

TERMS AND BID DOCUMENT

M/S _____

Receipt No. _____

Date:- _____

**FOR
SUPPLY OF
MACHINERY & EQUIPMENTS FOR VARIOUS DEPARTMENTS**

DUE ON 31-01-2012

**LAST DATE
FOR RECEIPT OF BID
UPTO 1 PM ON 31-01-2012**

**BID OPENING ON
31-01-2012 AT 3:00 PM**

**PRINCIPAL
INDIRA GANDHI MEDICAL COLLEGE,
SHIMLA**

INDIRA GANDHI MEDICAL COLLEGE, SHIMLA

No. HFW(MCS)G(H)2-5/10-(Pur)-

Dated Shimla-1, the

TENDER NOTICE

Properly sealed tenders are invited for the supply of Machinery & Equipments to Various departments of Indira Gandhi Medical College, Shimla so as to reach in this office on or before **31-01-2012** upto 1 PM thereafter no tender shall be entertained. The offers will be opened on same day at 3 PM in the presence of the tenderers who may wish to remain present.

Tender form containing specifications, terms and conditions can be purchased from the office of the undersigned on any working day between 10 AM to 5PM upto **30-01-2012** at the cost of Rs. 1000/- on counter and Rs. 1050/- by Registered post, which is non refundable (only M.O/ TMO will be entertained sufficiently in advance to avoid the risk of late dispatch of the tender forms. Delay in submission of tender form due to late receipt of MO/TMO will be the entire responsibility of the tenderers). The tenders sent by post or courier shall be entertained only if these are actually received by the specific date and time.

The tender document may also be downloaded from the website www.igmcshimla.org, in such case the cost of the tender document should be attached with the techno commercial bid in the shape of BANK DRAFT in favour of Principal IGMC Shimla.

The tender must be accompanied with an earnest money of **Rs. 50,000/- (Rs. Fifty Thousand)** only in the shape of BANK DRAFT in the name of PRINCIPAL, INDIRA GANDHI MEDICAL COLLEGE, SHIMLA. The earnest money of the unsuccessful tenderers will be returned immediately and earnest money of the approved tenderers will be returned only after completion/installation/ satisfactory working of the machinery and equipments. The tenders without earnest money or short or not in form specified above will be rejected straightway.

In case any date mentioned above happens to be a holiday, the next day will be considered as due date.

**PRINCIPAL
IGMC SHIMLA**

No. As above

Dated:-

Copy forwarded for information and necessary action to:-

1. The Director, Information & Public Relation Department, Himachal Pradesh, Shimla-2 alongwith six spare copies for wide publicity in the leading News papers in English and Hindi.
2. The Director Medical Education & Research, Himachal Pradesh, Shimla-9.
3. The Controller of Stores, Himachal Pradesh, Shimla-1.
4. Interested tenderers.
5. Notice Board.

**PRINCIPAL
IGMC SHIMLA**

**INDIRA GANDHI MEDICAL COLLEGE
SHIMLA, HIMACHAL PRADESH
(SCHEDULE-'A')**

S.NO. OF TENDER : _____

FILE NO. :

Name of the party in whose :

Favour the Tender form has

been issued _____

(SEAL OF THE OFFICER)

Indira Gandhi Medical College

Shimla, HP -171001

Dear Sir,

1. I/We hereby submit our tender for the _____
2. I/WE now enclosing herewith the Bank D.D. No..... dated..... For Rs. 50,000/- drawn in favour of the "Principal IGMC Shimla" towards EMD/Bid Security. (TENDERS NOT ACCOMPANIED WITH EMD/BID SECURITY ALONGWITH THE TECHNOCOMMERCIAL BID SHALL BE SUMMARILY REJECTED).
3. I/We have gone through all terms and conditions of the tender documents before submitting the same.
4. I/We hereby agree to all the terms and conditions, stipulated by the IGMC, in this connection including delivery, warranty, penalty etc. Quotations for each group are being submitted under separate covers, and sheets and shall be considered on their face value.
5. I/We have noted that overwritten entries shall be deleted unless duly cut & re-written and initialled.
6. Tenders are duly signed (No thumb impression should be affixed).
7. I/We undertake to sign the contract/agreement, if required, within 15 (Fifteen days) from the date of issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the IGMC Shimla-1.

NOTE: ALL TERMS AND CONDITIONS SUCH AS TAXES ETC, HAS BEEN INDICATED IN THE QUOTATIONS FAILING WHICH IT WILL BE PRESUMED THAT ALL THE RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully,

Signature of Tender(s) full
Address

WITNESS _____

WITNESS _____

WITNESS _____

INVITATION TO BID

1. Instruction to Bidders

- 1.1 Bids are invited, for and on behalf of Principal IGMC Shimla, from established, reputed and experienced manufacturers or their authorized representatives for the various Machinery & Equipments as per the enclosed Technical Specifications (Annexure-F).
- 1.2 Bidders are invited to study the tender document and terms & conditions carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 1.3 The scope of work shall include Supply, Installation, Commissioning, & Satisfactory Demonstration. This will also include testing, packing, transportation, scheduling of transportation, transit insurance, delivery at sites, unloading, storage, job site storage, insurance, installation any other services associated with the delivery of the equipment and materials providing warranty of services and operation and maintenance of other related equipment / items required for complete installation. The successful bidder will assume full responsibility of the complete system until final acceptance.
- 1.4 It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors which would have any effect on the performance of the System. No request for the change of price, or time, schedule of delivery of stores shall be entertained after the purchaser on account of any local condition or factor.
- 1.5 The bidders may have a survey including a site visit before furnishing the quotations. They have to apply for permission in this regard to the Principal IGMC Shimla. The Principal IGMC Shimla, will give such permission in writing, but the expenses, in connection with the visit and surveys, shall be borne by the bidders themselves.
- 1.6 The bidders will not form a part of the cartel and put in supporting quotations for some other company. This will debar the company for participating in other tenders floated or to be floated in by the purchaser. The authorities can compare the prices of other Bidders L2, L3 etc. also with the prices quoted in other tenders for same products and in case of discrepancy suitable action will be initiated.
- 1.7 No Gratification Clause: The bidders will give an undertaking that they will not try to gratify any person or use any other unfair means involved in the purchase of the quoted equipment. This will debar the company for participating in other tenders also floated or to be floated in by the purchaser and suitable action will be initiated against such defaulters.
- 1.8 Non Blacklisting Certificate: All the bidders will give an undertaking that neither they nor their principals or the manufacturers have been blacklisted by any state / central government department.

2. Schedule of Tender

- 2.1 The non-transferable Tender Document will be sold on payment of tender fee of Rs.1,000/- (Rupees One Thousand only - non-refundable) through demand draft/pay order payable at Shimla drawn in favour of the “Principal IGMC Shimla”.

IMPORTANT: IN CASE OF THE TENDER DOCUMENTS DOWNLOADED FROM THE WEBSITE:- THE BIDDERS MAY DOWNLOAD THE TENDER DOCUMENTS DIRECTLY FROM THE WEBSITE AVAILABLE AT WWW.IGMC SHIMLA.ORG IN SUCH CASE, THE BIDDERS ARE REQUIRED TO SUBMIT THE TENDER COST FEE OF RS.1,000/-(NON-REFUNDABLE) BY WAY OF SEPARATE DEMAND DRAFT MENTIONING TENDER FEE ON BACK OF DRAFT DRAWN IN FAVOUR OF PRINCIPAL, INDIRA GANDHI MEDICAL COLLEGE, SHIMLA AND THE SAME SHOULD ESSENTIALLY BE ENCLOSED ALONGWITH THE TECHNO COMMERCIAL BID. THE BIDDERS SHOULD SPECIFICALLY SUPERSCRIBE, “DOWNLOADED FROM THE WEBSITE” ON THE TOP LEFT CORNER OF THE OUTER ENVELOPE CONTAINING TECHNO COMMERCIAL BID & PRICE BID SEPARATELY. IN NO CASE, THE TENDER COST FEE SHOULD BE MIXED WITH EMD AMOUNT. THE TENDERS NOT FOLLOWING THE ABOVE PROCEDURE WILL BE SUMMARILY REJECTED.

- 2.2 The non-transferable tender document can be obtained from the Office of Principal IGMC Shimla as the case may be on or before 30-01-2012 working days viz. Monday to Saturday from 10.00 AM to 05.00 PM.
- 2.3 The sealed bids will be accepted upto 31-01-2012 till 1.00 p.m. in the office of the Principal IGMC Shimla.
- 2.4 The Techno-Commercial Bids will be opened 31-01-2012 at 03.00 p.m. in the office of the Principal IGMC Shimla. The bidders or their authorized representatives may be present if they so desire.
- 2.5 After evaluation of the Techno-Commercial Bids and the technical presentation, the short listed bidders will be intimated later.
- 2.6 The Commercial bids of the short listed bidders will be opened at the Office of the Principal IGMC Shimla as the case may be in the presence of their authorized representatives, if any. (The date of opening of commercial bids will be communicated to the technically successful bidders separately).
- 2.7 All the correspondences shall be addressed to the Principal IGMC Shimla
3. **On site functional assessment of the similar installation and equipment of the short listed Bidders will be undertaken, if necessary, by the Committee duly constituted by the IGMC.**

4. Purchaser's Right to Vary Quantities at the time of Award

The Purchaser reserves the right to vary the quantities and/or services.

5. Purchaser's Right to accept any Bid and to reject any or all bids

The Purchaser reserves the right to accept any bid, and to annul the tender process and reject all bids at any time, without assigning any reason. Prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

6. Bidder Qualification

The "Bidder" as used in the tender documents shall mean one who has signed the Bid Form. The Bidder may be either the manufacturer of the equipment/ material for which prices are quoted on the Price Schedule or his duly authorized representative, in which case he shall submit a certificate of authority as per Annexure-C All certificates and documents received hereby, shall, as far as possible, be furnished by the manufacturer/ representative of the firm. Manufactures/companies should authorized only one distributor for the state and such specific authorization to this effect should be accompanied with tender documents.

Only one bid from a manufacturer firm shall be accepted and in case the manufacturer firm itself apply in the tender process, the bid of the authorized representative shall not be considered.

7. Bid Security/Earnest Money

- 7.1 Bid Security amount should be enclosed along with the Techno-Commercial Bid for an amount of **Rs.50,000/- in the form of Bank Draft only payable at Shimla drawn in favour of "Principal IGMC Shimla"**, failing which the tenders will be out rightly rejected. Bid Security/EMD, if already deposited against other tenders, shall not be adjusted against this tender.
- 7.2 The "Bid Security/Earnest Money ", in case of unsuccessful Bidders, shall be retained by the Purchaser, up-to a maximum period of One year from the date of opening of the Bids or till the finalization of the tender, whichever is later. The Bid security shall be refunded to the unsuccessful tenderers on written request along with Original Cash Deposit Receipt issued by the institute. No interest will be payable by the Purchaser on the Bid Security/EMD.
- 7.3 The Bid Security/Earnest Money shall be forfeited;
 - a) If a Bidder withdraws his bid during the period of bid validity specified by the Bidder in the Bid; or

- b) In the case of the finally selected Bidder, if the Bidder fails;
 - i) to sign the Contract in accordance with Clause 16; or
 - ii) to furnish Performance Guarantee in accordance with Clause 11.3 or
 - iii) if, at any stage, any of the information/declaration is found false
- 7.4 Bid security/Earnest Money in respect of the finally selected Bidder(s) will be discharged upon the Bidder(s) executing the Contract, and furnishing the Performance Guarantee, pursuant to Clause-11.3.

8. Period of Validity of Bids

Bids shall remain valid for One year from the date of bid opening (price bid) prescribed by the Purchaser. The Purchaser as non-response may reject a bid valid for a shorter period.

- 9. THE FORWARDING LETTER/UNDERTAKING (SCHEDULE'A') ALONGWITH CHECKLIST FOR TERMS & CONDITIONS DULY SIGNED SHOULD INVARIABLY BE RETURNED ALONGWITH QUOTATIONS FURNISHED, FAILING WHICH THE TENDER SHALL BE REJECTED.

10. Terms and Conditions of Tendering Firms

- 10.1 Printed terms and conditions of the Bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this invitation of tender are not acceptable to any Bidder, he should clearly specify deviation in his Bid.

11. Bid Requirements

- 11.1 The Bidder must quote for the equipment with all items and quantities as listed under the Schedule for Requirements. **The bidder is required to quote only one model of the equipment.** The bid is liable to be rejected in case more than one model is offered. Bidder is required to fill all the annexure attached to the tender document.
- 11.2 Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total unit price as declared in the Price Schedule the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the supplier does not accept the correction of the errors, its bid will be rejected.
- 11.3 The finally selected Bidder(s) will be required to furnish Contract Performance Bank Guarantee for 10% of the Contract Price, on award of Contract as per the prescribed Proforma, from any Scheduled Indian Bank which shall be valid till warranty period. Failure to furnish performance B/G, in time, would entail forfeiture of EMD.

- 11.4 The Bid Documents are not transferable and the cost of the documents is not refundable under any circumstances.
- 11.5 Bids from Bidders who have not purchased the Bid document and have downloaded may give a separate Demand Draft of the amount. Bids not accompanied by Bid Security or Bids from representatives without letter of Authority from the manufacturers will be summarily rejected.
- 11.6 Telex/Fax bids and incomplete bids will be summarily rejected.
- 11.7 Bidders should enclose, alongwith the Techno-Commercial Bid of their offers, the full details including proposed configuration of offers with full documentation, descriptive literature/leaflets supplementing the description and point out any special feature of their system. All documentation is required to be in English and should be attached with the technical offer of the concerned equipment.
- 11.8 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.
- 11.9 **All pages of the Bid being submitted must be signed and sequentially numbered by the Bidder and a certificate may be provided on the covering letter indicating the number of pages submitted along with the bid.**
- 11.10 All information in the offer must be in English. Information in any other language must be accompanied by its authenticated translation in English. Failure to comply with this may render the offer liable to be rejected. In the event of any discrepancy between the offer in a language other than English and its English translation, the English translation will prevail.
- 11.11 The bidder must give an undertaking that the offered equipments have not been supplied any where at a less rate than offered rate in this tender.
- 11.12 **The bidder must submit the list of installation of similar nature of equipments and also submit the copy of latest supply order alongwith satisfactory performance report.**

12. Price Bid

- The prices may be quoted in **INR** only. All prices mentioned should be FOR destination at IGMC Shimla.
- 12.1 The bidder shall indicate the prices on prescribed PRICE BID PROFORMA at "**Annexure E**" of the tender document. The Proforma should be duly signed & sealed by their authorized signatory/ies. Bidders are required to mention all the taxes/duties/levies (including local also) (applicable on the due date) only in the price proforma. Prices mentioned outside the prescribed proforma shall not be entertained.
 - 12.2 The prices quoted by the Bidder and accepted by IGMC Shimla shall hold good till the completion of the works and no additional claims will be admissible on account of any price variation or fluctuation in market rates.
 - 12.3 Payments made consequent to any notified change in all taxes (both increase and decrease) shall be to the Purchaser's account. For such claims of variation, the Bidder shall produce the Government notification as documentary evidence. Price variation due to any other cause shall be on Bidder's account.

- 12.4 The finally selected Bidder will have to apply to the proper Government Authority for grant of requisite License for such items as required and the purchaser will only tender such assistance, as considered necessary.

13. Procedure/contents for Submission of Bids

- 13.1 It is proposed to have a Two Cover System for this tender
- a) Techno-Commercial Bid in one cover comprising of the following and to be filled on the format sheets provided in the tender document. This is mandatory:-
 - i) Compliance statement.
 - ii) Bidders particulars (Annexure-A)
 - iii) Bid Form (Annexure -B)
 - iv) Manufacturers' Authorisation Form (Annexure -C)
 - vi) Proforma of Guarantee for supply of spares during the post warranty period (Annexure -D)
 - b) Financial Bid in one cover.
- 13.2 Techno-Commercial Bid of the Tender should be covered in a separate sealed cover super-scribing the wordings "Techno-Commercial Bid". Bidders are required to submit relevant documents viz. compliance sheet, brochures, authority letters etc. with the technical offer of the concerned equipment and separate sealed envelop for each department should be submitted.
- PLEASE NOTE NO PRICE/ COST SHOULD BE INDICATED IN THE TECHNO-COMMERCIAL BID. TENDERS SUBMITTED WITHOUT FOLLOWING THE TWO BID SYSTEM PROCEDURE WILL BE SUMMARILY REJECTED.**
- 13.3 Commercial Bid of the tender should be covered in a separate sealed cover super-scribing the wordings "Commercial Bid/Financial Bid" for each department.
- 13.4 Both the Techno-Commercial Bid cover and Commercial Bid cover prepared as above are to be kept in a single sealed cover super-scribed with Tender Number.
- 13.5 The cover thus prepared should also indicate clearly the name and address of the Bidder.
- 13.6 Each copy of the tender should be a complete document and should be bound as a volume. Different copies must be bound separately.
- 13.7 The sealed cover as mentioned at Clause 13.4 above shall be deposited with the Principal IGMC Shimla.

14. Opening of Bids by Purchaser

- 14.1 The bids will be opened in the presence of Bidders/representatives who choose to attend on the date and time as mentioned. The Bidders/representatives who are present shall sign a register evidencing their attendance. The Bidder's representatives shall furnish letter of authority from their principal to attend the bid opening. Financial bids of Bidders, whose bids are found technically suitable (after the presentation, if any,) only will be opened. The decision of the sub-committee on technical suitability shall be final and shall not be opened for discussion.

15. Award of Contract

Prior to the expiry of the period of bid validity, the Purchaser will notify the finally selected Bidder(s) in writing by registered letter or by

cable or telex or fax, to be confirmed in writing by registered letter or by Hand in person, that its bid has been accepted. If a need for extension of the bid validity period arises, it should be extended by mutual agreement. The notification of award will constitute the formation of the Contract.

16. Signing of Contract

- 16.1 At the same time as the Purchaser notifies the finally selected Bidder(s) that its bid has been accepted, the finally selected Bidder(s) shall collect the supply order Contract Form from the office Principal IGMC Shimla.
- 16.2 Without prejudice to any legal remedy, failure of the finally selected Bidder(s) to comply with the requirement of Clause 7.3 (a) or Clause 7.3 (b) shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated Bidder or call for new bids.

17. Inspection and Tests

The Purchaser shall have the right to inspect and/or test the equipment for conformity to the Contract Specifications.

- 17.1 In case any inspected or tested equipments fail to conform to the specifications, the Purchaser may reject them and the supplier shall either replace the rejected equipments or make all alterations necessary to meet specification requirements free of cost to the Purchaser.
- 17.2 The supplier shall provide installation and standard tests for the individual equipment before the delivery of the system at site.
- 17.3 The supplier shall test each individual equipment and the complete system after installation at site and prepare a test report. This shall be compared with the factory test report to ensure that there is no deterioration in the equipment parameters during storage, transportation and installation.
- 17.4 Leaflets and literature should invariably be attached for ready references alongwith complete documentation of all the measurements conducted during installation period which shall be submitted by the supplier for future reference.
- 17.5 The technical problems faced during installation, testing and commissioning period and their solutions shall be submitted by the supplier at the time of handing over the completed works.
- 17.6 For the purpose of taking over the equipment/system supplied pursuant to this contract, an acceptance test shall be carried out at the

- Purchaser/Consignees destination site. The equipment which meets the acceptance test shall only be accepted by the Purchaser.
- 17.7 (a) Acceptance Test at site shall be conducted of individual equipment and complete system to ensure that individual equipment and complete system meets the technical specifications and other operational and technical requirements of tender.
- (b) **The Purchaser shall have the right to reject any individual equipment or complete system, if in its opinion the same does not meet technical specifications, operational or technical requirements. The decision of the purchaser in this regard shall be final.**
- (c) The delivery, installation or commissioning shall not be deemed to have been completed unless all the equipments and systems are accepted by the purchaser.

18. Spare Parts

- 18.1 The Bidder will undertake that supplies of necessary maintenance equipment and spare parts will be made available for all items/equipments and the complete system for at least twelve years on a continuing basis. An undertaking in this regard should be made available from the original manufacturer.
However, this does not relieve the supplier of any warranty obligations under the Contract.
- 18.2 The Bidder shall include in his tender, the details of essential spares, and their quantity and unit prices as per schedule of requirements. Detailed explanation to confirm that quantity of spares quoted as per requirement of this clause shall be given.
- 18.3 In addition to the essential spares, Bidder shall indicate additional recommended quantities of spares for efficient maintenance of the equipment and the systems for a period of 9 years, after the completion of warranty period, to ensure that the quality and reliability objective is achieved. The details on which unit price and the total cost or recommended spares is based shall be included in the tender as an option. However, the cost of such recommended spares shall not be considered for tender evaluation.

19. Warranty/CMC (AFTER SALES SERVICES)

- 19.1 Complete system including all accessories etc. (wherever applicable) should have comprehensive (labour & spares) onsite warranty for three years; commencing from the date of issue of installation certificate by the institute. Post guarantee annual comprehensive maintenance contract (CMC) to cover equipment and all accessories supplied with the unit should be quoted separately for additional five years with year wise break up. The price comparison shall be made taking into account on basic price and post warranty CMC for 5 years.

- 19.2 If the performance of any individual equipment or system is not satisfactory, the same shall be replaced by the supplier free of cost.
- 19.3 If it is found that to meet the performance criteria, any extra equipment is required the same will be provided free of cost by the supplier.
- 19.4 Any lacuna or lacunae noticed in the functioning of the installation as a result of any design feature shall be rectified by the supplier free of cost.
- 19.5 The Supplier shall fully associate the engineers and technicians of the Institute during installation, testing, commissioning, operation and maintenance period.
- 19.6 The bidder shall attach an undertaking on affidavit from the original manufacturer that the AMC/CMC INDICATING THE CMC CHARGES after warranty period shall be provided by the manufacturer OR HIS SOLE All India distributor directly on the rates and terms finalized with the bidder. The manufacturer shall be liable for the aforesaid service in case the dealership is changed/back out.

20. Previous Installations

The names and address of the institutions/hospitals where the supplier has already installed/supplied the equipment indicating the dates of installations may be given (in India and abroad). He should also attach performance certificates to indicate his prompt after sales service.

21. Delivery, Installation and Commissioning

- 21.1 Delivery of the goods at the Institute premises shall be completed by the Supplier within 6-8 weeks from the date of Supply Order.
- 21.2 The installation, testing and commissioning of the proposed system shall be completed within 6-8 weeks from the date of Supply Order, failing which necessary action as deemed fit under rules, will be taken against the defaulter.

22. Price Comparison

The bidder should note that price comparison shall be made on the basis of prices offered in prescribed Proforma.

23. Site Preparation

- 23.1 The site for installation of the equipment shall be provided by the purchaser as per the required specification and environmental conditions before the installation of System.
- 23.2 Site Plan and System layout plan including civil/electrical work or other related works (if any) shall be prepared by the supplier keeping in view the actual condition of site.

24. Termination for default

The purchaser may without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the contract in whole or in part.

- i) If the supplier fails to deliver or install system within the time period(s) specified in the contract. OR
- ii) If the supplier fails to perform any other obligation(s) under the contract.

25. Property Rights

The Supplier shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license of industrial design rights, software piracy arising from use of the goods or any part thereof in the Purchaser's country.

26. Payment:

- a) Payment of items will be released in two instalments as under:
 - 90% after the satisfactory installation of the equipment in the department and receiving of such certificate alongwith verified bills from the department.
 - 10% after 2 month's satisfactory functioning of the equipments in the department and receiving of such certificate from the department.

27. PREPARATION AND DELIVERY OF TENDER

Tender documents must be signed by the tenderers in full along with their stamp.

28. Arbitration

Disputes, if any, shall be subjected to the sole arbitration of Principal Secretary (Health) to the Government of Himachal Pradesh, whose decision shall be final and binding on the parties.

29. Jurisdiction

The courts at Shimla will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other than Court shall have jurisdiction in the matter.

30. Force Majeure

Any failure of omission or commission to carry out the provision of the contract by the supplier shall not give rise to any claim by any party, one against the other, if such failure of omission or commission arises

from an act of God, which shall include all acts of natural calamities such as fire, flood, earthquake, hurricane or any pestilence or from civil strikes, compliance with any statute and/or regulation of the Government, lockouts and strikes, riots, embargo or from any political or other reasons beyond the supplier's control including war (Whether declared or not) civil war or state or insurrection, provided that notice or the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force Majeure conditions.

31. Termination for Insolvency

The purchaser may at any time terminate the contract by giving written notice to the supplier, without compensation to the suppliers, if the supplier becomes bankrupt or otherwise insolvent (which events shall of themselves be a breach of the contract on the part of the supplier), provided such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

32. Termination for Convenience

The purchaser may by written notice sent to the supplier terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the contract is terminated becomes effective.

The good that are complete and ready for shipment within 30 days after the supplier's receipts of notice of termination shall be purchased by the purchaser at the contract terms and prices. For remaining goods the purchaser may elect.

- a) To have any portion completed and delivered at the contract terms and prices; and/or
- b) To cancel the remainder

33. Up time guarantee:

The firm should provide uptime guarantee of 95%.

34. Downtime penalty Clause

34.1 During the comprehensive warranty period, the guarantee uptime of 95% of 365 days will be ensured. In case the down time exceeds the 5% limit penalty as specified in the technical specification/@ Rs.5000/-per day (which ever is more will be enforced. The vendor must undertake to supply all spares for optimal upkeep of the equipment for at least EIGHT YEARS after handing over the unit to the Institute.

If accessories/other attachment of the system are procured from the third party, in such case the responsibility to keep the items/equipments in working condition is the sole responsibility of the vendor and the bidder itself will have to sign the CMC with the Institute if required.

- 34.2 The principals or their agents are required to submit a certificate that they have satisfactory service arrangements and fully trained staff available to support the uptime guarantee.

35. FALL CLAUSE

If, at any time, during the said period, the supplier reduce the said prices of such Stores/Equipment or sales such stores to any other person/organization/Institution at a price lower than the chargeable, he shall forthwith notify such reduction or sale to the Principal IGMC Shimla and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

36. The supplier shall furnish the following certificate alongwith each bill for payment for supplies made against in Rate Contract Tender.

“I/We certify that the Stores of description identical to the Stores supplied to the government under the contract against Tender herein have not been offered/sold by me/us to any other person/organization/Institution upto date of bill/the date of completion of supplies against all supply orders placed during the currency of the tender/rate contract at the price lower than the institute UNDER CONTRACT/AGAINST TENDER”.

37. List of Buy Back items: The bidder must quote the buy back prices of existing item as per following list. The bidder may visit the Pulmonary Medicine department IGMC, Shimla to work out the position/condition of existing buy back item;

Sr.No.	Name of tender items for which rates are to be offered on buy back basis	Name of corresponding Buy Back Items
1.	Spirometry, Diffusion Capacity Plethysmography System	Diffusion System

NOTE:- BIDDER must go through these terms and conditions very carefully and put his signature alongwith stamp in token of acceptance of these terms and conditions.

**Principal
I.G.M.C., Shimla-1.**

To be enclosed with Techno-Commercial Bid

ANNEXURE-A

BIDDER PARTICULARS

Bidder Serial Number Allotted on Tender Document: _____

1. Name of the Bidder :
2. Address of the Bidder :
3. Name of the Manufacturer (s) :
4. Address(es) of the Manufacturer :
5. Name and address of the person :
To whom all references shall be
Made regarding this tender inquiry.

Telephone :

Telex :

Fax :

e-mail address :

Witness :

Signature

Name

Address

Date

Signature

Name

Designation

Company

Date

Company Seal

To be enclose with Techno-Commercial Bid

ANNEXURE-B

BID FORM

Dated:

To,

Sir,

Having examined the Bidding Documents of Tender No. _____ undersigned offer to supply, install, commission, operate maintain _____ and we undertake, if our bid is accepted, to complete delivery of all the items specified in the contract within _____ weeks calculated from the date of receipt of your Notification of Award and to complete the installation, testing commissioning..... We also undertake to supply the CMC and consumables on the rates offered/negotiated (in case our bid is accepted) for the entire period of 8 years from the date of satisfactory installation.

Signature and Seal
.....
(In the capacity of)

Only Authorized to sign bid for and on behalf of.....

To be enclosed with Techno-Commercial Bid

ANNEXURE-C

PROFORMA FOR AUTHORITY FROM MANUFACTURERS

No.....
Dated.....

To,

Dear Sir,

Sub: Tender No.....

We..... An established and reputed manufacturers of
..... having factories at.....and office at
M/s.....

(Name and Address of the Authorized representative) to represent us, to
tender, negotiate and conclude the contract on our behalf with; you against
Tender no.....

No company/firm or individual other than M/s.....
are authorized to represent us in regard to this business against this specific
tender.

Yours faithfully,

Signature and seal
Name.....
For & on behalf of M/s
.....
(Name of Manufacturers)

Note: This letter of authority should be on the letter head of the
manufacturing concern and should be signed by a person competent and
having the power of attorney to bind the manufacturers.

To be enclosed with Techno-Commercial Bid

ANNEXURE-D

PROFORMA OF GUARANTEE FOR SUPPLY OF SPARES DURING POST WARRANTY PERIOD

To

Dear Sir,

In consideration of the (hereinafter referred to as "Purchaser" which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assignees) having awarded to M/s..... with its Registered/Head office at (hereinafter referred to as the "Supplier" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a contract by issue of the Purchaser's letter of Award no..... dated entering into a formal contract to that effect with the Purchaser on vide agreement dated..... (hereinafter referred to as the contract).

We the supplier hereby give a guarantee for the supply of all necessary spares demanded for the routine and emergency maintenance of being supplied by us to for a period of not less than 9 years after the warranty period of 3 years and life time spares thereafter in case asked for by the purchaser.

We further clarify that for the first 3 years i.e. warranty period of 3 years, we are covered by the warranty clause as mentioned. For the remaining period of 5 Years and thereafter for the life time, a detailed list of spares will be supplied to the purchaser for the purpose of enabling him to decide spares needed for routine and emergency maintenance.

Dated..... day of.....20.....

Witness :

(Name of manufacturers)

Signature and Seal

(Signature)

Name :

For & on behalf of M/s

PRICE BID PROFORMA

ANNEXURE-E

Sr. No.	Name of the equipment	Price as per condition No. 12
1.	Cost of Core Equipment. (Manufacturer/model/ make etc be specified) including all accessories as required in the technical specification with 3 yrs warranty	
2.	Taxes/Duties i) Custom Duties ii) CST/VAT iii) Service Tax iv) Entry Tax v) Others(pl specify)	
3.	CMC at actual (after 3 years warranty) 1 st year 2 nd year 3 rd year 4 th year 5 th year Taxes on CMC	
4	Less Buy Back Price of existing item as mentioned in condition No.37	
	Net Price	

It is certified that the cost of equipment shown above, has included all taxes/duties etc. and nothing above shall be charged over and above this cost.

Authorized Signatory:

Name of the firm/bidder:

ANNEXURE-F

LIST OF REQUIRED EQUIPMENTS

Sr.	Description of Equipments	Quoted (Y/N)
A:	CARDIOLOGY	
1.	CCU Beds	
B:	PULMONARY MEDICINE	
1.	CCD Camera System	
2.	Spirometry, Diffusion Capacity System Plethysmography	
3.	Thoracoscopy System	
4.	Polysomnograph System for Sleep Disorders Study	
C:	RADIOLOGY	
1.	Whole Body DEXA Scan(Bone Densitometer)	

Detailed Specification of CCD Camera system and Camera control unit, to be used with Bronchoscopes 1T40

Single chip CCD camera system :

Camera Head :

A high resolution inter-line CCD Solid State Image Pick-up :

Picture elements – 470,000 (PAL)

High Quality Image by 10 Bit DSP (Digital Signal Processor)

Resolution (at center) – Horizontal – 470 TV Lines

CCD Size – Quarter Inch or Less

Signal Noise – 50 dB

Weight – Not more than 43 gm excluding cable

Size – 23 d X 46 l mm

Brightness – 1.8 (4 Lux)

It should be Water Proof.

It should be compatible with fiberoptic endoscope with moire filter.

Adopter should be detachable and rotatable type for bronchoscopic usage.

Camera Control Unit :

Auto Gain Control - + 9 dB

Electrical Shutter – Always ON (1/50 – 1/100,000)

Signal output – Y/C – 2 no. and BNC – 1 no.

Size – Dimensions – 220(w) x 48(h) x 290(d) mm

Weight – 2 to 2.5 kg.

White Balance – Automatically adjusted by the Button on the Front Panel

Brightness Control – It is possible to adjust brightness by using electric shutter on the rear panel

LCD Colour Monitor: Should have the following specifications:

- Size 15 inches or more, LED monitor of medical grade of high resolution, with high brightness, contrast and colour depth with RGB input.
- Capable of keeping variety of signals – SD, HD Video, PC signals.
- Should include AC Adapter, Power Cord.
- DVD ROM, DC Cable, AC Plug holder and monitor stand/wall mount

Digital Image Transfer:

- To meet the need for image storage and archiving, should be provided with built in DV interface to transfer & store on a DV compatible PC
- Latest PC System

Technical specification for Spirometry, diffusion capacity

1. A computerized Spirometry, lung volume and diffusion measurement apparatus
2. The parameters should be actually measured and not derived ones.
3. Diffusion Capacity should be measured by using the single Breath technique. It should also be possible to measure Diffusion Capacity (DLCO) by the Rebreathing technique.
4. Carbon monoxide analyser :
Range - 0 to 0.4%
Accuracy should be $\pm 0.1\%$

He Analyser :
Range - Should be 0 to 10 %
Accuracy should 0.05 %
O₂ analyser
Range - Should be 0 to 100%.
5. Lung Volumes & capacities including TLC, RV & FRC by Helium Dilution Method
6. Spirometry should have an easy to exchange, bidirectional heated pneumotachograph
Volume Range: 0–20 Litres; accuracy of $\pm 3\%$ of reading or ± 0.050 L, whichever is greater, with Flow Range: 0 to 14 Litre/Sec (Linear); Accuracy: $\pm 5\%$ of reading with resistance less than 0.05 KPa/L/sec
7. The system should measure the following parameters :
 - a) Slow and forced Spirometry,
VT, MVV, ERV, FVC, FEV₁, MMEF 25-75%, MEF 50, MEF 75,
PEF, FEV₆, FEV₁/FVC
 - b) Lung Subvolumes :
FRC, RV, TLC, RV/TLC etc.
 - c) Diffusion capacity of the Lungs :
DLCO-SB , DLCO – RB.
The Lung volumes and the DLCO should be done in single maneuver saving time for test per patient.
8. Automatic CO₂ absorption and controlled oxygen supply during rebreathing maneuver
9. It should have an open breathing system to prevent cross contamination
10. The system should have fully computerized calibration procedure for flow sensor and gas analyzers. The system should also have a check procedure during start-up.
11. Real time numerical and graphical display during measurement procedure

12. patient port mounted on adjustable support arm
13. transparent sampling tube
14. mobile trolley
15. Pulmonary Filters (50 Nos); Pneumotach Screens (5 Nos); 3 sets of breathing Tubes for Spirometry and lung volume measurements, Reusable SILICONE mouth pieces (100), nose clips (10), 5 spare sets of gas bags, absorber columns and caps, adaptors for mouth pieces
16. Two cylinders each of Helium and diffusion gas mixtures
17. System software should have facility for entry of patient data and saving of this information in a data base system. It should be possible to configure different report output formats.
18. It should have large-scale animation programs for patient motivation and co-operation free testing maneuvers.
19. It should be supplied complete with hardware, calibration syringe, mobile trolley, instruction manual, software and other standard accessories including Gases and a P-IV computer and suitable printer from a respected brand.
20. Details of the computer system
 - CPU – Pentium IV with i3 Processor 2.66 GHz, 4 Gb RAM, 19” TFT Colour Monitor, At least 320 GB HDD
 - DVD R/W Drive, Keyboard, Mouse
 - Serial / parallel interface PCI SLOT
 - Windows XP/7 COMPATIBLE WITH DIFFUSION SYSTEM, PC Trolley with Laser
 - Color Printer from a reputed brand like HP.
 - Online UPS 2 KVA with 1 hour battery back-up
21. User/Technical/Maintenance manuals to be supplied in English.
22. List of important spare parts and accessories with their part number and costing
23. POWER 220 v 50 Hz ac
24. Warranty for two years
25. AMC/ CMC rates to be quoted for five years after expiry of warranty
26. The software for diffusion must have program for patient training of DLCO Test without gas. The software must be able to be set values for discard volume, Alveolar time & other parameters according to user requirement.

27. The unit shall be capable of being stored continuously in ambient temperature of 0-50deg C and relative humidity of 15-90 deg C. The unit shall be capable of operating continuously in ambient temperature of 10 -40deg C and relative humidity of 15-90%.

Technical specification for body plethysmography system

1. Computerized Body Plethysmography System with facilities to measure the following

Parameters:

- a. Airway Resistance, lung compliance
- b. Static Lung Volumes: VC, ITGV, RV, ERV, IC, IRV, TLC, IVC, VCmax, RV/TLC, FRC
- c. Dynamic Lung Volumes: FVC, FEV1, FEV1/FVC%, FEV1/VC%
- d. Maximal Flows: PEF, FEF75, FEF50, FEF25, FEF25-75%

2. General Specifications of Body Box

700 – 1000 Liters Aluminum/Acrylic Body Box should be transparent so that patient as well as operator can visualize the procedure i.e. visibility from all directions (from inside as well as from Outside), operable from both sides, Intercom

- 3. Data collection - flow, volume, mouth pressure, box pressure
- 4. Facility for automatic calibration using large volume syringe
- 5. Intercom for communication with patient
- 6. Details of the computer system

Windows XP/7 COMPATIBLE WITH diagnostic software
 CPU – Pentium IV with i3 Processor 2.66 GHz, 4 Gb RAM, 19” TFT Colour Monitor, At least 320 GB HDD
 DVD R/W Drive, Keyboard, Mouse
 Serial / parallel interface PCI SLOT
 PC Trolley with Laser
 Color Printer from a reputed brand like HP.
 Online UPS 2 KVA with 1 hour battery back-up

7. Transducers:	Mouth Pressure	Box Pressure
Linearity:	0.5%	0.05%
Accuracy:	1%	1%
Range:	±300 cmH2O	±2 cmH2O
Resolution:	0.01 cmH2O	0.001 cmH2

- 8. Flow measurement
 Pneumotach based
 Range 0 - ±20 L/s
 Accuracy: < 3%
 Resistance: 0.4 cm H2O l/s

- 9. Volume determination
 Type digital integration
 Range ±20 L/s

Accuracy $\pm 3\%$ or ± 50 ml
Resolution 1 ml/s

10. Technical manuals, design trolley for body box and computer
11. Gas analysers: Stability: minimal drift in zero and gain; nonlinearity for the analysers should not exceed 0.5% of full scale; Provide a display of the measured gas concentrations, Accuracy $\pm 1\%$; Helium Analyzer: Range 0-15% 95% response time of <15 s to a 2% step change in helium concentration; Carbon Monoxide Analyzer: Range 0-0.350% CO,
12. Heated Pneumotachograph : Range : 0 to at least 14 Litres/Sec (Linear); Resistance <0.5 cm H₂O/L/Sec, Accuracy : < 3% independent of gas composition
13. All necessary catheters cables, adaptors, software CDs and manuals
14. POWER 220 v 50 Hz ac
15. Warranty for two years
16. AMC/ CMC rates to be quoted for five years after expiry of warranty
17. The manufacturer should be an EN ISO 9002 and EN 46002 accredited company and the product should be duly CE marked to MDD 0124 for medical devices.
18. It should be possible to integrate/connect the system in a local Area Network (LAN). The data base must be accessed in a novel authorized operating system.
19. Comprehensive training on application after installation for one month at site or till the users are familiar with the operation of the unit.
Should have local service facility. The service provider should have the necessary equipments recommended by the manufacturer to carry out preventive maintenance test as per guidelines provided in the service/maintenance manual

Technical specification for Thoracoscopy System (ONE)

- A. Two forward viewing rigid telescopes with instrument channel and fibreoptic light transmission, and diameters 7-8 mm (one) and 9-10 mm (one)

B. Essential accessories

1. Metal trocars cannula (two, one each compatible with the two telescope in section A)
2. Insulated biopsy forceps with handle tone
3. Insulated grasping forceps with handles (one)
4. Insulated straight cutting scissors with handle (one)
5. Insulated curved cutting scissors with handle (one)
6. Injection cannula (one)
7. Palpation Probe (one)
8. Insulated suction tube with valves (two)
9. Tissue retractor (one)
10. Pleural abrader (one)
11. Straight needle holder (one)
12. Curved needle holder (one)
13. Surgical knot pusher (one)
14. Insulated coagulation electrode with its high frequency cord (one)
15. Mobile trolley compatible with whole system (one)
16. All necessary adaptors, connectors and cables
17. All metallic instrument and accessories should be reusable and autoclavable

C. Light Source

1. Xenon light source (at least 175 watt) with fiber optic light cable (one)
2. Extra space xenon bulb for use with this light source (one)

D. Video System

1. Endoscopic camera (one CCD), with minimum zoom range 21-36
2. Colour monitor with minimum 14 inches screen
3. Facility for digital storage of images on removable media (either CD or flash media)

E. Power 220 V 50 Hz AC

F. Warranty for three years

CMC for 5 years

Individual price for all item nos. 1 to 14 under section B and nos. 1 to 2 under section C should be quoted separately.

POLYSOMNOGRAPH SYSTEM FOR SLEEP DISORDERS STUDY

SPECIFICATIONS

Should have following Channels:-

- * EEG
- * Chin Leg EMG
- * EOG
- * ECG
- * Nasal / Oral Airflow
- * Respiratory Effort,
- * Snoring
- * Body Position,
- * CPAP Pressure
- * SaO2
- * Pulse Rate,
- * Actimeter

* EEG should have minimum 6 channels

*Should have both pressure and thermistor based flow

* Should have ZRIP belts for thoracic and abdominal effort.

* Should have Integrated Pulse Oximeter.

* Should have on screen impedance check & self calibration.

* Should have adjustable gain and filters.

* Should have LAN interface for Data communication to PC.

* Should have user definable Montages.

* Should have Automatic Sleep Staging with Manual override, Respiratory Analysis /PLM's. .

* Should be supplied with Fully Synchronized Digital Video.

* Should have Sleep Staging options for Adults as well as Pediatrics.

* Manufacturer should have a local office with complete technical and application backup capability

* System should have option of scoring sleep and other events as per AASM guidelines

* Two sets each of all necessary sensors, electrodes and leads

* Communication interface with standard computer

* Compatible software for data acquisition real time graphical data display, sleep stage scoring,

interpretation of neurological and respiratory events; the software should be compatible with

Microsoft XP operating system

- * Facility to create customized templates for printing patient reports
- * Powered by rechargeable batteries, or by 220 V 50 Hz AC current with battery backup;
the batteries
in either case should have capability to run the system for at least eight hours
- * Warranty for 3 years
- *. CMC rates to be quoted for five years after expiry of three year
warranty.

COMPUTER :

- Core 2 Duo Processor,
- 2 GB RAM, 18.5" TFT Monitor,
- 320 GB HDD,DVD R/W, Mouse,
- LAN Card, USB Ports, Windows,
- HP Laser jet Printer. 1 KVA UPS.

INDIRA

DEPARTMENT OF CARDIOLOGY
GANDHI MEDICAL COLLEGE, SHIMLA-171001.

Specifications for CCU beds, Bed side table and Adjustable Bed tables.

1. CCU beds should of high quality standard size, sturdy, durable made of be 'metal component and should be anti aging, anti rust, pretreated and powder epoxy finished.
2. Beds should be mechanically operated.
3. Beds should have three removable or fixed ABS mattress platforms.
4. Beds should have three collapsible or removable safety rails.
5. Beds should have back rest and knee rest positions which could be adjusted by two cranks.
6. Beds should have head board and foot board with steel holder equipped with accessories holder like IV stands.
7. Beds should have X ray permeable back rest with cassette holder.
8. Two Telescopic IV stands should be supplied with each bed.
9. CCU beds should have 4 high quality imported castors of adequate size and two with the brakes.
10. Beds should be supplied with suitable washable, waterproof high quality mattress.
11. Each Bed should be supplied with additional side table made of steel pipe and steel sheet of heavy gauge, three sides covered shelf made up of stainless steel and one small drawer of appropriate size under the top and one big drawer on the lower side of unit fully covered and closed with door. It should be fixed with square CR, ERW tubular legs on two swivel castors and two stumps.
12. Each bed should be supplied with adjustable bed table with laminated table top, robust rectangular square steel tube mounted with good quality wheel base.
13. The competing firms need to make the demonstration of system quoted at their own cost.



SPECIFICATIONS FOR THE STATE OF ART BONE MINERAL DENSITOMETER OF LATEST TECHNOLOGY FOR DEPARTMENT OF RADIO DIAGNOSIS, IGMC SHIMLA

Broad Specifications:-

1. Technology :- should employ latest narrow angle/ fan beam technology.
2. Generator:- of constant potential source/switched pulse dual energy x-ray system.
3. Detector :- high resolution multi element/direct digital array solid state detectors.
4. Precision:-excellent BMD precision should be less than 1%.
5. Calibration and quality control:- automatic.
6. Scan time:- AP Spine and femur, 30 sec or less. And 5 minute or less for whole body BMD scan.
7. Phantom for getting consistent results.
8. Computer system along with computer chair and trolley/table for monitor and printer.
 - -UPS with at least 30 minute backup for the system.
 - -Minimum 160 GB hard disk
 - -RAM-minimum 2GB or more.
 - -CD read and write device.
 - -At least 17 inch Color Monitor of latest technology.
 - -High resolution color laser printer with ten spare cartridges.
9. System configuration:-
AP Lumbar spine, Proximal femur, Dual hip, Prosthetic hip, Whole body composition with sub-regional analysis, Body composition analysis with (Fat mass/ Lean mass assessment), Lateral spine, vertebral assessment, scoliotic spine, fore-arm , paediatric whole body, instant vertebral assessment, CAD Fx or equivalent,
10. IRIS connectivity Suite,
11. Two number of external hard drives of minimum 1TB each to store patient data.
12. Scan area of total body should be 190 x 60cm or more ,
13. System upgradability should be done by the company at no extra cost other than CMC.
14. Previous after-sale service record of the company will also be taken into consideration.
15. System should be DICOM compliant.
16. Reference data number > 8000 FDA / European CE approved.
17. All the essential civil, electric work including AC installation will be done by the supplier.
The supplier shall inspect the site and do modifications as per requirement and in consultation with Radiology deptt Faculty. AERB site approval will be responsibility of the company.
18. Suitable brand of weighing scale to measure the weight of adult and paediatric patients.
19. Stadiometer of light alloy with adjustable wall bracket for mounting purposes to measure height of patients.

20. EXTRA FURNITURE to be supplied. Godrej make revolving chairs 2Nos, cupboard 1 No.
21. Quoted model should be FDA and AERB approved. The companies should provide valid (not expired) FDA as well as AERB type approval at time of submission of bid.
22. Guarantee/warrantee- 3years for the whole equipment including x-Ray tube, all the spares, computer hard ware and soft ware and backup system including labor charges at no extra cost.
23. Regular maintenance servicing (3 visits annually) and on call for repair whenever required.
24. Minimum uptime 95% -no exclusion allowed. If uptime falls short of 95% or the machine remains out of order for more than Five Days at a stretch, the penalty will be calculated at rate of Rs 5000/day.
25. The supplier will do the CMC for the next 9 years post guarantee/warrantee period. It will cover whole of the system configuration including x-Ray tube and all the supplied items.
26. The application specialist will impart on-site training to the Faculty/technicians regarding all applications and will give call visits for further clarifications.
27. List of installations of the quoted model in India. There should be at least 5 installations of the quoted model in India.
28. The company should have the nearest service centre at least in Chandigarh.


