



ZIQITZA HEALTH CARE LIMITED

**Tender for Supply and Installation of Medical Equipment in ALS & BLS Ambulances
on Rate Contract Basis**

Ziqitza Health Care Limited
Email: contactus@zhl.in

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DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to Bidder(s), whether verbally or in documentary form by or on behalf of Ziqitza Health Care Limited (ZHL), or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided

This RFP document is not an agreement and is not an offer or invitation by the ZHL or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for ZHL, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain bidder may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. ZHL, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ZHL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document. ZHL acting on behalf of NHM, may at its sole discretion may cancel the tender / contract at any time without assigning and reasons for the same.

SECTION 1

NOTICE INVITING TENDER

Sealed Tenders are invited by Ziqitza Healthcare Limited (ZHL) on behalf of Department of Health and Family Welfare, Government of Odisha, from the eligible bodies for supply and installation of medical equipment in ALS & BLS ambulances on rate contract basis as per detailed specifications enclosed.

Tender No and Date	ZHL Medical Equipment for ALS & BLS Ambulances Tender- 002 dated 10 th June 2021
Items to be procured	Supply and installation of Medical Equipment for ALS & BLS Ambulances on Rate Contract Basis
Date and Time of Pre-bid meeting	18 th June 2021 at 12:00 PM through web link. The link for login is as follows: https://meet.google.com/qwp-phqs-kwi
Date and Time of Submission of Tender Documents	1 st July 2021 at 17:00 PM
Date and Time of Opening of Technical Proposal	2 nd July 2021 at 11:00 AM
Date and Time of opening of Financial Proposal	9 th July 2021 at 11:00 AM
Venue for the pre-bid meeting & Opening of Tender	National Health Mission, Annex Building, SIHFW, Bira Maharana Ln, Nilakantha Nagar, Nayapalli, Bhubaneswar-751012.
Venue for Submission of Tender Document	Ziqitza Health Care Limited 7th Floor, IDCO Towers, Rupali Square, Bhubaneswar Odisha-751007
Mode of Submission of Bids	The bid should be received through courier, speed post or registered post. Proposals received after the due date and time of submission shall be treated as late bid and be liable for rejection.

The Tender document can be downloaded from www.zhl.org.in up to 17:00 Hrs of 1st July 2021

SECTION 2 - ELIGIBILITY CRITERIA

- a. The bidder must have three years' experience in supply and, installation and commissioning of Medical Equipment in ALS and BLS ambulance to Government Departments.
- b. The bidder should have an average annual turnover of Rs. 7.50 Crores or more during the last three financial years 2017-18, 2018-19, 2019-20. The bidder must attach audited statement of accounts duly certified by the statutory auditor and a certificate duly certified by Chartered Accountant for the last three financial years 2017-18, 2018-19, 2019-20 as supporting documents (as per Annexure –8)
- c. The bidder shall have valid GST registration.
- d. The bidder should not have been blacklisted by any State or Central Govt. Institutions nor have been convicted by any court of law. The bidder should not have any contract cancelled for non-fulfilment of supply to Government of Odisha or any other State and Central Government. A certificate to this effect to be submitted by the bidder along with the bid documents.
- e. Bidders should provide certificate (in the format Annexure-9) of successful supply of equipment in ALS/BLS ambulance mentioned in the RFP to Govt. / PSU / Corporate Hospitals of Rupees 1.00 Crore as average of the last three financial years. Bidders who have not completed supply as per the terms and conditions in any of the contracts and the contracts cancelled will be deemed to be in default and thus ineligible to bid. The bidders shall have to furnish their past performance in the format **Annexure- 9**.
- f. Bidding through a consortium arrangement is not permitted
- g. The bidder must supply the goods as per quality standard (ISO/BIS,USFDA/ European CE) as specified in the technical specification against the relevant item.
- h. Each bidder has to quote for all items listed in the RFP. Any quote with selective items will be summarily rejected. Bidders who comply with the specification of all 27 items will qualify for financial bid evaluation.

Special Condition:

As per amended General Finance Rules, any equipment with origin from countries which share a land border with India will not be considered even if they meet the specifications defined in the RFP. However, nations with which India has a line of credit or counties to which India provides development assistance are exempted.

SECTIONS 3 - INSTRUCTIONS TO BIDDERS

1. Technical Bid, (Cover 'A')

Prequalification Cover:

The bidder shall furnish, along with the bid, the following in a separate cover, hereinafter called Cover 'A'

- a. Earnest Money Deposit of Rs. 10,00,000 (Ten Lakhs Only), in form of Bank Guarantee/ RTGS/ Pay Order/ or Demand Draft from any scheduled commercial bank in the prescribed form in favor of Ziqitza Health Care Limited payable at Bhubaneswar. EMD submitted in any other form or bids without EMD shall not be accepted. The EMD of the successful bidder shall be retained till completion of the tender period but shall not carry any interest. If the successful bidder fails to execute the agreement and/ or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. If any Company is specifically exempted from furnishing EMD under any statute/guideline/notification, the copy of the same should be provided along with the bid documents. Only the registered MSME shall be exempted from submission of EMD. The Bidder has to submit the MSME registration certificate with monetary value.
- b. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the tender without any interest. The EMD of successful bidder will be returned after submission of performance security.
- c. Duly filled in formats as per section 6. All formats should be signed by the authorized signatory with name, designation and stamp of the company.
- d. Details of orders executed for Medical Equipment during the last three years with Purchase orders and performance statement in the specified format- (Annexure-9) supported by client certificates.
- e. Items supplied in ALS / BLS ambulances to Government if any for the last three years with copies of Purchase order and client certificates are to be separately highlighted.
- f. Authorization like Power of Attorney or Resolution of the board for the office of the company who have signed the tender document and the bid.
- g. Undertaking as per defined format confirming acceptance of all terms and conditions of the tender including special conditions
- h. Manufacturer's Authorization Certificate would be preferred for all medical equipment. However, Manufacturer's Authorization Certificate would be **mandatory** for the following items. Detailed specifications of all the medical equipment is given in Section 5.

Sr. No	Items
1	AED
2	Suction Machine Electrical
3	Syringe Pump
4	Defibrillator Monitor
5	Ventilator
6	Pulse oximeter
7	Oxygen Cylinder

- i. Catalogue, literature and schematic diagrams (wherever applicable) of the items quoted.

Comprehensive Annual Maintenance Contract (CMC):

The supplier shall quote the amounts for the Comprehensive Annual Maintenance of the equipment supplied separately, after expiry of Standard Company Warranty of three years, for a further period of two years so as to cover the equipment for a total of 5 years from the date of award of LOI/ P.O. in the price bid.

- j. The bidders will have to enclose a presentation with the technical bid and cover the following topics:
 1. Brief Company profile, local presence, associates, major clients & projects etc.
 2. Experience and capabilities of conducting similar assignments in ALS / BLS Ambulances.
 3. Details regarding After Sales Service
- k. The commercial bids of bidders who are successful in Technical Bid Evaluation only would be considered for opening. The commercial bid should also contain the following documents of the bidder.
 - a. Copy of PAN
 - b. IT Return for last three financial years, 2017-18, 2018-19, 2019-2020.
 - c. GST certificate

2. Commercial Bid (Cover 'B')

Bid shall be type written and correction, if any, in the bid shall invariably be attested with full signature by the bidder with date, failing which the bid shall be considered ineligible for evaluation. Corrections done with correction fluid shall also be duly attested.

Bid submitted with any conditional technical and financial offer will be out-rightly rejected.

The rate quoted per unit shall be the landed cost at destination, inclusive of packing, forwarding, GST, Freight, Insurance, Installation / Commissioning/all other taxes if any and Standard Warranty of three years. The Comprehensive maintenance contract (items for which CMC required) for the balance period (additional two years), should be given clearly giving the breakup of the cost. The landed price per unit including comprehensive maintenance and all taxes and duties shall be the criteria for determining the L1 rate.

However, the order will be placed only for the cost of the equipment excluding the CMC. For CMC the rates will be frozen and if required by the service provider bidder

will enter into CMC separately with the Service Provider before the expiry of the standard warranty.

Each page of the price bid shall be duly signed by the bidder with official seal.

The Cover 'A' and Cover 'B' shall be separately sealed and both these covers will be put in another sealed cover super scribed as "TENDER FOR SUPPLY & INSTALLATION OF MEDICAL EQUIPMENTS in BLS and ALS Ambulances (TENDER NO.002) & ADDRESSED to:

The Chief Executive Officer
Ziqitza Health Care Limited
7th Floor, IDCO Tower,
Rupali Square,
Bhubaneswar
Odisha-751007

Cover 'A' i.e. Technical Bids shall be opened at Bhubaneswar or other place intimated, on the date and time specified in presence of the intending bidders or their authorized representatives.

Cover 'B' i.e. the Price Bids of the bidders who meet the eligibility criteria, evaluated based on the details furnished in Cover 'A' shall be opened on the date and time mentioned in the NIT.

Bid documents that do not provide complete information and / or that are submitted after the above specified time shall be rejected.

Bidder should quote their prices in the scheduled format supplied in this tender form giving the breakup of prices. Tenders received in any other form will not be entertained.

Bidder should sign the certificate provided in the tender form "that they have read and understood, all the Terms and Conditions stipulated for in the Tender and are willing to abide by these tender terms and conditions", before submitting the tender document. Tenders submitted without the Signed declaration certificate will be considered incomplete and will not be considered.

3. Validity of the Rate Contract Tender:

The rate contract shall be valid for a period of 2 years from the date of finalization of tender. Hence the bid prices quoted shall remain valid for a period of two years from the date of issuance of LOI to the successful bidder.

4. Performance Security Deposit:

The successful bidder shall be required to submit Performance Security Deposit, amounting to 5% of the purchase order value every time an Purchase Order is issued in favor of the successful bidder in the form of Bank Guarantee in favor of the Service Provider within 7-days of receipt of LOI / P.O. Earnest Money Deposit of the successful bidder shall be returned after furnishing the Security Deposit. The Performance Security shall be returned to the suppliers on successful completion of contract after the expiry of the period covered under standard onsite warranty and submission of performance security in the name of the Service Provider for an amount equal to 5 % of the Bid Amount for comprehensive Maintenance Contract in case of items for which CMC is required.

Performance security for the maintenance contract for balance 2 years (5 % of the total bid amount for comprehensive Maintenance Contract) must be submitted to service provider prior to 90 days of expiry of standard warranty period. The validity of Bank Guarantee for the Comprehensive Maintenance Contract should cover 90 days after the completion of maintenance period. If performance security for annual maintenance is not submitted prior to 30 days of expiry of warranty period, then service provider holds right to revoke the 10% performance security deposit given at the time of issuing purchase order.

Technical evaluation and Eligibility Criteria

As it is a rate contract tender, there will be item wise evaluation. Technical evaluation and Eligibility Criteria of all bidders who submit the technical and financial within the tender submission time will be done by the Technical Committee constituted by the Service Provider and the Purchaser. Technical Committee will evaluate whether the proposal and other bid documents meet all the essential and important requirements, conditions, technical specifications and whether the bidder is eligible and qualified as per criteria laid down in the Tender documents. The bids, which do not meet the requirement, are liable to be treated as non-responsive and would be rejected. The decision of committee as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical criterion bid, would be considered for determining the successful bidder.

The technical proposal shall be evaluated and marks assigned on the basis of documentary proof provided therein. The criteria and marks to be assigned would be as per the following.

Technical Evaluation Sheet for ALS & BLS Ambulances			
Sr. No	Criteria	Maximum Marks	Marks Obtained
1	Years of experience in manufacturing /supply of similar equipment of the type specified in the Request for Proposal Document. The marking will be done as under : >= 3 years < 5 years 10 marks >= 5 years 20 marks	20	
2	No. of contracts executed relating to supply of medical equipment in ALS and BLS ambulances to Government Departments. The marking will be relative wherein the bidder with the highest number will get the highest and the others will get proportionate marks	30	
3	Average Turnover of the last three financial years for (2016-17, 2017-18, 2018-19) :- Highest turnover - 20 marks; turnover below the highest turnover will have proportionate deductions in marks from the total allotment of 20 marks	20	
4	After Sales Service. The agency has to provide details of the existing after sales network and the future plan of after sales network in the State of Odisha	20	
5	Valid ISO certification of the bidder	10	
	Total	100	

Financial bid opening shall be done for only those bidders who score at least 60 marks in technical evaluation. During the technical evaluation process, it is expected that at least 2 bidders will be shortlisted to ensure competitive financial bidding. The selection of service provider shall be strictly **on least cost basis** of **individual items**.

When a minimum of 2 parties fail to qualify for financial evaluation, the eligibility criteria of 60 marks in the technical scoring may be relaxed only to the extent that at least 2 parties finally get selected during the technical evaluation". If less than 2 will be shortlisted for items, then the bid for that item(s) shall be cancelled.

Price to be quoted as per Annexure-12(Financial Bid Format). The items for which CMC is not required, L1 will be decided based on lowest unit price quoted for that item. However, the items for which CMC is required L1 will be decided lowest price where will be the total price by adding the unit price with the CMC price. The prices used for calculation of L1 and issuance of Purchase Order will be as per Annexure-12

Total CMC cost (items for which CMC is required) will be for two years after warranty of three years

As this project by the Govt. of Odisha is related to emergency service hence public safety is of utmost priority. Considering the nature of the service, it is mandatory to ensure that the material used for medical equipment is of highest quality, keeping in view safety from fire or foreign particle considered dangerous to patient safety on highest priority. In view of the above any bidder against whom there is any adverse remarks / reports / information which has been notified in Govt. records or otherwise related to such hazards as notified above, but not limited to the above alone, will not be eligible to bid for the Project.

1. Motion Tolerance Clause

The product should also withstand the vibrations and motion during movement of the ambulances, besides vigorousness of the rough roads in village conditions. In monitoring parameters the values indicated should not vary in spite of the vibrations in ambulance in rough conditions.” The vendor shall facilitate in-process and / or Pre-delivery inspection by the Representatives of the Purchaser, as and when, the same is required by the Purchaser.

2. Definition

“Service Provider” means:

Ziqitza Health Care Limited having its Registered office at 23Rd Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West Mumbai 400013 and having its local administrative office at 7th Floor IDCO Tower, Rupali Square, Bhubaneswar-751007

“Purchaser” means Department of Health and Family Welfare, Government of Odisha.

“Supplier” means Successful Bidder(s), to whom the contract is awarded.

“Bidder” means those who submit the bid.

3. General Instructions to Bidders

i. An Affidavit to the effect is to be submitted by the bidder that it has not been blacklisted or any order cancelled in the past by any of the state Government or Government of India for non-fulfillment of supply of goods as per the contract.

ii. The bidder to inform himself fully. The bidder shall be deemed to have been satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he find any discrepancy in the RFP document including terms of reference, he should submit his doubts / clarifications in writing to contactus@zhl.in before the stipulated time period

iii. Clarification of Bidding Documents

Issues relating to the project and received in writing before 15 days from the bid submission due date will be scrutinized and clarified by e-mail. All Queries to be sent to ZHL and queries received after this deadline will not be entertained. All clarifications shall be posted on the website-www.zhl.org.in. However, at any time prior to the date for submission of RFP. ZHL may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda and convey to the persons who have purchased the RFP document. The addenda would also be placed on the website-www.zhl.org.in. Such addenda will become an integral part of the RFP document.

iv. Tender Fees

Rs. 10,000/- + GST in the form of Demand Draft should be remitted by the bidder, issued from a schedule commercial bank in favor of Ziqitza Health Care Limited along with the bid documents.

v. Incomplete Proposals in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered as non-responsive and liable for rejection.

vi. Strict adherence to formats, wherever specified, is required.

vii. All communication and information should be provided in writing and in English language.

viii. All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also

ix. No change in/or supplementary information shall be accepted once the Proposal is submitted. However, ZHL reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by ZHL may be a ground for rejecting the RFP.

x. The Proposals shall be evaluated as per the selection criteria specified in this RFP Document.

xi. The Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with ZHL. This designated person should hold a valid Power of Attorney/Board Resolution and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the authorized Signatory and shall bear the stamp of the firm.

xii. ZHL reserves the right to reject any or all of the Proposals without assigning any reason whatsoever.

xiii. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. ZHL reserves the right to vet and verify any or all information submitted by the Bidder.

xiv. If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by ZHL, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection. Mere clerical errors or bona-fide mistakes may be treated as an exception at the sole discretion of ZHL if adequately satisfied. Misrepresentation of any information or submitting any incorrect or forged documents would make the bidder liable for blacklisting and the bidder would be barred from bidding for any tender floated by Government of Orissa or on behalf of Government of Orissa.

xv. The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process. ZHL shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process

xvi. The Bidder shall seal the Technical Proposal and the Financial Offer separately in two envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL”. These envelopes shall than be sealed in single outer envelope.

xvii The Bidder shall prepare one original copy of the Proposal. The Proposal, shall be typed or written in indelible ink and an authorized signatory of the Bidder or Individual, as applicable shall initial each page. Each page should be duly page numbered and an index of the contents should also be made on the first page. The person(s) signing the Proposal shall also initial all the alterations, omissions, additions, or any other amendments made to the proposal.

xviii. The index needs to be given listing all the documents in the proposal

xix. Earnest Money/Performance Security deposit is for due performance of the contract. It can be forfeited by the ZHL in the following circumstances-

- a. When any terms or conditions of the agreement are infringed.
- b. When the supplier fails in providing the services satisfactorily.
- c. Notice will be given to the bidder with reasonable time before the earnest money/security deposit is forfeited.

xx. A copy of the RFP Document with all corrigendum issued (if any) sealed and signed in all pages by the applicant to be attached in the bid documents.

xxi. In case there is any change in procedures of pre-bid meeting and technical presentation, it will be informed accordingly.

SECTION 4- GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. Standards

The goods supplied under this contract shall confirm to the standards/specifications prescribed in this document.

2. Patent Rights

The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof.

3. Inspection and Test

Pre- delivery inspection of all the medical equipment will be done as per ZHL notification. ZHL shall be allowed unrestricted access for inspection during business hours. The final inspection will be done at Bhubaneswar, Odisha which is the designated delivery site.

4. Delivery

- a. Delivery of the goods and services shall be made in accordance with the terms of this RFP in Annexure 2 and the actual delivery schedule will be given in the Purchase Order.
- b. All technical assistance for installation, commissioning and monitoring of the equipment shall be provided by the Suppliers at no extra cost.

5. Training (Where required)

The Supplier shall provide training for the maintenance staff of the Service Provider free of cost where required with all training materials and documents.

6. Incidental Services (Where required)

The supplier may be required to provide all or any of the following services.

- a. Performance or supervision of on-site assembly and/ or start-up of the supplied goods;

- b. Furnishing of tools required for assembly and/or maintenance of supplied goods;

7. Warranty

The supplier warrants that:

- a. The manufacturer should provide onsite standard company warranty for three years from the date of supply against any defect in Medical equipment.
- b. All complaints regarding the equipment should be attended to within 24 hours in city locations and 48 hours in remote location. Otherwise penalty is applicable as per details given in this document. Adequate back-up should be provided so as to meet the parameters. The goods supplied shall be new and free of all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials ordered.
- c. The Supplier shall be responsible for any defects that may develop under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of materials to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by the Service Provider who shall state the defect in writing. This warranty including the CMC shall survive inspection or payment for/and acceptance of the goods, but shall expire (except in respect of complaints notified prior to such date) 36 months after the delivery of the material.

If any defect is not remedied by the Supplier within a reasonable time, the Service Provider may proceed to get the defects remedied from other Supplier etc at the Suppliers risk and expense, but without prejudice to any other defects which the Service Provider may have against the Supplier in respect of such defects.

- d. Replacement under the warranty clause shall be made by the Supplier free of all charges.

8. Payment Terms

100% payment will be made by the Service Provider to the vendor on delivery, inspection, installation and commissioning wherever applicable, of the stores. Payment shall be released within 30 days of receipt of invoice and all supporting documents including installation and commissioning of the equipment.

The following documents have to be submitted to the service provider for claiming the payment:

- i. Invoice clearly indicating the break up details of composite price i.e. Basic price, GST as applicable or any other duties and taxes Freight/Packing Charges, Insurance, etc. if any.

- ii. Warranty Certificates
- iii Delivery Challan
- iv. Goods carrier receipt

9. Prices

- a. The Supplier shall not charge higher than the prices quoted in the bid for the goods delivered and services performed.
- b. The prices will be fixed at the time of issue of purchase order as per taxes and statutory duties applicable at that time. Any increase in the GST will be as per actuals at the time of delivery.
- c. In case of variation in taxes and duties during the scheduled delivery period, the Service Provider shall revise the prices as per new duties and taxes for the supplies to be made during the remaining delivery period as per terms and conditions of purchase order.
- d. The price offered in the tender should be inclusive of all costs and taxes, including transit insurance, freight and other logistic charges for delivery at Bhubaneswar, Odisha.
- e. The name of the Purchaser and the name of the consignee along with the quantity to be delivered and the schedule of delivery will be given on the Purchase Order for the purpose of invoicing of the consignment.
- f. The bidder must provide details of each medical equipment and the price quoted separately.
- g. No dealer/ wholesaler/ purchaser can sell any items for a price more than the MRP.

10. Liquidated Damages / Penalty Clause

If the Supplier fails to deliver the store or any consignment thereof within the period prescribed and agreed for delivery, the Service Provider, without prejudice to other remedies available to the Service Provider shall be entitled to recover as “Late delivery charges of 0.5% per each week of delay of the Ambulance equipment would be applicable subject to a maximum of 10 % of the total value of the equipment.” In case of force majeure or any other major logistics disruptions the same may be waived, but it would be on the sole discretion of the service provider.

All the complaints to be attended within maximum time of 24 hours in city and 48 hours in rural area from the date of receipt of complaint. If not attended, the Bidder will be liable for a penalty of Rs 200/- per day per equipment.

11. Standards and Quality Assurance for Supply-

- a. Bidders need to provide European CE/ US FDA/BIS marked Certification of goods supplied, as specified in technical specification.
- b. All products must confirm to all the specifications contain herein with respect to the International/Indian Standard codes given. Where CE or ISI Certification of goods are available, procurement shall generally be limited to goods with those or equivalent certification/markings/standards only.
- c. Alternatively if the Goods have Certification / marks / standards recognized in the country of origin of goods it would stand good for compliance with this provision.
- d. Where reference is made in the Technical Specification to specific standards and codes to be met by the goods and materials to be furnished or tested, the provisions of the latest and current edition or revision of the relevant standards or codes in effect shall apply, unless otherwise expressly stated in the Contract where such standards and codes are national or relate to a particular Country of region, other authoritative standards that ensure substantial equivalence to the standards and codes specified will be acceptable.

12. Saving Clause

No suit, prosecution or any legal proceedings shall lie against the service provider/ Tender Inviting Authority or any person for anything that is done in good faith or intended to be done in pursuance of tender.

13. Force Majeure

Notwithstanding the provisions of Termination for Default and Penalty clauses, the Supplier shall not be liable for forfeiture of its Security Deposit or late delivery charges, penalty or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of force majeure.

Force Majeure shall mean and be limited to the following:

- a. War / hostilities
- b. Restriction imposed by the Government or other statutory bodies which prevents or delays the extension of the order by the supplier.

14. Termination

The Service Provider may terminate the contract for any reason by giving the Supplier 30 days clear notice in writing expressing the reason of termination. Upon

receipt of the notice of termination, the Supplier shall either immediately or upon the date specified in the notice of termination, cease all further work except for such as the Purchaser may specify in the notice of termination. In the event of termination of the Contract, the Purchaser shall only pay to the Supplier the Price for the parts executed by the Supplier as of the date of termination.

The Service Provider may at any time terminate the contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent.

The Service Provider may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part,

If the Supplier fails to deliver any or all of the goods within the time period specified in the contract, or any extension thereof granted by the Service Provider; If the Supplier fails to perform any other obligation(s) under the Contract; and If the Supplier does not remedy his failure within a period of 15 days after receipt of the default notice from the Service Provider.

In the event the supplier fails to supply the store in whole or in part, the contract is to be terminated and the Performance Security of the supplier to be forfeited. However, the Supplier shall continue the performance of the contract for the stores supplied to the extent as if the contract is not terminated.

15. Pre-Bid Meeting

- a. A Pre-bid meeting with all the interested parties/firms, for the work will be held on the date and time fixed in this document. Only two representatives per firm / interested parties will be allowed to attend the meeting. The person(s) attending the meeting shall be capable of discussing the technical aspects of the work to be carried out and will carry the authorization letter from their company for this purpose. In the pre-bid meeting the queries raised has to be given in writing.
- b. All queries on the scope of work, terms and conditions and any other points pertaining to the work order will be clarified by the Purchase Committee of ZHL.
- c. The queries shall be restricted to the scope of tender document, its terms and conditions. Discussions/arguments with co-vendors are strictly prohibited.
- d. All the queries shall be brought forth only during this pre-bid meeting since no queries will be entertained thereafter.
- e. The minutes of the meeting will be recorded and become part of the Tender Evaluation process. Decisions taken at the meeting will supersede the relevant terms and conditions of the tender document subject to concurrence/approval by State Procurement Committee of Govt. of Odisha.

16. Settlement of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

a. Amicable Settlement

Performance of the contract is governed by the terms and conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments etc.

In such a situation, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt.

b. Resolution of disputes

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by the Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in Mumbai and the language of the arbitration proceeding shall be in English and that of all documents and communications between the parties shall be as per directions of Arbitration Tribunal. The decision of the majority of arbitrators shall be final and binding upon both the parties. The expenses of the arbitration as determined by the arbitrators shall be borne by party/parties as per directions of Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

17. Court Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Bhubaneswar only.

SECTION 5- TECHNICAL SPECIFICATIONS

A. List of Medical Equipment with Technical Specification

Sr. No	Name of Medical Equipment Item	Technical Specification
1	Defibrillator / Monitor with facility to monitor ECG, NIBP, SPO2	<ol style="list-style-type: none"> 1. Unit should be lightweight compact and portable (not exceeding 7 kg) 2. Unit should have faculty for Automatic External Defibrillation and manual defibrillation. 3. Should be able to deliver shock from 2-200 joules through biphasic technology. 4. Should have built in printer for printing ECG and critical events. 5. Should have facility for Pulse Oximeter and Non Invasive Blood Pressure (Adult & paediatric) 6. Should be upgradeable with One Piece Re-Usable Hands-free Soft Paddles and CPR Feedback technology, which can be used up to 100 times. 7. Device should have Configurable audio and visual prompts for rate and depth issues when compressions fall outside of AHA/ERC recommendations. 8. The defibrillator shall employ a 40 msec (\pm 4 ms), constant current waveform for transthoracic pacing. 9. Should have facility for charging from both 12V DC and 220V AC with Lithium battery backup of more than 2.5 hours. 10. Should be supplied with 2 no.s each Reusable pulse oximeter probe ECG cable 5 lead, ECG cable - 3 lead 11. Rates for consumables should be offered in price bid 12. Should have a colour display not less than 6.5 inches diagonally. 13. Should have advanced soft paddles (pads) which suppresses CPR artefacts and allows clear display of patient's ECG during chest compressions Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier's representative. 14. Should be US FDA / European CE (notified), IEC-60601-1 (Or Equivalent BIS), with EN1789 certified ambulance wall mount
2	Transport Ventilator	<p>Should be light weight (less than 4 kg.), robust (drop and water resist) and user friendly and suitable for adults, children and infant upto 7 kg.</p> <ol style="list-style-type: none"> 1. Modes of ventilation: <ol style="list-style-type: none"> i. CMV (Both volume & Pressure control) ii. Assist Control, CPAP and Non Invasive facility iii. Integrated Electronic PEEP facility 2. Adjustable pressure limit to safety cope with all patients. 3. High inflation pressure alarm. 4. Power source : -Any power source is acceptable 5. Control Settings:

		<p>a. Flow Control (range 6 -60L / min.) b. IE ratio: 1: 4 to 4:1 6. FiO2: 45% to 100% oxygen and air mix adjustable. Equipment should be complete with carry bag, patient circuit, pressure regulator for the oxygen cylinder and relief valve. All accessories and tubings should USFDA/CE approved except carrying bag 8. Should have Fio2, TV, MV, PEEP airway pressure wave form monitoring on display 9. Should have both visual and audible alarm for low pressure, leakage, tube disconnection, Apnea etc. 10. 4 Hours battery backup 11. LCD display of minimum 5” for wave form monitoring 12. Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier’s representative. Should be US FDA / European CE (notified) with EN1789 certified ambulance wall mount</p>
3	Syringe Pump	<p>1. Must be user-friendly with simple menu driven operation. 2. Must have 12V DC operation and battery powered RS232 serial link for remote monitoring and control of infusion. . Should have Color 3.5 inch TFT Color screen for distant viewing 3. Must have flow rate programmable from 0.1 to 1200 ml/hr. 4. Should accept standard disposable syringe (10-60ml) 5. Automatic detection of syringe size and proper fixing. Must provide alarm for wrong loading of syringe. 6. Selectable occlusion pressure trigger level from 100mm hg to 1100mm hg to allow use over a range of applications. 7. Should have comprehensive alarm package including occlusion pressure, pre alarm and alarm, end of infusion alarm, low battery pre alarm and alarm, maintenance reminder alarm, near empty alarm, syringe disengaged alarm, etc. (with high sensitivity). 8. Battery backup o 6-8 hours or more when fully charged with provision to display residual battery life in hours and minutes. 9. History / memory for at least last few patients with alarm clock records. . Should be able to store up to 2000 Drug names. and should have Infusion Modes (ml/h, body weight, TIVA, ramp, sequence, Micro, etc. 10. Comprehensive safety check, with dear alarm messages. 11. AC mains (100 - 240V) and battery powered RS 232 serial link for remote monitoring and control of Infusion. 12. Necessary reinforcement plates would be made available in the ambulance. Installation of the devices would be undertaken by the buyer under the supervision of the supplier’s representative. Should be US FDA / European CE (notified)</p>

4	AED – fully automatic, Bi-phasic technology to deliver 200 joules shock	<p>AED unit must be fully automatic and supplied with standard accessories & Pads being non-side specific/interchangeable. AED must be able to deliver shocks up to minimum level of 300 joules and with voice prompt guidance supported by a backlit text display. AED unit must have option for active CPR feedback prompts based on CPR performed and provide corrective voice prompts for both depth and speed of compressions. AED should automatically adjust shock energy level to compensate for individual patient's impedance and should automatically synchronize delivery of defibrillation shock with patient's R-wave. AED unit must have facility for easily directly download above patient specific data/ output of the AED to a commercially available USB stick or memory card. AED unit must have a daily self-test including test for presence and functionality of pads. Must have visual battery level indicator. Lithium battery with a capacity of min. 400 consecutive 200- joules shocks.</p> <p>AED unit must be US FDA , European CE (notified), IP55 with EN1789 certified ambulance wall mount.</p>
5	Suction Pump (Electrical)	<p>Equipment shall be lightweight max. 3 kgs, with 12V DC Maximum negative pressure from -200 to-700 mbar in steps of 100 or less with suitable setting marks. Sufficient capacity 1000 ml secretion bottles with efficient over-flow protection with adjustable negative pressure (min. 2 nos. polycarbonate & autoclavable). Removable rechargeable Li-Po Battery power pack 12V with battery chargers & connecting cable for connection to 230 V AC+ 10%, 50 Hz and with the provision or recharging from the vehicle with vehicle circuit connecting cable. Battery charged life shall be of minimum 60 minutes. Suction capacity minimum 30 ltr per minutes. Suction unit Service indication/Alarm.</p> <p>USFDA/European CE (notified), IP 44, IEC 60601-1-12 certified with EN-1789 Ambulance Wall mount with automatic charging facility</p>
6	Suction Pump (Manual)	<p>Manual one hand operated suction pump Portable and compact unit Minimum achievable vacuum pressure: 450 mbar Shall be provided with Disinfect able and washable 250 ml jar for secretion collection Suction unit must be US FDA / European CE (notified) Manufacturer Should be ISO13485 certified.</p>
7	Laryngoscope with Blades	<p>1. Standard equipment in metal with 3 standard size curved blades and one extra-large blade (Adult & Child). 2. Handle should have comfortable grip. 3. Good quality light source (Fiber optic / conventional) 4. All blades must be autoclavable</p> <p>Quality Standards: Should be US FDA/ European CE Manufacturer should be ISO 13485 certified</p>

8	Oxygen Cylinder “B” Type	<p>Colour coded lightweight Aluminium alloy oxygen cylinder with 10 Ltr water capacity. Mounted with pressure reducer and flow-meter provision of capacity upto 15 Ltr per minutes and outlet for secretion aspiration. Refillable and complete test certificate. Should be membrane pressure reducer with manometer complete with flow meter 0-15 liters /min. and humidifier. Oxygen Gas Cylinder Conforming To IS: 7866, Certified By The Bureau Of Indian Standards (BIS) And Approved By The Chief Controller Of Explosive Government Of India</p>
9	Artificial Manual Breathing Unit (Adult)	<p>The equipment shall be with: 1. Easy Grip manual resuscitator with transparent face –mask 2. Adult models (1500 to 2000ml bag capacity) 3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes. 4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen. 5. Non- rebreathing valve enabling the patient to inspire oxygen from the reservoir bag. 6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon 7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified Manufacturer Should be ISO13485 certified</p>
10	Artificial Manual Breathing Unit (Child/Pediatric)	<p>The equipment shall be with: 1. Easy Grip manual resuscitator with transport facemask. 2. Child models (500 ml bag capacity) 3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes. 4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen. 5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag. 6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon 7. Reusable and Autoclavable Quality Standards: Model should be US FDA/ European CE certified Manufacturer Should be ISO13485 certified</p>

11	Artificial Manual Breathing Unit (Neonatal)	<p>The equipment shall be with:</p> <ol style="list-style-type: none"> 1. Easy Grip manual resuscitator with transport facemask. 2. Child models (250 ml bag capacity) 3. Standard 15-22 mm Swivel connector allows connections to all common masks Endotracheal Tubes. 4. Provision to give supplemented oxygen by oxygen reservoir providing 100% oxygen. 5. Non-rebreathing valve enabling the patient to inspire oxygen from the reservoir bag. 6. Material (Medical grade, latex-free, non-toxic, non-allergic and antistatic) : Silicon 7. Reusable and Autoclavable <p>Quality Standards: Model should be US FDA/ European CE certified Manufacturer Should be ISO13485 certified</p>
12	Canvas Stretcher Folding	<ol style="list-style-type: none"> 1. Should be lightweight and made up of tubular aluminium alloy. 2. Should be easy to carry. 3. Should be rugged. 4. Should be compact & foldable in 2 sections. 5. Should have automatic locking, which does not fold in automatically. 6. Should come with IV Stand as Standard. <p>Extended Dimensions Length: 200-210 cm Width: 50-60cm Height: 15-20 cm Weight: 5 kg. to 6 kg Approx. Minimum patient weight carrying capacity of 120kg Supplied with 3 nos safety belts Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>
13	Stretcher Scoop	<p>The equipment shall be lightweight stretcher, separates in 2 halves for application and removal, locking adjustable length with latches. The distance between 2 halves should be max. 25 cms for better spine support, Minimum patient weight carrying capacity of 170kg, Supplied with 3nos safety belts. Should have maximum radio transparency (X-ray) to make exams without compromise patient condition. Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>

14	B.P Instrument Aneroid	<p>Design: Corrosion resistant shock proof body, chrome plated metal/ stainless steel pressure control valve Conformity to Indian Standard for SPHYGMOMANOMETERS :IS 7652 latest for Aneroid/CE (Notified)</p> <p>Measuring device :Mechanical Scale 0-300mmhg. Gauge's background in white colour. Graduated scale for ever/2mmHg, with bigger notches ungraduated every 10 units and bigger graduated every 2- units. Floating zero pointer hasn't stop point but swings freely), nylon rip-off straps cuff matching colours with pouch, latex bulb with completely chromium plated valve. Air taps wholly chromium plated with regulation of vent-hole air by screw valve. Nylon off pouch with zip. single packaging on printed carton box. The insufflations bulb should be made of good quality material and should allow rapid insufflations. The pressure release valve should permit precise release of pressure and also allow fast deflation. The device should be shock resistant Should be supplied with a good quality carrying case(Vinyl) The cuff should be. The equipment should have comprehensive warranty for 3 years. The calibration should be for 3 years free. Cuff Type: Single-Tube Cuff latex free with Velcro Fastener. The cuff surface should be easily cleanable by wash. Should be supplied with following reusable cuffs: infant, child, adult, large adult. Model should be US FDA/ European CE approved Manufacturer Should be ISO13485 certified</p>
15	Stethoscope	<p>Stethoscope with standard adult size, chromium plated metal binaural, V rubber tube in one piece. Rotating piper fitting for both functions. Double sided adult & paediatric stethoscope. Designed with precision chest-piece made of stainless steel/ chromed brass. Good quality diaphragm of maximum -Ø 45mm. High quality membrane for precise acoustics with non-chill rims for improved adaptation on the skin and for excellent sound transmission. Length should be 27" to 29" The Y-tube should be made of Latex-free treated rubber. Manufacturer should be ISO 13485 certified. Model should be US FDA/ European CE approved</p>
16	Pneumatic Splints set of 6 adult sizes with carrying case. 1. Hand & wrist, 2. Half arm, 3. Full arm, 4. Foot and ankle, 5. Half Leg, 6. Full Leg	<p>1.X-ray through the splints 2. Inflation tubes extension with dosing damp makes dosing easy and quick after inflation. 3. Fixing of splint is by zipper or belt. 4. Distal end left open to expose toes. 5. Should be washable and reusable Manufacturer should be ISO certified Model should be US FDA/ European CE approved</p>

17	Gauze Cutter	Emergency scissors with thermoplastic handle and steel blade to cut clothes. Length should be 18cm. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
18	Artery Forceps	Standard equipment in stainless steel(AISI 410 grade) 14 cm Manufacturer should be ISO certified Model should be US FDA/ European CE approved
19	Magill's forceps	Standard equipment in stainless steel (AISI 410 grade) Manufacturer should be ISO certified Model should be US FDA/ European CE approved
20	Cervical collar	Should be adjustable to 4 different sizes, Should be pre-moulded chin support, locking dials and rear ventilation panel, enlarged trachea opening, should be high density polyethylene and foam padding with one piece design enables efficient storage where space is limited., Should be X-ray lucent and easy to clean and disinfect. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
21	First Aid Bag	Bag with partitions for vials transport. Indispensable implement to protect and identify any kind of vials. Made with nylon, it should be provided with 2 compartments of which one divided in 3 partitions and one divided in 2. Inside elastic band to fix the vials and transparent accommodation for identification labels, Dimensions: 30x18x15cm or pre-packed kits as convenient as long as it contains the specified first aid items. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
22	Spinal Board	Should be in plastic material at high strength and water proof. It should be 4 rules for the quick and total fixing of the head immobilizer and two cavities when the board lays on the floor, when the base is blocked in the traditional way, that allows to avoid damages to rip-off straps during the usage or accommodation in the ambulance. It should have minimum 14 handles far the transport supplied with 3 belts with rapid unhooking buckle. Should have maximum radio transparency (100% X-ray,CT & MRI) to make exams without compromise patient condition. Manufacturer should be ISO certified Model should be US FDA/ European CE approved
23	Double head immobilizer for scoop stretcher	Head immobilizer should be mounted and separated on the scoop stretcher. Should be standard side rigid blocks instead of the adjustable ones. Should be with padded belts for the fixing. It should be covered by a liquid proof and bacterial proof material Manufacturer should be ISO certified Model should be US FDA/ European CE approved

24	Oxygen Cylinder "J" type	It should be a standard "j" type molybdenum steel cylinder with 46.7 Ltr water capacity to fill medical oxygen. The capacity should be of 5000 to 6000 litres (5 to 6 M3) at a pressure of 1800-2000lbs/inch, A pressure regulator capable of reducing the pressure to appropriate level to run either a ventilator or provide oxygen therapy with a flow meter should be provided, Oxygen Gas Cylinder Conforming To IS: 7285 Part 2, Certified By The Bureau Of Indian Standards (Bis) And Approved By The Chief Controller Of Explosive Government Of India
25	Nebulizer	<p>To be used for the patients suffering from respiratory disorders, chronic obstructive pulmonary disease (COPD), cystic fibrosis or other lung disorders, with severe attack of asthma need to be administered with bronchodilators.</p> <p>Heavy duty, Compact, light weight, low noise(45dB ±3dB)</p> <ul style="list-style-type: none"> • Max Pressure: 2.0 to 2.5 bars. <p>Operating pressure: 1 to 1.5bars</p> <ul style="list-style-type: none"> • Normal Air Flow: 5 lpm <p>Should produce particle of size 1 to 5 micron.</p> <p>Mass median Diameter (MMD): 2.5 to 3µm.</p> <ul style="list-style-type: none"> • Output rate: 500 gm/Min. • Made of Heavy duty ABS body • Power supply: Power input to be 220 to 240V AC, 50Hz fitted with Indian plug of appropriate rating. <p>Model should be US FDA/ European CE approved Manufacturer should be ISO 13485 certified for quality standards.</p>

26	Hand Held battery operated Pulse Oximeter	<p>Pulse oxymeter is essential to read the current amount of oxygen present in the patient blood by placing the sensor over the fingertip. The reading will indicate whether there is urgent need to provide high doses of oxygen or need for intubation.</p> <p>Patient type :Adult ,paediatric & Neonatal Continuously displays patient oxygen saturation in real time</p> <p>SpO2 measurement range :1 to 100%</p> <p>Accuracy of SpO2 better than $\pm 5\%$</p> <p>Pulse rate range at least 25 to 240 bpm, minimum gradation 1 bpm.</p> <p>Accuracy of pulse rate better than ± 5 bpm.</p> <p>Audiovisual alarms required: high and low SpO2 and pulse rate (operator variable settings), sensor disconnected, sensor failure, low battery. Should have TFT/LCD Screen display.</p> <p>Plethysmograph display is mandatory.</p> <p>Should work during motion and very low perfusion conditions (Supporting documents pertaining to ability of performing in low perfusion and motion artifacts conditions must be furnished).</p> <p>Battery backup minimum 2hours</p> <p>Spo2 probe(Re-usable):Adult-1no</p> <p>Spo2 probe(Re-Usable):Pediatric-1no</p> <p>Model should be US FDA/ European CE approved.</p> <p>Electrical safety conforms to standards for electrical safety IEC-60601-1</p> <p>Manufacturer should have ISO 13485 certified.</p>
27	Rescue Tool	<ol style="list-style-type: none"> a. Hammer, one four pound with 15 inch handle. b. One axe c. Wrecking bar, minimum 24 inch (bar and 1 preceding item can either be separate or combined as a forcible entry tool). d. Crowbar, minimum 48 inches, with pinch point

SECTION 6- ANNEXURES TO BE ATTACHED ALONG WITH THE TECHNICAL PROPOSAL

- Annexure 1- Covering letter for Technical Bid
- Annexure 2- Delivery schedule
- Annexure 3- Declaration on Manufacturing facilities/ After Sales service.
- Annexure 4- Undertaking 1
- Annexure 5- Undertaking 2
- Annexure 6 – Manufacturer’s Authorization Form
- Annexure 7– Bidders’ Information
- Annexure 8 – Annual Turnover Statement
- Annexure 9– Proforma for Performance Statement
- Annexure 10- Compliance Sheet
- Annexure 11 - Covering Letter for Financial Bid
- Annexure 12- Financial Bid
- Annexure 13- Bank Guarantee

Annexure-1

(Format for Covering Letter)

[On Letter head of the bidder]

To,
Chief Executive Officer
Ziqitza Health Care Limited
7th Floor Idco Tower,
Rupali Square,
Bhubaneswar
Odisha-751007

Re: RFP Ref. No ZHL Medical Equipment for ALS/BLS Ambulances Tender- 002

Respected Sir

Being duly authorized to represent and act on behalf of (Hereinafter referred to as “the Bidder” and having reviewed and fully understood all of the requirements and information provided, the undersigned hereby apply for the qualification or “”. We are enclosing our Application with EMD amount of Rs. _____ in the form of DD and two copies of Proposal (Part-A, Part-B) with the details as per the requirements of the RFP. We confirm that our proposal is valid for a period of minimum 2 years from _____ (date of bid opening)

Yours faithfully

(Signature of Authorised Signatory)

(Name, Title and Address)

Seal

Annexure 2- Delivery Schedule

The successful bidder has to supply all the medical equipment/s at Bhubaneswar as per the requirements during the rate contract period shared by the NHM from time to time. Sufficient advance notice will be given to the vendor.

Once the order for supply is given then items number 1 to 4 would have to be supplied in 75 days of release of PO for the same while items numbers 5 to 27 need to be supplied within 60 days of the release of PO for the particular item.

Annexure 3- Declaration on Manufacturing facilities / After Sales Service

Tender No.

For Supply of

Sr. No	Particulars	
1	Name of the Bidder	
2	Full Postal Address	
3	Telephone No./Fax No	
4	Email address	
5	Date of incorporation of business	
6	Registration no. & Date	
7	Issued by	
8	Valid till	
9	Detail of After Sales Service & AMC facilities available locally Name of the Agency: Full Postal Address: Phone / Fax / E-mail:	
10	Name of Govt. Departments/ Pvt. Institutions As per enclosure to which the Bidder already supplied the items with quantity, value and supply period	
11	Has the Bidder ever been black listed by any govt. agency? If yes, give details. Are any cases pending in the court related to any supplies? If yes, give details	
12	Does the firm have the adequate facilities for inspection and quality control? Please give details	

(Signature of Authorized Signatory)

(Name, Title and address) Company Seal

ANNEXURE 4- UNDERTAKING 1

I, _____ Prop./ Partner/ Director of M/s_____ hereby declare that the information given in this form is true and correct to the best of my knowledge & belief.

I/we agree to the Tender Inviting Authority for forfeiting the Earnest Money Deposit and/or Performance Security Deposit and blacklisting us for a period of 5 years, if any information furnished by us proved to be false at the time of inspection and non-compliance with terms and conditions of the contract.

We have to fully acquainted ourselves with local conditions and factors that would have any effect on performance of the Contract

We offer to supply the items mentioned in the schedule (enclosed in price bid) at the rates quoted there in. I agree to hold this offer for two years after finalization of rate contract.

Dated:

Signature

Name of Bidder

Company Seal

ANNEXURE 5- UNDERTAKING 2

To
Tender Enquiry No. _____
For Supply of _____

Sir,

I, Shri _____ on behalf of M/s _____
_____ having registered office at _____,
do hereby declare that I have gone through the terms and conditions mentioned for the
above and undertake to comply with all tender terms and conditions. The rates
quoted by me/us are valid and binding on me/us for acceptance for a period of one year
from the date of award of contract to us.

The rates quoted by me/us for the items tendered for are specified against each. It
is certified that rates quoted are lowest quoted for any institution in India and not
higher than the MRP/ prevailing market rate.

The articles shall be strictly as per specification and of the best quality as per
requirement of detailed in the RFP. The decision of your Office (Service Provider and
Purchaser) as regards to the quality and specification of article shall be final and binding
on me/us.

We undertake and confirm that

Comprehensive Warranty: The medical equipment should be covered under standard
comprehensive warranty of 3 years and CMC (items for which CMC required) for the
fourth and fifth year to cover a period of 5 years from the date of commissioning. Any
maintenance or repair arising during the period of Standard
Warranty/Manufacturer's Warranty/CMC out of the 5 years including replacement of
parts if any, shall be carried out by us at our own cost without any cost liability on the
purchaser or service provider.

**Comprehensive Annual Maintenance Contract (CMC- for items for which CMC
required):** We have quoted the amounts for the Comprehensive Annual
Maintenance of the equipment, after expiry of warranty period extended by
manufacturer/dealer/distributor, for a period of 2 years, in the price bid. We note that
Price bids without CMC rates shall not be considered for evaluation.

Authorization from Equipment Manufacturer: We shall furnish authorization from
the equipment and oxygen system manufacturer, legally enforceable undertaking to the
Purchaser in appropriate format assuring full guarantee/ warranty /CMC obligations
valid for a period of -- years from the date of commissioning of the supplied
equipment. We also confirm that we shall provide Comprehensive Annual Maintenance
Services directly or through the manufacturer for 2 years after expiry of standard warranty
period of 3 years, in terms of Annual Maintenance Contract to be entered into between
us/ Manufacturer and the Purchaser.

Response Time for Breakdown Calls: Maintenance personnel shall attend to the breakdown within 24 hours in city locations and 48 hours for remote location.

Preventive Maintenance: During the warranty period and CMC, in addition to attending break down calls, there shall be regular quarterly preventive maintenance visits.

Operation & Maintenance Manuals: We shall furnish for each unit 2 sets of operation & maintenance manuals along with circuit diagram and spare parts list of the equipment.

Installation, Commissioning & Warranty Service: Supply, installation, commissioning and successful trial run of the equipment & subsequent, warranty servicing shall be done at the locations specified by you by us or our authorized agent at no extra charge.

Training: If required, free demonstration, operation and maintenance training of the assigned personnel at site shall be provided by us.

We agree to the conditions of the tender under which the Earnest Money Deposit and Performance Security Deposit shall be forfeited by us.

We hereby undertake to pay the penalty as per the terms and conditions of the contract for delayed supply of the ordered items.

We hereby undertake to supply the items during the validity of the tender as per direction given in supply order within the stipulated period.

The tender inviting authority has the right to accept or reject any or all the tenders without assigning any reason.

We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at the moment.

Signature and Seal of Bidder

ANNEXURE 6- Manufacturer's Authorization Form

(To be furnished in the letterhead of the manufacturer)

To,

Dear Sir,

Bid Ref No. _____

We _____ who are established and reputable manufacturers of _____ (name of equipment) having factories / offices at _____.

Registered office at _____ hereby exclusively authorize M/s _____ (Name and Address of the Bidder) to submit a bid and subsequently negotiate and sign the contract with you against the above mentioned tender for the following items quoted.

1.

(Attach separate sheet if necessary)

Name:

Signature and Seal of the Manufacturer

Date :

ANNEXURE 7- Bidder's Information

S.No	Particulars	Details
1	Name of the Project	“Integrated Patient Transport and Health Help line Service”
2	Name and address of the Organization responding to RFP: Telephone No with STD Fax Number E-mail address, if any Name and Designation of Contact person	
3	Date of incorporation of the business	
4	Registration no and date	
5	Proposal Addressed to	
6	Reference of Notice inviting for RFP	
7	Authority for signing and submitting the document <i>(Power of Attorney, Resolution of the organization etc.)</i>	
8	Documents enclosed in support of the Request- As per index attached Total no of pages	

Signature and Seal of the Bidder

ANNEXURE 8-- Annual Turnover Statement

The Annual Turnover of M/s _____ for the past three financial years is as given below:

Sr. No	Year	Amount(Rs)
1	2017-2018	
2	2018-2019	
3	2019-2020	
Total		
Average turnover		

Date:

Place:

Signature of Chartered Accountant

Seal

Name in Capital:

Membership Number:

Note:

- To be issued in the **letter head** of the Chartered Accountant with membership No.*
- Also attach photocopies of the audited P/L account of **each year highlighting the turnover** in support of that

Annexure- 9

(To be submitted along with *Technical Bid*)

PERFORMANCE STATEMENT

(Contracts executed for supply, installation & commissioning of Medical Equipment in ALS/
BLS Ambulance during last three years)

(Pl. Furnish order copies of the clients serially, the names of which are mentioned below)

Name of Bidder:

Sl.	Order Placed by (Name & Address of purchaser) (Attach relevant documents) *	Order No & Date	Name of Item (s)	Qty	Value of Contract (Rs.)	Date of Completion
1						
2						
3						
4						

(Please attach additional sheets in the same format if the space provided is not sufficient)

Signature and seal of the Bidder

*The document will be copies of the purchase order (during the last 3 years) indicating P.O. No. and date.

Annexure 10 – Technical Specification Compliance sheet (Equipment wise)

Para wise compliance to Technical Specification

Name of Equipment-

Make-

Model-

Sr. No	Tender Technical Specification	Para-wise Compliance(Yes/No)

(Attach separate sheets if space provided is insufficient)

NB: Please furnish the Technical Brochure of the quoted models and the valid product quality certifications (USFDA/CE/BIS) of the quoted models.

Signature and Seal of the bidder

Annexure-11

(To be submitted with Financial Proposal)

To
Chief Executive Officer
Ziqitza Health Care Limited
7th floor IDCO Tower
Rupali Square, Bhubaneswar
Odisha-751007

Re.: RFP Reference no._ ZHL Medical Equipment for ALS/BLS Ambulances Tender- 001
_____ dated _____

Sub: **Request for Proposal for** _____

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the contract, I/We hereby propose to supply the goods as described in the RFP document in conformity with the conditions of contract, technical aspects and the sums indicated in this financial proposal.
 2. I/We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations and conditions.
 3. If our proposal is accepted, we undertake to deposit the performance security deposit at the time of execution of the formal agreement
 4. I/We agree to abide by this proposal/bid for a period of 2 years from the date of its bid opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.
 5. Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us.
 6. We submit the Schedule of Prices as appended herewith.
- Encl: Schedule of Prices (Annexure 12)

Yours sincerely,

Authorized Signatory [In full and *initials*]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

Annexure 12 -Financial Bid (in INR) for ALS/BLS Ambulance Medical Equipment

S. No.	Name of Equipment	Price per Unit (including GST with 3 Years warranty) (Column A)	CMC for last 2 years (after warranty) (Column B)	Total (Column C= A+B) per item*
1	Defibrillator with monitor			
2	Transport Ventilator			
3	Syringe Pump			
4	AED			
5	Suction Pump (Electrical)			
6	Suction Pump (Manual)		-	
7	Laryngoscope with blades		-	
8	Oxygen cylinders "B" Type		-	
9	Artificial Manual Breathing Unit (Adult)		-	
10	Artificial Manual Breathing Unit (Child/Pediatric)		-	
11	Artificial Manual Breathing Unit (Neonatal)		-	
12	Canvas Stretcher Folding		-	
13	Stretcher Scoop		-	
14	B.P. Instrument Aneroid		-	
15	Stethoscope		-	
16	Pneumatic/ Malleable Splint		-	
17	Gauze Cutter		-	
18	Artery Forceps		-	
19	Magill forceps		-	
20	Cervical Collar		-	
21	First Aid Bag		-	
22	Spinal Board		-	
23	Double head Immobilizer		-	
24	Oxygen Cylinder "J/D" Type		-	
25	Nebulizer		-	
26	Hand Held Pulse Oximeter		-	
27	Rescue Tools ***		-	

* For calculation of column (C) just add (A) and (B).

Signature and Seal of the Bidder

Annexure 12 (continued) -Financial Bid (in Indian Rupees) for ALS/BLS Ambulance Medical Equipment

Notes:

1. Column (A) is the landed price including GST and standard warranty of three years.
2. Column (B) is the CMC for 4th and 5th year and to be quoted as total for both years. **(against items number 1 to 5 only)**
3. Column (C) is the landed price of the equipment including all taxes and duties and the CMC for the 4th and 5th year. (only for items where CMC is required)
4. Price quoted in column (C) would be considered while determining the L1 for the particular item. The Purchase Order would be raised on each individual item at the price quoted in column A. For purpose of clarity the vendor who will quote lowest in column (C) will be given LOI/Order for the particular item at prices quoted in column (A).
5. The CMC contract would be entered into on prices quoted in column (B) as mentioned in the RFP. The CMC would be paid in 2 instalments the first instalment in the 4th year and second instalment in 5th year. CMC would start after the standard warranty period is over. CMC would be applicable in the 4th year and the 5th year.
6. The unit rate quoted against each item at Column (A) should be inclusive of all taxes, duties, freight, insurance etc. at the point of delivery i.e. Bhubaneswar, Odisha. However, at the time of billing, the basic price, GST should be mentioned separately.
7. The Bidders are advised to study the Scope of Work carefully and quote the price accordingly.
8. The Supplier shall be required to maintain the items for a period of three years (warranty period) from the date of completion of the delivery. For items for which CMC required, for additional 2 years the Service Provider shall enter into a separate contract for the Annual Maintenance of the items at the rate quoted in the bid. Please note that the Annual Maintenance contract shall be applicable only for the period not covered under the Standard Warranty Terms.
9. CMC is required only for item No 1 to item No 5. CMC is not required for items No 6 to item No 27 for 4th and 5th year.

Signature and Seal of the Bidder

Annexure 13-Bank Guarantee Format for Performance Security

BANK GUARANTEE FORM

(for Performance Security)

To
Ziqitza Health Care Limited
23rd Floor, Sunshine Tower, Senapati Bapat Marg,
Dadar west, Mumbai-400013

WHEREAS.....(Name and address of the successful bidder (Hereinafter called “ Supplier” has undertaken, in pursuance of contract No dated (hereinafter “the contract”) to supply, installation & commissioning of _____ (description of Items)

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 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 such a bank guarantee on behalf of the Supplier;

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 the 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 90 days after the date of completion of the contractual obligations including warranty period, i.e. up to (indicate date)

.....
(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