

Rate Contract
For
Implantable Hearing Devices

At

**All India Institute of Medical Sciences,
Jodhpur**

NIT No. : Admn/RC/01/2017-AIIMS.JDH

NIT Issue Date : 01st April, 2017

Pre Bid Meeting : 13th April, 2017 at 03:00 PM

Last Date of Submission : 15th May, 2017 at 03:00 PM

Tender documents may be downloaded from institute's web site
www.aiimsjodhpur.edu.in (for reference only) and CPPP site
<https://eprocure.gov.in/eprocure/app>



All India Institute of Medical Sciences, Jodhpur

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All India Institute of Medical Sciences (AIIMS), Jodhpur, Rajasthan, an apex healthcare institute established by an Act of Parliament of India under aegis of Ministry of Health & Family Welfare, Government of India, invites **Online bids in two bid system for Rate Contract** for supply of the Implantable Hearing Devices at the institute. You are requested to quote your best offer along with the complete details of specifications, terms & conditions.

Chapter-I

S.No	Item Description	EMD (Rs.)
1	Implantable Hearing Devices	Rs. 2,00,000

Instructions:

1. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
2. The complete bidding process in online. Bidders should be possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0291-2740741.
3. **Tenderer/Contractor/Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.**
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. **Tender Cost:**
Applicant contractor must submit the demand draft for Rs 1,000/- (Rupees One thousand only) in favour of AIIMS, Jodhpur obtained from any Nationalized/ scheduled Bank valid for six months as a tender fees. All applicable bank charges shall be borne by the applicant and he shall not have any claim what so ever on this account on Government. The Demand Draft submitted for tender fee shall be non-refundable. **The demand drafts for tender fees must deliver to AIIMS, Jodhpur on or before last date/time of Bid Submission.**
6. **EMD Payment:**
The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **Rs. 2,00,000/- (Rupees Two Lakhs Only)** by way of demand drafts or Bank Guarantee only. The demand drafts or Bank Guarantee shall be drawn in favour of “**All India Institute of Medical Sciences, Jodhpur**”. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. **The demand drafts or Bank Guarantee for EMD must deliver to AIIMS, Jodhpur on or before last date/time of Bid Submission.**
 - a) Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulation made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

- b) The Firm who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industries (SSI) are exempted to submit the EMD (Copy of registration must be provide along with technical bid)
- c) The EMD, in case of unsuccessful Bidders shall be retained by AIIMS, Jodhpur till the finalization of the tender. No interest will be payable by AIIMS, Jodhpur on the EMD.

7. The Hard Copy of original instruments in respect of cost of tender document, earnest money deposit etc. must be delivered to the AIIMS, Jodhpur on or before last date/time of Bid Submission as mentioned above. The bid without tender fee and EMD will be summarily rejected.

8. Submission of Tender:

The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

i) Technical Bid

The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

- i) Signed and scanned copy of appropriate value of valid registration certificate (if any), experience certificate as per the tender notice, PAN, VAT registration certificate and Tender Acceptance Letter.
- ii) Signed and Scanned copy of documents like Tender Cost (Tender Fees/ Earnest Money Deposit)
- iii) Signed and Scanned Copy of Make and model of all systems, sub systems and additional items should be mentioned in the technical bid and complete technical details should be provided in the form of Brochures and write-ups.

Chapter-II- Conditions of Contract

General Terms and Conditions

Subject: - Notice Inviting Tender for Implantable Hearing Devices for All India Institute of Medical Sciences, Jodhpur

1. Parties :

The parties to the contract are the contractor (the tenderer to whom the work have been awarded) and the AIIMS through Administrative Officer, All India Institute of Medical Sciences, Jodhpur for and on behalf of the Director, AIIMS, Jodhpur.

2. "PRE –BID Meeting" with the intending bidders shall be held on 13th April, 2017 at 03:00 P.M. onwards at Conference Hall, AIIMS Jodhpur.

3. The prices/rates quoted should be indicated in words as well as in figures. In case of any discrepancy, lower amount/rates shall be considered as valid.

4. Bidders are requested to quote their prices on a firm & fixed basis for the entire period of the Contract. Bids of the firms received with prices quoted on variable basis shall be rejected without assigning any reasons and no communication in this regard shall be made.

5. Quotations qualified by such vague and indefinite expression such as “Subject to prior confirmation”, “Subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly. Any conditional tender shall be rejected summarily.

6. DOCUMENTS COMPRISING THE BID:

The bids prepared by the bidder shall comprise of (1) Technical Bid and (2) Financial Bid:

Technical Bid: - To qualify in the Technical Bid the firm should have the minimum eligibility criteria as under and the firm in this regard must submit the following documents in support of their eligibility criteria: -

(a) Duly filled format of Technical Bid as per **Chapter – IV**.

(b) Copy of constitution or legal status of the bidder manufacturer / Sole proprietorship / firm / agency etc.

(c) Experience of 03 years or more.

(d) The technical bid should be accompanied by Demand draft of Rs. 1000/- (non-refundable) against tender fee and Demand Draft of Rs. 2,00,000/- (Rupees Two Lakh only) (refundable) for EMD / bid security.

(e) Copy of Income Tax Return Acknowledgement for last Three years.

(f) Copy of PAN Card / Service Tax Registration.

- (g) Copy of Sales tax / VAT registration certificate.
- (h) Details of clients where similar services are presently provided by the tenderer separately for govt. and private clients.
- (i) The bidder must have adequate experience of execution of similar work in Govt. offices / PSUs / Autonomous Bodies and other similar organizations. Necessary supporting documents like work orders, work completion certificate, payment certificate etc. for last three years to this effect must be submitted along with the offer.
- (j) The concerned firm/company whose product has been declared as of spurious or adulterated quality and any criminal cases is filled and is pending in any court shall not be eligible to participate in the bidding process. Convicted firms/company shall also not be eligible to participate in the bid. Similarly, blacklisted / banned / debarred firms / company by any central / state govt. or its organization or autonomous bodies or central drug procurement agency is not eligible to participate in the bid.
- (k) Brochure, original technical catalogue with detailed specification and picture of the product offered, if relevant.

Financial Bid: The financial bid shall contain:

- (a) Price Bid Form [As per Chapter - VI] – Price must be quoted as per format specified, failing which tender shall be summarily rejected.

7. Signing of Tender :

Individual signing the tender or other documents connected with contract must specify whether he sign as:

- (a) A sole proprietor of the concern or constituted attorney of such sole proprietor ;
 - (b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
 - (c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.
- 8.** A person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, AIIMS, Jodhpur may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- 9. The tenderer should sign and affix his firm's stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn.** NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.

10. BID PRICES:

- (a) It should be submitted in form given in Chapter VI. **The price quoted will be exclusive of taxes and inclusive of all applicable charges (i.e. packing, forwarding, postage and transportation) at F.O.R. AIIMS, Jodhpur and shall be fixed and final. Taxes, as applicable will be extra, which will separately quoted in the bid.** At the time of payment Income Tax or any other Tax payable shall be deducted at source.
- (b) The offer shall be firm and in Indian Rupees only. No foreign exchange will be made available by the institute.
- (c) The rate quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

11. TECHNICAL EVALUATION:

- (a) Detailed technical evaluation shall be carried out by Purchase Committee pursuant to conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation. The Institute's determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. The Institute shall evaluate the technical bids also to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are in order.
- (b) Financial bids of only those bidders who qualify the technical criteria will be opened provided all other requirements are fulfilled.
- (c) AIIMS Jodhpur shall have right to accept or reject any or all tenders without assigning any reasons thereof.

12. FINANCIAL EVALUATION:

- (a) The financial bid shall be opened of only those bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The institute shall inform the date, place and time for opening of financial bid.
- (b) Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is, the unit price shall prevail and the total price shall be corrected by the Institute. If there is a discrepancy between words and figures, the lesser amount shall be considered as valid. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- (c) The AIIMS Jodhpur does not bind himself to accept the lowest bid or any bid and reserves the right of accepting the whole or any part of the bid or portion of the job offered; and the bidder shall provide the same at the rates quoted. The AIIMS Jodhpur reserves the right to reject any or all offers received in response to tender or cancel or withdraw the tender notice without assigning any reason, whatsoever.

13. AWARD OF CONTRACT: PLACE MENT OF ORDER

(a) The Institute shall consider placement of orders for jobs on those bidders whose offers have been found technical, commercially and financially acceptable. The Institute reserves the right to counter offer price(s) against price(s) quoted by any bidder.

6. Opening of Tender:

The tenderer is at liberty either himself or authorize not more than one representative to be present at the opening of the tender. The representative attending the opening of the tender on behalf of the tender should bring with him a letter of authority from the tenderer and proof of identification.

7. Validity of the bids:

The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid.

8. Right of acceptance:

The AIIMS, Jodhpur reserve the right to accepting the whole or any part or portion of the bid; and the bidder shall provide the same at the rates quoted. The AIIMS Jodhpur reserve the right to reject any or all tenders /quotations or all offers received in response to the tender or cancel or withdraw the tender notice without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender and no claim in this regard shall be entertained.

9. Delivery and Installation:

Delivery of goods shall be made by the supplier within 30 days of placing of purchase order, however, in case of emergent requirement he has to supply the required quantity of goods within 1 weeks of placing of order also. In few cases the items are to be delivered at a very short notice i.e. within 24 hours.

10. Incidental Services:

The supplier shall be required to perform the following services:-

- i) Installation & Commissioning, Supervision and Demonstration of the goods.
- ii) Providing required jigs and tools for assembly, minor civil works required for the completion of the installation.
- iii) On Site training to Doctors/ Technicians/ Staff is to be provided by Supplier for operation and maintenance of the equipment to the satisfaction of the user department.
- iv) Supplying required number of operation & maintenance manual for the goods.
- v) To provide non-locked open software and standard interface inter-operability conditions for networked equipment in hospital management information system, wherever applicable.

11. Accessories & Consumables:

The separate price list of all accessories and consumables, if any, must be attached/ enclosed along with the Financial Bid.

12. After Sales Service:

After sales service centre should be available on 24 (hrs.) X 7 (days) X 365 (days) basis. Complaints should be attended properly, maximum within 24 hrs to ensure an uptime of

minimum 95%, wherever applicable, failing which the necessary penalty measures shall be enforced.

13. The Payment clause :

The bill in triplicate may be sent to this office for settlement after satisfactorily delivery of the material. The bill should have full particulars of the items(s).

The contractor shall submit the bill only after supply of the material to the satisfaction of the AIIMS Jodhpur, on receipt of a pre-receipted bill invoice from the Contractor the case of issuing sanction and passing of bill for payment will be initiated. No payment will be made for goods rejected.

10. Performance Security:

The successful tenderer will be required to furnish **Rs 10,00,000/- (Rs. Ten Lakh only)** as performance Security Deposit in the form of fixed Deposit Receipt or Bank guarantee from any Nationalized Bank duly pledged in the name of the "**All India Institute of Medical Sciences, Jodhpur**" for the period of one and half year from the date of award of the contract within 10 days from the date of acceptance of the tender.

The Performance Security shall be refunded without any interest on it within 90 days after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.

The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non-observance of any condition of the contract.

11. Liquidated Damages

Supply of material will have to be completed within 30 days or period mentioned in the purchased order. The liquidated damages charges @ 0.5% per week shall be imposed if supply made after expiry of delivery period subject to maximum 10% of the total value of goods/contract value. Quantum of liquidated damages assessed and levied by the purchaser shall be final and not challengeable by the supplier.

12. FORCE MAJEURE :

If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may, at least option to terminate the contract.

13. Insolvency etc:

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Jodhpur shall have the power to terminate the contract without any prior notice.

14. Breach of Terms and Conditions:

In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by AIIMS, Jodhpur in that event the security deposit shall also stands forfeited.

15. Subletting of Work:

The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Jodhpur, which will be at liberty to refuse if thinks fit. The tender is not transferable. Only one tender shall be submitted by one tenderer.

16. Right to call upon information regarding status of work:

The AIIMS, Jodhpur will have the right to call upon information regarding status of work / job at any point of time.

To assist in the analysis, evaluation and computation of the bids, the Purchase Committee of AIIMS, Jodhpur, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

17. Fall Clause:

If at any time during the period of contract, the price of tendered items is reduced or brought down by any law or act of the Central or State Govt. or by the tenderer himself, the tenderer shall be morally and statutorily bound to inform AIIMS, Jodhpur immediately about such reduction in the contracted prices. The AIIMS, Jodhpur is empowered to unilaterally effect such reduction as is necessary in rates in case the tenderer fails to notify or fails to agree for such reduction of rates. In case of any enhancement in Excise Duty/Custom Duty due to statutory Act of the Govt. after the date of submission of the tenders and during the tender period, the additional excise duty/custom duty so levied will be allowed to be charged extra as separate item without any change in price structure of the drugs approved under the tender.

For claiming the additional cost on account of the increase in excise duty/custom duty, the tenderer should produce letter from the concerned excise authorities indicating his commitment for the supply made to the AIIMS, Jodhpur on account of the increase in excise duty/custom duty.

18. Arbitration:

If any conflict or difference arises concerning this agreement, its interpretation on payment to be made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Legal Affairs. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

19. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Jodhpur, Rajasthan and all obligations hereunder shall be deemed to be located at Jodhpur, Rajasthan and Court within Jodhpur, Rajasthan will have Jurisdiction to the exclusion of other courts.

20. Periodicity/ Duration of Tender:

The tender is initially for a period of one year and may be extended for a further period of 12 months with mutual consent on the same terms and conditions and rates.

21. Other Conditions:

The successful firm will be required to do the work / job for a period of one year from the date of award the contract. AIIMS, Jodhpur shall, however, reserve the right to terminate the contract at any time without assigning any reason.

The job will be entrusted on the basis of all inclusive rate contract on as is where is and competitive rates basis.

22. The items will have to be supplied at AIIMS, Jodhpur. No transportation/ cartage charges will be provided for the same.

23. All India Institute of Medical Sciences (AIIMS), Jodhpur shall be the sole authority to cancel or amend the order, as per requirement, and also to place order for supply of item beyond office hours/ holiday/ place of supply for which, no additional payment shall be made.

24. The tendering Firm/Agency/Company shall be bound by the details furnished by him/her to

the All India Institute of Medical Sciences (AIIMS), Jodhpur while submitting the tender or at subsequent stage. Upon selection of the tendering Firm/Agency/Company, if at any stage, the documents furnished by him/her is found to be false or the quality of the articles or rates are found of poor quality/different specifications, it would be deemed to be a breach of terms of contract, the contract shall be cancelled at the discretion of competent authority and performance security shall be stand forfeited.

25. The firm should have availability of a responsible person on call on all working days between 09:00 Hrs to 18.00 Hrs.
26. Implants shall be supplied from manufacturers holding up to date Good Manufacturing Practices (GMP) Certificate issued by the appropriate licensing authority. A copy of the certificate shall be produced by supplier with technical bid.
27. If the Local Authorised Dealer of any Manufacturing Company is participating in this Tender, he will allowed to be submit the Manufacturer's Companies duly certified Audited Accounts, Copy of Income Tax Return for Last Three Financial Years and Annual Turnover of not less than Rs. 5 Crore. Rest document like Affidavit, EMD, TIN No., VAT No., Registration Certificate of the Firm shall be submitted by Local Authorized Dealer / Firm of his own.
28. Order shall be issued on actual need basis. Bills in triplicate for the items supplied by the selected firm(s), should be raised for payment. Payment shall be released after it is ensured that the items/quantity and quality of items supplied are to the entire satisfaction of this office and accepted. If any item is found to be defective, or not of the desired quality, the same shall be replaced immediately, for which no extra payment shall be made by AIIMS, Jodhpur.
29. The selected tendering Firm/Agency/Company shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours on holidays. The person should be capable of taking orders and making arrangement for supply of the desired items even on short notice to AIIMS, Jodhpur.
30. In case the quality of goods supplied are not in conformity with the standard given in tender and as per the samples supplied or the supplies are found defective at any stage these goods shall immediately will be taken back by the supplier and will be replaced with the tender quality goods, without any delay. The Purchase Committee reserves all right to reject the goods if the same are not found in accordance with the required description / specifications and liquidates damages shall be charged.
31. The Specification of the item needed is mentioned in Technical Bid (**Chapter - V**). The payment would be made for actual supply taken and no claim in this regard should be entertained.

32. If a tendering Firm/Agency/Company decides to withdraw from the bidding before the financial bids are opened, the AIIMS, Jodhpur shall forfeit the EMD deposited with the technical bid.
33. Full description & specifications, make/brand and name of the manufacturing firm must be clearly mentioned in the tender failing which the tender will not be considered. The tendered must also mention whether the goods are imported / indigenous. Descriptive literature / catalogues must be attached with the tender in original failing which tender may be ignored.
34. The rate quoted by firm should be final and written in ink or typed against each item and should not be overwritten.
35. Each page of the Tender Notice to be signed and stamped by the bidder in token of having accepted the same.
36. The AIIMS, Jodhpur reserves the right to place an order for supply of any items mentioned in the Financial Bid or otherwise, to any other firm(s) in emergency/unavoidable situation.
- 37. Disclaimer:**
- The near relatives of employees of AIIMS, Jodhpur are prohibited from participation in this tender. The near relative for this purpose are defined as:
- (a) Members of a Hindu undivided Family
 - (b) Their spouses
 - (c) The one related to the other in the manner as father, son(s), Son's wife (daughter-in-law), daughter(s) and daughter's husband (sons-in-law) brother (s) and brother's wife, sister(s) and sister's husband, brother(s)-in-law.
38. The Purchase Committee of AIIMS, Jodhpur shall go into all aspects including cost factors of major Implantable Hearing Devices and then decide for awarding of the tender, by quoting lower rates in respect of some items, a firm does not become entitled to awarding the contract in its favour of those item(s). In order to get selection / consideration in the panel of two or three vendors for awarding of contract (in case the contract is to be awarded to more than one vendor), the criteria of selection for awarding contract will be calculating/ comparing the rate of major items consumed by the AIIMS, Jodhpur throughout the year and as per the requirement in view of quality, as deemed fit by the Purchase Committee. The firm has to provide samples for the items for evaluation of Purchase Committee when required. The committee will reject the quotations of the bidders whose quotation will not found of quality required by AIIMS, Jodhpur. **AIIMS, Jodhpur reserves the right to accept/ reject any quotation either in part or full without assigning any reason thereof**, or award the contract to different supplier(s), for different item(s), if feasible after considering the credentials, manufacturing, capability, quality and distribution rights of the item(s). The firm are, therefore, requested to attach their credentials in regard to supply of items and experience in the field, distribution rights and their annual turnover.

Special Conditions

1. **Product Support:** Tenderer must provide product support for the Life of the product including implanted and external components, software and hardware. Free upgrade of hardware / software support for product in case existing implant system is discontinued by manufacturer.
2. **Infrastructure Support:** Tender must provide following infrastructure support:
 - a. All necessary hardware and software required for pre-operative, intra-operative and post-operative testing and programming for the implanted should be provided free of cost to the center.
 - b. Implant specific surgical equipment should be provided free of cost to the center.
 - c. Upgrade to be provided free of cost as and when necessary.
3. **Technical Support:** Bidder must provide onsite Technical Support for hardware / software / programming related problem should be provided as and when required within 48 hours.
4. **Service Support:** Provision of spares / loaners for equipment defects / malfunctions within 48 hours in case the equipment requires to be returned to company / manufacturer for a period exceeding 24 hours including equipment not covered under warranty.
5. **Warranty:** Bidder must provide Comprehensive replacement and repair warranty as follows:
 - a. **Cochlear Implant:** 10 years from the date of surgery.
 - b. **External Components excluding cables, Speech Processor, battery packs and coil:** 3 years from the date of switch on.
 - c. **Consumables such as batteries chargers, rechargeable batteries – 2 years from the date of switch on.**

External Components (Not covered by Warranty):

- a. Robust and long lasting. Should be Sweat / Splash resistant.
 - b. Two sets of spares and commitment towards free replacement of external components not covered by warranty to be provided for a minimum period of 2 years from date of implantation.
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14. **Training:** Bidders must provide training as follows:
 - a. Training of medical and paramedical personal and continuing education to be provided by the manufacturer as and when required.
 - b. Training should include surgical procedures / techniques / advances; implant audiology, rehabilitation, support and hardware / software troubleshooting.
 - (i) Freight, insurance charges, if any will be borne by the supplier, Similarly shortage, pilferage in transit will be sole responsibility of the supplier and the same will be intimated to the supplier on receipt of goods by the purchaser for resupply. The defective supply will have to be replaced by the supplier within 10 days without additional freight / transport charge.
 - (ii) Delivery / Supply will be made on F.O.R. basis to this Institute, by road or rail transport.
 - (iii) VAT and other Govt. levies will be paid extra as applicable by the supplier.
 - (iv) Delivery of goods will be taken at the risk and cost of the supplier from railway / road transport.

- (v) Payment of the bill will be made preferably within 60 days on receipt of the goods in satisfactory condition.
- (vi) No revision in rate (on higher side) will be accepted during contract period.
- (vii) Order will be placed as per requirement, irrespective of value of the order.
- (viii) Supply should be made in full against the order and shortage will be procured from other supplier on the risk and cost of the original supplier.
- (ix) Supply should be made from the latest batch of production with maximum life period & original packing.
- (x) Pre-receipted bills should be sent along-with goods.
- (xi) While submitting the tender document, the tenderer should sign on each page of the tender document.
- (xii) The tenderer should enclose a signed copy of the terms & conditions stipulated for award of the contract, conveying his acceptance of the same.
- (xiii) The purchaser reserves the right to conclude more than one rate contract for the same item.
- (xiv) The purchaser as well as the supplier may withdraw the rate contract by serving suitable notice to each other. The prescribed notice period is generally thirty days.
- (xv) The purchaser has the option to renegotiate the price with the rate contract holder.

Inspection:

- (i) AIIMS, Jodhpur shall have the right to inspect and/or to test the goods to confirm their conformity to the NIT Specifications at no extra cost to the AIIMS, Jodhpur.
- (ii) AIIMS, Jodhpur right to inspect, test and, where necessary, reject the Goods after the goods arrival at the final destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by AIIMS, Jodhpur prior to the goods shipment.
- (iii) The Director, AIIMS Jodhpur shall be the final authority to reject full or any part of the supply which is not conforming to the specification and other terms and conditions.
- (iv) No payment shall be made for rejected Stores. Rejected items must be removed by the Bidders within two (02) weeks of the date of rejection at their own cost and replaced immediately. In case these are not removed, these will be auctioned at the risk and responsibility of the suppliers without any further notice.

Sample/Demonstration:

The tenderers may be required to place samples of the Implantable Hearing Devices (without indicating price, clear marking of firm / agency name in each of item) when required by the Purchase Committee and Concerned Department of All India Institute of Medical Sciences (AIIMS), Jodhpur for quality evaluation and in case all the expenses will be borne by the tenderer. Purchase will be done only after the approval of the quality of the product by the Competent Authority. If required failing which their bids/offer shall be rejected.

The firms are intimated that they should get ready for demonstration and only one-week time will be provided for arrangement of demonstration and no request for extending time for demonstration will be entertained. Failure to demonstrate, their offer will be summarily rejected.

Documents:

- (i) All pages of the Tender should be numbered and indexed.
- (ii) The bidder shall provide in its tender the required as well as the relevant documents like

technical data, literature, drawings etc. to establish that the goods and services offered in the tender fully confirm to the goods and services specified by the AIIMS, Jodhpur in the tender documents. For this purpose the bidder shall also provide a clause-by-clause commentary on the technical specifications and other technical details incorporated by the AIIMS, Jodhpur in the tender documents to establish technical responsiveness of the goods and services offered in its tender duly indicating relevant page numbers in the product literature.

- (iii) The bidder shall provide a list of major Government and Private Institutions where its relevant bid item has been supplied during last one year.

Administrative Officer,
AIIMS, Jodhpur

Chapter - IV Contract Form
TENDER FORM - 1 - TECHNICAL INFORMATION AND
UNDERTAKING.

(Tenderer may use separate sheet wherever required)

S.No.	Details of the Firm/Bidder	Page No.	
1	Name & Address of the Tenderer/ Concern		
2	Whether the Firm is located in Jodhpur (Rajasthan). (Yes/No)		
3	State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organisation		
4	Details of the Earnest Money Deposit (EMD) DD No.: Dated: Drawn on Bank: Amount: (Rupees.....)		
5	Details of the cost of the Tender documents worth Rs. 1000 (Rs. One Thousand only) (Yes/No)		
6	Whether each page of NIT and its annexure have been signed and stamped		
7	Whether Bidders have quoted for each and every item mentioned in Chapter V (Yes/No)		
8	List of Major Customer may be given on a separate sheet and proof of satisfactory supply, if any		
9	Manufacturer Authorization Certificate		
10	Last Income Tax Certificate		
11	Copy of VAT/CST/ST Registration		
12	Drug License (If applicable)		
13	Original Technical Catalogue of the quoted Implant (Enclosed) (Yes/No)		
14	Quality Assurance Certificate (Please specify)		
15	Have you previously supplied these items to any government / private organization? If yes, attach the relevant proof. (Also provide an affidavit that you have not quoted the price higher than previously supplied any government institute)		
12	Proof of the last three year's turnover of the firm Which should not be less than Rs. Five Crore only continuously for the preceding three years		
13	Permanent Account Number		
14	Sale Tax Registration No.		
15	TIN No. with Proof		

16	Whether copies of authenticated balance sheet for the past three years enclosed		
17	Any other information important in the opinion of the tenderer		

- **Page number/serial number may be given to each and every page of Tender Documents and photocopies of the documents attached. Mention Page number, wherever the copy(ies) of the document(s) are kept.**
- **In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.**

(Dated Signature of the Tenderer with stamp of firm)

Dated:

Place:

Undertaking

1. That I/we have carefully studied all the terms & conditions of NIT and shall abide by it.
2. That I/We shall supply the items of requisite quality.
3. That I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.
4. That I/We undertake that sample of items will be kept ready for inspections by the AIIMS, Jodhpur. I/We shall be responsible for the cancellation of tender if samples are not up to mark.

(Dated Signature of the Tenderer with stamp of firm)

Date:

Place:

FORMAT FOR MANUFACTURER'S AUTHORISATION

**To,
The "Director",
All India Institute of Medical Sciences (AIIMS) Jodhpur
Industrial Area, Basni Phase - IInd, Jodhpur (Raj.)**

Dear Sir,

Ref. Your NIT No _____, dated _____
We, _____ who are
proven and reputable manufacturers of _____ (*name and
description of the Items offered in the Quotation*) having factories at
_____, hereby
authorise Messrs _____ (*name and address of the agent*) to submit a Quotation,
process the same further and enter into a supply contract with you against your requirement as contained in the
above referred Quotation Form for the above items manufactured by us.

We further confirm that no supplier or firm or individual other than Messrs.
_____ (*name and address of the above agent*)
is authorised to submit a tender, process the same further and enter into a supply contract with you against your
requirement as contained in the above referred Quotation Form for the above items manufactured by us.

We also hereby confirm that we would be responsible for the satisfactory execution of supply contract placed
on the authorised agent.

We also confirm that the price quoted by our agent shall not exceed than that which we would have quoted
directly.

Yours faithfully,

[Signature with date, name and designation]

for and on behalf of Messrs _____

[Name & address of the manufacturers]

Note:-

1. This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having the power of attorney to legally bind the manufacturer.
2. Original letter may be enclosed with Quotation Form during submission in the sealed cover.

Chapter – V**Technical Bid****1. List of Implantable Hearing Devices**

- (1) **Implant Casing** - Hermetically Sealed air tight Titanium Casing of Non-reactive Material Silicon cover.
- (2) **Intra- Cochlear Electrode Array** -
- A. Multiple Electrode channels (≥ 12), smooth outer surface for atraumatic insertion
 - B. Availability of various options for active electrodes, when needed for use in cases of different cochlear anomalies, at the same price. (Kindly provide details in brochure and compliance sheet)
 - C. Even the basic implantable unit should have compatibility & upgradeability with latest advanced available speech processors and should be based on latest technical platform from the company.
 - D. Simultaneous multiple independent current sources
 - E. Specify Stimulation rate, spectral bands and number of independent current sources in compliance sheet.
- (3) **Speech Processor** -
- A. Options of Behind the Ear (BTE) Speech Processor with the ability to store Multiple Programmes
 - B. Microphone at head/ear level.
 - C. Should have Wide Input Dynamic Range of 75DB or more with Automatic Sound Management to adapt automatically to different challenging environments. The sound management should be fully automatic with no manual switches to change the program.
 - D. Should have minimum frequency range of up to 8000 Hz
 - E. To include all standard Accessories (List of standard accessories to be provided by the manufacturer). It should also include User Remote Control for better maneuverability and durability along with better switching between different listening situations. It should also include Electronic Dehumidifier.
 - F. Should have adequate memory for storing multiple settings.
 - G. Should be moisture resistant (to suit Indian conditions).
- (4) **Power Source**- Powered by rechargeable cells/Rechargeable battery pack. Recharging equipment & Rechargeable Zinc air cells (at least three or more)/battery pack to be supplied by the manufacturer. Commitment for their free replacement, if they malfunction, within warranty period.
- (5) **External Components** -
- A. Robust and Long Lasting, Resistance against Non-condensing Moisture (to suit Indian conditions)
 - B. Two sets of all spares including spare cables and coils and commitment towards free replacement of external components not covered by warranty to be provided for a minimum period of 3 years from date of implantation.
 - C. Clips to hold the processor in place (2 nos.), Provision to hinge the processor at different body levels, Monitor ear phones, Signal check, Interchangeable magnets of varying strengths etc.
 - D. Provision of loaners to the center for immediate replacement to the user.
- (6) **Speech Coding Strategy** –Proven & internationally accepted latest speech coding strategy.
- (7) **Implant Integrity Testing Ability** - Ability to test implant and electrode integrity and function both pre/inter-operatively and post-operatively.

(8) MRI Compatibility - MRI Compatibility at 1.5 Tesla or more without removal of the magnet.

(9) FM Compatibility - Compatibility with standard FM based group therapy system and FM transmitters and other battery operated Assistive Listening Devices (ALDs)

(10) Telecoil/Telephone Compatibility - Telephone Compatibility with inbuilt/snap-on telecoil/telephone adapter.

(11) FDA Approval - US FDA approval for complete implant system (BOTH Speech Processor and Implant) for implantation in pediatric and adult patients.

(12) Product Support - For the Life of the product including implanted and external components, software and hardware. Free upgrade of hardware/software support for product in case existing implant system is discontinued by manufacturer.

(13) Infrastructure Support –

- a. All necessary hardware and software required for pre-operative, intra-operative and post-operative testing and programming for the implanted should be provided free of cost to the center.
- b. Implant specific surgical kit should be provided free of cost to the center.
- c. Upgrade to be provided free of cost as and when necessary.

(14) Technical Support - Onsite Technical Support for hardware/software/programming related problem should be provided as and when required within 48 hours.

(15) Service Support - Provision of spares/loaners for equipment defects/ malfunctions within 48 hours in case the equipment requires to be returned to company/manufacturer for a period exceeding 24 hours including equipment not covered under warranty.

(16) Warranty -Comprehensive replacement and repair warranty is to be provided as follows:

- A. Cochlear Implant: 10 years from the date of surgery.
- B. External Components, including Speech Processor & battery packs, cables & coils: 3 years from the date of switch on.
- C. Consumable such as batteries chargers, rechargeable batteries - 2 years from the date of switch on.
- D. Should quote CMC for two years after warranty.
- E. Should elaborate the inclusion and exclusions of warranty.
- F. Accessories, Services and repairs should be available for at least 10 years from the date of implantation.

(17) Training-

- A. Training of medical and paramedical personal and continuing education to be provided by the manufacturer as and when required.
- B. Training should include surgical procedures/techniques/advances; implant audiology, rehabilitation, support and hardware/software troubleshooting.

(18) At least one year of speech and rehabilitative therapy, which would include mapping etc.

(19) Only the manufacturer should quote.

(20) Company should have the provision of return in case of non-utilisation of the implant (personal or surgical causes)

2.ADVANCED COCHLEAR IMPLANT SYSTEMS

(1) Implant Casing - Hermetically Sealed air tight Titanium Casing of Non-reactive Material Silicon cover.

(2) Intra- Cochlear Electrode Array -

- A. Multiple Electrode channels (≥ 12), smooth outer surface for atraumatic insertion
- B. Availability of various options for active electrodes, when needed for use in cases of different cochlear anomalies, at the same price. (Kindly provide details in brochure and compliance sheet)
- C. Even the basic implantable unit should have compatibility & upgradeability with latest advanced available speech processors and should be based on latest technical platform from the company.
- D. Simultaneous multiple independent current sources
- E. Specify Stimulation rate, spectral bands and number of independent current sources in compliance sheet.

(3) Speech Processor -

- A. Advanced BTE audio processor with option of multiple speech coding strategies; should have control of microphone sensitivity, volume, alarm and auto features; wide input dynamic range with automatic sound management to adapt automatically to different challenging environments; protection against non-condensing moisture; lesser battery consumption; sleek design
- B. Microphone at head/ear level.
- C. Should have Wide Input Dynamic Range of 75DB or more with Automatic Sound Management to adapt automatically to different challenging environments. The speech/sound management should be fully automatic with no manual switches to change the program.
- D. Should have minimum frequency range of up to 8000 Hz
- E. To include all standard Accessories (List of standard accessories to be provided by the manufacturer). It should also include User Remote Control for better maneuverability and durability along with better switching between different listening situations. It should also include Electronic Dehumidifier.
- F. Should have adequate memory for storing multiple settings.
- G. Should have option for adaptive sound directionality.
- H. Should be water resistant with/without water cover.

(4) Power Source- Powered by rechargeable cells/Rechargeable battery pack. Recharging equipment & Rechargeable Zinc air cells (at least three or more)/battery pack to be supplied by the manufacturer. Commitment for their free replacement, if they malfunction, within warranty period.

(5) External Components -

- A. Robust and Long Lasting, Resistance against Non-condensing Moisture (to suit Indian conditions)
- B. Two sets of all spares including spare cables and coils and commitment towards free replacement of external components not covered by warranty to be provided for a minimum period of 3 years from date of implantation.
- C. Clips to hold the processor in place (2 nos.), Provision to hinge the processor at different body levels, Monitor ear phones, Signal check, Interchangeable magnets of varying strengths etc.
- D. Provision of loaners to the center for immediate replacement to the user.

(6) Speech Coding Strategy –Proven & internationally accepted latest speech coding strategy.

(7) Implant Integrity Testing Ability - Ability to test implant and electrode integrity and function both pre/inter-operatively and post-operatively.

(8) MRI Compatibility - MRI Compatibility at 3.0 Tesla or more with/without removal of the magnet.

(9) FM Compatibility - Compatibility with standard FM based group therapy system and FM transmitters and other battery operated Assistive Listening Devices (ALDs)

(10) Telecoil/Telephone Compatibility - Telephone Compatibility with inbuilt/snap-on telecoil/telephone adapter.

(11) FDA Approval - US FDA approval for complete implant system (BOTH Speech Processor and Implant) for implantation in pediatric and adult patients.

(12) Product Support - For the Life of the product including implanted and external components, software and hardware. Free upgrade of hardware/software support for product in case existing implant system is discontinued by manufacturer.

(13) Infrastructure Support –

- a. All necessary hardware and software required for pre-operative, intra-operative and post-operative testing and programming for the implanted should be provided free of cost to the center.
- b. Implant specific surgical kit should be provided free of cost to the center.
- c. Upgrade to be provided free of cost as and when necessary.

(14) Technical Support - Onsite Technical Support for hardware/software/programming related problem should be provided as and when required within 48 hours.

(15) Service Support - Provision of spares/loaners for equipment defects/ malfunctions within 48 hours in case the equipment requires to be returned to company/manufacturer for a period exceeding 24 hours including equipment not covered under warranty.

(16) Warranty -Comprehensive replacement and repair warranty is to be provided as follows:

- A. Cochlear Implant: 10 years from the date of surgery.
- B. External Components, including Speech Processor & battery packs, cables & coils: 3 years from the date of switch on.
- C. Consumable such as batteries chargers, rechargeable batteries - 2 years from the date of switch on.
- D. Should quote CMC for two years after warranty.
- E. Should elaborate the inclusion and exclusions of warranty.
- F. Accessories, Services and repairs should be available for at least 10 years from the date of implantation.

(17) Training-

- A. Training of medical and paramedical personal and continuing education to be provided by the manufacturer as and when required.
- B. Training should include surgical procedures/techniques/advances; implant audiology, rehabilitation, support and hardware/software troubleshooting.

(18) At least one year of speech and rehabilitative therapy, which would include mapping etc.

(19) Only the manufacturer should quote.

(20) Company should have the provision of return in case of non-utilisation of the implant (personal or surgical causes)

3.AUDITORY BRAIN STEM IMPLANTS

(1) **Implant Casing** - Hermetically Sealed air tight Titanium Casing of Non-reactive Material Silicon cover.

(2) **Electrode Array** -

A. Multiple Electrode channels (≥ 12).

(3) **Speech Processor** - Advanced BTE audio processor with option of multiple speech coding strategies; should have control of microphone sensitivity, volume, alarm and auto features; wide input dynamic range with automatic sound management to adapt automatically to different challenging environments; protection against non-condensing moisture; lesser battery consumption; sleek design.

(4) **Power Source**- Powered by rechargeable cells/Rechargeable battery pack. Recharging equipment & Rechargeable Zinc air cells (at least three or more)/battery pack to be supplied by the manufacturer. Commitment for their free replacement, if they malfunction, within warranty period.

(5) **External Components** -

A. Robust and Long Lasting, Resistance against Non-condensing Moisture (to suit Indian conditions)

B. Two sets of all spares including spare cables and coils and commitment towards free replacement of external components not covered by warranty to be provided for a minimum period of 3 years from date of implantation.

C. Clips to hold the processor in place (2 nos.), Provision to hinge the processor at different body levels, Monitor ear phones, Signal check, Interchangeable magnets of varying strengths etc.

D. Provision of loaners to the center for immediate replacement to the user.

(6) **Speech Coding Strategy** –Proven & internationally accepted latest speech coding strategy.

(7) **Implant Integrity Testing Ability** - Ability to test implant and electrode integrity and function both pre/inter-operatively and post-operatively.

(8) **MRI Compatibility** - MRI Compatibility at 3.0 Tesla or more with/without removal of the magnet.

(9) **FM Compatibility** - Compatibility with standard FM based group therapy system and FM transmitters and other battery operated Assistive Listening Devices (ALDs)

(10) **Telecoil/Telephone Compatibility** - Telephone Compatibility with inbuilt/snap-on telecoil/telephone adapter.

(11) **FDA Approval** - US FDA approval for complete implant system (BOTH Speech Processor and Implant) for implantation in pediatric and adult patients.

(12) **Product Support** - For the Life of the product including implanted and external components, software and hardware. Free upgrade of hardware/software support for product in case existing implant system is discontinued by manufacturer.

(13) **Infrastructure Support** –

a. All necessary hardware and software required for pre-operative, intra-operative and post-operative testing and programming for the implanted should be provided free of cost to the center.

b. Implant specific surgical kit should be provided free of cost to the center.

c. Upgrade to be provided free of cost as and when necessary.

(14) Technical Support - Onsite Technical Support for hardware/software/programming related problem should be provided as and when required within 48 hours.

(15) Service Support - Provision of spares/loaners for equipment defects/ malfunctions within 48 hours in case the equipment requires to be returned to company/manufacturer for a period exceeding 24 hours including equipment not covered under warranty.

(16) Warranty -Comprehensive replacement and repair warranty is to be provided as follows:

A. Cochlear Implant: 10 years from the date of surgery.

B. External Components, including Speech Processor & battery packs, cables & coils: 3 years from the date of switch on.

C. Consumable such as batteries chargers, rechargeable batteries - 2 years from the date of switch on.

D. Should quote CMC for two years after warranty.

E. Should elaborate the inclusion and exclusions of warranty.

F. Accessories, Services and repairs should be available for at least 10 years from the date of implantation.

(17) Training-

A. Training of medical and paramedical personal and continuing education to be provided by the manufacturer as and when required.

B. Training should include surgical procedures/techniques/advances; implant audiology, rehabilitation, support and hardware/software troubleshooting.

(18) At least one year of speech and rehabilitative therapy, which would include mapping etc.

(19) Only the manufacturer should quote.

(20) Company should have the provision of return in case of non-utilisation of the implant (personal or surgical causes)

4.MIDDLE EAR IMPLANTS

- (1) Implant Casing: Titanium
- (2) Placement device in middle ear: Single point attachment
- (3) Indications: For conductive hearing loss, mixed hearing loss, SNHL
- (4) Audio processor: Single unit processor can be worn discreetly
- (5) Microphone: Directional and omni-directional microphone
- (6) Signal processing: 8 AGC channels, 16 frequency bands
- (7) Frequency range: 250-8000 Hz
- (8) Gain: 36-54 Db
- (9) Power source: Powered by 675 zinc air cells
- (10) External components: Robust and long lasting; Should be sweat/splash resistant
- (11) Speech coding strategy: Proven and internationally accepted speech coding strategy
- (12) Enhanced features: Three different programs; directional microphone; wind noise reduction; sound smoothing; speech and noise management
- (13) European CE or US FDA Approval: European CE or US FDA Approval for implantation in both adults and children.
- (14) Warranty: 5 year on implant and 2 years on audio processor.
- (15) Only the manufacturer should quote.

5.BONE CONDUCTION IMPLANT SYSTEMS

- (1) Implant: Titanium Housing
- (2) Placement of Device: Transcutaneously placed on the mastoid.
- (3) Indications: Indicated for Conductive and mixed hearing losses and Single Sided Deafness.
- (4) Audio Processor: Single unit processor- can be worn discreetly
- (5) Microphone: Directional and Omni-directional microphone
- (6) Signal Processing: 8 AGC Channels; 16 Frequency Bands
- (7) Frequency Range: 250-8000Hz
- (8) Gain: 45dB
- (9) Power Source: Powered by 675 Zinc air cells
- (10) External Components: Robust and Long Lasting, Resistance against Non-condensing Moisture.
- (11) Enhanced Features: Three Different Programs; Directional Microphone; Wind Noise Reduction; Sound Smoothing; Speech and Noise Management
- (12) MRI Compatibility: MRI Compatible up to 1.5 T or more, without the need to remove the implant.
- (13) European CE or US FDA Approval: European CE or US FDA Approval for implantation in both adults and children.
- (14) Warranty: 5 years on implant and 2 years on audio processor.
- (15) Only the manufacturer should quote.

Chapter - VI**Financial Bid****Format for Financial Bid**

(To be submitted on the letterhead of the company / firm)

S. No.	Item Name	Price / Unit (Excluding TAX in Rupees)	TAX %	Total Price
1.	Cochlear Implant			
2.	Advanced Cochlear Implant Systems			
3.	Auditory Brain Stem Implants			
4.	Middle Ear Implants			
5.	Bone Conduction Implant System			

1. I/We have gone through the terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.
2. No other charges would be payable by the Institute.

Place: _____

Name: Business Address:

Signature of Bidder:

Dated: _____

Seal of the Bidder: