

Section II: Schedule of Requirements

e-Sourcing reference: ITB-2024-54297

A. Background:

The Health and Family Welfare Department (H&FW Dept.), Government of Mizoram with technical and financial support from the World Bank, is implementing 'Mizoram Health Systems Strengthening Project' (MHSSP) in the State for improving the health status of its citizens. The MHSSP intends to strengthen the management capacity and quality of health services in Mizoram. UNOPS is providing the Procurement services in this project for the identified list of Hospital Equipments and basic IT equipments required under the project. It will work closely with the Project Team of MHSSP and Department of Health & FW, Government of Mizoram.

B. Objective

The aim of this tender is to contract the supplier/s for the provision of supply of Medical Equipments to the Department of Health and Family Welfare, Government of Mizoram under Mizoram Health System Strengthening Project (MHSSP). Mizoram is a state in Northeast (NE) India, with "Aizawl" as its seat of government and capital city.

C. Technical specifications for Goods (Medical Equipments) and Comparative Data Table

UNOPS requirement is comprised of the following lots:

Lot No.	UNOPS requirements	Quantity	Department
1	Phototherapy Unit	12	SNCU/ NBSU
2	Defibrillator with TCP and AED	9	Obs & Gynecology OT
3	ECG Machine 12 Channel	11	Obs & Gynecology ward

Note:

1. Offer must include all the costs associated with the Supply, Delivery, Installation, Testing and Commissioning, training etc. for the offered Lot/s. Bidders should quote 100% of the lot. All equipments should come with User Manual for ready reference by the end users.
1. Please Refer **Annexure I** for **Technical Specifications (NHSRC/MOHFW/GOI approved Specifications)**
2. Please Refer **Annexure II** for **Consignee details**
3. **Please submit the compliance sheet depicting comply/not comply (Yes/No) for each of the parameters of the specifications as Annexure-III**
4. The minimum technical requirements are provided in **Section III** Returnable bidding form.
5. The Bidder shall complete Section III Returnable bidding form and submit it along with the bid.
6. The offered price must include warranty as per specification, commissioning and training.
7. **Remarks:** Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers, if any, specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other

standards of quality, brand names, and/or catalogue numbers, with little deviations in the technical specifications, provided that it demonstrates, to the Purchaser's satisfaction, that the product offered ensures substantial equivalence or is superior in performance to those specified in the Schedule of Requirements. Some deviations from the specifications will also be acceptable as long as the offered products ensure substantial equivalence or are superior in performance to those specified in the Schedule of Requirements.

D. Delivery requirements and Comparative Data Table

UNOPS Requirements	
Who can participate	Manufacturers/Importers/ Authorized Distributors
Bid Validity	90 Days
Bid Security	Nil
Bid Currency	<i>Indian Rupees (INR)/US Dollar (USD)</i> <i>**If any bidders wish to quote in any other form of currency, they can use the UNORE equivalence in INR (Indian Rupees) of the bid submission deadline.</i>
Delivery time	Bidder shall deliver the goods (100% quantity) within 60 days of issue of Purchase Order including installation, testing and commissioning of the equipment and its accessories, including the training of end-users and maintenance staff at designated locations. All equipment should come with User Manual for ready reference by the end users.
Delivery place (Consignee details)	Refer Annex.II (Multiple Consignees in Mizoram-District Hospitals, Sub-divisional hospitals, CHCs/PHCs in the state of Mizoram)
Incoterms Rules	DDP Final Destinations in Mizoram In addition to DDP, the Bidders shall also cover the costs and therefore include in the total price for the offered Lot(s) the cost of transport, offload, installation, basic configuration (as per manufacturer's official instructions) and demo in the premises of the beneficiaries. If required, the Bidders should also cover the costs related to export/import procedures, including the costs for engagement of the freight forwarder or the customs clearance agency. No additional cost will be borne by UNOPS and it's client. No tax exemption is applicable.
UNOPS Right to vary requirements	At the time the Contract is awarded, UNOPS reserves the right to vary the quantity of the goods and associated services specified above, provided this does not exceed +/- 20% per lot, without any change in the unit prices or other terms and conditions of the ITB.
Notice	<ol style="list-style-type: none"> 1. UNOPS shall compare all substantially responsive bids to determine the Lowest priced substantially compliant offer. Bid comparison will be made on the total cost per lot, delivered to the final destination. 2. At any time during the evaluation process UNOPS may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their bid. UNOPS may use such information in interpreting and evaluating the relevant bid. 3. UNOPS reserves the rights to accept or reject the bid without assigning any reason thereof.

	<p>4. Any bidder who is blacklisted either by the Tender Inviting Authority or by any state Government or Central Government organization / UN agencies including World Bank for the quoted item/s is not eligible to participate in the bid during the period of blacklisting. Copies of stay order(s) if any against the blacklisting should be furnished along with the bid</p>
Partial Bid	<p>Bidders shall be allowed to quote prices for one or more items identified in Section II: Schedule of Requirements. Evaluation will be done separately per each LOT. Partial bids are allowed. Bidders are allowed to quote for any lot. However, bidders have to quote for full quantity.</p> <p><i>UNOPS reserves the right to split the contract between several suppliers and place several contracts or place multiple awards for different Lots. UNOPS reserves the right to award partial quantities depending on the evaluation outcome.</i></p>
Alternative Bid	Not allowed
Sustainability Requirements – Gender issues (e.g. gender mainstreaming, women -owned businesses) and Environmental Management system	<p>The bidder shall provide documentation (Self certification by the authorized signatory in the company letterhead) that details their approach to ensuring equal opportunity, diversity, and inclusion within their organization (e.g. equal pay policy, parental leave, the ratio of female to male employees, % of females in management positions, grievances disaggregated by gender, transparency of promotion criteria, sexual harassment policies etc.).</p> <p>A statement with details on how diversity and inclusion / anti-discrimination are ensured in the organization should be provided. Environmental Management System, (Refer Returnable Bidding Forms- Form E; Section D-Sustainability Requirement)</p>
Performance Security	<p>Performance Security (Applicable only for the winning bidder): The performance security shall be required from the successful Bidder in the amount of 5 % of the total Contract amount (In India Rupees), in the form of a Bank Guarantee as set out in the Performance Security Form (Form I -Refer ITB Section III). To minimize Credit Risk, UNOPS will only accept Bank Guarantees from Banks or other Financial Institutions with a minimum Long Term Credit Rating of BBB- with Standard and Poor's, a minimum Long Term Credit Rating of Baa3 with Moody Investor Services, or a minimum Long Term Credit Rating of BBB- with Fitch Ratings. Any Bank Guarantee issued by a financial institution with a credit rating below the outlined credit ratings will require prior validation from UNOPS. Performance security should be valid for 6 months from the date of contract signature. The successful bidder has to submit the security within 7 days from the date of award the contract. The Tender Inviting Authority will release the Performance Security without any interest to the successful bidder on completion of the successful bidder's all</p>

	<p>contractual obligations confirming that all the contractual obligations have been successfully complied with.</p> <p>Withdrawal or non-compliance of agreed terms and conditions after the execution of agreement or issuance of Supply Order will lead to invoking of penal provisions and may also lead to black listing/debarring of the successful bidder and forfeiture of performance security.</p>
Liquidated damages	<p>UNOPS will deduct from the Contract price, as liquidated damages, a sum equivalent to the percentage of 0.1% of the total Contract price of the delayed goods for each day of delay until actual delivery or performance, up to a maximum deduction of 10%. Once the maximum is reached, UNOPS may terminate the Contract pursuant to the General Conditions of Contract.</p>
Payment Terms	<p>Within 30 days after receipt of the goods/services as per tender conditions and on submission of payment documentation. Payment will be by direct transfer to the supplier's bank account.</p>
Others	<ol style="list-style-type: none"> 1. Training: The successful bidders have to impart on-site training at the time of installation at each facility to Doctors/ Technicians/ para-medical staff on the operation and preventive maintenance of the equipment at the time of installation and anytime during warranty period if demanded by the User Institution to the satisfaction of the UNOPS and User Institutions. All equipment should come with User Manual for ready reference by the end users. 2. The training details shall be recorded in the installation certificate for enabling the Tender Inviting Authority to make the payment. 3. Site Visits: The successful bidder shall visit each User Institution as part of preventive maintenance (One visit every six months (2 visits in a year)) for attending repairs/break down calls during the warranty period. The bidder shall attend any number of break down/repair calls as and when informed by the Tender Inviting Authority/User Institution. 4. During every visit, a copy of the service report/break down call report, duly signed by the custodian of the equipment/head of the health care institution and stamped shall be forwarded by email/fax/post to UNOPS/Department of Health within 10 days from the due date. 5. Complaints should be attended properly, maximum within 24-72 hours. In case, the repair/fault duration is likely to exceed 72 hours, the successful bidder shall arrange a standby equipment of the same make and model within next 48 hours (total down time should not exceed 5 days) as a stop-gap arrangement till the repair/fault is rectified and the stand by equipment shall perform in the same manner as regards a new equipment.

	<p>6. Upon receipt of such notice for repair/breakdown from the UNOPS or user institution in Mizoram, the successful bidder shall and with all reasonable speed, repair or replace the defective goods or parts thereof, without any additional cost to UNOPS or to the user institution in Mizoram.</p> <p>7. All software updates, if any required, should be provided free of cost during Warranty period.</p> <p>8. The decision to enter into CMC or AMC will be determined on the basis of cost and complexity of the equipment by the Tender Inviting Authority or User Institution, at its discretion, prior to the expiration of warranty period.</p> <p>9. Bidders are requested to provide a separate sheet for AMC/CMC (for 5 years) and propose the cost for AMC/CMC along with Form D (Price Schedule Form).</p> <p>10. Supplier has to perform installation, safety and operation checks before handover.</p>
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E. Inspections and tests

If the goods fail to meet the laid down specifications, the supplier shall take immediate steps to remedy the deficiency or replace the defective goods to the satisfaction of the purchaser without any additional cost.

F. Document Requirements – Comparative Data Table (Please submit the valid documents along with the bid)

UNOPS Requirements (Please submit the documentary evidence as applicable)	
Documents	<p>The Bidder shall provide documentary evidence to demonstrate that the Goods offered by the Bidder meet the following requirement:</p> <ol style="list-style-type: none"> 1. Bidders has to submit a letter (In company Letter head duly signed by the signatory) confirming that they will abide by the terms and conditions as per the ITB(ITB-2024-54297) 2. The bidder should be in continuous business for the provision of the same or similar goods in the past five years, as demonstrated in the submitted certificate of incorporation document (Registration documents – Copy of the Certificate of Registration). 3. Bidders must be registered in India. Copy/ies of Valid Certificate of Business Registration/Patent/Similar Legal Document of the bidder must be submitted. Companies that are not registered in India will be disqualified. 4. The bidder should have a relevant partner status with the manufacturer (OEM) for the provision of the quoted product. For this tender, the bidder shall provide proof of its partner status with the manufacturer.

5. The Bidder shall provide the Manufacturer's Authorization Form **Form H (Refer ITB Section III)**.
6. In the event of a joint venture, the lead company must be registered in India or else the bidder will be disqualified.
7. OEM Should have local service Centre in consignee state (Mizoram and/or North East Region/Eastern Region of India) to provide uninterrupted services.
8. Bidder should have a local agent in the country/North East Region/Eastern region to provide support in installation, demonstration and preventive maintenance during the warranty period.
9. Failure to provide satisfactory after sales services during or after the warranty period will lead to blacklisting/debarring of the bidders, but after issuing due notice and provide opportunity for being heard.
10. Bidders must submit Bid Specific Technical Compliance sheet for quoted products (Make & model) on OEM letterhead which is subject to verification of Genuineness of bidder, failing which the bid will be summarily rejected.
11. OEM Product with detail specification should be available in public domain. Please provide the **link to the website**.
12. Bidder shall provide the product Picture & Catalogue (product name, catalog number, and full detailed product information) of offered product demonstrating the technical specifications of the offered product.
13. **Performance and safety standards (specific to the device type); Local and/or international (As per Specification) including**
 - a. **Offered product should be USFDA approved /EU CE (Notified)**
 - b. **Manufacturer should confirm to ISO 13485 for quality standards.**
 - c. Electrical safety conforms to the standards for electrical safety IEC 60601-General requirements (or equivalent BIS standard) and IEC 60601-2- 46 for usability.
 - d. Should comply to IEC 60601-1-2: General requirements for basic safety and essential performance - Collateral Standard: Electromagnetic disturbances of medical electrical equipment.
 - e. Compliance with the environmental legislation applicable to the required performance(s) is guaranteed, ISO 14001 certificate, EMAS or an equivalent certificate.

14. **Performance criteria:** The Bidder should provide details in **Form G (Refer ITB Section III) Performance Statement Form** certifying that they have successfully executed a minimum 50% of the required quantity (as mentioned in schedule of requirement) (executed directly by manufacturer or through distributor) of the equipment(s)/ similar equipments mentioned in the schedule of requirement to any Govt. organization / Corporate Hospitals / PSU Hospitals / UN Agencies in India/other countries. As proof, the Bidder must submit purchase order copies in support of that in last 3 years, along with invoices or contracts in support of the provided information. The past performance of the Bidder shall be taken into account for evaluation.
15. **Turnover Criteria:** The bidder (Manufacturers/Importer) has a minimum average Annual Turnover of **Rs. 5 Crore or more** in the last three (3) financial years certified by the Chartered Accountant as per the format. In case of Distributor, they should have proof of Average Annual Turnover of **Rs. 2 Crores or more** in the last three (03) financial years. The distributor should also submit the average annual turnover of the manufacturer/importer of the item(s).
16. Copy of audited financial statements duly certified by a Chartered Accountant in the letterhead with Unique Document Identification Number (UDIN) for the last 3 (three) years to be provided.
17. In case of Distributor, Bidders have to provide On-site Warranty on the items wherever it is indicated. The warranty certificate from OEM (OEM LETTER HEAD) must need to be attached in this bid.
18. UNOPS reserves the right to request further certified documents/evidence as needed.
19. Bidder warrants that offered items are new and unused (Self Certification in company Letter head).
20. Please ensure that the documentary evidence that you will be submitting along with the bid and returnable bidding forms should be properly indexed with page numbers, reference numbers etc for easy reference for evaluation.
21. The spare price list of all spares and accessories (including minor) required for maintenance and repairs in future after guarantee / warranty period should be attached along with their part numbers and cost should be furnished separately in financial bid.
22. Bidders are requested to provide a separate sheet for AMC/CMC (for 5 years) and propose the cost for AMC/CMC. This would not be part of the overall price evaluation. Such rates are binding on the successful bids after the expiration of the guarantee/ warranty period. The cost of CMC, AMC, accessories and spares,

	reagents and consumables as in case may be quoted along with taxes applicable.
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