

Bid Document

Bid Details	
Bid End Date/Time	20-07-2020 20:00:00
Bid Opening Date/Time	20-07-2020 20:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	80 (Days)
Ministry/State Name	Telangana
Department Name	Health Medical & Family Welfare Department Telangana
Organisation Name	Tsmsidc
Office Name	Directorate Of Treasuries
Total Quantity	1
Item Category	CT Scanners 16 Slice
Bidder Turnover (Last 3 Years)	150 Lakh (s)
OEM Average Turnover (Last 3 Years)	1000 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Turnover	Yes
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Past Performance	50 %
Bid to RA enabled	No
CMC Required	Yes
Inspection Required	No

EMD Detail

Advisory Bank	HDFC Bank
EMD Percentage(%)	2.00
EMD Amount	781200

ePBG Detail

Advisory Bank	HDFC Bank
ePBG Percentage(%)	10.00
Duration of ePBG required (Months).	60

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Managing Director, TSMSIDC
Directorate Of Treasuries, Health Medical & Family Welfare Department Telangana, TSMSIDC,
(K. Chandra Shekar Reddy)

Splitting

Bid splitting not applied.

1. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of years as indicated in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
2. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 50% of bid quantity, in at least one of the last three years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one year) to be submitted along with bid in support of quantity supplied in the relevant year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

CT Scanners 16 Slice (1 pieces)

Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
GENERAL FEATURES	Product Description	CT Scanners 16 Slice	*
	UMDNS Name and Code	Scanning Systems, Computed Tomography - 13-469 Scanning Systems, Computed Tomography, Axial, Full-Body - 15-956 Scanning Systems, Computed Tomography, Axial, Head - 15-955 Scanning Systems, Computed Tomography, Spiral - 18-443	*
	Other Names	Axial CT scanners, CAT scanners, cine CT scanners, computed tomography systems, EBT scanners, helical CT scanners, multislice CT scanners, spiral CT scanners, ultrafast CT scanners, volume CT scanners.	*
	Scope	This Product covers computed tomography (CT) scanners used to obtain cross-sectional images without restriction to a particular anatomic region	*
	Clinical Application	CT scanners produce thin cross-sectional images of the human body for a wide variety of diagnostic procedures. CT is a noninvasive radiographic technique that involves the reconstruction of a tomographic plane of the body (a slice) from a large number of collected x-ray absorption	*

		measurements taken during a scan around the body's periphery. The result of a CT study is usually a set of trans axial slices, which can be mathematically manipulated to produce sagittal or coronal image slices. With isotropic imaging, an image can be reconstructed in any arbitrary plane. CT is clinically useful in a wide variety of imaging exams, including spine and head, gastrointestinal, and vascular.	
TYPE	Type	Multislice	*
	Number of slices per rotation	≥ 16	*
	Number of Detector Rows	16	*
	Number of acquisition channels	16	*
DETECTOR ASSEMBLY	Minimum Field of view (standard)	50	50, 55, 65 Or higher
	Extended Field of View (cm)	70	70
	Total detector width, z-axis (mm)	≥ 10 mm	*
	Minimum Reconstructed slice width range	0.625 to 10 mm	*
	Minimum Standard rotation time for full 360°	≤ 1 sec	*
DETECTOR PERFORMANCE	Minimum High-contrast spatial resolution at 0% MTF with full FOV	14 lp/cm	14 lp/cm
	Low-contrast resolution at 3 HU with 10 mm slice on 20 cm Catphan phantom	≤ 5 mm	*
	Image Noise	Not applicable	*
ADVANCED IMAGE ACQUISITION	Perfusion imaging	Yes	Yes
	Extended coverage	No	No

	for 4-D imaging		
	Dual-energy acquisition	Yes	Yes
	Contrast Based Dual energy acquisition	No	No
GANTRY	Gantry Tilt Type	Digital	*
	Gantry Tilt	$\pm 30^{\circ}$	*
	Minimum Gantry aperture	70	*
	Scan localizer	Laser	*
X-RAY GENERATOR	Minimum kW output (kW)	32	32, 40, 80 Or higher
	kVp range	80 -130 or better	*
X-RAY TUBE	Minimum Anode Heat storage (MHU)	3.5	*
	Anode Heat dissipation rate (kHU/min)	≥ 500 kHU/min	*
	Tube cooling	Oil	*
	Tube focal spots (mm)	Large: (0.8x0.7) ; Small: (0.4 x 0.8)	*
	Max mA	≥ 180 mA	*
	Max scan time	≥ 120 sec	*
PATIENT TABLE	Table Top Material	Carbon Fiber	*
	Table Type	Moveable	Moveable
	Range of movement - Vertical (cm)	46-79 cm or better	*
	Minimum Scannable range	140	*
	Maximum load capacity without restrictions (kg)	200 kg or more	*
RADIATION DOSE	Dose-modulation technique (3D), x-y-z	Yes	*
	Pediatric-specific dose control	Yes	Yes
	Iterative image reconstruction for dose reduction	Yes	Yes
	Overbeaming reduction sliding collimation	No	No
CLINICAL APPLICATIONS AND FUNCTIONALITY	Virtual colonoscopy	Yes	*
	Vessel analysis (noncardiac)	Yes	*

	Auto bone removal	Yes	*
	Denta Scan	Yes	Yes
	Lung Analysis	No	No
	Metal Artifact Reduction	Yes	Yes
	Neuro DSA	Yes	Yes
IMAGE RECONSTRUCTION	Reconstruction FOVs	≥ 50 cm	*
	Reconstruction matrices	512 x 512	*
	Max reconstruction rate, (512 x 512), image/sec	9	*
	Real-time image reconstruction	Yes	*
SYSTEM INTEGRATION	DICOM	Yes	*
	CT image storage SCU/SCP	Yes	*
	Enhanced CT storage SCU/SCP	Yes	*
	Modality worklist SCU	Yes	*
	Query/retrieve SCU and SCP	Yes	*
	Storage commitment SCU	Yes	*
	DICOM work list license	Yes	Yes
IMAGE PROCESSING	Image Processing Type	Standard	*
	OEM postprocessing workstation with dual medical grade Monitor	Standalone	Standalone
	If it is server workstation, number of nodes to be provided	Not Applicable in case of standalone workstation	Not Applicable in case of standalone workstation
	Number of Concurrent Licenses to be Provided	Not Applicable in case of standalone workstation	Not Applicable in case of standalone workstation
	Minimum Rendering Capacity of Server	Not Applicable in case of standalone workstation	Not Applicable in case of standalone workstation
	Remote access to raw image data	No	*
	Remote access to clinical applications	No	*

	DICOM 3-D image export	Yes	*
	Image Processing Software	Review workstations - MPR, MIP, VRT formats , tools for stenosis measurement, Advanced vessel analysis, Automatic bone removal etc	*
SERVER HARDWARE	Minimum Image storage capacity of Server	0	0, 2, 4 Or higher
	Minimum Ram Size of Server	0	0, 32, 64 Or higher
	Size of Monitor of server	Not Applicable in case of standalone workstation	Not Applicable in case of standalone workstation
	Type of Monitor for server	Not Applicable in case of standalone workstation	Not Applicable in case of standalone workstation
WORKSTATION HARDWARE	Medical grade monitor and CPU	Yes	*
	Type of monitor for Workstation	LCD/LED/TFT	*
	Size of Monitor for Workstation	18 inch or more with 2 MP resolution or better	*
	Minimum Ram Size for Workstation	8	8, 16 Or higher
	Minimum Storage capacity for Workstation	500	500, 1000 Or higher
WORKSTATION APPLICATIONS	Neuro DSA application in workstation	Yes	Yes
	Cardiac Angio	No	No
	Cardiac calcium scoring	No	No
	CT angio	Yes	Yes
	Filming	Yes	Yes
	CT VRT Imaging	Yes	Yes
	Perfusion imaging in workstation	No	No
CONTRAST BASED DUAL ENERGY APPLICATIONS	Virtual Non-contrast imaging	No	No
	Mono-energetic imaging	No	No

	Direct Angio	No	No
	Lung Perfusion	No	No
	Gout Imaging	No	No
	Calculi Characterization	No	No
	Bone Marrow Imaging	No	No
	Iodine mapping	No	No
ACCESSORIES	Online UPS for full backup of atleast 30 minutes	Yes	Yes
	Lead Glass Setup to be provided	Yes	Yes
	Lead aprons - 5 Nos with Hanger to be provided	Yes	Yes
	Gonad and thyroid Shield - 5 No each	Yes	Yes
	Pressure Injector	Single head	Single head
	Color Printer	Yes	Yes
	Head Holder	Yes	Yes
	Patient table accessories	Yes	*
	X-Ray Film Viewer	Yes	Yes
	Variety of phantoms for quality control	Yes	Yes
CERTIFICATIONS AND REPORTS	Availability of test report/QA and QC report during warranty and CMC as per AERB/NABH/JCI guidelines	Yes	*
	Machine should be AERB type approved or NOC	Yes	*
	Product certification	EU-CE,US- FDA	*
	Product Certificate Number	-	*
	Product Certificate Date	-	*
	Product Certificate issuing authority	-	*
	Four digit number of notified body If product is EU-CE certified	-	*

PRE-INSTALLATION SITE REQUIREMENT	Confirmity to Manufacturer's Certification	ISO 9001 & ISO 13485	*
	Certification, performance and safety standards specific to the device	IEC 60601-2-44 or equivalent BIS	*
	Submission of copies of all the certifications and test reports to the buyer along with supplies	Yes	*
	In scope of Supplier to be registred in eLORA of quoted Model for Buyer	Yes	*
	Recommended Room Size	As Per AERB Gudie lines	*
	Power Requirements	200/220/240/380/400/420/440/460/480 V nominal, 3-phase	*
	Operating temp range (°C)	20-25	*
	Humidity (%)	30-70	*
	Pre-installation requirements including map should be provided by seller after inspecting the proposed site for installation	Yes	*
	Preparation of CT Scan Room , console Room , Technical room, one wash room etc to be done by the seller in the area of approx 800 sq feet	Yes	*
	Tile based false ceiling and floor tiling and wall tiling till false ceiling in rooms to be done by the seller	Yes	*
	Necessary modification civil work, electrical , plumbing, furnishing, air conditioning in the given area to be done by the seller	Yes	*
	Doors other than main CT room to be of good	Yes	*

INSTALLATION & TRAINING	quality Aluminium doors and should be done by the seller		
	Site should be AERB Compliant	Yes	*
	Power up to site should be provided by the user	Yes	*
	Any other necessary work for system functioning like earthing , proper LED lighting power points etc to be done by the seller	Yes	*
	Room shielding to be done by the seller	As Per AERB Guide lines	*
	The system should be installed and handed over in working condition by the seller to the buyer	Yes	*
	Training of users in machine operation, trouble shooting aspects and basic maintenance shall be provided	Yes	*
	Availability of toll free facility for technical support maintained by OEM or authorized agencies	Yes	*
	Contact details of manufacturer, supplier and local service agent to be provided	Yes	*
	Service Support	Support within 24 hours of breakdown call	*
	Number of installations of the CT in Central /State/PSU Govt Hospitals(Note: Seller should supply a performance certificate of the device to the buyer)	upto 3	*
	The Principal Manufacturer must have direct Presence/approved service center In India	Yes	*

	Seller shall ensure uninterrupted availability of all spares for 10 years	Yes	*
	Uptime during warranty and CMC Period	Atleast 95%	*
WARRANTY	Onsite comprehensive warranty from the date of installation and commissioning (Years)	5	*
DOCUMENTATIONS	User/Technical/Maintenance manuals to be supplied in English in hard and soft copy	Yes	*
	Copies of all calibration certificates to be submitted at the time of Supply of Machine	Yes	*
	List of essential spares and accessories, with their part numbers and cost to be provided	Yes	*

* Specifications highlighted in bold are the Golden Parameters.

* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement (allowed Values) by the Buyer.

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	D Devdas	500095, The Managing Director, TSMSIDC , 3rd Floor, DM & HS Campus, Sulthan Bazaar, Koti-500095	1	30

Special terms and conditions for category CT Scanners 16 Slice

1. Comprehensive warranty Comprehensive warranty shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares,. During the warranty period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months. warranty shall not be including the consumables .Further there will be 98% uptime warranty during warranty period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend warranty period by double the downtime period. Service centres Details of Service outlets in India to render services for equipment to be furnished to buyer/consignees with complete address ,telephone numbers, e mails etc at time of making the supplies .It shall be the responsibility of seller to ensure that authorized service centres are available to

cater to the areas where supplies are made within reasonable distance from where the service calls can be handled .Details of toll free numbers for service call and online registration of service requests also to be provided buyer/consignee at the time of supplies.Source of supplyIt shall be responsibility of seller to provide Documents regarding source of equipments such as copy of Performa invoice or any other documents to establish that the products supplied are manufactured by OEM indicated and sourced from them.Packing and MarkingMedical equipments being very delicate and sensitive packing for the goods should be strong and durable enough to withstand transit including transshipment (if any), rough handling, open storage etc. without any damage, deterioration etc. .The size, weights and volumes of the packing cases, remoteness of the final destination of the goods, availability or otherwise of transport and handling facilities at all points during transit up to final destination,. Quality of packing, the manner of marking within & outside the packages and provision of accompanying documentation shall take in to consideration the type of medical equipments being supplied. The accessories shall be suitably labelled and packed .Each of the package shall be marked on three sides with indelible paint of proper quality: indicating contract number and date , brief description of goods including quantity ,. Packing list reference number , country of origin of goods and any other relevant details.Spare PartsSeller shall provide materials, information etc. pertaining to spare parts manufactured and supplied by the OEM . It shall be ensured that the required spares are available for purchase at least for 10 years from date of supplies .In case due to any reasons the production of the spare parts is discontinued sufficient advance notice should be given to the buyer/consignee before such discontinuation to provide adequate time to purchase the required spare parts etc. Further, OEM and their service centres/dealers shall carry sufficient inventories to assure ex-stock supply of consumables and spares for the equipments so that the same are available.OEM or reseller shall always accord most favoured client status to the buyer/consignee and shall give the most competitive price for spares and consumables of its machines/equipments supplied.Installation, Training, ManualsSeller shall be responsible to carry out Installation & commissioning, Supervision and Demonstration of the goods. They shall provide required jigs and tools for assembly, minor civil works for the completion of the installation and Training of Consignee's representatives for operating and maintaining the equipment and Supplying required number of operation & maintenance manual for the goods. In case the category parameters are specifying any requirements regarding the installations , training and manuals the same shall also be applicable. Electrical safety checkingSellers are required to make sure that they furnish the list of equipments for carrying out routine and preventive maintenance to buyer/consignee. They should make sure to periodically check the electrical safety aspects as per BIS Safety Standards or equivalent .In case they do not have required equipment for such testing should ensure that the equipments checked for electrical safety compliance through labs with facilities for such checking during every preventive maintenance call. Software All software updates should be provided free of cost during warranty period.

Bid Specific Additional Terms and Conditions

1. After award of contract – Successful Bidder shall have to get Detailed Design Drawings approved from buyer before starting fabrication. Successful Bidder shall submit Detailed Design Drawings for Buyer's approval, within 7 days of award of contract. Buyer shall, either approve the drawings or will provide complete list of modification required in the drawings within 5 days. Seller shall be required to ensure supply as per approved Drawings with modifications as communicated by Buyer. If there is delay from buyer side in approval of drawing- the delivery period shall be refixed without LD for the period of delay in approval of Drawing.
2. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
3. **End User Certificate:** Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.
4. **Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting

- the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
5. Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.
 6. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
 7. Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:
 - i) The Seller fails to comply with any material term of the Contract.
 - ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
 - iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
 - iv) The Seller becomes bankrupt or goes into liquidation.
 - v) The Seller makes a general assignment for the benefit of creditors.
 - vi) A receiver is appointed for any substantial property owned by the Seller.
 - vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.
 8. Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)
 9. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
 10. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
 11. IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.
 12. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
 13. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

14. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
15. **Nominated Inspection Agency:** On behalf of the Buyer organization, any one of the following Inspection Agency would be conducting inspection of stores before acceptance: Pre-dispatch Inspection at Seller Premises (applicable only if pre-dispatch inspection clause has been selected in ATC): NA
Post Receipt Inspection at consignee site before acceptance of stores: Concerned Hospital Authorities at Installation Site
16. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
17. ISO 9001: The bidder must have ISO 9001 certification.
18. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.
19. Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide AMC Service for next 5 years for the offered products at the rate not more than 5 % of contract price per annum. Buyer reserves the right to enter into an AMC agreement (covering preventive maintenance and servicing)with the Successful Bidder / OEM after expiry of the Warranty period at rate as mentioned above and the payment for the AMC charges would be made Annually after rendering of the AMC Services of the relevant AMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the AMC contract when called upon by the buyer. The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 5% of total AMC value valid up to AMC period plus 2 months (if there is no other claim). (Undertaking of acceptance to be uploaded with bid).
20. Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Annually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of 10% of basic Cost of Equipment (Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 5% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).
21. Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope Total Item Including batteries etc. (Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM undertaking is to be uploaded along with Bidder undertaking)
22. Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.
23. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 7 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the

Buyer.

24. Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid
25. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
 - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
 - b. Execution certificate by client with order value.
 - c. Any other document in support of order execution like Third Party Inspection release note, etc.
26. The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:
 - (i) Single order of at least 35% of estimated bid value; or
 - (ii) Two orders of at least 20% each of estimated bid value; or
 - (iii) Three orders of at least 15% each of estimated bid value.Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

Additional Clause For Comprehensive Maintenance Charges

- 1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months. CMC shall not be including the consumables. Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
- 2.CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
- 3.GST shall be included in the CMC Charges quoted.
- 4.Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula. A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on present value.
- 5.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.
- 6.While creating a bid or RA buyers shall indicate whether CMC is required against Yes/No options. If CMC Charges are included an option for number of years for CMC required after the warranty period shall be available. Under this options up to 5 years can be chosen for CMC charges beyond warranty period.

7. The CMC functionality shall be available in bid only and no direct RA shall be applicable. In case of bid to RA decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.

7.1. Buyer shall indicate number of years of warranty by selecting option of 2 or 5 available in the field depending on warranty parameter applicable in category parameters for the equipment. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable if 5 year CMC selected

- CMC charges for first year after warranty period – Percentage to be indicated- A 1
- CMC charges for second year after warranty period – Percentage to be indicated A2
- CMC charges for third year after warranty period – Percentage to be indicated A3
- CMC charges for fourth year after warranty period – Fixed amount to be indicated A4
- CMC charges for 5th year after warranty period – Percentage to be indicated A5

7.2. The calculation of CMC Charges shall take in to account of number of years of warranty and duration of CMC as specified while creating bid.

7.3. In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se- ranking of the bidders. The following are the variables.

(i) Number of years for which CMC required.

(ii) Number of years of warranty. The formula for calculating total cost including CMC charges shall be :

Total cost for evaluation= $C + C * (A1/100) / (1.10^n) + A2/100 / (1.10^{n+1}) + A3/100 / (1.10^{n+2}) + A4/100 / (1.10^{n+3}) + A5/100 / (1.10^{n+4})$

C – Cost for equipment quoted and n shall be number of years of warranty specified

If 2 year warranty specified n shall be 2 and if 5 year specified n shall be 5.

A1,A2 A3 A4 A5 shall depend on how many years CMC selected If 3 year means only A1,A2 and A3 factor to be not taken in to account and A4 and A5 will not be applicable

7.4. CMC charges to be indicated for each subsequent year should be same or higher than preceding year.

7.5. The CMC charges shall be offered within range of 3 to 10% of cost of equipment.

8. Since CMC charges are to be paid only later for each year during CMC period , applicable performance guarantee amount after placement of contract shall be based on the cost of equipment and not on basis of cost of equipment along with CMC Charges.

9. Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable 2.5% as specified in bid on the total contract value including CMC Charges The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification. Bank guarantee for CMC is to remain valid till completion of CMC period plus one year .The bank guarantee for CMC shall be submitted to buyer directly.

10. In case of splitting of quantity equipment cost and CMC charges offered by L-1 in the evaluated cost shall be matched by higher quoting eligible bidders on one to one basis .The equipment cost shall be matched and CMC charges shall be matched year to year.

11. The CMC Contract shall be an offline contract to be handled by buyer. The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user

and scope of CMC will be as per para 1 above.

12. The above terms and conditions shall be part of the bid as well as part of the contract.

[This Bid is also governed by the General Terms and Conditions](#)

---Thank You---