

OFFICE OF THE SUPERINTENDENT SDH ATHAMALLIK

Order No.

174

Dated.

30.08.2019

TENDER CALL NOTICE

Sealed Tenders are invited from the Registered Suppliers/ Distributor/ Firms for supply of Blood Bank Refrigerator under District Mineral Fund to Sub Divisional Hospital, Athamallik (The rate of tender will be valid for One year or till inviting of next tender whichever is earlier). The Tender papers in details along with the term and condition of tender are available THROUGH DISTRICT WEBSITE www.angul.nic.in. Bidders can download the tender papers from the website and such bidders have to enclose a non-refundable demand draft **Rs.500/- (Rupees Five hundred) Only** as applicable in favour of Rogi Kalyan Samiti SDH Athamallik with BID document and subscribe the BID document that it has been downloaded from the website. The sealed tender should reach to the undersigned on or before at 12 Noon of 25.09.2019. The date of opening of the tender will be communicated later. The undersigned reserve the right to cancel any or all Tender without assigning any reason thereof. The undersigned is not responsible for any postal delay.

Sd/- K Mishra

Superintendent cum Member Secretary RKS SDH Athamallik

Memo No

175

Date 30.08.2019

Copy forwarded to the NIC officer Angul for kind information and requested to upload in District NIC Portal

Vmm
30.8.19

Superintendent cum Member Secretary RKS SDH Athamallik

Memo No

176

Date 30.08.2019

Copy forwarded to the The Samaj/The Indian Express for information and requested to publish the notice within the cost @Rs.5000/- and submit the bill along with paper cutting to this office for necessary payment

Vmm
30.8.19

Superintendent cum Member Secretary RKS SDH Athamallik

Memo No

177

Date 30.08.2019

Copy forwarded to the sub Collector Cum Chariman RKS SDH Athamallik for kind information and necessary action.

Vmm
30.8.19

Superintendent cum Member Secretary RKS SDH Athamallik

Memo No

178

Date 30.08.2019

Copy forwarded to the Chief District Medical & Public Health Officer Angul for kind information and necessary action.

Vmm
30.8.19

Superintendent cum Member Secretary RKS SDH Athamallik

**SUPERINTENDENT CUM MEMBER SECRETARY
SDH ATHAMALLIK**

*Tel: 9439981875;
e-mail: sdmoathmallik@gmail.com.*

Tender Reference No. SUPDT/2019-20 174 /30.08.2019

**TENDER DOCUMENT
FOR
SUPPLY & INSTALLATION
OF
BLOOD BANK REFRIGERATOR**

OFFICE OF THE SUPERINTENDENT CUM MEMBER SECRETARY RKS SDH ATHAMALLIK

SECTION -I

NOTICE INVITING TENDER

Tender Reference No. : **Supdt/2019-20 174** Dated: 30.08.2019

TENDERS ARE INVITED FROM ELIGIBLE BIDDERS AS PER THE ELIGIBILITY CRITERIA FOR SUPPLY & INSTALLATION OF BLOOD BANK REFRIGERATOR (395 & 590 LTRS)

1	Period of Availability of Tender Document	From04/09/2019 to 25/09/2019 (Downloadable from website:www.angul.nic.in) 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	Date, time & place of Pre-bid meeting	Date : 18.09.2019 Place : SUPERINTENDENT CUM MEMBER SECRETARY SDH ATHAMALLIK
3	Last date & time for submission of Tender	Date: 25.09.2019, Time: 12 Noon Address of Submission of Bid: OFFICE OF THE SUPERINTENDENT CUM MEMBER SECRETARY SDH ATHAMALLIK, DIST-ANGUL <i>Pin-759125</i> _____ _____ <i>(Through Speed post / Registered post)</i>
4	Date, time and place of opening of Tender	a) Technical Bid (Cover A) AND Financial Bid (Cover-B) opening will be intimated later .

SECTION -II

IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE TENDERERS

1.	Mode of Procurement	Through Open Advertisement									
2.	Purchaser	Superintendent cum Member Secretary RKS SDH Athamallik									
3.	Consignee	RKS SDH ATHAMALLIK									
4.	Delivery Period	Within 60 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 3(three) years from the date of installation & commissioning and 3(three) years CMC after warranty period.									
7.	Tender Document Cost	Rs.500/ as applicable. The tender document cost is to be submitted in the shape of bank draft in favour ROGI KALYAN SAMITI SDH ATHAMALLIK from any Nationalised / Scheduled Bank payable at SBI Athamallik									
8.	Earnest Money Deposit (EMD)	<table border="1"> <thead> <tr> <th>Sl.</th> <th>Name of Equipment</th> <th>EMD (Rs.)</th> </tr> </thead> <tbody> <tr> <td></td> <td>Category-I</td> <td></td> </tr> <tr> <td>1</td> <td>BLOOD BANK REFRIGERATOR(395 & 590 ltrs)</td> <td>5000</td> </tr> </tbody> </table> <p>The Earnest Money Deposit will be paid in the shape of demand Draft only in favour Rogi Kalyan samiti SDH Athamallik from any Nationalised / Scheduled Bank payable at SBI ATHAMALLIK.</p>	Sl.	Name of Equipment	EMD (Rs.)		Category-I		1	BLOOD BANK REFRIGERATOR(395 & 590 ltrs)	5000
Sl.	Name of Equipment	EMD (Rs.)									
	Category-I										
1	BLOOD BANK REFRIGERATOR(395 & 590 ltrs)	5000									
9.	Pre-qualification (Eligibility Criteria)	Detail eligibility criteria is mentioned at Clause 2.1, 2.2 in Section -III									

SECTION -III

TERMS AND CONDITIONS FOR SUPPLY & INSTALLATION OF MEDICAL EQUIPMENTS

- 1.1 Sealed tenders will be received till 25.09.2019 up to 12 Noon by the office of the Superintendent cum Member Secretary RKS SDH Athamallik. 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.**
- 1.2 Pre-bid conference shall be held in the office Meeting hall Superintendent SDH Athamallik on dt.18.09.2018 at 11:30 A.M. The prospective bidders may attend and clarify any doubts on the terms and conditions of the bid document.(**Contact 9439981875**).
- 1.3 The bidder(s) are to submit their tenders in **separate** sealed covered envelopes for **technical 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 Blood Bank Refrigerator" & Tender Reference No. 174 on 30.08.2019
- 1.4 The date of the tender opening will be communicated later.

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 /CE / US FDA etc. (valid ISI/BIS /CE /US FDA certificate) certified (As per **Section VI** - technical specification).
 - (iv) Proof of compliance with IEC Certificate (As per **Section VI** - technical specification) - Medical Electrical Equipments: Particular requirement for Electrical Safety of the equipments.
 - (v) 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 should be furnished along with the bid.
- 2.2 The tenderer have to submit the EMD(s) as mentioned in **Clause 8 of Section -II** & the Tender document cost.

DOCUMENTS TO BE SUBMITTED

The following documents should be enclosed in Cover "A" (Technical Bid) by the tenderer.

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 Quoted with name of the Make & Model of the item (**Annexure - II**)
- 3.3 Tender document fee of Rs.500/- as applicable in shape of Demand Draft .
- 3.4 Earnest Money Deposit(s) as mentioned earlier in the shape of DD
- 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 Deviation/No Deviation Statement from Technical Specification & details of technical specification of the product (**Annexure-VIIIA & B**)
- 3.9 Leaflet/Technical Brochures of the product/item offered.
- 3.10 Copy of Import License by the Importer (in case of Importer).
- 3.11 Copy of Valid ISO certificate.
- 3.12 Copy of Valid ISI / CE /US FDA certificate (as per Section V - Technical Specification).
- 3.13 Copy of Certificate in support of IEC certificate (as per Section V-Technical Specification).
- 3.14 Copy of the GST registration certificate.
- 3.15 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.
- 3.16 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 equipments should be sent in the prescribed price format in a separate sealed covers 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 & find to be as per technical specification and Product demonstration (if required) will only be opened .

- 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 3 years. The price of CMC for 3 years, turnkey job (accessories if any for installation), GST & other 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.**

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:
- (i) Import License (In case of Importer) or
 - (ii) Manufacturer's authorization in case of distributor/importer
 - (iii) Earnest Money Deposit (EMD).
 - (iv) Valid ISO certificate of Manufacturer
 - (v) Valid ISI / CE / US FDA certificate of the manufacturer as per Section VI – Technical Specification.
 - (vi) IEC Certificate of the manufacturer as per as per Section VI – Technical Specification.
 - (vii) Major deviations from the technical specification of the item(s) as per tender.
 - (viii) Price bid / quoted rate with signature and seal (Hard Copy).
 - (ix) Copy of the GST registration certificate

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 **RKS SDH Athamallik** from any Nationalized / Scheduled Bank payable at **ATHAMALLIK**
- 6.2 The EMD of the unsuccessful tenderers will be returned back without interest after placement of purchase order to the successful tenderer ..
- 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 supply the items (in case of successful bidder) within the stipulated time period.

AGREEMENT

- 7.1 The agreement (**as per Annexure – X**) will be signed between the supplier and the purchaser and will be kept by the purchaser.

TENDER CONDITIONS:

- 8.1 The details of the medical equipments 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 customs duty, packing, forwarding, and insurance, transportation charges with 3 years onsite comprehensive warranty and exclusive of GST should **be quoted for the medical equipments (Item wise) on door delivery basis. The turnkey job (cost of accessories if any required for Installation/Commissioning), 3 year CMC cost & GST 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 purchaser shall be responsible only after delivery and due verification, installation and commissioning of the equipment.
- 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 conform to the controlled price or MRP as the case may be deleted.
- 8.9 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.

- 8.10 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.
- 8.11 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.
- 8.12 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.
- 8.13 Rate should be quoted in Indian Currency, both in words and figures .
- 8.14 Both Cover-A and Cover-B should have an **index and page number** of all the documents submitted inside that cover.
- 8.15 The GST 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 GST, the supplier has to deposit the original receipt to claim it, if finished goods are brought from outside the State. The Sales GST & entry GST components should be shown **separately** in the Price Schedule.
- 8.16 The requirement of items may increase or decrease depending on the situation.

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.

TURNKEY:

- 10.1 The electrical power supply point will be provided by the purchaser at the room where the equipment will be installed but the wiring and electrical fittings inside the room and accessories if any required for installation & commissioning of the equipment from the power supply point to the point of actual installation or any other civil work required for installation of the equipment will be provided by the supplier without any extra cost (apart from the cost mentioned under turnkey in the Price schedule which should include the cost of all such requirement).

COMPREHENSIVE WARRANTY & CMC for (Category-I):

(Undertaking as per Annexure – XI & XII)

- 11.1 The comprehensive warranty will remain valid for **3 years** from the date of installation & commissioning of the equipment. The original copy of warranty documents will be submitted to the purchaser at the time of 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 three (3) years after three (3) 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 after installation.

TRAINING & OPERATIONAL MANUAL:

- 12.1 The firm / supplier will provide hands on training to two doctors and two technicians in his own cost for operating / handling the medical equipment(s) at the time of installation of equipment.
- 12.2 The supplier / firm will provide the operation / maintenance manuals of all equipments to the purchaser at the time of installation.

UPTIME GUARANTEE:

13.1 UP-TIME BALANCE:

The Supplier (s) shall provide guarantee 95% uptime during comprehensive warranty period, i.e., for 3 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 equipment 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 equipment goes out of service will be applied. The supplier must undertake to supply all spares for optimal upkeep of the equipment for **THREE 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 equipment 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 equipment supplied must be properly labeled with SI. No., Model Name, Make & year of Manufacture

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 60 days** from the date of issue of purchase order unless otherwise specified. If no supply is received even after days or 88 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 .
- 17.4 The tender inviting authority or his authorized 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 of the equipment by the bidders at the premises of the tender inviting authority or a place as decided by 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 taking the following points into consideration: -
- a) Rate of the medical equipments will be taken after inclusion of the customs duty, transportation, insurance, packing & forwarding & comprehensive warranty for three (3) years, cost of turnkey (cost of accessories if any for installation/commissioning) & CMC for for next three(3) years but excluding GST
 - b) The cost of the medical equipments (excise duty / customs duty, transportation, insurance, packing & forwarding & comprehensive warranty for three (3) years but excluding GST), cost of turnkey (cost of accessories if any for Installation & Commissioning with all GSTes for turnkeys) & cost of CMC for next three(3) years after warranty will be added for evaluation.

TERMS OF PAYMENT:

- 19.1 No advance payments towards cost of medical equipments or turnkey job will be made to the tenderer.
- 19.2 90% of the cost of the equipment (excluding CMC Cost) + 100% turnkey job + 100% GST shall be paid to the supplier on receipt of the stock entry certificate, installation and demonstration of the item from the consignee. The balance 10% of the payment of equipment will only be made after receipt of certificate on working status of the equipment from the consignee after 6 weeks of installation and commissioning of the equipment.
- 19.3 No claims shall be made against the purchaser in respect of interest on earnest money deposit .
- 19.4 Payments in shape of Draft / Pay Order will preferably be dispatched to the supplier by Registered post with A.D or e-payment / on-line transfer or may be handed over to the authorized person of the supplier.
- 19.5 The payment of CMC will be made on a **six monthly basis**, after completion of warranty period and signing of the CMC agreements

PENALTIES

- 20.1 Violating the tender terms and conditions & non supply / supply which is not as per technical specification will disqualify the firm to participate in the tender for a period of 2 (two) years from the date of issue of letter .
- 20.2 In the event of any dispute arising out of the tender, such disputes would be subject to the jurisdiction of the High Court of Odisha.

INSPECTION / TESTING:

- 21.1 The selected supplier shall have to arrange for demonstration of the equipment at the supply point. The purchaser or its nominated representative(s) shall inspect and test the equipments at the supply point to check their conformity to the specifications and other details incorporated in the contract.

SECTION -IV

SCHEDULE OF REQUIREMENT

Technical Specification

Sl.	Name of Equipment	Quantity	Palce OF Supply/Installation	Time for Supply/ Installation
Category-I				
1	BLOOD BANK REFRIGERATOR(395 & 590 ltrs)		SDH Athamallik	45 days

1. BLOOD BANK REFRIGERATOR(395 & 590 LTRS)

Salient Features

- 1.Heavy duty stainless steel racks
- 2.Extra strength Non CFC registration system
- 3.The unit is mounted on caster wheel for easy mobility

- 4.CFC free puf (poly urethron foam) insulcation to ensure temperature stability and save power consumption
- 5.Safety Thermostat for avoiding negative temperature
- 6.Settoable points for
 - > Temperature set point
 - > High/Low temperature alarm point
 - > Buzzer off time
- 7.Auto visual alarms for
 - * Temperature high/low
 - * Power failure
 - * Sensor oopen/short
 - *Door Open
 - * Compressor on(only visual)
 - * power on(only visual)

Cat no.	IBBR200/IBBR300
Display	LED/LCD
Bag capacity	195/295
Temperature	Temp Alarm High 6 C to Low 2 C Audio Visual Alarm
Internal Body Material	stainless still (ALSI grade Non corrosive, Non magnetic)
Temp control	Microprocessor
No of drawers	>=4
Temp Alarm	High 6 degree C to low 2 degree C Audio visual Alarm
External Body Material	Powder coated material
Recorder	7 day circular chart recorder
Power failure alarm	audio visual alarm
Electrical	220-240 V AC . 50 HZ Single phase
Temp	Preset at 4 degree C +_1 degree C

SECTION –VI

ANNEXURES


(Technical Bid, Price Bid, Agreement, Undertaking for CMC)

ANNEXURE –I
(Refer Clause No. 3.1)

CHECK LIST

(To be submitted in Cover A Technical Bid)

Note : The documents has to be arranged serially as per the order mentioned in the check list

Please put  in the respective box

COVER – A (TECHNICAL BID)

DOCUMENTS: SUBMITTED OR NOT

1.	List of Item (s) – Annexure II	Page	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
2.	Tender document Fee	Page	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
3.	Earnest Money Deposit	Page	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
4.	Details of Manufacturing Unit / contract person	Page	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Liaisoning agent / servicing centre (Annexure III)

No

5. Declaration form (Annexure -IV) signed
by the Tenderer & affidavit before
Notary Public / Executive Magistrate

Page		Yes		No	
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No.

6. Manufacturer's Authorization Format
(Annexure – V)(for distributor/Importer)
(Item wise)

Page

	Yes	No			
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No.

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7. Deviation/No deviation Statement (**Item wise**) & details
of technical specification (Annexure -VIII A & B)

Page		Yes		No	
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8. Leaflets/Technical Brocheures of the
Products offered No.

Page		Yes		No.	
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9. Copy of Import license (In case of Importer)

Page		Yes		No	
No.					

10. Copy of Valid ISO Certificate

Page		Yes		No	
No.					

11. Attested Photocopy of Up-to-date
CE / US FDA/BIS Certificate (**Item wise**)
(As per technical specification)

Page

	Yes	No			
No.					

12. Attested Photocopy of Up-to-date
IEC Certificate (**Item wise**)
(As per technical specification)

Page

	Yes	No			
No.					

13. Photocopy of PAN

Page		Yes		No	
No.					

14. Photocopy of GST registration certificate

Page		Yes		No	
No.					

No.

18. Copy of original Tender and schedules, duly signed by the Tenderer

No.

Page		Yes		No.	
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Annexure II

(Refer Clause No. 3.2)

(To be submitted in **Cover A -Technical Bid**)

LIST OF ITEM(S) QUOTED

Sl.	Name of Item(s)	Name of Manufacturer	Make	Model Name	*Details of offered product at Page No. (s)

Signature of the Tenderer :

Date :

(To be submitted in **Cover A -Technical Bid**)

DETAILS OF THE TENDERER & LOCAL CONTACT PERSON/ SERVICE CENTRE

	Corporate Office (The address in which the purchase orders and payment details will be communicated)	Address of Local Contact Person / Branch Office / Zonal Office / Address of Service Centre if any, in Odisha.
Name & Full Address		
Telephone Nos., landline		
Mobile		
Fax		
E – Mail		
Date of Inception	(Copy of Certificate of incorporation of Manufacturer)	
Name of the issuing authority		
Import License (in case of Importer only)		
GST validity	(Furnish photocopy of GST)	
PAN	(Furnish photocopy of GST)	
Details of the Service Centre Facilities (in Odisha)		

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Signature of the Tenderer :

with seal

Date :

Official Seal :

ANNEXURE – IV

(Refer Clause No. 3.6)

(To be submitted in *Cover A -Technical Bid*)

DECLARATION FORM

I / Wehaving My / our
.....office
at.....do declare that I / We have carefully read all the
terms & conditions of tender of the _____, Odisha for the supply of medical equipments.
The approved rate will remain valid for a period of one year from the date of approval. I will abide with
all the terms & conditions set forth in the **Tender Reference no.** _____

I/We do hereby declare I/We have not been de-recognized / black listed by any State
Govt. / Union Territory / Govt. of India / Govt. Organization / Govt. Health Institutions for supply
of Not of Standard Quality items / non-supply.

I/We agree that the Tender Inviting Authority can forfeit the Earnest Money Deposit and
blacklist me/us for a period of 3 years if, any information furnished by us proved to be false at the time
of inspection / verification and not complying with the Tender terms & conditions.

I / Wedo hereby declare that I / we will supply the _____ as per the terms, conditions & specifications of the tender document. I / we further declare that I / we have a service centre / will establish a service centre within one month of installation of the equipment in Odish

Signature of the bidder

Seal

Date

Name & Address of the Firm:

Affidavit before Executive Magistrate / Notary Public.

ANNEXURE - V
(Refer Clause No. 2.2(i))

(To be submitted in **Cover A -Technical Bid**)

MANUFACTURER'S AUTHORISATION FORMAT

To

Ref: Tender No. _____ Dated _____ for _____.

Dear Sir,

We, _____ are the manufacturers of _____

_____ (name of equipment(s) and have the manufacturing factory at _____

1. Messrs _____ (name and address of the agent) is our authorized distributor for sale and service of _____ (name of equipment(s))
2. We confirm that **no supplier or firm or individual other than Messrs** _____ (name of the above distributor) is authorized to submit a tender and enter into a contract with you for the above goods manufactured by us.
3. We also extend our full warranty (3 years comprehensive warranty) and also full back-up support for 3 years AMC/CMC after the warranty period as required by the purchaser.
4. We undertake that we have adequate infrastructure and spare part support to carry out the warranty and AMC/CMC services and do accept to provide uptime guarantee of 95% as per this tender clause No. 13.1.

Yours faithfully,

(Signature with date, name and designation)

For and on behalf of Messrs -----

(Name & address of the manufacturers)

Seal

Note :

1. This letter should be on the **letterhead** of the **manufacturer** and should be signed by a person having the power of attorney to legally bind the manufacturer.
2. Original letter shall be attached to the technical bid.

(To be submitted in **Cover A -Technical Bid**)

Annexure VIII A

(Refer Clause No. 3.10)

STATEMENT REGARDING DEVIATIONS FROM TECHNICAL SPECIFICATIONS (IF ANY)

Following are the Technical deviations and variations from the purchaser's Technical Specifications.

Sl. No.	Item Name	Clause of Technical Specification	Statement of Deviations / Variations if any
1			
2			
..			
..			
..			

In case there is no deviation from technical specification, Pl. Mention **No Deviation**.

Signature of the Bidder

Name :

Date :

Place :

Seal

(To be submitted in **Cover A -Technical Bid**)

Annexure VIII B

(Refer Clause No. 3.10)

DETAILS OF TECHNICAL SPECIFICATION OF THE PRODUCT (S) OFFERED BY THE BIDDER

Sl. No.	Item Name	Make	Model	Detail Specification of the product(s) offered* (Pl. Describe the detail specification of the product offered) – Para wise compliance to the technical specification asked	**Page no. of the Catalogue / Leaflet where Para wise compliance information as per technical specification is available
1					
2					
..					
..					

* Leaflets/Technical Brocheures/ of the product offered must be attached in support of the information provided above.

** It is mandatory to mention the page no(s) in the format as mentioned above.

Signature of the Bidder

Name :

Date :

Place :

Seal

ANNEXURE IX

(To be submitted in COVER B - PRICE BID)

[Note: Price schedule should be submitted in separate sheets for **each item** quoted and **sealed in separate envelops**. Each envelop should be superscribed with the *Item Name* & all the envelops should be sealed in a outer Cover envelop super scribed as **Cover B - Price Bid**]

List of Enclosures to be submitted in Price Bid :

- 1) Price schedule format duly filled in and signed by the authorized signatory with company seal
- 2) Price schedule for each item sealed in separate envelopes superscribed with Item Name
- 3) Photocopy of up-to-date GST registration certificate

To be submitted in Cover B – Price Bid

ANNEXURE-IX
(Refer Clause No. 4.1 & 8.16)

FORMAT - PRICE SCHEDULE

Whether depot. Inside Odisha, i.e. GST paid to Government of Odisha: Yes / No If Yes, Depot. Address:

Name of the Item (Item mentioned in the schedule of requirement)	Make & Model	Unit Price with all accessories which includes customs duty, packing, insurance, forwarding , transportation (door delivery) with 3 (three) years onsite warranty & excludes GST	CMC (excluding GST of Service GST) for three years after expiry of three years warranty period (please mention on yearly basis)	**Cost of Turnkey if any (all accessories for installation & commissioning including all GSTs for turnkey in Rs. (Door delivery & installation)	*Total Cost of the Item (Unit Price with CMC & Turnkey if any) (Exclusive of GST)	GST (if any) on & above the item price mentioned in (3) % of the GST & it's value in Rs.)
		Cost in Rs. (both in words & figures)				
(1)	(2)	(3)	(4)	(5)	6=3+4+5	7
			1 st year after warranty: 2 nd year after warranty: 3 rd year after warranty: Total :			

Price of each item (s) quoted should be mentioned separately in separate sheet & should be sealed in separate envelopes

* GST which will be chargeable on the price (3) shall be mentioned separately in column 7 above.

** The cost of turnkey shall only be quoted if any specific accessories/equipment is required for installation & commissioning. In case of turnkey, the details of accessories/equipment are to be mentioned.

Signature of the Bidder:

Name :

Date :

Place :

Seal

1. Rates should be quoted both in figures & words for each item and if there is any discrepancy, the quoted rates in words will be taken for evaluation.

3. The tenderer has to mention the make / brand, specification, warranty of all the items in turn key.

1. The tenderer quoted the price except CMC for medical equipments (category -II)

ANNEXURES

(Agreement, Warranty and CMC undertaking to be submitted at the time of award of contract)

(Refer clause no. 7.1.2)

AGREEMENT

THIS AGREEMENT IS MADE AT _____ THIS THE DAY OF _____ 2019

BETWEEN

Name of the Supplier
with full address

Here in after called the "Supplier(s)" _____ " as 1st Party

AND

The Superintendent SDH ,
, Athamallik

Represented through the _____ / **THE CONSIGNEE**
Hereinafter called the "PURCHASER" _____ as 2nd Party.

Relying on the documents and representation of facts connected to the issue of aforesaid parties to undertake the responsibilities of sell and purchase of Blood Bank Refrigerator with the terms & conditions hereinafter laid down.

And whereas the 2nd party "Purchaser(s)" is willing to purchase

Name of the Item:

Specifications: As per specifications laid down in the Tender terms & conditions

The Supplier(s) has agreed to sell the equipment(s) completed in all respects according to the Tender requirements and their / his offer dtd. _____ and the Supplier(s) has also agreed to install to make them operative at the destination mentioned in the Tender document with the following descriptions and their cost mentioned against each.

<u>Description of goods</u>	<u>Qty</u>	<u>Price</u>	<u>Total</u>
-----------------------------	------------	--------------	--------------

The price / cost of the item also include the followings in addition to above.

1. Insurance
2. Freight
3. Transportation

4. Customs duty / Excise duty
5. Charges for documents, instructions manual, tools
6. F.O.R. at the destinations mentioned in the consignee list
7. Training to doctors & technicians.
8. Maintenance of the system includes all accessories supplied and their spare parts required during comprehensive warranty period of three year at free of cost from the date of successful installation and satisfactory functioning of the system at the site.
9. Installation and commissioning of the system by the Supplier's engineer at site.
10. Any other charges including loading & unloading, packing & forwarding etc. will be paid by the Supplier(s) till the completion of the installation and turnkey job if any.

CMC cost for next 3 (three) years after the warranty period shall be paid after completion of the warranty period (on a six monthly basis).

TERMS AND CONDITIONS:-

PRICE :

Only the price quoted by the Supplier(s) in his / their financial proposal will be the price for payment and no other price escalation will be allowed at any circumstances.

SUPPLY

The supply should be completed within 60 days from the date of issue of purchase order unless otherwise specified. If no supply is received even after 60 days or 88 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 under Penalty. The approved firm shall also suffer forfeiture of the EMD .

TERMS FOR PAYMENT :-

A. The payment(s) shall be made by purchaser in Indian currencies. No advance payments towards cost of Instruments and Equipments etc. will be made to the tenderer.

90% of the cost of the equipment (excluding CMC Cost)+100% turnkey +100% GST shall be released to the supplier on receipt of stock entry certificate and installation certificate (that it is working) from the consignee. The remaining ten percent (10%) will be released after satisfactory working certificate received from the consignee after 6 weeks of installation For this purpose the supplier will submit two bills, one 90% of the cost of the equipment+100% turnkey +100% GST and the other for the remaining ten percent (10%) of the cost of the equipment.

B. Before release of payment the supplier has to submit the signed agreement, warranty documents of equipment and turnkey job to the consignee. The undertaking as per Annexure – XI & XII will also be submitted to the consignee with photocopies to the purchaser.

C. The payment of CMC will be made on six monthly basis after expiry of the warranty period and signing of the CMC agreement.

TURNKEY JOB:

The external power supply will be provided by the purchaser but the internal wiring and electrical fittings inside the room for installation & commissioning of the equipment and accessories will be provided by the supplier without any extra cost (This cost is to be included in the cost of turnkey).

UP-TIME BALANCE:

The Supplier (s) shall provide guarantee 95% uptime i.e. 41610 (95% of 43800 Hours) during comprehensive warranty period. The up time guarantee will be 95% as calculated here under i.e. 8322 hours per annum.

1 year – 365 days (24 working hours per day)

Total working time per annum – 365 days x 24 hrs = 8760 hrs.

Up time guarantee - 0.95 x 8760 hrs. = 8322 hrs. per annum.

For 3 years warranty = 8322 x3 = 24966 Hours

Any uptime less that specified above will be compensated by the Supplier(s). The consignee shall maintain a log-book in the format provided by the Supplier(s) which will indicate usage of the equipment every day and for calculation of up-time.

DOWNTIME PENALTY CLAUSE:

During the Guarantee / warranty period, desired uptime will be 95% of 365 days (24 hour) if downtime exceeds 5%, penalty in the form of extended warranty, double the number of days for which the equipment goes out of service will be applied. The vendor must undertake to supply all spares for optimal upkeep of the equipment for **THREE YEARS** from the date of installation at the site. If accessories / other attachment of the system are procured from the third party, then the vendor must produce cost of 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 consignee if required.

In no case equipment should remain in non-working condition for more than 7 working days.

The manufacturers 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.

COMPREHENSIVE MAINTENANCE CONTRACT:

The supplier will provide CMC for 3 (three) years after the completion of 3 years comprehensive warranty period.

INSTALLATION AND DEMONSTRATION:

The installation and demonstration of the equipment shall be done by the Supplier(s) at free of cost at the installation site of the respective institutions.

TRAINING :

Supplier(s) shall impart adequate training to 2 doctors and 2 technicians at the site / his / their factory / workshop inside / outside India as the case may be at the Supplier(s) cost.

INCIDENTAL SERVICES :

The Supplier(s) shall abide by the terms and conditions under incidental services & the installation of Instrument / Equipment at the destination point (Door Delivery) of consignee and demonstrate the machine in working condition to the receiving authority.

Furnishing of tools required for assembly and / or maintenance of the supplied Instruments / Equipments.

Furnishing of detailed operations and maintenance manual literatures for each appropriate unit of supplied Goods.

Performance or supervision or maintenance and / or repair of the supplied Goods, for a period of three (3) years i.e. the warranty period, provided that this service shall not relieve the Supplier of any warranty obligations under this contract.

The successful supplier shall replace any part or whole system as may be necessary in the event of damage during transit or found damaged on arrival or during installation of the system or if found not in conformity to the specifications at his / their own cost.

The tenderer should furnish an undertaking to the effect that he / they should take responsibility after sales service of the equipments / instruments to be supplied by him / them and to provide spare parts for up keeping the Equipments / Instruments for a minimum period of 10 years from the date of installation.

The price of the instruments / equipments is inclusive of warranty for a period of 3 (three) years commencing from the date of installation. The tenderers shall submit undertaking for C.M.C (Comprehensive Maintenance Cost) for a period of 3 (three) years from 3rd year onwards duly signed by authorised signatories for the execution at appropriate time (Annexure – X & XI).

SPARE PARTS:

The supplier will provide all the spare parts, repairing & maintenance by its trained personnel after the warranty period (3 years) during the CMC period.

COMPREHENSIVE WARRANTY :

This warranty shall remain valid for three (3) years from the date of installation & commissioning of the machine / item & must be submitted at the time of installation to the consignee with a photocopy to the purchaser.

The warranty will cover all the parts of the machine or item and any replacement or repair required within the warranty period 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 warranty period.

The Supplier warrants 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 (even if the advanced facilities are not mentioned in our product specification). The Supplier further warrants that all Goods supplied under this contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Purchaser's Specifications) 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.

The Purchaser / consignee shall promptly notify the Supplier in writing / Fax / Telephone of any claims arising under this warranty.

Upon receipt of such notice, the Supplier shall with all responsible speed will repair or replace the defective goods or parts thereof without cost to the purchaser to maintain its UP TIME offered in the beginning of purchase otherwise penal provisions shall apply if the supplier fails to keep up its UP TIME.

If the Supplier, having been notified, fails to remedy the defect(s) within 10 days, the Purchaser may proceed to take such remedial action as may be necessary, like forfeiture of EMD or recovery from security deposit the amount of loss (which will be decided by S.D.M.O/Directors) incurred by the purchaser.

GOVERNING LANGUAGE :

The contract shall be written in English language. English language version of the contract shall govern its interpretation. All correspondences and other documents pertaining to the contract which are exchanged by the parties shall be written in English.

DELIVERY OF DOCUMENT :

Four (4) copies of the Supplier invoice / bills showing purchase order number, good's description, quantity, unit price, total amount with stock entry certificate by the consignee.

Photocopy of the Insurance Certificate if any (The Original Certificate is to be given to the Consignee).

Attested Photocopy of Manufacturer's / Supplier's warranty certificate. (The original warranty certificate is to be submitted to the consignee at installation point).

INSURANCE :

For delivery of goods at site, the insurance shall be obtained by the Supplier(s) in an amount equal to 110% of the value of goods from "Warehouse" (final destination) on "All Risks" basis including natural calamities.

PACKAGING :

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 limitation rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and upon storage. All primary packaging containers which come in contact with the item should strictly protect the quality and integrity of the Instruments & Equipments. Packing case size and weights should be taken into consideration, in case of remoteness of final destination and the absence of heavy handling facilities at all points in transit.

The packaging marking shall show the description of quantity of contents, the name of the consignee and address, the gross weight of the packages, the name of the supplier with a distinctive number of mark sufficient for purposes of identification. Each package shall contain:

- i. a packaging note quoting the name of the purchaser
- ii. the number and date of order
- iii. nomenclature of the goods
- iv. schedule of parts for each complete equipment giving part number with reference to assembly.
- v. Name & address of the consignee
- vi. Name & address of the supplier.

TERMS OF CONTRACT :

The Superintendent SDH Athamallik will be at liberty to terminate the contract either wholly or in part without assigning any reason. The tenderers will not entitled to any compensation whatsoever in such terminations.

PENALTIES :

If the successful tenderer fails to execute the agreement and / or deposit the required security within the time specified or withdraws his tender after acceptance of his tender owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the Earnest Money Deposit deposited by him along with his tender shall stand forfeited and he will also be liable for all damages sustained by the SUPdt SDH Athamallik by reasons of such breach, such as failure to supply / delayed supply including the liability to pay any difference between the prices accepted by him and those ultimately paid for the procurement of the articles concerned. Such damages shall be assessed by the Supdt SDH Athamallik whose decision is final & binding in the matter.

If any articles or things supplied by the tenderer have been partially or wholly used or consumed after supply and are subsequently found to be in bad order, unsound, inferior in quality or description or are otherwise faulty or unfit for consumption / use & rusted then the contract price or prices of such articles on full will be recovered from the tenderer, if payment had already been made to him or the tenderer will not be entitled to any payment for that item & no further order will be given to him. For infringement of the stipulations of the contract or for other justifiable reasons, the contract may be terminated by the Supdt SDH Athamallik and the tenderer shall be liable for all losses sustained by the Supdt SDH Athamallik in consequence of the termination which may be recovered from the Security Deposit made by the tenderer or other money due or become due to him.

Supply of sub-standard items or non - performance of tender terms & conditions will disqualify a firm to participate in the tender for the next five years.

ARBITRATIONS :

In the event of any dispute out of the contract, such dispute should be subject to the Jurisdiction of the High Court, Odisha.

CHANGE OF TERMS AND CONDITIONS :

Any amendment to the terms & conditions and clauses of the agreement if required must be done in writing duly signed by the two parties.

IN WITNESS WHERE OF the parties herein to have set and subscribed their respective hands the day and year first herein above written.

Executed by Purchaser (s) / Consignee

Executed by Supplier(s)

In presence of (Witness)

In presence of (Witness)

ANNEXURE – XI

(Refer Clause No. 11.1 to 11.6, 13.1)

**WARRANTY / GUARANTEE /CMC UNDERTAKING
(to be submitted on Rs.50/- stamp paper)**

Tender ref. No. _____

Name of the equipment:

Date of Installation:

Name of the Consignee:

Name of the purchaser:

I / we / M/s _____

hereby declare that

- i. I / we do Accept / Agree for the warranty / guarantee (3 years Warranty followed by 3 years CMC (Spares + Labour) as per this tender clause No. 11.1 to 11.6.
- ii. I / we will not charge / quote any extra price on account of the above said warranty / guarantee.
- iii. I / we do accept / agree to provide uptime guarantee 95% as per this tender clause No. 13.1.
- iv. The 3 year comprehensive warranty is valid from dt. _____ to dt. _____.
- v. The 3 year CMC is valid from dt. _____ to dt. _____.

Date:

Place:

Signature of the competent authority
on behalf of the company / firm.

Seal of the firm.

N.B: 1. To be attested by Notary Public

2. Only to be submitted by the approved supplier / tenderer to the consignee and a copy to the purchaser before release of payment.

ANNEXURE – XII

(Refer Clause No. 11.1 to 11.6 & 13.1)

UNDERTAKING

(to be submitted on Rs.50/- stamp paper)

Tender ref. No. _____

Name of the equipment:

Date of Installation:

Name of the Consignee:

Name of the purchaser:

Sir,

I / we _____ hereby declare

that

1. I / we am / are the manufacturers / authorized agents / distributors of _____
_____.
2. I / we do accept / agree for the all clauses including the warranty 3 years followed by 3 years CMC) and payment terms and conditions of this tender.
3. I / we do hereby confirm that the prices / rates quoted are fixed and are at par with the prices quoted by me / us to any other Govt. of India / Govt. of Odisha Hospitals / Medical Institutions. I / we also offer to supply the stores at the prices and rates not exceeding those mentioned in the price bid.
4. I / we agree to abide by my / our offer for a period of 365 days from the date of approval of the tender.
5. I / we have necessary infrastructure for the maintenance of the equipment and will provide all the accessories / spares as and when required.
6. I / we also declare that in case of change of Indian Agent or for any other change, merger, dissolution solvency etc. in the organization of our foreign principles, we would take care of the Guarantee / warranty / maintenance of the machinery / equipment and have provided written confirmation for the same.
7. I / we shall provide assistance to the consignee in clearance and delivery of store at consignee's stores / premises.
8. The demurrage / storage charges, if any, payable to the customs department, due to non-receipt of required documents in time by the hospital / delay due to incorrect entries, mistakes to the documents etc. shall be borne by me / us.

9. I / we have carefully read and understood all the terms and conditions of the tender and shall abide by them.
10. I / we undertake to get the equipment's repaired within 48 hours of receiving of the complaint from the indenting hospital / consignee failing which a penalty @ 1% of the cost may be recovered from the performance security before releasing the same to us after 3 years warranty period.

Signature of the witness
Name & address

Signature of the Tenderer
Name & address

Dated

Seal of the firm.

N.B: 1. To be attested by Notary Public

2. Only to be submitted by the approved supplier / tenderer to the consignee and a copy to the purchaser before release of payment.