

**Health and Family Welfare Department
(NHM) Himachal Pradesh, Shimla-171009.**

TENDER DOCUMENT

I	Tender No.	HFW-H (EPI)19/92 VOL-VI
II	Description of work	Repair & Maintenance of 536 Nos. (Tentative) Cold Chain Equipments installed up to PHC level in HP for the year 2018-19 in Nine districts only i.e. Bilaspur, Chamba, Kangra, Kinnaur, Kullu, Lahaul & Spiti, Shimla, Solan & Una.
III	Tender Document Cost	Rs. 500/- (Rupees five hundred only)
IV	Earnest Money Deposit	Rs. 50,000/- (Rupees fifty thousand only)
V	Particular of receipt of Tender document cost	_____
VI	Name of the party, address to whom the tender is sold	_____ _____ _____
VII	Date of issue	_____
VIII	Closing date of issue of tender form	10 th December 2018 (Up to 12.00 PM)
IX	Last Date of submission	10 th December 2018 (Up to 2.00 PM)
X	Date of opening	10 th December 2018 (at 3.30 PM)
XI	Place of opening	o/o Mission Director (NHM)

Dear Sir (s)

Sealed tenders are hereby invited by the Mission Director (NHM), Shanti Bhawan, Phase-3, Sector-6, New Shimla-171009, Himachal Pradesh from the reputed professional firms/ organizations in Govt. / Semi Govt. / Private Sector for the repair & maintenance of cold chain equipments (WICs, ILR, DFs etc.) installed at various health institutions in the state (Nine districts only) for a period of one year during 2018-19. Tender form along with terms and conditions of rate contract, details of equipments can be obtained from the o/o Mission Director (NHM) on cash payment of Rs. 500/- (Non-refundable) on or before 10.12.2018 (up to 12.00 PM). Tender must be accompanied with earnest money Rs.50,000/- (Rupees fifty thousand only) in the shape of Fixed Deposit Receipt (FDR) of any scheduled bank duly pledged in favour of Mission Director

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(NHM), Shanti Bhawan, Phase-3, Sector-6, New Shimla, payable at Shimla-9. Earnest money received otherwise shall not be entertained and the tender will be straightway liable for rejection at the time of opening of the tender. Also the tender without earnest money will not be entertained. The sealed tender must reach in the office of the Mission Director (NHM) on or before 10.12.2018 up to 2.00 PM and will be opened on the same day at 3.30 PM in the presence of tenderers or their authorized representative if any present at the specified date and time. Mission Director (NHM) H.P. reserves the right to accept or reject any or all the tenders without assigning any reasons.

TERMS AND CONDITIONS:-

1. That the conditional and telegraphic tender will not be accepted.
2. That the tenderer should insert /quote the rate of each equipment in figure as well as in words inclusive of all taxes & levies in the enclosed Financial Bid. i.e. (Annexure B).
3. That if the date of opening of the tenders happens to be holiday; the tenders will be opened on the next working day at same time.
4. That the tender should be submitted in two separate sealed envelops each one containing "Technical Bid" & "Financial Bid". On both these envelops "Technical Bid" and "Financial bid" should be inscribed clearly.
5. That the Financial Bid in respect of only those tenderers will be opened, who qualifies the Technical Bid as per conditions annexed 'A'.
6. That the firm will provide one routine service visit for each equipment i.e. ILR/DF/Voltage Stabilizer (Minor repair of Vol. Stab. only) installed up to PHC/SC level in State (Nine districts as mentioned above) during the contract period and one routine visit of WIC & WIF including Generator and Voltage Stabilizer every month installed at Parimahahal, Shimla during the contract period by deputing skilled technicians. During routine visits the technician will check & clean the interior and exterior parts of the equipments thoroughly and will also lubricate them including defrosting of the equipment (if needed). In case the firm fails to give one routine visit of WIC & WIF every month at Parimahahal, Shimla, then the penalty @ Rs. 1000/- will be imposed to the firm during that month which will be deducted from the firm's next due payment. The routine checkup gap of monthly visits of WICs should not be more than 35 days and not less than 30 days.
7. The maximum number of cold chain points / Institutions to be attended in a day by a technician for routine visits should not exceed more than four only. Field reports submitted otherwise shall not be entertained and quarterly due payment will not be released accordingly.
8. That in addition the firm will attend any number of break down calls notified by the State Health Authority/CMOs/DIOs/BMOs/MOs or the users within stipulated period as specified in condition No. 18 below and will arrange to repair the equipments at site only

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- at their own level without any extra charges. No defective equipment will be shifted to District Head Quarter/ SHQ or workshop of the contractor for repair purpose.
9. That no maintenance service charges will be claimed against any defective machine(s) which is / are beyond repair.
 10. That the firm will send the monthly service/repair reports to the Cold Chain Officer duly signed/verified by the concerned CMO/DIO//BMO/MO in-charge regarding repair done/service completed and break down call attended, giving the location of the equipment, it's Sr. No. Make/Model etc. In the absence of Medical Officer in- charge, the field service report will be signed by the cold chain handler or any authorised person of the concerned health institution.
 11. That the spare parts of the cold chain equipments will be supplied by the state health authority to the firm from the state store situated at Parimahal, Shimla-9. The quarterly/monthly reports of the spare parts consumed/in stock position will be sent by the firm to the Cold Chain Officer. The dismantled defective parts will be deposited with Cold Chain Officer and provable demand for future requirement will be intimated by the firm well in time. However in case of shortage of spare parts in the state store, the state health authority may ask the firm to arrange the same spare part from authorized dealers whose payment will be made separately by the department by submitting separate bills.
 12. That all consumables items like refrigerant gas, brazing rods, copper tubes, flux, LPG for heating etc. will be supplied by the firm without any extra charges.
 13. That the firm will maintain a logbook of repair and maintenance of cold chain equipments. The part of equipment repaired/maintained will be got installed in the presence of in-charge of institution/cold chain handler where equipment is located. The one copy of the each service report will be submitted to the CCO which will be compiled at the end of each quarter.
 14. That new cold chain equipment (ILR/DF) will be installed & inspected by the firm at location without any extra charges. The total number of equipments to be given under AMC may increase or decrease.
 15. That in case the technician of the firm fails to rectify the equipment's fault, then the fixed annual rate contract charges of that equipment will be deducted from the next due payment accordingly or the contract may be cancelled at any time in case of poor repair and maintenance services. The Cold Chain Officer will inspect the quality of the repair and maintenance works of the firm.
 16. That health authority may check the trained and skilled staff position of the firm at any time if needed.
 17. That State Health authority will arrange spare parts required for the cold chain equipments i.e. WIC, ILR/DF/Voltage Stabilizer. These spare parts will be indented by the firm well in time as per their requirement and they will maintain proper inventory of the parts issued to them and obsolete parts returned/deposited to the departmental state store. The defective WIC/WIF fan motor etc. will be repaired by the firm on necessity

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- bases as per the direction of health authorities after submitting the proper estimates of repair. The firm will submit the bill of repaired WIC/WIF fan motors etc. separately which will be duly checked and verified by the cold chain officer for the final payment.
18. That time limit for major repair works will not exceed more than 6 days and three days for minor repair works from the date of intimation in any case. The break down calls of WICs/WIF will be attended by the firm within 24 hours from the date of intimation.
 19. That in case the firm fails to rectify the defect of the equipment within the stipulated periods as mentioned above in condition No. 18 from the date of intimation of the break down call, the health authority will levy a penal charge @ Rs.200/- per day per equipment from the firm till the equipment is not made functional.
 20. That the payment will be made on quarterly basis at the end of each quarter after verification of the repair/maintenance works & routine visits and bill of the due quarter by the cold chain officer. The payment of the last quarter will be made only after attending the complaints of sickness received a fortnight earlier and clearance of all pending routine visits of all health institutions where cold chain equipments are installed and no dues certificate of spare parts etc. from cold chain officer.
 21. That the health department shall not be responsible for any payment delayed on account of non submission of timely bill & reports of the concerned quarter by the firm.
 22. That the amount of annual maintenance charges shall remain unchanged in spite of any increase or decrease in the number of equipment throughout the year during the period of contract as mentioned above.
 23. That in case of successful tenderer, the earnest money will be retained as security money for faithful execution of repair and maintenance works of cold chain equipments which will be liable to be forfeited for non execution of repair and maintenance works smoothly as per terms and conditions.
 24. That the successful bidder shall have to execute an agreement on judicial paper with the health authorities.
 25. That the jurisdiction for any dispute shall be at Shimla i.e. within Municipal limit Shimla.
 26. That the defaulter firms/parties who have not successfully executed the AMC for the repair/maintenance of cold chain equipments in the past years need not to post their tenders.
 27. The service provider/tenderer shall not be allowed to give any subcontract of works during contract period to other agency.
 28. The AMC period will be initially for one year from the date of agreement which can be extended to the next year on same terms & conditions on the sole discretion of competent authority subject to satisfactory performance of the approved firm.

Signature of tenderers with seal
(Accepted)


Authorized signatory
(Health Authority)

CONDITIONS FOR TECHNICAL BID

1. The tenderer must have long-standing experience of repair and maintenance of cold chain equipments as mentioned in the tender form (Annexure 'B'). They must enclose attested photocopies of similar AMC's works executed successfully in the same field with Govt. /Semi Govt. organizations at least two years.
2. The tenderer should enclose a list of infrastructure and professionals working with the firm with their muster roll proof for the last one year with attested photocopies of experience and recognized technical/professional qualification in the related field.
3. The tenderer should enclose the copy of audited accounts of his organization for the last two financial years duly audited by CA.
4. The average annual turnover of the tenderer must be above twenty lacs.
5. The tenderer should be registered under Goods and Service Tax (GST) with documentary proof of the registration.
6. Technical Bid must be accompanied with EMD of Rs. 50,000/- (Rupees fifty thousand only) in the shape of FDR duly pledged in favour of Mission Director (NHM). Earnest money received otherwise shall not be entertained and the tender will be rejected straightway at the time of opening of the Technical Bid.
7. The copy of PAN as allotted by the income tax authority must be attached with the tender document.



Annexure-'B'

**TENDER FORM
(Financial Bid)**

Health & Family Welfare Department
(NHM) Himachal Pradesh, Shimla-171009.

Earnest money: Rs 50,000/- (Refundable)
Tentative Period of contract: Dec. 2018 to Nov. 2019
Cost of tender form: Rs. 500/-

Nature of work: Repair & maintenance of cold chain equipments in 09 district only (i.e. Bilaspur, Chamba, Kangra, Kinnaur, Kullu, Lahaul & Spiti, Shimla, Solan & Una for the year 2018-19.

PLACE AND OPENING DATE OF TENDER: o/o the Mission Director (NHM), Shanti Bhawan, Phase-3, Sector-6, New Shimla-9 on dated 10.12.2018 at 3.30 PM.

Sr. No.	Name of Equipment	Make/Model	Tentative Qty.	Rate per Equipment	Total maintenance Cost (Yearly)
01.	Walk-in-cooler	Foster & Blue Star Ltd.	02 Nos.		
02.	Walk-in- Freezer	Blue Star Limited	01 No.		
03.	Deep Freezer Large (CFC & Non-CFC)	SB/MF-300/302/304/314 /TCW-1151/HBD-286/DFV-280 etc.	19 Nos.		
04.	Deep Freezer Small (CFC & Non- CFC)	SB/MF-140/142/144/114 /HBD-116 etc.	254 Nos.		
05.	Ice Line Refrigerator Large (CFC & Non CFC)	MK-300/302/304/ HBC-200 etc.	62 Nos.		
06.	Ice Line Refrigerator Small (CFC & Non CFC)	MK-140/142/144 / HBC-70 etc.	198 Nos.		
T O T A L			536 Nos.	----	

NOTE: The lowest bidder will be considered on the basis of the total of lowest rates for all the above listed tentative 536 Nos. cold chain equipments.

Remarks if any:

Full Signature: -----
Name of Contractor: -----
Full address: -----

Phone/Cell No. -----