

ANNEXURE

1. DETAILS OF EQUIPMENT

Sn	Equipment	Make/Model	Serial No.	Qty
1	Steam Sterilizer – Double Door	Model: 1006E-2	E-29168 & E-29004	02 Nos.
2	Washer Disinfector	Model: MATLD521	60327	01 No.
3	Heat Sealing Machine	Model: 680DE-V	481070	01 No.
4	Ultrasonic Cleaner	Model: GB3231	DT1028H	01 No.
5	Low Temperature Sterilizer	Model: 130LF	E-28378	01 No.
6	Table Top Flash Sterilizer	Model: 21ED	120562	01 No.
Total Equipment				07 Nos.

Purchase Date: 03/12/2014, **Purchase Value:** Rs. 2, 68, 85,210/-

The above equipment is being used for CSSD operations and requires regular preventive and breakdown maintenance to ensure safe, reliable and uninterrupted functioning.

2. SCOPE OF WORK

The successful bidder shall provide **comprehensive maintenance services** for all the above CSSD equipment during the contract period.

The scope shall include, but shall not be limited to, the following:

A. Preventive Maintenance

1. Scheduled preventive maintenance of all equipment as per the manufacturer's recommendations.
2. Minimum **quarterly preventive maintenance visits** or as recommended by the OEM, whichever is more frequent.
3. Inspection, cleaning, testing and adjustment of all mechanical, electrical, electronic, pneumatic, hydraulic and control components.
4. Checking of safety systems, interlocks, alarms, sensors, switches, valves, gauges, displays, controllers and other critical components.
5. Inspection and testing of sterilization cycles and operating parameters.
6. Checking of temperature, pressure, vacuum, humidity and other relevant parameters wherever applicable.
7. Lubrication, tightening, cleaning and adjustment of components as required.
8. Identification of worn-out or defective parts during preventive maintenance and recommendation for replacement.
9. Submission of a detailed **Preventive Maintenance Service Report (PMS Report)** after every visit.

B. Breakdown Maintenance

1. The contractor shall attend all breakdown complaints during the contract period.
2. Complaints shall be attended within the following response time:

Complaint	Maximum Response Time
Critical breakdown affecting CSSD operations	Within 4 hours

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Other breakdown complaints	Within 24 hours
Major repair requiring spare parts	As mutually agreed, subject to approval

3. The contractor shall make all reasonable efforts to restore the equipment at the earliest possible time.
4. No separate service/visit charges shall be payable for breakdown calls under a **Comprehensive Maintenance Contract (CMC)**.
5. The contractor shall maintain a proper record of all breakdown calls, actions taken and parts replaced.

C. Spare Parts

Under **CMC**, the contractor shall provide all necessary spare parts required for normal repair and maintenance of the equipment, including replacement of defective/worn-out parts, except for items specifically excluded in the tender/contract.

The bidder shall clearly mention in its quotation:

- Included spare parts.
- Excluded spare parts.
- Consumables.
- Batteries, filters, seals, gaskets and similar items.
- Any other item not covered under the proposed contract.

No additional payment shall be made for items declared as included under CMC.

3. CONTRACT PERIOD

The AMC/CMC shall initially be awarded for a period of **01 (One) year** from the date of commencement of the contract.

The contract may be extended further, subject to satisfactory performance, mutual consent and approval of the competent authority, on the same terms and conditions or as decided by the Hospital.

4. TYPE OF CONTRACT

The bidder shall quote separately for:

Option-I – Comprehensive Maintenance Contract (CMC)

The CMC shall include:

- Preventive maintenance.
- Breakdown maintenance.
- Labour/service charges.
- Visiting charges.
- Necessary spare parts.

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- Replacement of defective parts.
- Functional testing after repair.
- Calibration/performance verification wherever included.
- All other services required to maintain the equipment in working condition.

Option-II – Annual Maintenance Contract (AMC)

The AMC shall include:

- Preventive maintenance.
- Breakdown maintenance.
- Labour/service charges.
- Visiting charges.

The bidder shall clearly specify the cost of spare parts and other items **excluded from AMC**.

The Hospital reserves the right to award AMC or CMC depending upon the technical evaluation, financial reasonableness and approval of the competent authority.

5. PRICE BID

The bidder shall submit the price bid in the following format:

Sn	Equipment	Qty	AMC Rate	CMC Rate
1	Steam Sterilizer Double Door – Model 1006E-2	02		
2	Washer Disinfector – Model MATLD521	01		
3	Heat Sealing Machine – Model 680DE-V	01		
4	Ultrasonic Cleaner – Model GB3231	01		
5	Low Temperature Sterilizer – Model 130LF	01		
6	Table Top Flash Sterilizer – Model 21ED	01		
Total		07		

The bidder shall quote **item-wise rates**. Consolidated lump-sum quotations without equipment-wise breakup may not be considered.

6. ELIGIBILITY CRITERIA

The bidder must fulfil the following minimum eligibility requirements:

1. The bidder should have experience in maintenance of similar CSSD equipment.
2. The bidder should have successfully provided AMC/CMC services for similar equipment in hospitals/institutions.
3. Documentary proof of previous similar work orders/contracts shall be submitted.
4. The bidder shall have qualified and trained service engineers capable of attending the equipment.
5. The bidder shall submit valid **GST Registration Certificate**.
6. The bidder shall submit valid **PAN**.
7. The bidder shall not have been blacklisted/debarred by any Central/State Government Department, Government Hospital, PSU or reputed institution.

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7. UPTIME

The contractor shall maintain the equipment in proper working condition with maximum possible uptime.

The contractor shall ensure **minimum 95% uptime** for each equipment during the contract period, excluding downtime attributable to:

- Non-availability of required utilities.
- User negligence/misuse.
- Natural calamity.
- Major modification requested by the Hospital.
- Any other reason beyond the contractor's control, subject to acceptance by the Hospital.

Repeated breakdowns or prolonged downtime may be considered unsatisfactory performance.

08. PAYMENT TERMS

1. Payment shall be made **quarterly/half-yearly**, as decided by the Hospital/competent authority, subject to satisfactory performance.
2. Payment shall be released after submission of:
 - Original GST Tax Invoice.
 - Preventive Maintenance Reports.
3. No advance payment shall ordinarily be made.
4. Applicable statutory deductions shall be made from the payment as per rules.

09. INSPECTION OF EQUIPMENT

The bidder is advised to inspect the equipment/site before submitting the quotation.

The bidder shall satisfy itself regarding:

- Age and condition of equipment.
- Availability of spare parts.
- Technical condition.
- Site conditions.
- Utilities and installation conditions.
- Scope of maintenance.

No claim arising from lack of inspection or knowledge of site conditions shall ordinarily be entertained after award of the contract.

10. RIGHT OF THE HOSPITAL

HIMSR/HAHC Hospital reserves the right to:

- Accept or reject any or all bids.
- Cancel the tender process at any stage.
- Award the contract fully or partially.
- Award CMC or AMC for individual equipment or the complete equipment group.

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- Seek clarification from bidders.
- Negotiate rates where considered necessary as per applicable rules.
- Take appropriate action in case of unsatisfactory performance.

No bidder shall have any claim for compensation due to rejection/cancellation of the tender.

11. BID SUBMISSION

The bidder shall submit the following documents along with the technical bid:

1. Firm/Company registration certificate.
2. GST registration certificate.
3. PAN card.
4. Experience certificates/work orders for similar CSSD equipment.
5. Detailed scope of services.
6. List of included/excluded spare parts.
7. Acceptance of all NIT terms and conditions.
8. Price bid in the prescribed format.