

No B.11011/29/2015-NHM/MSHS/SPMU/Pro
STATE PROGRAMME MANAGEMENT UNIT
STATE HEALTH MISSION
MIZORAM: AIZAWL

Dated Aizawl, the 23.10. 2015

TENDER NOTICE

Sealed Tenders are hereby invited as per the schedule annexed to this notice on behalf of the Chairman, Mizoram State Health Society from reputed and bonafide Manufacturers or their only authorized dealers, for **Purchase of Haemodialysis Machine and R.O. Plant at District Hospital, Lunglei** which will be received by the Mission Director, NHM, Health & FW Department, Dinthar, Aizawl, Mizoram, on or before 26.11.2015 **upto 1:00 PM**. Tenders are to be opened by Mission Director, NHM, Mizoram, Aizawl, or his authorized representatives at 2:00 PM on the same day. The Tenderers or their representatives may also be present at the time of opening of the Quotations, if they so desire.

ITEMS

Type of unit	Number	Rate
Haemodialysis Machine	4 Nos	
R.O. Plant	2 Nos	

The **terms and conditions** are as given below:

1. The tender shall consist of 3 parts, namely **Part-I, Part-II and Part-III**, in separate sealed cover. **Part-I** of the tender shall be the Earnest Money Deposit (EMD); **Part-II** shall cover **technical**; and **Part-III** the **commercial aspects of the bid**. **Part-I, Part-II and Part-III** offers shall be submitted in one sealed cover and this will be received up to **1:00 PM** on **26.11.2015** and will be opened on the same day at **2:00 PM**. **The court fee stamp of Rs. 8.25/- should be affixed in the Part-II (Technical Bid) of the tender.**

The tender will not be accepted after due date and time.

The tenderer or his representative may remain present at the time of opening provided they bring with them letters of authority from the corresponding tenderers.

In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day.

2. The rate should be quoted as per the technical specifications to be offered by the Mizoram State Health Society against the equipments to be quoted to perform the experiments enclosed herewith as **Schedule-‘A’**. The model, make & year of introduction with technical specifications may also be indicated. The tenderer, if so desired, may quote for more than one model/make.

The details of the price of the equipment should be quoted in Part-III of the tender in the following manner:-

- (a) Basic price with 3 (three) years comprehensive warranty.
- (b) Other charges such as freight, insurance, installation, charges on road permit, transportation up to District Hospital, Lunglei , bank charges and any other charges whatsoever it may be;
- (c) Excise Duty, Customs Duty/Octroi (*if applicable*)(*should be shown separately*)
- (d) Road permit tax or any other entry tax (*if applicable*) (-do-)
- (e) State/Central Sales Tax/or VAT (*as may be applicable*) (-do-)
- (f) Comprehensive & non-comprehensive AMC charges for the period from 4th to 10th year (i.e. beyond warranty period). All the items including consumables for functioning the equipment needs to be included in the CMC and no exclusion criteria will be accepted.

Note: No payments towards customs duty will be done for parts shipped in warranty and CMC period.

3. Customs Duty Exemption Certificate on payment of customs duty, as may be admissible, will be provided in case of necessity.
4. Earnest Money should accompany tenders. Rs. 10,000/- in original, from any Nationalized Bank of India or Postal Saving Certificate duly pledged in favour of Mission Director, State Health Mission, Mizoram payable at Aizawl, as ‘**Part-I**’ of the tender.
5. The Bank Draft for the Earnest Money Deposit will be returned to the tenderer if the tender is not accepted. In case the tender is accepted, EMD will be retained till the execution of the contract. No interest will be paid on EMD by NHM.
6. Up-to-date original valid MVAT/Sales Tax Clearance certificate etc., from the appropriate authority should accompany the tender.
7. Successful tenderer will have to enter into contract for supply, transportation, installation & commissioning of the equipment to the institutions as per the direction of the Mizoram State Health Society, in the prescribed format attached to this tender document as ‘**Schedule-B**’.
8. Bank guarantee being 10% of the total value of work towards satisfactory performance and services during the warranty period of the items will have to be submitted by the successful tenderer in the prescribed format ‘**Schedule-C**’ within 30 (thirty) days from the date of issue of notification of award by the purchaser after signing of the contract by all the

parties to the agreement. The bank guarantee shall remain valid 60 days beyond the warranty period of the equipment.

The successful tenderer shall also submit performance bank guarantee @ 2.5% of the equipment value (as per contract) during the post-warranty Comprehensive Annual Maintenance Contract in the prescribed format 'Schedule-D'.

9. Payment terms will be as follows:

- (a) Payment for Indian origin items or foreign origin located within India will be made only on receipt of final Job Completion Report of the supply, installation & commissioning of the equipment from the Vigilance Committee constituted by the Purchaser. In this connection, the supplier will submit bill for payment after satisfactory supply, installation & commissioning of the equipment.
- (b) Payment for imported items will be made through Letter of Credit on receipt of final Report from the Vigilance Committee constituted by the Purchaser .
- (c) Payment of Indian Agency commission, if any, will be made to the manufacturer's agent in the local currency for an amount in Indian rupees indicated in the relevant Price Schedule (as per prevailing rate of exchange ruling on the date of opening of commercial bid) and shall not be subject to further escalation/exchange variation. Payment shall be made in Indian Rupees to the Indian Agent on proof of 100% payment to the Foreign Principal.

10. **The warranty** of the equipment/machinery including local items should be for a **minimum period of three (3) years** from the date of installation/commissioning. During the period of warranty of the equipment/instrument with accessories to be supplied, the tenderer shall provide free maintenance services and replacement, if required, free of cost. Any new application or software up-gradation will be provided free of cost and without any extra charges during the warranty period.

The **details of year-wise Annual Maintenance Contract (both comprehensive and non-comprehensive) upto 10th year (i, e. 4th – 10th year)** beyond expiry of the three year warranty period of the equipment/instrument should be quoted separately. All the items including consumables for functioning the equipment needs to be included in the CMC and no exclusion criteria will be accepted.

All software updates should be provided free of cost during CMC period. The proforma for Annual Comprehensive Maintenance Contract will be as per 'Schedule-E'.

The successful tenderer must support 15 years life span of the supplied machine along with software, spare parts and supplied accessories.

11. Various upgradation modules available and price must be quoted separately.
12. Good after sales service facilities should be available for maintenance/repair of the equipment.

13. The tender document may be obtained during the office hours from the office of the undersigned on payment of **Rs. 500/-** (Rupees Five hundred only) (non-refundable) **in cash** drawn in favour of '**Mizoram State Health Society, National Health Mission, Aizawl.**' **Photocopy of the document in support of the payment of the tender fee is to be submitted along with the Part-I of the tender invariably.**
14. All pages of the Tender should be page numbered and indexed.
15. The tender is to be duly signed, stamped and dated on all the pages as a token of having accepted all the terms and conditions (no thumb impression is to be affixed).

16. The tender documents are non-transferrable.

17. Process of opening /screening / selection of tender:
 - (a) In the first instance, the **Part-I** of the tender i.e. EMD (Earnest Money Deposit) will be opened after 1pm on 26.11.2015 by the **Tender Opening Committee** of the Society. **The offers without EMD (part-I) of the tender will not be considered for further process of evaluation.**
 - (b) Thereafter, the valid **Technical Bids (Part-II)** of the tender will be opened. The valid technical offers will be evaluated by a **Technical Assessment Committee (TAC)** of the Mizoram State Health Society.
Representatives of the valid tenderers should be present during the course of technical assessment by the TAC on 26.11.2015 for technical clarification, if any. The TAC will recommend the technically short-listed vendors for further consideration.
 - (c) The commercial offers of the technically shortlisted vendors/equipments will only be considered for price comparison/ranking purpose.
 - (d) **The date and time of opening of the commercial bids of the technically short-listed tenders will be intimated.** Representatives of respective vendors / companies may remain present at the time of opening of the commercial bid, when intimated. This will be held under the chairmanship of the Secretary (H&FW), the chairman of the Purchase Committee, Mizoram State Health Society.
18. The equipment to be supplied should be of best quality of reputed manufacturer, i.e. to provide all latest and state- of- the- art Equipment.

19. The tenderer should submit their **credentials along with Part-II (Technical Bid)** of the tender consisting of the following:
 - i. Court fee stamp of Rs.8.25p(to be affixed)
 - ii. Particulars of the participating firm / vendor / company (tenderer) in the prescribed format '**Schedule-F**'.
 - iii. Certificate of previous experience of similar job with list of institution / government department / Agency where supplied.

- iv. Certificate of dealership etc. from the appropriate manufacturer in case the tenderer is a dealer duly attested by a Gazetted Officer or Notary.
 - v. Certificate in regard to license of manufacturing in case of manufacturer.
 - vi. Certificate in regard to registration of firms etc.
 - vii. Certificate of quality control if any in respect of equipment to be supplied.
 - viii. An affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs.10/- that the tenderer (company / firm) is not supplying the same item at lower rates quoted in this tender to any government / private organization or any other institution during past one year.
 - ix. An affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs.10/- that there is no Vigilance / CBI case pending against the firm / supplier.
 - x. Performance Statement (for last 3 years) as per **Schedule-G** along with relevant copies of orders and end users' satisfaction certificate.
 - xi. Detail technical specifications of the instruments / equipments with make and model to perform the functions.
 - xii. Photocopy of the document in support of payment of the tender fee.
 - xiii. The brochure / leaflets / catalogue in respect of the equipment as and where applicable may also be enclosed.
20. The tenderers quoting as authorized representative of the manufacturer shall have three years of experience in the related field and should obtain documents from principals / manufacturer fulfilling the requirements in taking full responsibility of technical support, service and organizational support in the prescribed format '**Schedule-H**'.
 21. The sealed tender is to be dropped in the tender box as will be kept in the office of the undersigned within the period and time as mentioned above. The undersigned will not be responsible for any postal delay in receipt of the tender in due date and time. The tender if sent by post or by courier, but not received by the undersigned within the stipulated date and time will not be accepted.
 22. The rate, if accepted, will remain valid for 1 (one) year from the date of acceptance and there shall be no change under any circumstances during the period.
 23. The rate should be quoted both in figure and in words.
 24. The successful tenderer shall have to supply the intended equipment to District Hospital, Lunglei , at his own risk and responsibility and in good condition all respects.
 25. Incomplete tender not in conformity with the terms and conditions as in this tender notice will be rejected outright.
 26. The undersigned reserves the right either to accept or to reject any or all the tenders without assigning any reason thereof and is not bound to accept the lowest tender.
 27. Decision of the Purchase Committee of the society shall be final and binding in all cases.
 28. Training module should be included for each item quoted specifying period, site(s), curricula for the training, etc. at the expense of the vendor.
 29. In case of any legal dispute/litigation arising out of this tender notice or its terms, the Courts of Law at Aizawl only shall have jurisdiction to adjudicate the same.

Sd/-DR K.LALBIAKZUALA

Member Secretary
Executive Committee
Mizoram State Health Society
Mizoram: Aizawl

Memo No B 11011/29/2015-NHM/MSHS/SPMU/Pro

Dated Aizawl the 2015

Copy to

1. P.S to Hon'ble Chief Minister, i/c Health & Family Welfare Department, Govt of Mizoram.
2. P.S to Secretary, Health & Family Welfare Department, Govt of Mizoram.
3. Principal Director, Health & Family Welfare Department, Govt of Mizoram.
2. Director of Health Services, Mizoram
3. Director of Hospital and Medical Education, Mizoram.
4. Medical Superintendent, Civil Hospital, Lunglei
5. Incharge, website, Department of Health & Family welfare.
6. The Editor _____ with a request for publication of the above caption in your news paper for at least 2 (two) consecutive days. Payment of Advertisement Bill be done by the Mission Director, State Health Mission, Dinthar, Aizawl.
7. Guard File

Sd/- Mission Director
National Health Mission
Mizoram : Aizawl.

SCHEDULE – ‘B’

FORMAT OF CONTRACT AGREEMENT TO BE SIGNED BETWEEN MIZORAM STATE HEALTH SOCIETY AND THE SELECTED VENDOR FOR SUPPLY AND INSTALLATION OF HAEMODIALYSIS MACHINE AND R.O.PLANT.

A G R E E M E N T

This agreement made on the.....(DATE)day of(MONTH)...Two Thousand(YEAR)between the **Mizoram State Health Society**, (hereinafter called the “Society” represented by the Mission Director, National Health Mission which includes the successor in office and assigned) of **THE FIRST PART** and **M/s****(complete address of the supplier)** (hereinafter called the “Vendor” including the successors in office and assigned) of the **SECOND PART**;

2. Whereas **M/s** (**vendor**)submitted a tender No.
dt. for supply of(**selected item name with make & model**)
..... in pursuance of the tender notice issued by the First Party vide No.
..... (**purchaser’s tender notice no. & date**)
3. Whereas **M/s** (**vendor**) is selected by the Mizoram State Health Society Authority for supply & installation of the said equipment as mentioned in clause No. 2 as per technical specifications incorporated to this Agreement as **Annexure – 2.**
4. Whereas **M/s**(**vendor**) has been authorized to represent **M/s** (**name of principal in case selected vendor is a authorized dealer / agency**) vide letter No. dt attached in the technical part of their tender [**Annexure – 3**] is part of this Agreement.
5. Whereas **M/s** (**vendor**) on behalf of its principal **M/s** (**Name of Principal**)has agreed to honour all the conditions stated in the tender referred under clause (2) above and also the terms & conditions as laid down in **Annexure – 1 (Terms & conditions).**
6. And whereas, **M/s**(**principal**)has relinquished its claim on the tender conditions under Clause (2) above by authorizing **M/s**(**selected vendor**)
7. Now, the agreement witnesses the following:-

(A) SUPPLY and TRANSPORT :

M/s(**vendor**)will supply(name of selected equipment with make & modelwithin **weeks / months** (**as per conditions quoted**

by tenderer) from the date of receipt of the formal supply order with the product configuration as mentioned at **Annexure – 2** and will abide by all the terms and conditions as laid down here-in-under and in the Notice Inviting Tenders as aforementioned.

(B) TRANSPORT :

The equipment shall be transported to District Hospital, Lunglei, by **M/s (Vendor) The Customs Clearance and payment of all other charges whatsoever will be the responsibility of the M/s (vendor), the Second Party. However, the “Society” shall provide all necessary documents like waybill/road permit, etc. required for the entry of goods in Mizoram.**

(C) INSTALLATION :

The installation and commissioning of the **above equipment** should be undertaken by **M/s(vendor)** within 3 (three) months of the arrival of the equipment for handing over the site for installation.

(D) COMMISSIONING :

The **above equipment** will be commissioned and handed over to the Mizoram State Health Society, by **M/s(vendor)**for hospital / clinical use. All the requirements for hospital use of the equipment shall be fulfilled by **M/s ...(vendor)**

(E) ACCEPTANCE TEST :

- (i) Whereas the equipment is to be installed at the site and the acceptance test shall be performed by **M/s (vendor)** in presence of State Health Society officials / experts whoever may be.
- (ii) The acceptance Test shall be performed and shall be minuted by **M/s(vendor)** A signed copy of the said minute shall be submitted to State Health Society. Possible short coming / deviation in the equipment as compared to the specifications and/or to the acceptance test set out shall immediately be rectified by **M/s(vendor)**at its own cost and risk.
- (iii) Upon the Acceptance test having been successfully performed to prove compliance of the equipment/unit with the Agreement, the certificate of acceptance shall be prepared and signed by **M/s (vendor)**and countersigned by **Mission Director, NHM on behalf of Mizoram State Health Society** shall form evidence of acceptance of the equipment under this Agreement.

(F) USAGE :

- (i) The Mizoram State Health Society undertakes not to use the equipment or cause or allow the equipment to be used prior to the issuing of a certificate of acceptance.
- (ii) The equipment delivered and installed under this Agreement is to be operated and used at the site only. **M/s (vendor)** is responsible for handing over the equipment for use of various Health Institutions.
- (iii) All mandatory requirements for making equipment fit for use are the responsibility of **M/s (vendor).....**

- (iv) State Health Society will operate the equipment through competent personnel to be adequately trained by **M/s (vendor)** for use of the equipment.

(G)WARRANTIES :

- (i) Three (3) years comprehensive warranty from the date of handing over of the equipment / machinery including local items after possessing the acceptance test and in working condition for institutions' use to the Mizoram State Health Society shall be provided by **M/s ...(vendor)**
- (ii) During the warranty period **M/s(vendor)** will provide maintenance service and any spare parts will be replaced free of charge.
- (iii) Any new application software up-gradation will be provided free of cost and without any extra charges during the warranty period.
- (iv) **M/s (vendor)** or its authority shall, during the warranty period, render free services in order to make the equipment functioning uninterruptedly.
- (v) In order to enable to avail itself of its rights under this warranty, the Mizoram State Health Society shall immediately intimate **M/s (vendor)** in writing of any defects. The Mizoram State Health Society shall further give **M/s (vendor)** every opportunity of inspecting and remedying such defects.
- (vi) 95% up-time guarantee subject to normal working hours / national holidays and week-ends will be provided by **M/s (vendor)** If such up-time is not achieved, warranty will be extended by the same amount of time. In case downtime exceeds 10 days, penalty will be paid for the equipment to the Mizoram State Health Society by the vendor (**M/s**) @ **Rs. 1,000/-** (Rupees one thousand) per day.

This penalty will also be applicable during the CMC period beyond warranty period.

(vii) Comprehensive / Non-comprehensive Annual Maintenance Contract :

On expiry of the five year's warranty period, **M/s (vendor)** will provide **Annual maintenance contract** for the equipment from 4th year either **comprehensive or non-comprehensive**, which will be opted by the **First Party**, at the following frozen rates:

YEAR	AMC charges (Rs.)	CMC charges (Rs.)
4 th year	As per rates offered by the selected vendor	As per rates offered by the selected vendor
5 th year		
6 th year		
7 th year		
8 th year		
9 th year		
10 th year		

The proforma for Annual maintenance Contract will be as per **Annexure – 4** attached to this agreement.

The AMC agreement shall include minimum of 2 preventive maintenance visits and any number of breakdown calls per year. The Service Engineer of the second party shall attend to all breakdown calls within 24 hours after receipt of intimation from the first party. Repairs of any required will be carried out within 72 hours by the second party.

During the period of comprehensive maintenance contract, the spare parts to be required will be supplied by **M/s (selected vendor)** free of cost. However, under Non-comprehensive Maintenance contract, spare parts will be charged extra.

All software updates should be provided by the second party free of cost during the CMC period.

The supplier (the second party) guarantee towards supply of spare parts of the **equipment** for a period of 15 years.

(viii) **M/s (selected vendor)** shall support 15 years life span of the supplied machine along with software, spare parts and supplied accessories.

(H) PRODUCT LIABILITY :

The equipment will be handed over to the Mizoram State Health Society for use. Up to the date of handing over the equipment, the insurance and other charges are the responsibility of **M/s (selected vendor)**

(I) VISIT AT SITE :

M/s (selected vendor) or its authorized persons shall be entitled at their own cost and risk, to visit and to inspect the equipment or any part thereof, as the case may be at the site. No charges shall be levied from Mizoram State Health Society in connection with such visits/inspections.

(J) TRAINING :

For use of the equipment, comprehensive training will be imparted to the users of the equipment at the centre till familiarity with the system by application specialist from **M/s (selected vendor)** to the full satisfaction of the Society.

The entire cost involved in the above training will be borne by the supplier.

The operational manuals/user's manual in English Language and other materials of the equipment will be supplied by **M/s (selected vendor)** to Mizoram State Health Society.

(K) INDUSTRIAL AND INTELLECTUAL PROPERTY RIGHT :

M/s (selected vendor) is responsible for future maintenance of the equipment in the event of change of ownership or technology of the above product.

(L) BANK GUARANTEE :

M/s (selected vendor) will submit Bank Guarantee being 10% of the total value of the equipment towards satisfactory performance and services during the warranty period in the prescribed format attached to this agreement as **Annexure – 5** within 30 (thirty) days from the date of receipt of formal purchase order from the First Party after signing of the contract by all the parties to the agreement. The bank guarantee shall remain valid 60 (sixty) days beyond the warranty period of the equipment.

The second party shall also submit performance bank guarantee @ 2.5% of the equipment value (as per contract) during the post-warranty Annual maintenance Contract (comprehensive) in the prescribed format ‘**Annexure – 6**’

(M) FORCE MAJEURE :

(i) Either party shall be entitled to suspend performance of its obligations under this agreement to the extent that such performance is impeded or made unreasonably onerous by any of the following circumstances:

Industrial dispute, or any other circumstances beyond the control of the parties such as fire, war, extensive military mobilizations, insurrections, requisition, seizure, embargo, restriction in use of power.

(ii) The party claiming to be effected by force-majeure shall notify the other party in writing without delay on the intervention and on cessation of such circumstance.

(N) PREMATURE TERMINATION :

Notwithstanding anything to the contrary expressed or implied in this Agreement and without prejudice to any other rights or remedies available to it Mizoram State Health Society may after having given M/s (selected vendor) not less than 30 calendar day’s notice to that effect terminate this agreement in the event that the M/s(selected vendor) has committed any breach or violation of any fundamental terms & conditions of this Agreement and fails to remedy the said breach or violation within 30 calendar days of such notice.

(O) VALIDITY :

This agreement shall be governed by the laws of India and within the jurisdiction of a competent Court in Aizawl only.

(P) DELAYED DELIVERY :

M/s (selected vendor) must agree to compensate to the extent of twice the interest burden incurred by the Society on account of delayed delivery on the equipment for reasons which are directly under M/s (selected vendor)'s control.

It is hereby agreed to set our signatures and seal as confirmed acceptance of the terms and conditions from either side i.e. Mizoram State Health Society, represented by the Mission Director, NHM as FIRST PARTY and M/s (selected vendor) Represented by Mr as SECOND PARTY.

For and on behalf of
Mizoram State Health Society

For and on behalf of
M/s (Selected vendor).....

Witnesses:

1.

1.

2.

2.

Annexure – 1

Terms and conditions governing the supply, installation & commissioning(equipment name, model & make).....

1. The equipment will have to be supplied as per the enclosed configurations against each item (**Annexure :2**) and as per the tender No (**Tender Notice no. & date**)...
2. The equipment should be current at the time of dispatch, i.e. to provide all latest and state-of-the-art equipment.
3. **M/s.....(selected vendor).....** will supply **equipment (model, make)** within..... **Weeks/months** from the date of receipt of the formal supply order with the product configuration as mentioned at Annexure – 2 and will abide by all the terms and conditions as laid down here-in-under and in the Notice Inviting Tenders as aforementioned.
4. The price of the equipment with its accessories will be Rs..... which is inclusive of customs duty, clearing & forwarding charges, octroi, VAT/CST and all other charges with seven (7) years comprehensive warranty.
5. **Payment terms and conditions**
 - (i) The **payment** will be made only on receipt of final Job Completion Report of the supply of the equipment from the Vigilance Committee constituted by the First Party (Purchaser). In this connection, the Second Party (Supplier) will submit bill for payment after satisfactory supply of the equipment.
 - (ii) Payment for imported items (in case tenderer specifically mentioned in the tender offer) will be released on receipt of final Job Completion Report from the Vigilance Committee constituted by the Purchaser.
6. **M/s(selected vendor)** Will submit Bank Guarantee being 10% of the total value of the equipment towards satisfactory performance and services during warranty period in the prescribed format attached to this agreement as Annexure-5 within 30 (thirty) days from the date of receipt of formal purchase order from the First Party after signing of the contract by all the parties to the agreement. The bank guarantee shall remain valid 60 (sixty) days beyond the warranty period of the equipment..

The second party shall also submit performance bank guarantee @ 2.5% of the equipment value (as per contract) during the post-warranty Annual Maintenance Contract in the prescribed format '**Annexure-6**'.

7. **M/s(selected vendor)** shall have to deliver the above equipment within 10 weeks from the date of receipt of formal supply order.
8. **M/s (selected vendor)** will have to enter into a contract for supply, transport to the site, installation and commissioning of the equipment.
9. On expiry of the specified warranty period, **M/s (vendor)** will provide **Annual Maintenance Contract (AMC)** for the equipment from the year following expiry of warranty period to 10th year either **comprehensive (CMC) or non-comprehensive**, which will be opted by the **First Party**, at the following frozen rates:

Year	AMC charges (Rs.)	CMC charges (Rs.)
Year following expiry of warranty.....	As per rates offered by the selected vendor	As per rates offered by the selected vendor
4 th year		
5 th year		
6 th year		
7 th year		
8 th year		
9 th year		
10 th year		

The proforma for Annual Maintenance Contract will be as per **Annexure-4** attached to this agreement.

The AMC agreement shall include minimum of 2 (two) preventive maintenance visits and any number of breakdown calls per year. The service Engineer of the second party will attend all breakdown calls within 24 hours after receipt of intimation from the first party. Repairs of any required will be carried out within 72 hours by the second party.

During the period of comprehensive maintenance contract, the spare parts to be required will be supplied **by M/s (selected vendor)** free of cost. However, under Non-comprehensive Maintenance contract, spare parts will be charged extra.

All software updates should be provided by the second party free of cost during the CMC period.

The supplier (the second party) guarantees towards supply of spare parts of the **equipment** for a period of 15 years.

M/s (selected vendor) shall arrange regular and ready services of a factory trained Service Engineer for efficient after-sale service of the equipment.

10. **M/s (selected vendor)** shall support 15 years life span of the supplied machine along with software, spare parts and supplied accessories.
11. Whereas the above equipment goes out of order it would be attended by **M/s (selected vendor)'s** service engineer within 24 hours from the date of receipt of information from Mizoram State Health Society. The supplier will remain responsible to the Mizoram State Health Society for proper functioning of the equipment regularly and effectively.

Annexure – 2 (part of Agreement)

SPECIFICATIONS OF SELECTED EQUIPMENTS

Technical specifications, make & model of the equipment as offered by the vendor and as per recommendation of the Technical Assessment Committee/Purchase Committee/Finance Committee/Management Council

(to be included in details)

N.B. Other specifications as per Company's catalogues enclosed in the tender of the Second Party to the Agreement.

ANNEXURE – 4 (part of agreement)

CONTRACT FORM FOR ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT

Annual CM Contract No

Date

Between

.....
(Address of Head of Hospital / Institute / Medical College)

And

.....
(Name & address of the supplier)

Ref: Contract No dated (Contract No. & date of Contract for supply, installation, commissioning, handing over, trial run, and training of operators & warranty of goods)
In continuation to the above referred contract.

a) The Contract of Annual Comprehensive Maintenance is hereby concluded as under:-

1	2	3	4							5
Schedule No.	Brief Description of goods	Quantity (nos.)	Annual Comprehensive Contract Cost for Each Unit Year							Total Amount Comprehensive Maintenance Contract Cost for 7 years
			a	b	c	d	e	f	g	

Total value (in figure) (in words)

- b) The CMC commence from the date of expiry of all obligations under Warranty, i.e., from (date of expiry of Warranty) and will expiry on (date of expiry of CMC).
- c) The cost of Annual Comprehensive Maintenance Contract (CMC) which includes preventive maintenance, labour and spares, after satisfactory completion of warranty period may be quoted for next 7 years as contained in the above referred contract on yearly basis for complete equipment.
- d) There will be 95% 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.
- e) During CMC period, the supplier shall visit at each consignee’s site for preventive maintenance including testing and calibration as per the manufacturer’s service / technical / operational manual. The supplier shall visit each consignee site as recommended in the

manufacturer's manual, but at least once in 6 months commencing from the date of the successful completion of warranty period for preventive maintenance of the goods.

- f) All software updates should be provided free of cost during CMC.
- g) The bank guarantee valid till [(fill the date) 2 months after expiry of entire CMC period] for an amount of Rs. [(fill amount) equivalent to 2.5% of the cost of the equipment as per contract] shall be furnished in the prescribed format given in **Schedule-C** of the Tender Enquiry document, along with the signed copy of annual CMC within a period of 21 (twenty one) days of issue of Annual CMC, failing which the proceeds of Performance Security shall be payable to the Purchaser.
- h) If there is any lapse in the performance of the CMC as per contract the proceeds AMC / CMC bank guarantee for an amount of Rs. (equivalent to 2.5% of the cost of the equipment as per contract) shall be payable to the consignee.
- i) Payment terms: The payment of Annual CMC will be made against the bills raised to the consignee by the supplier on six months basis after satisfactory completion of said period, duly certified by the Head of the user department. The payment will be made in Indian rupees.
- j) Paying authority:

.....
(Signature and name)
Member Secretary
Mizoram State Health Society

Received and accepted this contract

.....
(Signature, name and address of the supplier's executive
Duly authorized to sign on behalf of the supplier)
For and on behalf of

(Name and address of the supplier)
.....
(Seal of the supplier)
Date:
Place:

Proforma for Bank Guarantee for 10%

To

The Member Secretary
Mizoram State Health Society
Aizawl, 796001.

The deed of guarantee made this day of _____ between (name of Bank) _____ (hereinafter called the “Bank”) of the one part, and the Mizoram State Health Society, represented by Mission Director, NHM (hereinafter called “the Purchaser”) of the other part.

Whereas the Purchaser has awarded the Contract bearing No. _____ dated _____ for _____ (Description of Goods) (hereinafter called the contract) to _____ (Name of the supplier) (hereinafter called the “Supplier”).

In accordance with the provisions and Terms & Conditions of the Contract to provide for payment amounting to Rs. _____ . _____ (Name and address of the Contractor) (hereinafter called “the Contractor”) shall deposit with the Purchaser a bank guarantee to guaranty his proper and faithful performance under the said Clause of the Contract in an equivalent amount of 10% of _____ (amount of guarantee in figures and words).

We, the _____ - (Name of Bank), as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to _____ (the Purchaser) on his first demand through Demand draft payable at Aizawl without objection / demur on our part.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between _____ (the Purchaser) and _____ (the Supplier), shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The guarantee remains valid in full effect from the date of the advance payment received by the supplier under the contract until _____ (date).

Yours truly.

Signature & Seal
Name of Bank
Address:
Date :

Bank Guarantee Form for Performance Security / CMC Security

To
The Member Secretary
Member State Health Society
Aizawl – 796001.

WHEREAS _____ - (Name and address of the supplier)
(Hereinafter called “the supplier”) has undertaken, in pursuance of contract No.
dated To supply (description of goods and services) (hereinafter called “the
contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish
you with a bank guarantee by a scheduled nationalized commercial bank recognized by you for the
sum specified therein as security for compliance with its obligations in accordance with the
contract ;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of
the supplier, up to a total of (Amount of the
guarantee in words and figures), and we undertake to pay you, upon your first written demand
declaring the supplier to be in default under the contract and without cavil or argument, any sum or
sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to
show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before
presenting us with demand.

We further agree that no change or addition to or other modification of the terms of the contract to
be performed there under or of any of the contract documents which may be made between you
and the supplier shall in any way release us from any liability under this guarantee and we hereby
waive notice of any such change, addition or modification.

This guarantee shall be valid up to and including the _____ day of _____ 20

(Signature with date of the authorized officer of the bank)

.....
(Name and designation of the officer)

.....
.....

Seal, name & address of the Bank and address of the Branch

SCHEDULE – ‘C’

Proforma for Bank Guarantee for 10%

To

The Member Secretary
Mizoram State Health Society
Aizawl – 796001.

The deed of guarantee made this day of _____ between (name of Bank) _____ (hereinafter called the “Bank”) of the one part, and the Mizoram State Health Society (the Purchaser) (hereinafter called “the Purchaser”) of the other part.

Whereas the Purchaser has awarded the Contract bearing No. _____ dated _____ for _____ (Description of Goods) (hereinafter called the “contract”) to _____ (Name of the Supplier) (hereinafter called the “Supplier”).

In accordance with the provisions and Terms & Conditions of the Contract to provide for payment amounting to Rs. _____ (name and address of the Contractor) (hereinafter called “the Contractor”) shall deposit with the Purchaser a bank guarantee to guaranty his proper and faithful performance under the said Clause of the Contract in an equivalent amount of 10% of _____ (amount of guarantee in figures and words).

We, the _____ - (Bank), as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the _____ (name of the Purchaser) on his first demand through Demand draft payable at Aizawl without objection / demur on our part.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between _____ (the Purchaser) and _____ (the Supplier), shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The guarantee remains valid in full effect from the date of the advance payment received by the supplier under the contract until _____ (date).

Yours truly,

Signature & Seal
Name of Bank
Address:
Date :

SCHEDULE – ‘D’

Bank Guarantee Form for Performance Security /CMC Security

To

The Member Secretary
Mizoram State Health Society
Aizawl – 796001.

WHEREAS _____ - (Name and address of the supplier)
(Hereinafter called “the supplier”) has undertaken, in pursuance of contract No.
dated To supply (description of goods and services) (hereinafter called “the
contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish
you with a bank guarantee by a scheduled nationalized commercial bank recognized by you for the
sum specified therein as security for compliance with its obligations in accordance with the
contract ;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of
the supplier, up to a total of (Amount of the
guarantee in words and figures), and we undertake to pay you, upon your first written demand
declaring the supplier to be in default under the contract and without cavil or argument, any sum or
sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to
show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before
presenting us with demand.

We further agree that no change or addition to or other modification of the terms of the contract to
be performed there under or of any of the contract documents which may be made between you
and the supplier shall in any way release us from any liability under this guarantee and we hereby
waive notice of any such change, addition or modification.

This guarantee shall be valid up to and including the _____ day of _____ 20

(Signature with date of the authorized officer of the bank)

.....

(Name and designation of the officer)

.....

.....

Seal, name & address of the Bank and address of the Branch

SCHEDULE – ‘E’

CONTRACT FORM FOR ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT

Annual CM Contract No

Date

Between

.....
(Address of Head of District Hospital / Institute / Medical College)

And

.....
.....
(Name & address of the supplier)

Ref : Contract No dated (Contract No. & date of Co tract for supply, installation, commissioning, handing over, trial run, and training of operators & warranty of goods)

In continuation to the above referred contract.

a) The Contract of Annual Comprehensive Maintenance is hereby concluded as under:-

1	2	3	4							5
Schedule No.	Brief Description	Quantity (nos)	Annual Comprehensive Contract Cost for Each Unit year							Total Amount Comprehensive Maintenance Contract Cost for years
			4 th	5 th	6 th	7 th	8 th	9 th	10 th	
			a	b	c	d	e	f	g	

Total value (in figure) (in words)

- b) The CMC commence from the date of expiry of all obligations under Warranty, i.e., from (date of expiry of Warranty) and will expiry on (Date of expiry of CMC).
- c) The cost of Annual Comprehensive Maintenance Contract (CMC) which includes preventive maintenance, labour and spares, after satisfactory completion of warranty period may be quoted for next 7 years as contained in the above referred contract on yearly basis for complete equipment.
- d) There will be 95% 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.
- e) During CMC period, the supplier shall visit at each consignee’s site for preventive maintenance including testing and calibration as per the manufacturer’s service / technical / operational manual. The supplier shall visit each consignee site as recommended in the manufacturer’s manual, but at least once in 6 months commencing from the date of the successful completion of warranty period for preventive maintenance of the goods.

- f) All software updates should be provided free of cost during CMC.
- g) The bank guarantee valid till [(fill the date) 2 months after expiry of entire CMC period] for an amount of Rs. [(fill amount) equivalent to 2.5% of the cost of the equipment as per contract] shall be furnished in the prescribed format given in Schedule-C of the Tender Enquiry document, along with the signed copy of annual CMC within a period of 21 (twenty one) days of issue of Annual CMC, failing which the proceeds of Performance Security shall be payable to the Purchaser.
- h) If there is any lapse in the performance of the CMC as per contract the proceeds AMC / CMC bank guarantee for an amount of Rs. (Equivalent to 2.5% of the cost of the equipment as per contract) shall be payable to the consignee.
- i) Payment terms : The payment of Annual CMC will be made against the bills raised to the consignee by the supplier on six months basis after satisfactory completion of said period, duly certified by the Head of the user department. The payment will be made in Indian rupees.
- j) Paying authority:

.....
 (Signature and name)
 Mission Director
 National Health Mission
 Mizoram : Aizawl.

Received and accepted this contract

.....
 (Signature, name and address of the supplier's executive
 Duly authorized to sign on behalf of the supplier)
 For and on behalf of
 (Name and address of the supplier)

 (Seal of the supplier)
 Date:
 Place:

SCHEDULE – ‘F’

PARTICULARS OF THE TENDERER

1. Name of the tenderer :
2. Establishment type :
(Company / firm / Dealer / Stockist / Supplier)
3. Year of establishment :
4. Address of the Registered Office :
5. PAN Number :
(photocopy of PAN card to be attached)
6. Branches in India :
7. Nature of business :
8. Experience in the relevant field :
9. Total Manpower :
10. Technical Staff all over India :
(with name, designation & contact nos.)
11. Technical Staff or Engineers based at Aizawl or in the area :
(with name, designation & contact nos.)
12. Service Engineers posted in the North-East India :
(with name, designation, qualification & contact nos.)

Signature and seal of the Tenderer
Date:

SCHEDULE – ‘G’

PROFORMA FOR PERFORMANCE STATEMENT

(for the period of last three years)

Tender Reference :

Date of Opening :

Time :

Name and address of the tenderer :

Name and address of the manufacturer :

Order placed by (full address of purchaser)	Order number and date	Description and quantity of ordered items and services	Value of order (Rs.)	Date of completion of contract		Remarks indicating reasons for delay if any	Have the goods been functioning satisfactorily (attach documentary proof)**
				As per contract	Actual		
1	2	3	4	5	6	7	8

Signature and seal of the Tenderer

** The documentary proof will be a certificate from the consignee / end user with cross-reference of order no. and date in the certificate along with a notarized certification authenticating the correctness of the information furnished. If at any time, information furnished is proved to be false or incorrect, the earnest furnished will be forfeited.

* In respect of above certificate from chartered Account can be produced with all the requisite details.

SCHEDULE – ‘H’

MANUFACTURER’S AUTHORIZATION FORM

To

.....
.....
(name and address of the purchaser)

Dear Sirs,

Ref. Your Tender Enquiry document No. dated

We, who are proven and reputable manufacturers of
..... (name and description of the goods offered in the tender)
having factories at, hereby authorize Messrs
..... (name and address of the agent) to submit a tender, process the same
further and enter into a contract with you against your requirement as contained in the above referred
Tender Enquiry Documents for the above goods manufactured by us.

We also hereby extend our full warranty and AMC / CMC as applicable as per terms & conditions of the
tender documents, read with modification, if any, in special conditions of contract for the goods and
services offered for supply by the above firm against this tender enquiry document.

Yours faithfully,

.....
.....

(Signature with date, name and designation)

For and on behalf of Messrs
(Name & address of the manufacturers)

Note:

- i. This letter of authorization should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.
- ii. The original letter may be sent.