

Bid Document

Bid Details	
Bid End Date/Time	13-06-2022 15:00:00
Bid Opening Date/Time	13-06-2022 15:30:00
Bid Offer Validity (From End Date)	80 (Days)
Ministry/State Name	Ministry Of Health And Family Welfare
Department Name	Department Of Health And Family Welfare
Organisation Name	All India Institute Of Medical Sciences (aiims)
Office Name	Aiims, New Delhi
Total Quantity	2
Item Category	Haemodialysis Machine with SLED/HDF (Q2) , Portable RO Plant For Haemodialysis (Q3)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	Yes
RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
Comprehensive Maintenance Charges Required	Yes
Primary product category	Haemodialysis Machine with SLED/HDF
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	2000000
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.00
EMD Amount	40000

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	62

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

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

Beneficiary:

DIRECTOR,AIIMS

Aiims, New Delhi, Department of Health and Family Welfare, All India Institute of Medical Sciences (AIIMS), Ministry of Health and Family Welfare (Director)

Splitting

Bid splitting not applied.

MII Purchase Preference

MII Purchase Preference	Yes
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MSE Purchase Preference

MSE Purchase Preference	Yes
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1. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer)of margin of purchase preference /price band defined in relevant policy, such Seller shall be

given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

Haemodialysis Machine With SLED/HDF (1 pieces)

(Minimum 50% and 25% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

Brand Type	Registered Brand
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Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
GENERAL FEATURES	Product name	Haemodialysis machine with SLED and HDF, Haemodialysis machine with SLED only
PRODUCT FUNCTIONAL FEATURES	Material of the body	Polypropylene (PP), Aluminium and FRP, Polystyrene
	Machine should have Single Needle dialysis facility	With single blood pump, With double blood pump
	Blood pump flow rate with 10ml increment and +/-10% accuracy approx (ml/min)	10 to 600, 15 to 600, 20 to 500, 20 to 600, 30 to 600, 50 to 500
	Protective cover for whole entire EBM (Extracorporeal blood circuit)	Yes, No
	Heparin infusion start/stop	Automatic, Manual
	Sodium and bicarbonate profiling facility with volumetric ultrafiltration	Yes, No
	Variable dialysate flow (ml/min) with increasing facility step up by 20 ml	100 to 1000, 100 to 600, 200 to 800

Specification	Specification Name	Bid Requirement (Allowed Values)
	User friendly online preparation of bicarbonate dialysis fluid facility available	Yes, No
	Provision for Endotoxin retention capacity not less than 10 million IU	Yes, No
	Machine is automatic programmable to change filter, including emptying and filling cycles with reminder facility	Yes, NA
	Life span of filter	12 weeks or 100 treatments, NA
	Bacterial filters (Sets)	2, 4 Or higher
ADDITIONAL FEATURES FOR HDF, HD & HF	Pre-dilution & post-dilution of blood facility available	Yes, NA for SLED only Machine
	Automatic control substitution program with pre/post dilution identity integrate function	Yes, No, NA for SLED only Machine
	Dialyzer integrate function	Yes, No, NA for SLED only Machine
	Effective blood flow rate integrate function	Yes, No, NA for SLED only Machine
	HCT integrate function	Yes, No, NA for SLED only Machine
	Total protein integrate & UF rate integrate functions	Yes, No, NA for SLED only Machine
	Machine should have two ultra-pro filters for online preparation of substitution fluid	Yes, No, NA for SLED only Machine
	Online preparation of substitution fluid for priming and rinsing of extracorporeal circuit for HD/HDF/HF or as injection-bolus and infusion at the end of treatment	Yes, No, NA for SLED only Machine
	Substitution fluid delivery rate (ml/min)	25 to 600, No, NA for SLED only Machine
	Substitution fluid exchange volume (ltr) (max)	210, No, NA for SLED only Machine
	Inbuilt measurement and monitoring of effective Urea clearance K	Yes, No, NA for SLED only Machine
	Online dialysis dose kt/v and Plasma sodium during dialysis	Yes, No, NA for SLED only Machine

Specification	Specification Name	Bid Requirement (Allowed Values)
ADDITIONAL FEATURES AND SAFETY	Machine should be upgradable to future software development and can be linked for Data Management System	Yes, No
USER INTERFACE	Colour panel display size (inch)	10 - 15
	USB and Ethernet for file sharing	Yes, No

Comprehensive Maintenance	
Warranty of required product	5 Year
Comprehensive Maintenance Duration (Post Warranty)	5 Year

*Warranty displayed under the AMC/CMC Details section will supersede the warranty displayed under the catalog specification

Additional Specification Parameters - Haemodialysis Machine With SLED/HDF (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
TECHNICAL EQUIREMNENT	TECHNICAL EVALUATIION OF THE BIDS WILL BE DONE ON THE BASIS OF TECHNICAL SPECIFICATIONS GIVEN IN "BUYER ADDED ADDITIONAL ATC". BIDDERS ARE REQUIRED TO QUOTE FOR THE PRODUCTS MEETING WITH TECHNICAL SPECIFICATIONS GIVEN IN "BUYER ADDED ADDITIONAL ATC".

* Bidders offering must also comply with the additional specification parameters mentioned above.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Satish Sangawat	110029,Ansari Nagar	1	30

Portable RO Plant For Haemodialysis (1 pieces)

(Minimum 50% and 25% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

Brand Type	Registered Brand
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Technical Specifications

* As per GeM Category Specification

Specification	Specification Name	Bid Requirement (Allowed Values)
PRODUCT FUNCTIONAL FEATURES	Minimum Plant Capacity (Liters/hour)	125 Ltrs/hour, 250 Ltrs/hour
	RO Plant suitable for	upto 2 HD Machine, upto 5 HD Machine
	Provision of automated heat disinfection of internal flow path and permeate loop	Yes, No
	Provision of software update via SD Card or Ethernet	Yes, No
ELECTRICAL FEATURES	Online UPS of suitable rating to be provided for power back up of atleast 30 minutes in case of power failure	Yes, No
WARRANTY	Warranty in Years (Option of comprehensive warranty is available through bidding only, which if opted will supersede normal warranty in the catalogue)	5, 2, 3 Or higher

Comprehensive Maintenance	
Warranty of required product	5 Year
Comprehensive Maintenance Duration (Post Warranty)	5 Year

*Warranty displayed under the AMC/CMC Details section will supersede the warranty displayed under the catalog specification

Additional Specification Parameters - Portable RO Plant For Haemodialysis (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
TECHNICAL REQUIREMENT	TECHNICAL EVALUATION OF THE BIDS WILL BE DONE ON THE BASIS OF TECHNICAL SPECIFICATIONS GIVEN IN "BUYER ADDED ADDITIONAL ATC". BIDDERS ARE REQUIRED TO QUOTE FOR THE PRODUCTS MEETING WITH TECHNICAL SPECIFICATIONS GIVEN IN "BUYER ADDED ADDITIONAL ATC".

* Bidders offering must also comply with the additional specification parameters mentioned above.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Satish Sangawat	110029,Ansari Nagar	1	30

Special terms and conditions-Version:2 effective from 25-05-2021 for category Portable RO Plant For Haemodialysis

1. 1. Comprehensive warranty:

Comprehensive warranty shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares,. During the warranty period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer:x2s technical/ service /operational manual, at least once in six months. warranty shall not be including the consumables .Further there will be 98% uptime warranty during warranty period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend warranty period by double the downtime period.

2. Service centres:

Details of Service outlets in India to render services for equipment to be furnished to buyer/consignees with complete address ,telephone numbers, e mails etc at time of making the supplies .It shall be the responsibility of seller to ensure that authorized service centres are available to cater to the areas where supplies are made within reasonable distance from where the service calls can be handled. Details of toll free numbers for service call and online registration of service requests also to be provided buyer/consignee at the time of supplies.

3. Source of supply:

It shall be responsibility of seller to provide Documents regarding source of equipments such as copy of Performa invoice or any other documents to establish that the products supplied are manufactured by OEM indicated and sourced from them.

4. Packing and Marking:

Medical equipments being very delicate and sensitive packing for the goods should be strong and durable enough to withstand transit including transshipment (if any), rough handling, open storage etc. without any damage, deterioration etc. .The size, weights and volumes of the packing cases, remoteness of the final destination of the goods, availability or otherwise of transport and handling facilities at all points during transit up to final destination,. Quality of packing, the manner of marking within & outside the packages and provision of accompanying documentation shall take in to consideration the type of medical equipments being supplied. The accessories shall be suitably labelled and packed .Each of the package shall be marked on three sides with indelible paint of proper quality: indicating contract number and date , brief description of goods including quantity ,. Packing list reference number , country of origin of goods and any other relevant details.

5. Spare Parts:

Seller shall provide materials, information etc. pertaining to spare parts manufactured and supplied by the OEM . It shall be ensured that the required spares are available for purchase at least for 10 years from date of supplies .In case due to any reasons the production of the spare parts is discontinued sufficient advance notice should be given to the buyer/consignee before such discontinuation to provide adequate time to purchase the required spare parts etc. Further, OEM and their service centres/dealers shall carry sufficient inventories to assure ex-stock supply of consumables and spares for the equipments so that the same are available.

OEM or reseller shall always accord most favoured client status to the buyer/consignee and shall give the most competitive price for spares and consumables of its machines/equipments supplied

6. Installation, Training, Manuals:

Seller shall be responsible to carry out Installation & commissioning, Supervision and Demonstration of the

goods. They shall provide required jigs and tools for assembly, minor civil works for the completion of the installation and Training of Consignee's representatives for operating and maintaining the equipment and Supplying required number of operation & maintenance manual for the goods. In case the category parameters are specifying any requirements regarding the installations, training and manuals the same shall also be applicable.

7. Electrical safety checking:

Sellers are required to make sure that they furnish the list of equipments for carrying out routine and preventive maintenance to buyer/consignee. They should make sure to periodically check the electrical safety aspects as per BIS Safety Standards or equivalent. In case they do not have required equipment for such testing should ensure that the equipments checked for electrical safety compliance through labs with facilities for such checking during every preventive maintenance call.

8. Software:

All software updates should be provided free of cost during warranty period.

Buyer Added Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
2. Make in india specific authorisation certificate needs to be enclosed.
3. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Dialysis machine with R.O. and Accessories

Estimated Unit Price: Rs. 20 Lakh

Qty. Required: 01 Unit

1. Capable of providing conventional hemodialysis, SLED, hemofiltration and online hemodiafiltration.
2. The machine should be with latest technology and microprocessor controlled.
3. It should have high resolution large colored touch screen with functional key.
4. It should have acetate & bicarbonate, dry powder and sequential dialysis facility. (isolated UF)
5. It should have arterial venous & Trans membrane pressure monitoring facility.
6. Optional both pre dilution and post dilution of blood should be available.
7. HDF substitution fluid be produced online with a delivery rate of wide range (25-600 ml/mt)
8. Blood pump flowrate should be from 30ml/min. to 600ml/min. blood tubing pump segment should be operator changeable.
9. It should have Single Needle dialysis facility.
10. It should have Volumetric Ultrafiltration System.
11. It should have On-line Dialysate fluid filter system for ultra-pure dialysis delivery with endotoxin retention capacity of at least 10^6 IU
12. It should have In-line Bicarbonate mixing with dry sterile bicarbonate powder cartridge and solution preparation facility during dialysis
13. It should have real time clearance surveillance for monitoring dialysis dose Kt/V without any extra cost for

disposables. It should monitor Urea Clearance, Plasma Sodium and Kt/V.

14. It should have Air bubble detector with Optical Sensor (to check the presence of blood in extra corporeal blood circuit) at Venous clamp with automatic clamp.
15. It should have water and dialysate flow alarm. Wide range dialysate temperatures selectivity. With alarm for temperature & automatic bypass.
16. It should have Heparin Infusion Pump with variable syringe size with wide infusion rate (in 0.1ml/hr increments).
17. It should have Blood leak Sensor which can differentiate between Impurities and real blood.
18. Should accept different concentrate formulation, different Dialyzers and blood tubing sets.
19. It should have Variable Dialysate flow from 100 to 1000 ml/min with increments of 100ml/min.
20. Ultrafiltration rate should be from 0.1 to 4.00 L/Hr. with volumetric control.
21. In house water filter assembly with cartridge filter. Auto priming and rinsing of dialyzer and blood lines.
22. Integrated heat and chemical disinfection facility.
23. It should have Ultrafiltration and Sodium Profiling facility.
24. It should have Non-Invasive patient blood pressure monitoring
25. All important data be pre-settled so that machine can be used without feeding data every time. Automatic self-test facility
26. Facility to show treatment parameter trends every 15-20 minutes digitally as well as by graph.
27. It should have Automatic Battery backup of at least 15 minutes for complete Extracorporeal blood system during power failure.
28. Must have the facility to up gradating to latest technology in future.
29. Equipment should have ISO 13485/ BIS/ US-FDA/ CE (European) certificate issued by notified bodies under directive 93/42/EEC Medical Devices
30. The machine should be with latest technology and microprocessor controlled.
31. Power supply - 220 V AC + 15%, 50HZ + 3% should work on AC mains without batteries.

*The vendor should quote the price of a single use dry bicarbonate powder concentrate bag. The cost of the bag will NOT be taken into consideration for the financial bid. However the L1 bidder of the hemodialysis machine will have to match the price of the lowest bidder of the dry bicarbonate bag (if applicable).

**The vendor should provide the approximate cost of dialysate filter required for approximate 4500 hours of hemodialysis and the cost will be taken into consideration for financial bid (along with documents evidence).

Environmental factors

§ **General safety:** Shall meet IEC or Equivalent BIS for Electromagnetic Compatibility.

§ **Storage:** Able to store continuously in ambient temperature of 0 -50deg C and relative humidity of 15-90%

§ **Operation:** Able to operate in ambient temperature of 20-30 deg C and relative humidity of less than 70%

I. Power supply and others

§ **Power input:** 220-240V/ 50 Hz AC Single phase or 380-400V AC 50 Hz Three phase with appropriate Indian plugs.

II. Standard, safety and training

- § **Safety standard:** Certified for meeting IEC Medical electrical equipment - Part 1-4: General requirements for safety - Collateral Standard: Programmable electrical medical systems
- § **Catalogue:** Attach original manufacturer's product catalogue and specification sheet. All technical data to be supported with original product data sheet. Please quote page number on compliance sheet as well
- § **Electrical safety** conforms to standards for electrical safety IEC-60601 / IS-13450
- § **Standard Approval:** Should be ISO 13485/ BIS/ US-FDA/ CE (European) certificate issued by notified bodies under directive 93/42/EEC Medical Devices approved product
- § **Market position:** Company should be in market for at least five years
- § **Training of the hospital staff:** if required by the department should be done by the manufactures

III. **Warranty & Company Responsibility**

- § **Warranty:** All spare parts (Electronic, Mechanical, plastic etc) required as such or due to wear and tear should be included in warranty period of five years and in Comprehensive AMC period of next five years. Warranty must include UPS, RO, Computer, Printer and all software if applicable
- § **Company Responsibility:** If company's distributor is quoting the machine, still sole responsibility of warranty and CMC will be of the parent company
- § Elective visit once a week
- § Preventive machine maintenance four times in a month.
 - Response time for acknowledgment of complaint 30 minutes
 - Response time for physical presence within one working day
 - Uptime 355 days in a year
 - Downtime 48 hours with a penalty of Rs. 5000/- every day after downtime

IV. **Documentations**

- § **Compliance Report:** to be submitted in a tabulated and point wise manner clearly mentioning the page number of original catalogue/data sheet
- § **Service manual:** To be provided in English
- § **Equipment list:** For providing calibration and routine Preventive Maintenance Support, as per manufacturer documentation in service/technical manual should be provided.
- § **Product Catalogue and User manual:** To be provided in English
- § **Certificate of calibration:**To be provided, if applicable
- § **Institution supply list:** A complete list of the institutions, where machine has been supplied in last five years along with the name, mobile and office contact details of the person handling the machine to be provided
- § **Details on Website:** Machines details and brochure should also be available on company website
- § **Spare Parts:** List of important spare parts and accessories with their part number and cost should be provided
- § **Log book:** Log book with instructions for regular maintenance checklist should be provided.
- § **Job description:** Job description of the hospital staff and company service engineer should be clearly defined.
- § **Local Components:** If some component/part of machine or its accessories are to be provided by Indian counterpart/agent, that should be very clearly defined in the bid and its cost should be clearly separated out

R.O. System 250 Lph

1. Should be able to provide water quality as per both ISO-13959/23500 and AAMI standards for dialysis
2. Should have compact design & portable type (easy to move on wheels) in a stainless steel/power coated Chassis.

3. Should be able to produce 250 ltr/hr of permeate at 1.5 bar.
4. Should be microprocessor based and capable to display parameters such as permeate conductivity/temperature/flow, feed flow, concentrate flow, yield.
5. In-built capabilities to show on display for permeate (supply in liter/min. temperature) & for Raw water (Consumption in Ltr./min & pressure)
6. Should have built-in dual column softener (alternate mode) with fully automatic brine, fill & clean cycles, also have a brine tank incorporated in the system
7. Should have built in cartridge type charcoal filter
8. Should have semi-automatic decalcification system & Semi- automatic decalcification system in place.
9. Should have built in cartridge filter of 05 & 20 micron
10. Should have programmable fully automated Rinse cycle for membrane wash.
11. There should be a provision of OFFline mode and ONLINE mode of permeated supply. In case of permeate Supply isto be used to run dialysis
12. machine directly with collecting permeate to tank it should be possible.
13. There should be water saving system in place which adjusts the output to the number of machines in use and control yield accordingly.
14. Yield setting should be between $\geq 50\%$
15. Should have an internal leakage sensor
16. Should have an in-built UV lamp before RO membrane.
17. **19. Should have EC certification attached with a tender**
18. Should be operate on single phase power supply of 220-240V, AC, 50 Hz
19. Should have 'AUTO START/STOP programming' facility
20. Cost of consumables is not covered under warranty/CMC
- 21.
- 22.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

Additional Clause For Comprehensive Maintenance Charges

- 1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in CMC.Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
- 2.CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
- 3.GST shall be included in the CMC Charges quoted.
- 4.Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula.A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.

5.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.

6.While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No” options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available.Under this option up to 10 years can be chosen for CMC charges beyond warranty period.

7.In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.

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

8.1.Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:

- CMC charges for 1st year after warranty period- Percentage to be indicated- A1
- CMC charges for 2nd year after warranty period- Percentage to be indicated- A2
- CMC charges for 3rd year after warranty period – Percentage to be indicated- A3
- CMC charges for 4th year after warranty period – Percentage to be indicated- A4
- CMC charges for 5th year after warranty period – Percentage to be indicated- A5

Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.

8.2.The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.

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

- (i) Number of years for which CMC required.
- (ii) Number of years of product warranty

The formula for calculating total cost including CMC charges shall be as under:

Total Cost for evaluation=

$C + C * \{ (A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4}) \}$ and so on

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

If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1,A2, A3, A4& A5shall depend on how many years CMC selected. For 3 year CMC, only A1,A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.

8.4.CMC charges offered for each subsequent year should be same or higher than preceding year.

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

9.Since CMC charges are to be paid only later for each year during CMC period,applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.

10.Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 5% as specified in bid on total CMC Charges.The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification.Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.

11.In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis.The equipment cost and CMC charges (year to year) shall be matched individually.

12.The CMC Contract shall be an offline contract to be handled by buyer.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

13.CMC Charges are inclusive of all the charges for Transportation, Lodging, Boarding, all insurances including third party insurance and all other incidental charges. The same shall include GST. The prices also include cost of spares and damaged parts. Purchaser does not have any liability, whatsoever, over and above the cost of CMC. It also includes for arranging hand tools & tackles, special tools etc. required to carry out the work.

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---