



**RAJASTHAN MEDICAL SERVICES CORPORATION LTD.**

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No. F-8 ( ) RMSC/EPM/M-3/15-16/NIB-136/

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Dated:

10-2-16

**CLARIFICATION/CORRIGENDUM/ADDENDUM**

**Subject: Revised Bid terms & condition & bid submission date of NIB No. F-8 ( ) RMSC/EPM/M-3/15-16/NIB-136/2121 Dated: 26.11.2015.**

In Reference to subject cited above and NIB-136 the rate contract for E-Upakaran - Repair & Maintenance of Biomedical Equipment in Rajasthan, the various representations received from the firms and issues raised by the Bidders are examined by the competent Authorities and technical committee. The following Corrigendum/Addendum is issued for inclusion in bid document & Technical Specification of as below:-

1. To provide 24x7, 365 days uptime of 90% for all medical equipment in District Hospitals, CHCs and PHCs. At no point of time in a single breakdown the breakdown should not be more than 4 days from the date and time of registration of fault.
2. Inventory verification survey like quantity and current functional status (repairable or not repairable) of equipments at institute level, AMC/CMC or Warranty/ Guaranty status of all equipments located across Rajasthan state and respective updated entries in E-Upakaran shall be done by successful bidder.
3. The inventory verification work, establishment of Centralize Call Centre and service centre at district level shall be done by successful bidder in first three months of the rate contract period. The successful bidder will also repair all repairable equipment in Rajasthan in same first three months. Thereafter, the remaining contract agreement shall be implemented as it is..
4. Biomedical Equipments which are already under AMC/CMC/Warranty or Guarantee from the supplier, the maintenance for these biomedical equipments shall be carried out by its respective supplier. For such biomedical equipments, the service provider (successful bidder) will interface with the supplier:-
  - a) To route the maintenance call to the supplier.
  - b) Capture the details of maintenance carried out by the supplier.
  - c) Provide all inventory and maintenance reports of these equipments.
5. For all medical equipment that is under any form of AMC/CMC/Spares agreement or under guarantee, the state health department/RMSCL/ Medical Institute shall not be renewing the equipment specific maintenance contracts.

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6. The maintenance service provider shall not be including cost of maintaining any equipment which is under any kind of AMC/CMC/warranty/guarantee in its first proposal and cost of such equipment shall not be included till the time existing contract(s) with supplier(s) is valid for the respective equipment. The maintenance service provider may choose to take authorization for doing maintenance such equipment from existing AMC/CMC/warranty/guarantee contract holder(s) or may choose to get it done on behalf of RMSCL.
7. Maintenance costs for equipment that are currently in any AMC/CMC/Warranty/ Guaranty contract shall be added by the service provider only after the expiry of contracts for the respective equipment.
8. The service provider shall however be liable to ensure upkeep time declared in the bid for all equipment irrespective of any AMC/CMC/warranty/guarantee status for any equipment.
9. Establish and operate an exclusive 24x7-customer care centre which shall be accessible through "Centralized toll free number" for accepting user calls and managing the maintenance services.
10. The service provider shall use E-Upkaran Software for this maintenance project. All entries of this E-Upkaran Software shall be verified and update timely by the service provider.
11. The service provider should identify and respond to requests seeking maintenance of all Biomedical Equipment available in the district/sub district/state up to the level of Primary Health Centre (PHC) through the Complaint ID via E-Upkaran Software.
12. The Intellectual Property Rights (IPR) of all information entered and or/generated by the E-Upkaran pertaining to the biomedical equipments located in Rajasthan state shall be solely owned by RMSCL.
13. The service provider shall keep adequate and necessary stock of spares at all districts for resolution of service call within the stipulated time as per bid document.
14. All tools and instruments including ladders and safety items (as per the Electrical Inspectorate rules) required for satisfactory executive of the job (cleaning, repair and maintenance) shall be provided by service provider. Any

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accidents due to the non-availability of the safety items will be the responsibility of the service provider.

15. Repairs to be under taken should be within specified configuration and maintaining the integration on internal circuit of equipment. Any deviation on configuration/ specification the repair will not be acceptable. After repairs, a certificate to the effect that the equipment is in working order and safe for patient care and non-hazardous for the handler shall be submitted by the service provider.
16. In case, the service provider notices any equipment or any part of the equipment missing, the same shall be brought to the notice of the, PMO/Medical officer In-Charge and HOD of respective medical institute, otherwise responsibility for the same will be fixed on the service provider.
17. All replaced un-serviceable/ dismantled/ condemned/ Consumables parts of the equipment have to be returned to medical store of the respective institute authority.
18. The service provider shall ensure that all major spares used for maintenance are either procured from OEM of biomedical equipment or from OEM approved spares manufacturers or as approved by Purchaser. Valid documentation shall be kept by service provider.
19. The service provider shall carried out preventive maintenance and calibration of all biomedical equipments respectively as per norms of NABL/NABH/AERB or respective.
20. The service provider shall arrange an annual third party audit by a third party NABL or ILAC accredited laboratory must also be carried out for calibration processes of the maintenance service provider which would look into issues such as calibration of calibrating tools.
21. The service provider shall provide periodic training to end users on the appropriate use of biomedical equipments.
22. The service provider shall provide adequate and necessary vehicles to transport spares and engineers to all locations where biomedical equipments are located at district level.
- (i). The service provider shall identify and recommend biomedical equipments for condemnation in every 03 months during rate contract period as per based on following points:-
  - a) If equipment is of an obsolete model or it's spare parts are not available.
  - b) If after repair and maintenance, frequent breakdown reports are registered.

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A condemnation committee appointed by the approved authority at the Zonal level shall confirm and finalize condemnation of biomedical equipments as per respective norms. The final decision of the Condemnation committee whether the equipment can be condemned or repair rests with the RMSCL and shall be binding on the service provider.

For condemnation of Radiological devices, approval from appropriate authority must be taken and condemnation be done as per guidelines issued by the appropriate authority.

23. During rate contract period, all type of repair and maintenance work of Biomedical Equipments by service provider shall be monitored and overlooked by District Nodal Officers (DNO) and verified by A Committee including Zonal Biomedical Engineers (RMSCL Employees).
24. The Repair and Maintenance Service Provider shall at all times comply with applicable laws and regulations pertaining to the Biomedical equipment especially those pertaining to radiation, safety, security, environment, all general public general and national laws and the requirements of competent and/ or Regulatory Authority whose jurisdiction applies in the area where the services are being provided.
25. The maintenance service provider shall have no obligation to repair of any equipment damaged by the user either accidentally (such as falling of equipment on ground) or wilfully at the facility. If requisition for repair of such equipment is made, the maintenance service provider shall have the right to invoice it to the contracting authority annually or on case to case basis as mutually decided by committee appointed by the approved authority (members are Zonal biomedical Engineers and respective Health Facility Officers).
26. The maintenance service provider shall repair all dysfunctional equipment in E-Upkaran software within three months of the date of commencement of the Contract. In such case RMSCL reserves the right to cross verify the equipment to ascertain the maintenance services.
27. The Time Duration of contract period shall be 18 months and may be extended on mutually agreed terms after successful completion of contract period.
28. The annual average turnover of last three years for the bidders shall be 15 Crs.
29. The first payment for repair and maintenance shall be done after 3 months of work orders. This payment will be done after submission of Inventory Verification Reports and all related documents such as; service reports regarding for repaired equipments within 03 months etc. Thereafter payment shall be done on monthly basis subject to timely submission of bills, invoices along with repair & maintenance data.

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30. No advance payment will be given to bidder by RMSCL for any type of services as mentioned in this bid document.

31. As per RMSCL Bid document Section V: Schedule of Repair and Maintenance, Point No. 3.1.1 of Technical Criteria for Bidder shall be read as:-

“The Bidder should be an individual company or consortium with maximum two firms to implement the maintenance project. However sole liability to execute and implement this maintenance project will of the primary bidder”

Instead of:

“The bidder should be an individual company/firm. (Consortium or Joint Venture are not allowed)”

32. As per RMSCL Bid document Section V: Schedule of Repair and Maintenance, Point No. 3.1.5 of Technical Criteria for Bidder shall be read as:-

“The bidder should have at least two (02) maintenance projects of biomedical equipments maintenance in 100 bedded hospitals, in the preceding five financial years, in Rajasthan or other states of India. P.O. copy/ work order or Invoice copy and Satisfactory work performance certificate issued by client should be submitted in technical bid for the same or having minimum number of 100 maintenance contracts of individual machines per year in the last five years in at least 50 hospitals across India and having machinery value under maintenance not less than Rs.100Cr.”

Instead of:

“The bidder should have at least two (02) maintenance projects of biomedical equipments maintenance in 100 bedded hospitals, in the preceding five financial years, in Rajasthan or other states of India. P.O. copy/ work order or Invoice copy and satisfactory work performance certificate issued by client should be submitted in technical bid for the same.”

33. Other terms and conditions remain unchanged of bidding document,

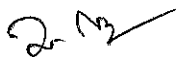
34. In reference to subject cited above NIB No. F-8( ) RMSC/EPM/M-3/15-16/NIB-136/2121 dated 26.11.2015, the last date for sale of bid, receipt of bid & date of opening of technical bid is hereby extended as below:-





Existing Dates			Extended Dates		
Last Date for Sale of Bid Form	Last Date of Receipt of Bid Form	Date of opening of Technical bid	Last Date for Sale of Bid Form	Last Date of Receipt of Bid Form	Date of opening of Technical bid
1	2	3	4	5	6
15.02.2016 11:00 AM	15.02.2016 01:00 PM	15.02.2016 03:00 PM	25.02.2016 11:00 AM	25.02.2016 01:00 PM	25.02.2016 03:00 PM

This bears an approval of M.D., RMSCL, Jaipur.

  
**Executive Director (EPM)**  
**RMSC, Jaipur**

