

OT/G - 304/2021-22, dt: 01/07/2021

Organisation Details Type: Central Autonomous Ministry: Ministry of Health and Family Welfare Department: Department of Health and Family Welfare Organisation: North Eastern Indira Gandhi Regional Institute of Health and Name: Medical Sciences (NEIGRIHMS) Office Zone: Neigrihms, Shillong	Buyer Details <i>D-01/2018-19</i> Designation: Stores and Procurement Officer Contact No.: 0364-2539032-213 Email ID: harendra.dey@nic.in GSTIN: N Address: P.O. NEIGRIHMS, Mawdiangdiang, Shillong, EAST KHASI HILLS, MEGHALAYA-793018, India
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Financial Approval Detail IFD Concurrence: Yes Designation of Administrative: Director NEIGRIHMS Shillong and Head of Approval: Office Designation of Financial Approval: Deputy Director (Admn) and DDO <i>C-161/2021-22, dt: 28/6/2021</i>	Paying Authority Details Payment Mode: Offline Designation: A Accounts officer Email ID: accounts.neigrihms@nic.in GSTIN: N Address: P.O. NEIGRIHMS, Mawdiangdiang, Shillong, KHASI HILLS EAST, MEGHALAYA-793018, India
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Seller Details GeM Seller ID: 79A6180000581270 Company Name: H S Medical System Contact No.: 09911681745 Email ID: hsmedicalsystem@gmail.com Address: House No. 491-A3, ambedkar nagar, haider pur delhi, North West delhi, DELHI-110088, - MSME verified: Yes GSTIN: 07AOQPA1039M2ZT, 07AOQPA1039M2ZT	<p><i>Immediate Completed Installation, Handy over please</i></p>
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*GST / Tax invoice to be raised in the name of - Buyer

#	Item Description	Category Name	Model	HSN Code	Ordered Quantity	Unit	Price (Inclusive of all Duties and Taxes in INR)
1	Product Name : victor Advanced Dental Chair basic with adjustable backrest with Lifting capacity of More than 200 Kg Brand : victor Brand Type : Registered Brand Catalogue Status : Catalogue not verified by OEM Selling As : OEM verified Reseller	Advanced Dental Chair	DS-02	HSN not specified by seller	1	pieces	289,420

Total Order Value (in INR) 289,420

S.No	Consignee	Item	Lot No.	Quantity	Delivery Start After	Delivery To Be Completed By
1	Designation: - Email ID: con18.neigrihms.ml@gembuyer.in Contact: 0364-2538044- GSTIN: - Address: P.O. NEIGRIHMS, Mawdiangdiang, Shillong, EAST KHASI HILLS, MEGHALAYA-793018, India	victor Advanced Dental Chair basic with adjustable backrest with Lifting capacity of More than 200 Kg	-	1	01-Jul-2021	29-Sep-2021

Product Specification for victor Advanced Dental Chair basic with adjustable backrest with Lifting capacity of More than 200 Kg	
Specification	Sub-Spec
Chair along with complete unit is suitable for	Right handed operator
Chair has a baseless design	No.
Chair has provision for Swivel of Dentist Arm Left/Right, with more than	Dental Rept @ our Reseller

Ref of SOP - Dentistry - One of the... as per... Dental Rept @ our Reseller

ADP

Stores and Procurement Officer

300 degrees movement	Yes
Chair has safety brake system at base and backrest while going down, for patient's exit position	Yes
Lifting capacity of chair	More than 200 Kg
Operation	Electrical
Lowest height of the chair in mm	370
Height Adjustment range in mm	550
Upholstery is Seamless and wipe disinfectable	Yes
No of programs available	more than 6
Program for last working position	Available
Program for return to 'zero position'	Available
Synchronized backrest and footrest moment	Yes
Headrest with multi-axis rotation and height adjustable	Yes (Pneumatic)
Headrest with pneumatically controlled stop	Yes
LED operating light	Yes (with touch free operation)
LED operating light intensity	30,000-40,000 lux
LED operating light colour temperature in K	5000
LED operating light is colour corrected	Yes
Rinsing water/Cup water heating facility available	Yes
Spittoon	High finished Porcelain
Spittoon comes with motorized motion and programmed cup filler and flush function	Yes
Spittoon bowl removable	Yes
Spittoon bowl swiveable	Yes
Spittoon outlet has facilities of Biomedical waste treatment /water treatment	Yes
Coupling for light cure unit available on assistant side also	Yes
Three way syringe available on assistant side also	Yes
High and low suction available on assistant side	Yes
Comes with integrated LED light curing unit	Yes
No of programs in integrated LED light curing unit	3
No of eye protection shield supplied	1
Suction	Has facility for automatic wash and disinfection system for suction system
Dentist side control	Overhead design/overhead delivery
Dentist side control has 6 way syringe	No
Dentist side Control has 3 way syringe	Yes
Dentist side control has Provision for brushless micromotor with speed range upto 40000 rpm	Yes (non-fibre optic)
Dentist side control has Provision for Fibre optic airtor terminal	1
Dentist side control has provision of Non-Fibre optic airtor terminal	1
Dentist side control has Provision for scalar terminal	Yes (Fibre Optic)
Controls for airtor and micromotor	both on control panel and foot rest
Has provision to automatically emit an airjet when operator stops handpieces so as to clean any residual liquids or solids from the hand-piece	Yes
Instrument tray	High quality stainless steel, Autoclavable
Compressor	Dental Chair shall be supplied with suitable oil free, Medical grade, noise free and with anti-bacterial coating Air Compressor. with capacity to run single dental chair unit
Tank capacity of compressor	20- 30 litres
Airflow at 5 bar in litre per minute	65

Performance Parameters

AD1

[Handwritten signature]
 Date: _____
 Name: _____

[Handwritten signature]

[Handwritten signature]
 Date: _____
 Name: _____

	Integrated back-lit radiographic image viewer	For IOPA only
	Operator stools supplied with chair	1
	No of castors in operator stool	4
	Operator stool has ergonomic design	yes
	Operator stool is with backrest	Yes
	Operator stool design	basic with adjustable backrest
	Micromotor (Autoclavable)	With 1:1 direct drive technology, internal spray mode available, non retraction type
	Micromotor (Autoclavable) in built with chair	Yes
	Micromotor speed control minimum	40000
	Ultrasonic Scaler supplied	Yes
	Make of Ultrasonic scaler (Autoclavable)	Fibre optic
	Fibre optic contrangle handpiece autoclavable head for micromotor (WITH PUSH BUTTON)	NA
	Non Fibre optic contrangle handpiece autoclavable head for micromotor (WITH PUSH BUTTON)	NA
	Fibre optic contrangle handpiece autoclavable head for micromotor (WITHOUT PUSH BUTTON)	NA
	Non Fibre optic contrangle handpiece autoclavable head for micromotor (WITHOUT PUSH BUTTON)	1
	Autoclavable Fibre optic airtor handpiece (standard head with push button)	1
	Autoclavable Fibre optic airtor handpiece (mini head with push button)	NA
	Autoclavable Non Fibre optic airtor handpiece (standard head with push button)	1
	Autoclavable Non Fibre optic airtor handpiece (standard head without push button)	NA
	Autoclavable Non Fibre optic airtor handpiece (mini head with push button)	NA
	Autoclavable Non Fibre optic airtor handpiece (mini head without push button)	NA
	Fibre optic straight handpiece for micromotor (autoclavable)	NA
	Non Fibre optic straight handpiece for micromotor (autoclavable)	1
	Periodontal function tips along with scaler	4
	Stabilizer	Comes with stand alone stabilizer
	Capacity of stabilizer	2kva
	Trouble shooting guidelines	Printed and Electronic form
	The main equipment and all accessories/attachments are from reputed OEM's with the product /products displayed in OEM website	Yes
	Power supply	220-230V , 50 Hz single phase
	Conforming standard for Medical electrical equipment General requirements for safety	IEC/EN 60601-1:2005
	Warranty in years	3
	CMC offered post warranty in years	3
	Whether warranty provided shall be applicable if product used outside India by any buyer	Yes
	Control panel	with Touch panel
	Control panel has Modes available to control airtor and micromotor RPM and torque	Yes
	Remote control	No remote control panel
Material Parameter	Material of the chair	Aluminium
	Padding	Fixed
	Padding material	high density PU foam
	Colours available	YES

01/11/2024
Store & Procurement
SHILONG-18

Additional Parameters	Structure is rust proof	Yes
	There is possibility to bypass mains water with supply from fresh water bottle	Yes
	Comes with integrated medical grade touch screen flat panel mounted on an arm that should rotate and tilt for comfort viewing of doctor and patient	Yes
	Size of touch screen flat panel of integrated medical grade screen in inches	NA (for not provided)
	OEM representation in Indian market (in Years) hint: Documents should be supplied on buyers demand	3 years or more
	The chair might be required to be installed at remote/ field locations in India, OEM will provide prompt Installation, user training, service anywhere in India as and when required	Yes
	Product instruction manual to be supplied	Yes
	Resolution of screen	1920 x 1080
	Comes with in built Intraoral Camera	Yes
	Comes with inbuilt RVG	No
Reports	Conformity of product certifications	European CE
	Certification date and number	CE-5040 Dated: 15/09/2020
	Copies of all certifications and reports to be provided to buyer on demand at time of supplies	Yes

Note: 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.

Buyer Defined Additional Specification for victor Advanced Dental Chair basic with adjustable backrest with Lifting capacity of More than 200 Kg

Specification	Value
Ultrasonic Scaler	Must be supplied 2 units of ultrasonic scaler of reputed make (Satellac/equivalent)with all sizes of tips (5 sets)
Consumable /Accessories	price of all the consumables must be quoted as % of the total price in the technical bid for cater the future requirements.
CMC & warranty	Warranty & CMC must covered all the spares /handpiece supplied along with the system

Corrigendum

1. **Extended Upto** : 2021-02-08 14:00:00
2. **Extended Upto** : 2021-02-12 14:00:00
3. **Extended Upto** : 2021-02-15 14:00:00

Terms and Conditions

1. Special terms and conditions- Version:1 effective from 03-09-2020

1.1 1. 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.

2. 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.

3. 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 .

(Handwritten signatures and stamps)

4. **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 in to 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.

5. **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

6. **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.

7. **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.

8. **Software:**

All software updates should be provided free of cost during warranty period.

2. **General Terms and Conditions-**

2.1 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) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.

2.2.1 Contracted goods should be delivered at the consignee or designated delivery location as per the working time of the buying organisation. Seller may get the same confirmed from consignee before scheduling delivery.

2.2.2 A copy of the contract should be available with the messenger / dispatching agency that delivers the Goods at consignee / delivery location (preferably pasted / attached outside the consignment / package) for easy reference and ease in delivery acceptance.

2.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.

2.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.

2.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.

2.6 Octroi Duty and / or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).

2.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

2.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

2.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.

2.10 **Financial Certificate:**

2.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.

2.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

2.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

2.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

3. **Additional Terms and conditions-**

3.1 Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/Purchase Order

3.2 End User Certificate: Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.

3.3 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 Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

3.5 Scope of supply includes Training: Number of employees to be trained 5, Place for Training NEIGRIHMS, Shillong and Duration of training 5 days.

3.6 The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price: all the accessories, fittings, Electrical Cables, Plumbing items required for installation & commissioning & demonstration of the system

3.7 Upload Manufacturer authorization: Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

3.8 Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

3.9 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)

3.10 Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

3.11 OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

3.12 IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

3.13 Preference to Make In India products (For bids less than 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

3.14 Preference to Make In India products (for bids greater than 200 Crore) (can also be used in Bids less than 200 Crore but only after exemption by competent authority as defined in Deptt of Expenditure OM dated 28.5.2020): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

3.15 Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

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

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

3.18 Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

3.19 ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

3.20 Material Test Certificate Should Be Sent Along with The Supply. The Material Will Be Checked by Buyer's Lab & the Results of the Lab will be the Sole Criteria for Acceptance of the Item.

3.21 The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

3.22 To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): All the test certificates including CE/BIS/FDA & IEC testing certificates.

3.23 Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 5 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of Includes all the spares including scalars, LCU and handpieces (Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 3% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).

3.24 Warranty period of the supplied products shall be 5 years 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.

3.25 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 Includes all the spares including scalars, LCU and handpieces .Price of all the consumables which are not covered under warranty & CMC must be quoted as % of the total price in the technical bid (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)

3.26 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.

3.27 Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

3.28

Commercial Experience Eligibility Criteria:

For experience, the order(s) executed by the bidder, during the last five years ending on the last day of the month immediately preceding the month in which the last date of bid submission falls, should be considered as under:

Three orders each executed for similar item(such asDental Chair) where executed value is not less than the amount equal to 30% of the estimated cost.(i.e Rs. 165000)

OR

Two orders each executed for similar item(such asDental Chair) where executed value is not less than the amount equal to 40% of the estimated cost.(i.e Rs. 220000)

OR

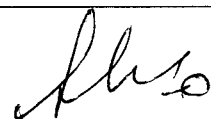
One order executed for similar item(such asDental Chair) where executed value is not less than the amount equal to 50% of the estimated cost. (i.e Rs. 275000)

The last date of order execution may fall in the above mentioned period.

3.29 Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of NEIGRIHMS EMD SECURITY DEPOSITS payable at MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

3.30 Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of NEIGRIHMS EMD SECURITY DEPOSITS A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

3.31 Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name NEIGRIHMS EMD SECURITY DEPOSITS Account No. 30270200000027 IFSC Code BARB0MAWDIA Bank Name BANK OF BARODA Branch address MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

A handwritten signature in black ink, appearing to be 'Shi' or similar, located in the top right corner of the page.

Shi
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Shi Shilong-13