

Contract | अनुबंध



Contract No | अनुबंध क्रमांक: GEMC-511687755188873

Generated Date | अनुबंध तिथि: 11-Dec-2023

Bid/RA/PBP No. | बोली/आरए/पीबीपी संख्या: [GEM/2023/B/3366697](#)

| Organisation Details संगठन विवरण | Buyer Details खरीदार विवरण |
|---|---|
| Type प्ररूप: Central PSU Ministry मंत्रालय: Ministry of Coal Department विभाग: Materials Management Organisation Name संगठन का नाम: Bharat Coking Coal Limited Office Zone कार्यालय क्षेत्र: Bccl Dhanbad | Designation पद: Deputy Manager MM Contact No. संपर्क नंबर: - Email ID ईमेल आईडी: anils.yadav@nic.in GSTIN जीएसटीआईएन: 20AAACB7934MFZB Address पता: MM Department, level 3, Commercial Building, Koyla Bhawan, Koyla Nagar, DHANBAD, JHARKHAND-826005, India |

| Financial Approval Detail वित्तीय स्वीकृति विवरण | Paying Authority Details भुगतान प्राधिकरण विवरण |
|--|---|
| IFD Concurrence आईएफडी सहमति: No Designation of Administrative Approval प्रशासनिक अनुमोदन का पदनाम: D(P),BCCL Designation of Financial Approval वित्तीय अनुमोदन का पदनाम: GM (MM),BCCL | Role: PAO Payment Mode भुगतान का तरीका: Offline Designation पद: Senior Manager Email ID ईमेल आईडी: pay8.bccl.dhn@gembuyer.in GSTIN जीएसटीआईएन: 20AAACB7934MFZB Address पता: MM Department, level 3, Commercial Building, Koyla Bhawan, Koyla Nagar, DHANBAD, JHARKHAND-826005, India |

| Seller Details विक्रेता विवरण | |
|--|--|
| GeM Seller ID जेम विक्रेता आईडी: DAAC180000312902 Company Name कंपनी का नाम: VIKAS MEDICAL DEVICES Contact No. संपर्क नंबर: 09830083091 Email ID ईमेल आईडी: vikas@vikasmedical.com Address पता: 1ST FLOOR,Siddharth,29, Dr. Rajendra Road,Bhawanipur, Kolkata, West Bengal-700020, - MSME verified एमएसएमई सत्यापित: No MSME Registration number एमएसएमई पंजीकरण संख्या: UDYAM-WB-10-0026187 MSE Social Category एमएसएमई सामाजिक श्रेणी: General MSE Gender एमएसएमई लिंग श्रेणी: Male GSTIN जीएसटीआईएन: 19AADFV8788P1ZV | |

*GST / Tax invoice to be raised in the name of | जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा - Consignee

Delivery Instructions | वितरण निर्देश: NA

| Product Details उत्पाद विवरण | | | | | | |
|--|--|-------------------------------|-------------|-------------------------------------|---|---|
| # | Item Description आइटम विवरण | Ordered Quantity आइटम विवरण | Unit इकाई | Unit Price (INR) इकाई मूल्य (INR) | Tax Bifurcation (INR) कर विभाजन (INR) | Price (Inclusive of all Duties and Taxes in INR) मूल्य (INR में सभी शुल्क और कर सहित) |
| 1 | Product Name उत्पाद का नाम: STORZ High Definition Laparoscopic Surgery System Brand ब्रांड: STORZ Brand Type ब्रांड प्रकार: Registered Brand Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है: Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थांश: High Definition Laparoscopic Surgery System (Q3) Model मॉडल: TC100EN+TH110 HSN Code एचएसएन कोड: HSN not specified by seller | 2 | pieces | 5,745,773 | NA | 11,491,546 |
| Total Order Value कुल ऑर्डर मूल्य (in INR) | | | | | | 11,491,546 |

| Consignee Detail परेषिती विवरण | | | | | | |
|----------------------------------|---------------------|--------------|--------------------|-------------------|---|--|
| S.No क्र.सं. | Consignee परेषिती | Item वस्तु | Lot No. लॉट नंबर | Quantity मात्रा | Delivery Start After दिनांक के बाद डिलीवरी शुरू करना है | Delivery To Be Completed By वितरण पूरा कब तक करना है |
| | | | | | | |

| | | | | | | |
|---|--|---|---|---|-------------|-------------|
| 1 | Designation पद : - Email ID ईमेल आईडी : anand.kumar@coalindia.in Contact संपर्क : 0326-2206167-234 GSTIN जीएसटीआईएन : 20AAACB7934MFZB Address पता : Chief Of Medical Services, Central Hospital , PO- Jagjivan Nagar., DHANBAD, JHARKHAND-826003, India | STORZ High Definition Laparoscopic Surgery System | - | 2 | 11-Dec-2023 | 09-Feb-2024 |
|---|--|---|---|---|-------------|-------------|

Product Specification for STORZ High Definition Laparoscopic Surgery System

| Specification विनिर्देश | Sub-Spec उप-विनिर्देश | Value मूल्य |
|--|--|---|
| Standards | Confirmity to Standards | USFDA |
| | Certification number and date | 3378-12-2019 |
| | Manufacturers quality management system certifications | ISO 9001 & ISO 13485 |
| | Conformity to Medical and electrical safety standards | IEC 60601-1 and IEC 60601-2-1 or BIS equivalent |
| | The components of the high definition laparoscopic set to be from the same OEM | HD 3 chip camera head, Light source Xenon/Led, Fiber optic cable, and following items if offered - Telescopes, trocars and cannula for telescopes , hand instruments. |
| Full High Definition / 4K Digital Camera | High definition 3 chip camera | Yes |
| | Resolution of camera in pixels | 1920 x 1080 |
| | Output resolution of camera in pixels | 1920 x 1080 |
| | Aspect ratio | 16:09 |
| | Image sensor | 3 x 1/3 inch CCD |
| | Sensitivity in LUX | 0.4 to 0.5 |
| | Technology of camera | Digital Matrix Processing Technology |
| | Progressive scanning system for camera | Yes |
| | Special filters for chrome endoscopy | Yes |
| | mode of output | Digital and analog |
| | Method of input | Touch screen |
| | Video output | DVI,HD-SDI |
| | Number of programmable buttons on camera head | 3 |
| | Number of surgery preset on camera head | 10 |
| | Camera shall have detachable C mount for use of different application | Yes |
| | Camera head with universal coupler | Yes |
| | Zoom facility | Optical zoom facility |
| | The system capable of ICG fluoroscopy for better delineation of anatomic structures | Yes |
| | Camera head shall be sterilizable by autoclave or by some other appropriate technology | Yes |
| | Camera shall have excellent performance under low light | Yes |
| Availability of USB Port to capture still images and videos in full HD | Yes | |
| Provision to add fiberoptic filter | Yes | |
| Provision of HD TV signal to DVI socket | Yes | |
| Availability of DVI connecting cable provided | 1 | |
| Power supply | 100-240V, 50/60 Hz Single phase | |
| Medical classification standard | Class 1, Type BF | |
| Monitor | Size of monitor in inches | 26 |
| | Resolution of monitor in pixels | 1920 x 1080 |
| | Aspect ratio of monitor | 16:09 |
| | Type of monitor | LED |
| | Type of panel | Backlight panel |
| | Panel shall be anti glare | Yes |
| | Display colours | 16 million |
| | Monitor shall have picture in picture facility | Yes |

| | | |
|---|---|--|
| High resolution Medical grade monitor | Response time shall be fast to adopt digital video signal processor | Yes |
| | Monitor should have double side anti glare reflection coating on front glass for reducing glare of image | Yes |
| | Monitor should have closed housing for maintaining proper hygiene | Yes |
| | Provision of cooling | Passive cooling |
| | Provision of monitor stand with integrated cable channel for monitor | Yes |
| | Video inputs | DVI |
| | Video output of monitor | DVI |
| | Monitor shall be built in VESA-100 Interface | Yes |
| | Viewing angle of monitor | 178 degree (H) and 178 degree (V) |
| | Monitor should be PAL system compatible | YES |
| | Availability of output ports | Analog and digital |
| | facility for pedestal and wall mounting | Yes |
| | Provision of touch screen facility to adjust parameters | No |
| | Power Supply | 100 - 240 VAC 50/60 Hz |
| | Whether monitor is from the same OEM | NO (medical grade monitor to be sourced from reputed OEM with OEM warranty support) |
| | Conformity to certificates | EUROPEAN CE with verified No |
| Details of monitor certificates such as date and number | G1180484462012 | |
| Light Source | Type of light source | LED |
| | facility of light adjustment | Automatic |
| | Colour temperature in K | 5500 - 6500 |
| | Life of light bulb in hours | 10000 or more |
| | Provision of controlling light intensity from front panel of the device | Yes |
| | Light source should have some mechanism for showing light intensity on the panel | Yes |
| | light source should have universal adapter for fibre optic cable | Yes |
| | Light source should have efficient cooling technologies | Yes |
| | Power consumption of light intensity in watts | 250 to 300 |
| | Degree of protection | IPX1 |
| Fibreoptic light cable | Diameter in mm | 5 |
| | Length in cm | 250 |
| | Cable shall be autoclavable | Yes |
| | Fibre cable shall be capable of transmitting the optimum light delivered by the light source | Yes |
| | Cable shall be compatible to telescopes | Yes |
| | Cable shall have capability to withstand the high temperature | Yes |
| CO2 Insufflator | CO2 insufflator provided | Yes |
| | Flow rate in Litre per minute | 0-30 |
| | pressure in mm Hg | 0 - 30 |
| | Gas to be delivered at body temperature | Yes |
| | Digital Display for actual and pre set flow rate and pressure and total volume consumed | Yes |
| | Quick and precise Continuous insufflation | Fully Microprocessor based |
| | Machine should be able to set flow rate automatically depending on actual abdomen pressure and set pressure | Yes |
| | Set flow shall be redundant | Yes |
| | Provision of dedicated veress and trocar flow | Yes |
| | Provision of automatic venting mechanism | Yes |
| | High pressure tubing with yoke assembly from machine to CO2 cylinder | Yes |
| | Provision of patient tube with luer lock adaptor | Yes |

| | | |
|---|---|---------------------------------|
| | Availability of hydrophobic filter | Yes |
| | CO2 insufflator should have visual and audible alarms | Yes |
| | It should also have provision of automatic feed back on malfunction & indicators on control panel | Yes |
| | Class of protection | Class 1, Type BF |
| Telescopes | Telescope size provided | Yes |
| | Diameter of telescope in mm | 10-11 |
| | Direction of view in degree | 30 degree |
| | Technology of telescope | Glass cone technology |
| | Quantity of 2 point 7 - 3 mm telescope | NA if not provided |
| | Quantity of 4mm telescope | NA if not provided |
| | Quantity of 5-6 mm telescope | NA if not provided |
| | Qty of 10-11 mm telescope | 1 |
| | Trocar and cannula (set) respective to telescopes mm offered | NA if not provided |
| | facility of rod lens system for high definition imaging | Yes |
| | facility of standard ocular window for coupling the camera head | Yes |
| | Telescope shall be autoclavable | Yes |
| | Material of telescope | Medical grade stainless steel |
| | Telescope shall have sapphire tips at distal and proximal end | Yes |
| | Joints of telescope | Laser welded joints |
| | Telescope shall have high speed optics for optimal colour rendering with high resolution | Yes |
| | Telescope shall be antireflective , multicoated , high quality optical system | Yes |
| | Tube design of telescope for stability | NA if not provided |
| | Telescope shall be nitrogen filled to avoid interior condensation | Yes |
| Telescope shall be low vignetting | Yes | |
| HD documentation system (Recorder system) | HD / 4K Documentation system provided | Yes |
| | Resolution in pixels | 1920 x 1080 |
| | HD /4K Documentation system must be standalone hard disk based recording system (not a desktop and laptop computer) | Yes with 1 TB internal capacity |
| | Availability of Output ports | Analog and Digital |
| | External recording device in high definition with customized reporting , editing and storage | Yes |
| | HD/4K Documentation system must have audio input with microphone for recording | Yes |
| | Device should be able to take video and still images during surgeries | Yes |
| | The system should support to take still images from recorded video footages | Yes |
| | Facility for output to USB flash drive | Yes |
| | Make of recording device | Karl Storz |
| | Conformity to certifications | US FDA |
| | Details of recording system certifications such as date and number put NA if not provided | 3378 - 12 - 2019, 23-12-2019 |
| Suction Irrigation System | Availability of suction and irrigation system for use in laparoscopy in surgical procedures | NA if not provided |
| | Suction Irrigation System should be compatible for use with commercially available 500 ml to 5 litre saline bottles | Yes |
| | It should have either control by foot pedal or on the control panel located at hand piece | Yes |
| | There should be provision of over flow protection | Yes |
| | Silicon tubing for better aesthetics and antibacterial filter for infection prevention to be provided | Yes |
| | facility of pre setting of suction and irrigation parameters | Yes |

| | | |
|--|---|---|
| | Availability of display for set values and actual values | Yes |
| | Irrigation pressure in mm Hg | 0 - 400 |
| | irrigation flow in ml/min | 0 - 1000 |
| | Suction range in bar | 0- 0.6 |
| | Make of suction irrigation system put NA if not provided | Karl Storz |
| | Conformity to Certificates | European CE with verified No |
| | Details of suction irrigation system certificates such as date and number put NA if not provided | 3378 - 12 – 2019, 23-12-2019 |
| Mobile Videocart | Mobile Videocart provided | Yes |
| | Mobile Videocart should ride on four antistatic casters | Yes |
| | Availability of locking brakes | Yes |
| | Monitor arm provided | NA if not provided |
| | Number of shelves | 4 |
| | Availability of handles for easy manoeuvring | Yes |
| | Cable channel mounted on the left or right of the column | Yes |
| | Electrical supply terminals strip with atleast 06 5/15 amp sockets | Yes |
| | Details of mobile videocart certifications such as date and number put NA if not provided | good quality Indigenous make |
| Additional Parameters | Indian make bulk CO2 cylinders | NA if not provided |
| | Online UPS | NA if not provided |
| | Availability of laproscopic instruments of same make | NA if not provided |
| Miscellaneous Parameters | Warranty (Option of comprehensive warranty is available through bidding only, which if opted will supersede normal warranty in the catalogue) | 5 |
| | Number of installations completed in Central/State Government hospitals (Documentary proof regarding installation to be submitted to buyer on demand at the time of supplies) | More than 3 |
| | Demonstration of equipment and training to be provided after completing supplies & Installation | Yes |
| | User/Technical/Maintenance e manuals to be supplied in English in hard and soft copy | Yes |
| | Certificate of calibration | To be provided at time of supply of equipment |
| | List of equipment's available for providing calibration and routine preventive maintenance check list as per manufacturers | Yes |
| | Log book maintenance | Log book with instructions for daily ,weekly,monthly and quarterly maintenance check list to be provided |
| | Authenticity of Manufacturer | The Principal Manufacturer must have direct Presence/approved service center In India |
| | Cost of Spares | List of important spare parts and accessories with their part no and the cost prevailing at time of supplies to be given to consignee/buyer |
| | Copies of reports and certifications to be furnished to buyer on demand | Yes |
| | Certification to supply the spare parts | Certificate from the principal shall be provided to the buyer/consignee along with the equipment that spare parts will be available for next 10 years |
| Copies of all certifications and reports to be provided to buyer on demand at time of supplies | Yes | |

Note | टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Comprehensive maintenance charges for | व्यापक रखरखाव के लिए शुल्क STORZ High Definition Laparoscopic Surgery System

| Service Year सेवा वर्ष | CMC Percentage सीएमसी प्रतिशत | Tax Bifurcation कर द्विभाजन |
|---|---------------------------------|-------------------------------|
| CMC charges for 1 st year after warranty period in % of cost of equipment | 3.85% | NA |
| CMC charges for 2 nd year after warranty period in % of cost of equipment | 3.85% | |
| CMC charges for 3 rd year after warranty period in % of cost of equipment | 3.85% | |

| Service Year सेवा वर्ष | CMC Percentage सीएमसी प्रतिशत | Tax Bifurcation कर द्विभाजन |
|---|---------------------------------|-------------------------------|
| CMC charges for 4 th year after warranty period in % of cost of equipment | 3.85% | |
| CMC charges for 5 th year after warranty period in % of cost of equipment | 3.85% | |

Buyer Defined Additional Specification for | खरीदार परिभाषित अतिरिक्त विशिष्टता के लिए STORZ High Definition Laparoscopic Surgery System

| Specification विनिर्देश | Value मूल्य |
|---------------------------------------|--|
| Hand Instruments | 10mm Trocar and Cannula-2pcs, 5mm Trocar and Cannula-2pcs, Maryland forceps (Monopolar)-1, Plain & Tooth Grasper-1each, 10mm Clip Applicator-1, 5mm Scissor-1, Bipolar Maryland forceps-1, Hook-1, Stone holding forceps(10mm)-1 |
| Internal/External Recording/Processor | Minimum 50GB, should also have a provision for using two camera heads simultaneously for Laparoscope. |
| Telescope | 10mm 30 degree. |
| one UPS compatible with the equipment | Yes, one UPS compatible with the equipment to be provided. |
| Certification | USFDA/European-CE/BIS. |

Corrigendum | शुद्धिपत्र

1. **Extended Upto** | तक बढ़ाया गया : 2023-06-03 11:00:00

Additional Clauses for CMC | सीएमसी के लिए अतिरिक्त खंड

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 including CMC 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& A5 shall 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 10% 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.

| | |
|--|---------------------|
| Advisory Bank सहायक बैंक : | State Bank of India |
| ePBG Detail ईपीबीजी विवरण | |
| ePBG Percentage(%) ईपीबीजी प्रतिशत (%) : | 10.00 |

The bidder shall furnish ePBG as applicable as per bid's terms and conditions | बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा

Terms and Conditions | नियम और शर्तें

1. Special terms and conditions- Version:2 effective from 11-11-2022

- 1.1 All Provisions of Drugs and Cosmetics Act, 1940 and Rules made there under as amended till date will always be applicable. This will include all notifications issued by *Central Drugs Standard Control Organisation (CDSCO)*, Ministry of Health & Family Welfare (MoHFW) and Department of Pharmaceuticals (DOP), Ministry of Chemicals & Fertilizers time to time in this regard.
2. The sellers are registered on GeM based on self-declaration of valid Drug License, product certification, test reports etc. However, buyers must check and validate the details at their end for all applicable licenses and certifications e.g., validity and authenticity/genuineness of drug license, product certification, manufacturer certification/licenses, test reports etc.
3. The price offered by the seller shall not, in any case exceed the DPCO controlled price, if any, fixed by the Central/State Government, the Maximum Retail Price (MRP) and the selling price. The seller must reduce the prices if there is any reduction in DPCO ceiling price, if any.
4. 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's 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.
5. 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.
6. 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.
7. 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 into 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.
8. 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.
9. 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.
10. 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.
11. Software: All software updates should be provided free of cost during warranty period.
12. Any other Terms and Conditions which is not included or at variance with the conditions specified in STC/GTC, may be added by the buyer through Additional Terms and Conditions in the bid to ensure items are procured from authentic/validated source with appropriate and applicable quality. The above terms and conditions are in reverse order of precedence i.e. ATC shall supersede specific STC which shall supersede General Terms and Conditions ("GTC"), whenever there are any conflicting provisions.

2. General Terms and Conditions-

- 2.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 2.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

3. Buyer Added Bid Specific Terms and Conditions-

3.1 Generic

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

3.2 Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

3.3 Generic

Experience Criteria: The Bidder or its OEM (themselves or through reseller(s)) should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

3.4 Scope of Supply:

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

3.5 Generic:

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

3.6 Service & Support:

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

3.7 Service & Support:

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

3.8 Warranty:

Warranty period of the supplied products shall be as given in specifications from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

3.9 Warranty:

Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope

As per ATC

(Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM undertaking is to be uploaded along with Bidder undertaking)

3.10 Warranty:

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

3.11 Forms of EMD and PBG:

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Bharat Coking Coal Limited

payable at

DHanbad

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

3.12 Buyer Added Bid Specific ATC:

Buyer uploaded ATC document [Click here to view the file](#).

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।