

State Health Society Bihar

Tender Notice For CAMC of Deep Freezer/ Ice Lined Refrigerator

Sealed tender are invited from reputed registered manufacturers/authorized dealers/firm for Comprehensive Annual Maintenance Contract (CAMC) of Vestfrost, Electrolux, Haier, Anand Krishna and other make Deep Freezers (DF) and Ice Lined Refrigerators (ILR) (Approximately 1500 machines). These equipments are presently located at Cold Chain Stores at District Headquarters, Sub Divisional Hospitals, Referral Hospitals and Primary Health Centre's (PHC) in the State of Bihar. The DF and ILR are presently being used for storage of vaccine and freezing of 'Ice-packs'. Interested agencies should quote their rates typed (Hand written quotation not allowed) in the format. Bids received in any other format will not be considered. The work may be awarded to single agency or multiple agencies. The interested agency may quote their rate for all districts or any particular district. In case for any district the rates are not quoted the work for those districts will also be awarded to the selected agency at the estimated cost. Initially the contract will be for a period of 1 year which may be renewed if performance is good. Scope of work and other details of the tender can be obtained from our website – (www.shsbihar.org)

Eligibility Criteria

Tenders in one large envelope marked as **"Bid for CAMC of DF/ILR"** containing two separate sealed envelopes:

- 1) Envelope 'A' marked with "Technical Bid for CAMC of DF/ILR".
- 2) Envelope 'B' marked with "Financial Bid for CAMC of DF/ILR".

Financial Bids of only those tenderers, who qualify in the technical bid, will be opened.

Interested agencies must enclose the following credentials in the **Technical Bid marked as Cover 'A':**

- ✓ Requisite document showing three years of market standing in the said field.
- ✓ Service Tax Registration No.
- ✓ Audited Statement of Accounts for the last three years.
- ✓ The firm should have a minimum average annual turnover of Rs 50 Lacs in the last three years.
- ✓ Demand Draft of Rs. 20,000/- (Twenty Thousand Only- Refundable) in favour of State Health Society, Bihar.

Financial Bid marked as Cover 'B':

✓ Financial bid for CAMC of Deep Freezer/ ILR should be given in the format below:

<u>SN</u>	<u>District</u>	<u>RATE (Inclusive of all the taxes)</u>

The last date for submitting the complete tender document is 13th October 2008 (3 PM). The bid will be opened on 13th October (5 PM) at SHSB in the presence of the parties those who wish to participate. SHSB reserves the right to accept or reject any offer/all offers without assigning any reason. For all enquiries the interested agencies may contact Er. Alok Ranjan, Tel no. 0612-3244036 during office hours on all working days.

Executive Director

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (C.A.M.C)

SCOPE OF WORK FOR REPAIR AND SERVICE OF DEEP FREEZER AND ILR ARE AS MENTIONED BELOW:

I) THE RATE FOR AMC COVERS ALL EXPENSES INCURRED IN PROVIDING PREVENTIVE & BREAKDOWN SERVICE LIKE COST OF LABOUR, COST OF TRANSPORTATION OF THE TECHNICAL PERSONNEL UNDERTAKING THE JOBS, COST OF SPARES INCLUDING COMPRESSORS, COST OF CONSUMABLES LIKE GAS, ELECTRODES AND ANY OTHER.

II) THE DETAILS OF SERVICE FRANCHISEES WITH ADDRESSES, NAMES OF THE CONTACT PERSONS WITH TELEPHONE NUMBERS ETC, APPOINTED BY THE AGENCY FOR PROVIDING SERVICE IS TO BE PROVIDED TO STATE HEALTH SOCIETY BIHAR.

III) ALL DEFECTIVE UNITS WILL BE REPAIRED AT THE SITES (DISTRICT HQ/PHC/REFERRAL HOSPITALS/SUB DIVISIONAL HOSPITALS/ANY OTHER LOCATION) BY THE SERVICE PERSONNEL. TECHNICIANS SHOULD CARRY ALL SPARE PARTS WITH THEM WHEN THEY ARE GOING TO ATTEND THE COMPLAINT IN THE FIELD.

IV) SINCE THE EQUIPMENTS ARE INDIGENOUS AND IMPORTED ONES, THE AGENCY WILL NOT BE ABLE TO REPLACE SOME OF THE NON FUNCTIONAL PARTS WITH THE ORIGINAL MAKE, IN SUCH CASE, THE AGENCY WILL REPLACE EQUIVALENT FUNCTIONAL PARTS. FOR STEEL PARTS, IN CASE OF NON AVAILABILITY, FABRICATED PARTS WILL BE USED. IN CASE OF COMPRESSOR FAILURE, THE SAME WILL BE REPLACED WITH A CFC FREE COMPRESSOR OF EQUIVALENT MODEL.

V) THE FOLLOWING SPARES WILL BE REPLACED IN CASE FOUND DEFECTIVE AT THE TIME OF REPAIR OF THE DEEP FREEZER AND ILR:

- DOOR HANDLE

- HINGES
- THERMOSTAT
- RELAY
- OVER LOAD PROTECTOR
- STARTING CAPACITOR
- RUNNING CAPACITOR
- STARTING DEVICE ASSEMBLY
- INDICATOR PANEL
- FILTER
- CAPILLARY
- FAN MOTOR
- CONTRACTOR
- REFRIGERANT GAS
- RUBBER GASKET
- THERMOMETER

VI) COMPREHENSIVE PREVENTIVE MAINTENANCE WILL BE DONE BY THE AGENCY ONCE IN 4 MONTHS, WHICH WILL COVER THE FOLLOWING:

- CHECKING OF DOOR SEAL ALLIGNMENT
- CHECKING OF HINGE & HANDLES WITH LOCKING ARRANGEMENT
- CLEANING THE UNIT
- CHECKING OF REFRIGERANT PIPING FOR SIGNS OF LEAKS
- CHECKING OF COMPRESSORS & OTHER PARTS FOR UNDUE VIBRATIONS
- CLEANING OF CONDENSERS WITH AIR BLOWER
- CHECK THE OPERATION OF THERMOSTAT/ELECTRICAL CONNECTIONS
- CHEKING AND CONNECTION OF VOLTAGE STABILIZER WITH THE DEEP FREEZER AND ILR
- CHECKING OF DOOR GASKET
- CHECKING PROPER FUNCTIONING OF DIGITAL METER

VII) BREAKDOWN CALLS AND PENALTY CLAUSE

BREAK DOWN REPAIRING OF COOLING SYSTEM INCLUDING FREE OF COST REPLACEMENT OF DEFECTIVE SEALED UNIT PARTS (SUCH AS COMPRESSOR, CONDENSER, COOLING COIL, FILTER DRIER, SUCTION LINE AND CAPILLARY ETC.), COOLING COIL FAN MOTOR, CONDENSER FAN MOTOR/ COMPRESSOR FAN MOTOR, RELAY, THERMOSTAT, DOOR SEAL & CABLE WIRE AS AND WHEN REQUIRED. ALL BREAKDOWN CALLS SHOULD BE ATTENDED AND CLOSED WITHIN NORMAL WORKING HOURS WITHIN 3 DAYS BUT NOT LATER THAN 5 DAYS OF RECEIPT OF INTIMATION FROM SHSB IN WRITING/OVER PHONE/BY E- MAIL GIVING THE LOCATION OF THE MACHINE, MAKE, MODEL, SERIAL NUMBER, CONTACT PERSON WITH TELEPHONE NUMBER. SUNDAYS & NOTIFIED HOLIDAYS WILL NOT BE CONSIDERED IN THE CALCULATION OF RESPONSE TIME

- IN CASE THE CALL IN NOT ATTENDED WITHIN THE STIPULATED PERIOD OF 5 DAYS, PENALTY OF RS.250/- PER DAY FOR EACH MACHINE WILL BE CHARGED FOR THE

DELAY, SUBJECT TO A MAXIMUM LIMIT OF AMC VALUE OF EACH MACHINE PER MONTH.

VIII) ITEMS NOT UNDER THE SCOPE OF THE CONTRACT

- PLASTIC OR SHEET METAL PARTS OF THE DEEP FREEZER & ILR
- REPAIR & REPLACEMENT OF COOLING COILS & CONDENSERS FOR IMPORTED DEEP FREEZERS & ILRs (TO BE DECLARED NON REPAIRABLE IN CASE OF INTERNAL LEAKAGES) SINCE THE SAME ARE EMBEDDED TO THE CABINET
- REPAIR OF BASKETS PLACED INSIDE THE DEEP FREEZER & ILR
- REINSTALLATION OF THE UNITS FROM ONE PLACE TO ANOTHER

IX) SELECTED AGENCY WILL HAVE TO SUBMIT A BANK GUARANTEE FOR 15% OF THE VALUE OF THE AMOUNT FINALIZED WHICH WILL BE VALID FOR THE PERIOD OF THE CONTRACT AND SHALL SERVE AS PERFORMANCE GUARANTEE..

X) THE PAYMENT WILL BE MADE TO THE AGENCY IN 3 (THREE) INSTALMENTS DURING THE COURSE OF AMC, AS FOLLOWS:

1 ST INSTALLMENT	50%	OF TOTAL AMOUNT	AT THE TIME OF INITIATION OF SERVICE
2 ND INSTALLMENT	25%	OF TOTAL AMOUNT	AT THE END OF 6 MONTHS
3 RD INSTALLMENT	25%	OF TOTAL AMOUNT	AT THE END OF CONTRACT