years from the date of installation & commissioning of the items. The original copy of warranty documents will be submitted to the purchaser at the time installation.
- 11.2 The warranty will cover **all the parts of the machine or item and any replacement or repair required** within the warranty period and will be provided by the supplier free of cost at the destination point (installation point). The supplier will take back the replaced parts / goods at the time of their replacement. No claim whatsoever shall be on the purchaser for the replaced parts / goods thereafter. No traveling allowances or transportation cost will be paid by the purchaser during the warranty period.
- 11.3 The Supplier shall warrant that the Goods supplied under this contract are new, unused, of the most recent or current models and they incorporate all recent improvements in design and materials. The Supplier shall further warrant that all Goods supplied under this contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the conditions prevailing in the place of final destination.
- 11.4 **CMC:** The tenderer shall also commit to provide offer for CMC (**Labour + all spare**) for the **next 5 (five) years after five (5) years of warranty**. No extra cost will be paid other than the CMC cost for functioning of the item during this period. The supplier will provide one (**1**) **preventive** maintenance in every **six months** in a year during the period of CMC.
- 11.5 **The selected firm should have a service centre in Odisha.**
- 11.6 All the warranty certificates must be handed over to the consignee at the time of installation.

TRAINING & OPERATIONAL MANUAL:

12.2 The supplier / firm will provide the operation / maintenance manuals of all items to the purchaser at the time of installation.


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UPTIME GUARANTEE:

13.1 UP-TIME BALANCE :

The Supplier (s) shall provide guarantee 95% uptime during comprehensive warranty period, i.e., for 5 years from the date of installation & commissioning. Any uptime less than the specified period above will be compensated by the Supplier(s) by extending the warranty period. The consignee shall maintain a logbook in the format provided by the Supplier(s) which will indicate usage of the items every day and for calculation of up-time.

DOWNTIME PENALTY CLAUSE:

14.1 During the Guarantee / warranty period, desired uptime of 95% of 365 days will be ensured (24 hour). If downtime exceeds 5%, penalty in the form of extended warranty, double the number of days for which the Items goes out of service will be applied. The supplier must undertake to supply all spares for optimal upkeep of the Items for **TEN YEARS** after installation. If accessories / other attachment of the system are procured from the third party, then the supplier must produce cost of the accessory / other attachment and the CMC from the third party separately along with the main offer and the third party will have to sign the CMC with the purchaser if required. In no case Items should remain in non- working condition for more than 7 (seven) days from the date of complaint, beyond which a penalty will be applicable as per Rule.

14.2 The principals or their agents are required to submit a certificate that they have satisfactory service arrangements and fully trained staff available to support the uptime guarantee.

SPARE PARTS:

15.1 The spare price list of all spares and accessories (including minor) required for maintenance and repairs in future after guarantee / warrantee period should be attached / enclosed along with the sealed quotation.

15.2 The tenderers are required to furnish the list of spares along with their cost in the financial Bid separately which will not be taken for evaluation.

15.3 Local agents / distributors quoting on behalf of the manufacturer / importer must attach the authority letter in their favour.

LABELLING :

16.1 The Items supplied must be properly labelled with Sl. No., Model Name, Make, year of Manufacture & certifications (European CE, USFDA, BIS electrical & electronic Certificate.

ACCEPTANCE OF TENDER AND SUPPLY CONDITIONS:

- 17.1 The Purchaser reserves the right to reject the tenders or to accept the tenders for the supply of the item tendered without assigning any reason thereof.
- 17.2 The Purchaser will be at liberty to terminate the contract either wholly or in part without assigning any reasons thereof. The tenderers will not be entitled to any compensation whatsoever for such termination.
- 17.3 The supply should be completed within 30 days from the date of issue of purchase order unless otherwise specified. If no supply is received even after 30 days with liquidated damage from the date of issue of the purchase orders, such orders will stand cancelled automatically without further notice. Penalties shall also thereafter be applied to the tenderer as specified in clause no. 21.1 to 21.2. The approved firm shall also suffer forfeiture of the EMD and Performance Security Deposit.
- 17.4 The tender inviting authority or his authorised representative (s) has the right to inspect the factory of those company who have quoted for the tender, before accepting the rate quoted by them or before releasing any purchase order (s) or at any point of time during the validity period of tender and has also the right to reject the tender or terminate / cancel the orders issued or not to reorder based on the facts brought out during such inspections.

EVALUATION:

- 18.1 The price bid of the tenders who qualify in the technical bid fulfilling the eligibility criteria and complying to the technical specification shall only be opened.
- 18.2 The tender inviting authority may ask for demonstration (where ever required) of the Items by the bidders at the premises of the tender inviting authority as a part of the technical evaluation before opening of price bid in order to verify the compliance to technical specification.
- 18.3 The rates of the item quoted by the tenderer who qualify technically will be evaluated after aking the following points into consideration: -
- a) Rate of the medical Itemss will be taken after inclusion of the excise duty / customs duty, transportation, insurance, packing & forwarding & comprehensive warranty for (5) years, (cost of accessories if any for installation/commissioning and installation charges) & CMC for next seven years but excluding GST & Entry Tax (ET).
 - b) The cost of the medical Itemss (excise duty / customs duty, transportation, insurance, packing & forwarding & comprehensive warranty for five(Five) years but excluding GST & ET), next seven(7) years after warranty will be added for evaluation.
 - c) The circulars issued by the Finance Department, Govt. of Odisha from time to time regarding tax matters shall be taken into account for evaluation and shall be binding on the bidders. As per the Govt. of Odisha Finance Deptt. Order No. 48317(230)/F dt.23.11.2010, in comparing the cost of an article, if purchased from within the State with the price of similar article if purchased from outside the State, the amount of Odisha Sales Tax (OST) now GST shall be deducted from the total cost since it accrues