



NATIONAL HEALTH MISSION
DEPARTMENT OF HEALTH CARE, HUMAN SERVICE & FAMILY WELFARE
GOVERNMENT OF SIKKIM

Memo No: 1694/NHM/15-16

Dated: 06/08/2015

CORRIGENDUM

The following corrigendum are hereby made by State Health Society, NHM, under H.C, H.S & F.W Department, Government of Sikkim on the Request for Proposal document for “HIRING OF SERVICE PROVIDER FOR COMPREHENSIVE MAINTENANCE CONTRACT OF BIOMEDICAL EQUIPMENT FOR THE STATE OF SIKKIM” as per advertisement memo no 1644/NHM/15-16, dated 25/06/2015.

1) **3.4 INSTRUCTIONS TO BIDDERS:**

3.4.2 Scope of work

Clause 3.4.2.1 (ii) Page no 13.

To provide 95% upkeep time calculated over 24 hours, 365 days for all Biomedical Equipment. Uptime of upto 95% across 24 hours, 365 days translates as 18 days in a year. However, 18 days at a stretch down time for life saving equipment could be catastrophic to patient care. Hence the service provider must consider this download to be 95%, factored as maximum permissible downtime of 1.5 days per month. If the equipment maintenance provider does not maintain to this threshold, it would be expected to replace the faulty critical equipment with substitute equipment providing same functions within a period of 12 hours after expiry of 1.5 days, till the faulty equipment is repaired. This would protect patients from being denied critical and life-saving access to medical technology and would also encourage the service provider to have adequate buffer inventory and replacement equipment in cases where repair within a justified time period is not possible due to geographical limitations or other reasons. For purposes of clarity, operationalisation will be regarded as:

- (a) Setting up of maintenance workshop for maintenance of medical equipment to track the history of all maintenance activities conducted on all Bio medical equipment.
- (b) Setting up Customer Care Centre to accept user calls.
- (c) Appointment and recruitment of trained engineering and administrative human resource.
- (d) Provide Equipment Management Information System.
- (e) To provide categorization of all equipment, clearly identifying critical equipment along with their clinical functions.
- (f) Maintain Biomedical Equipment in all public healthcare facilities in an entire district/region/state.
- (g) To furnish the format of equipment identification code system.

The Contracting Authority (Usually a government body/agency) shall have the right to increase the number of Equipment beyond the present number from the date of execution of the Agreement. In the event of any such increase in the number and density of equipment/ by the Authority, the Bidder shall operate and maintain the additional equipment/ till the remaining term/duration of the Agreement in the given year and the monetary value for the maintenance of the added equipment shall be included in the subsequent years, as part of the existing scope of work and upon the same terms and condition specified in the Agreement.

To provide 95% upkeep time at District Hospitals, 90% upkeep time at Community Health Centres and Primary Health Centres across 24 hours, 365 days. At no point of time in a single breakdown, the breakdown should be greater than 5 days. After the 5 days, the penalty as per clause below would apply, until a written reason for delayed repair has been submitted within the 5 days, and such reason has been accepted by appropriate authority.

The list of critical lifesaving Equipment for which temporary replacement is to be provided by the service provider in the event of not being able to repair the critical life saving equipments in the stipulated time frame of 1.5 days are as under:

1. Autoclave (Vertical)
2. Anesthesia Apparatus
3. Pulse Oximeter/Multi-para monitor
4. E.C.G/Multi-para monitor
5. Ventilator
6. Infusion pump
7. Defibrillator

(ii) Clause 3.4.2.6, page no 15

The Bidder shall be charged penalty by the Authority for not confirming to the obligations and services as per provisions of the Agreement at the following rates.

Sl.No.	Cost of equipment Range (Rs)	Amount as penalty per day
1.	00-5,000.00	Rs 150/day
2.	5,0001.00-10,000.00	Rs 300/day
3.	10,001.00-1,00,000.00	Rs 500/day
4.	1,00,001.00-10,00,000.00	Rs 1000/day
5.	10,00,001.00-above	Rs 3000/day

2) 3.20 Acceptance of Letter of Intent (LOI) and Execution of Agreement

(i) Caluse 3.20.2, page no 33

Within 7 (seven) days from the date of issue of the LOI, the Selected Bidder shall accept the LOI and return the same to the Authority. The Selected Bidder shall take necessary steps including formation of SPV (in case of consortium)so as to ensure execution of the Agreement between the Bidder and the Authority within 30 (thirty) days of acceptance of LOI. The Selected Bidder shall be party to the Agreement as a confirming party.

3) **4.3 Evaluation of Financial Bid:**

Clause 3.3.4 page no 36, line 4

The Financial Bid of the Bidder should take into consideration all the expenses incurred or likely to be incurred for the operation of Services across the State. The expenses shall include the total expenditure in maintenance of Biomedical Equipment according to the specifications provided, fitting it with specified Equipment; the capital expenditure for the Centralised Call Centre like hardware, software, furniture, fixture etc; expenses incurred for developing/ obtaining standard operating protocols and procedure documents; district mapping; and any other related costs, should also be included. The recurring expenses shall include Centralised Call Centre staff salary, rent of premises where Centralised Call Centre is situated, Service staff salary, maintenance cost of test equipment, running cost for vehicles, cost of consumables and tools, mobile telephone expense, fuel expenses, training, maintenance of service centers including, telephone, power, water, air conditioning charges, and any other recurring expenses and all other related cost and expenses, should also be included.

The financial bid should also include the cost of providing all accessories which are to be replaced by a service provider representative on a routine service or in the event of breakdown of the equipments.

The financial bid should also be inclusive of repair of existing dysfunctional equipments.

4) **APPENDICES:**

Section 8, page no 44, para 8.

I/ We understand that the Selected Bidder shall incorporate a Company under the Companies Act, 1956 (SPV) prior to execution of the Agreement. **(applicable in case of consortium only)**

5) **FORMAT 4** Affidavit (Non conviction), page no 49:

Para 2;

The undersigned hereby certifies that Company/Society/Trust M/s_____ have **never** abandoned any work for the Government of Sikkim or any other State Government during last five years prior to the date of this Bid.

Para 3;

The undersigned also hereby certifies that Company/Society/Trust M/s_____ has/ have **never** been debarred/blacklisted by Government of Sikkim, or any other State Government or Government of India for any work.

Para 4;

The undersigned further certifies that

- a) Our Company/Society/Trust has not been punished for any offence and
- b) The Director/President/Chairman/Trustee of our Company / Society/Trust.....have/has neither been convicted of any offence nor any criminal case(s).

6) **PREAMBLE**

3.1 Definitions and abbreviations

3.1.1 Definitions: Sl no (v)

“Services” means services allied and incidental to the supply of goods and services, such as transportation, installation, commissioning, provision of technical assistance, training, maintenance service **along with providing spares for repair and accessories (replaced by a service provider representative)** and other such obligations of the supplier covered under the RFP.

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