

कार्यालय : असैनिक शल्य चिकित्सक सह मुख्य चिकित्सा पदाधिकारी, राँची।  
सदर अस्पताल परिसर, राँची, email id – csofficeranchi@yahoo.com

Tender No. : 4501..... Date 22-8-2024

अति अल्पकालीन निविदा

जिला अस्पताल, राँची में अधिष्ठापित Critical Services के मशीन उपकरण के रख रखाब हेतु प्रतिष्ठानों/फर्म से दिनांक 5.9.2024 के अपराह्न 5.00 बजे तक निविदा आमंत्रित किया जाता है। निविदा हाथो-हाथ अधोहस्ताक्षरी कार्यालय में प्राप्त किया जाएगा। निविदा से संबंधित तकनीकी विवरण/स्पेशिफिकेशन/संबंधित नियम/शर्त आदि website www.sadarhospital.com पर दिनांक 24.8.2024 से देखा जा सकता है। निविदा से संबंधित किसी प्रकार का परिवर्तन /शुद्धि पत्र www.sadarhospital.com पर ही देखा जा सकता है।

असैनिक शल्य चिकित्सक सह  
मुख्य चिकित्सा पदाधिकारी, राँची।  
22/8/24 22/8/24

# Office : Civil Surgeon Cum C.M.O. Ranchi

Tender No. EOI .....4501... Date .....22.8.24.....

NOTICE INVITING TENDER FOR OPERATION AND ANNUAL MAINTENANCE CONTRACT FOR IT, SAFETY AND SECURITY INFRASTRUCTURE FACILITIES FOR ~~10~~ YEARS (RENEWABLE ON ANNUAL BASIS) AT SADAR HOSPITAL, RANCHI, JHARKHAND

The Civil Surgeon, Sadar Hospital Invites Tenders from the reputed/experienced Suppliers/Dealers for OPERATIONAL AND ANNUAL MAINTENANCE CONTRACT FOR IT, SAFETY AND SECURITY INFRASTRUCTURE FACILITIES FOR ~~10~~ YEARS (RENEWABLE ON ANNUAL BASIS) AT SADAR HOSPITAL, RANCHI, JHARKHAND.

### The important dates related to the tender:

Sl.No.	Description	Date	Time
1	Tender Publishing Date	24.8.24	-
2	Bid Closing date	5-9-24	5.P.M.

Tender document can be downloaded from the website of Sadar Hospital and the bid can be submitted at the Sadar Hospital office.

THE TENDER DOCUMENT CONTAINS THREE PARTS WHICH ARE AS FOLLOWS:

Schedule I : General Terms and Conditions

Schedule II :

Detailed Scopework, Service Requirements, Critical Services to be maintained, List of Items/Equipment under AMC, penalty clause, Manpower requirement & Qualifications, along with other terms and conditions of the AMC's Service Level Agreement.

Annexures : From A to G which are to be compulsorily filled and submitted in the technical bid



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## ALTERMSANDCONDITIONS:

1.	Bids are invited for and on behalf of the Civil Surgeon, Sadar Hospital, from eligible firms for OPERATIONAL AND ANNUAL MAINTENANCE CONTRACT FOR IT, SAFETY AND SECURITY INFRASTRUCTURE FACILITIES FOR 03 YEARS (RENEWABLE ON ANNUAL BASIS) AT SADAR HOSPITAL, RANCHI, JHARKHAND.
2.	All communications must be addressed to the Civil Surgeon, Sadar Hospital, Ranchi, Jharkhand.
3.	Schedule of the work: The details of the scope of work and list of aquariums available in the Sadar Hospital, Ranchi is provided in SCHEDULE-II of this tender document.
4.	<p><b>Eligibility Criteria:</b></p> <p>a. Filled Annexure-A</p> <p>b. Filled Details as per Annexure-B along with Complete tender document duly sealed and signed</p> <p>c. Undertaking as per Annexure-C.</p> <p>d. Proof of Single Work Order/ Contracts of Rs.20 Lakhs or Above related to similar contract in Government/Public/Private Sector Undertakings during the last 5 financial years along with duly filled Annexure-D</p> <p><b>“Similar Contract” means Operation and Annual Maintenance of Data Management System, EPABX System, Nurse Call System, Access Control System, Fire Alarm System, Conference System, Public Address System &amp; CCTV Surveillance System management/maintenance.</b></p> <p>e. Annual Turnover minimum of Rs.2 Crore/year in last three completed financial years to be provided in format as per Annexure - E duly certified by Vendor on letterhead. (scanned copy of Audited Balance Sheet &amp; P/L Accounts shall be attached).</p> <p>f. Scanned copy of Registration Certificate of Firm/Establishment under companies Act. The firm should have such registration from at least April 2018 onwards.</p> <p>g. Scanned copy of Bid Security Declaration Form to be submitted on Company Letterhead. Annexure F</p> <p>h. Scanned copy PAN &amp; GSTIN Registration.</p> <p>i. The firm should enclose copies of income tax returns for the last 3 years (Financial Year 2020-21, 2021-22, 2022-23)</p> <p>j. Manufacturing Authorization Certificate should be enclosed with supply of literature, warranty and post warranty for products manufactured &amp; supplied by OEM.</p>
5.	<b>Rejection of tenders:</b> Tenders not complying with any one of the above conditions, are liable to be rejected. No correspondence in this regard will be entertained.
6.	<b>Rates:</b> Rates should be quoted in the prescribed Price Schedule in Indian Rupees only.
7.	<b>Personnel:</b> You are required to engage only qualified personnel.
8.	<b>Security Deposit:</b> The successful bidder has to furnish Performance Security Deposit @ 2% on the total amount quoted which will be refunded/returned only after satisfactory completion of the contractual obligation. The Security Deposit should be in the form of Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any commercial bank and on which no interest will be paid. MSME Registered Vendor to be exempted from security deposit.
9.	<b>Contract Period:</b> The contract will be valid for one year, which may be extended for further two years, subject to satisfactory service.
10.	<b>Liquidated Damages:</b> Penalty imposition will be as per the Penalty clause given in Schedule II.



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11.	If after finalization of the tender, the selected firm expresses its inability to take the contract at the quoted rate, thus failing in fulfilling the stipulated terms and conditions for award of the contract, then the Security Deposit amount is liable to be forfeited in total.
12.	<b>Payment:</b> The payment will be made quarterly. The firm is required to submit the GST Bill in Triplicate every quarter. The bill will be processed for payment only after it has been certified by the concerned in-charge stating that the service has been done satisfactorily.
13.	<b>Taxes/Duties:</b> GST as applicable
14.	<b>Acceptance of tender:</b> Civil Surgeon, Sadar Hospital reserves the right to accept or reject any of the tender either in part or in full without assigning any reason thereof.
15.	<b>Jurisdiction:</b> All disputes including court proceedings shall be settled within the Ranchi jurisdiction only.
16.	The firm should have its own Local Service Support Centre in Ranchi / Jamshedpur, and detailed list of certified service engineers (electronic security & safety) in the support center.  Registration of company / firm under company's act. The firm should have such registration from at least April 2018 onwards or before that date.
17.	No Relaxation to Start ups [whether micro and small enterprise or otherwise] will be provided as the infrastructure to be maintained such as Sadar Hospital etc. is to be maintained for which experience and having certain standing in the market is must. Also, the firm should be able to arrange or bring experts during exigencies to resolve the issues in a shorter notice and provide better service.
18.	If any clarification, please contact civil surgeon office, Sadar Hospital, Ranchi.

**[Scope of Work, Service Requirements, Critical Services to be maintained, List of items to be brought under AMC, Equipment under AMC]**

**Scope of Work**

Scope of work includes Operation & Annual Maintenance Contract for Information Technology (IT), Security & Safety infrastructure facilities at Sadar Hospital, Ranchi for next 3 years (renewable on annual basis).

AMC includes on-site preventive and corrective maintenance of Information Technology (IT), Security & Safety peripherals and software installed.

**Service requirements**

**Manpower services for Information Technology (IT), Security & Safety:**

To provide manpower for Network Services Management involves network services, Safety & security management and coordinating with other service providers of the Sadar Hospital, Ranchi, Maintenance of Information Technology (IT), Security & Safety Infrastructure as listed in this document on Comprehensive basis including preventive maintenance.

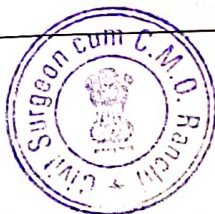
**Manpower Requirement:**

**FOR OPERATION PURPOSE**

**ENGINEER – 1 NOS.**

**SUPPORT STAFF – 4 NOS.**

Manpower	Essential Qualifications
Engineer Qualifications	Engineering degree in Information Technology or Computers Science or Electronics with minimum of 4 years' experience  OR  3 years Polytechnic Diploma in IT, instrumentation or Computer Engineering with minimum of 7 years' experience



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## Manpower Requirements

### Timings:

- Engineer-9.30a.m.to5.30p.m.onallworkingdays.
- Engineers & support staffshouldbeavailableonrotationalbasisfrom 9.30 a.m.to5.30 p.m.on all days EXCEPTSundaysandHolidays as per Sadar Hospital approved holiday list.

### Supportisrequiredforthefollowingproducts:

- DATA MANAENT SYSTEM (IT INFRASTRUCTURE).
- EPABX SYSTEM (HYBRID TELEPHONE SYSTEM).
- ACCESS CONTROL SYSTEM.
- NURSE CALL SYSTEM
- CONFERENCE SYSTEM
- FIRE ALARM SYSTEM
- PUBLIC ADDRESS SYSTEM
- IP BASED CCTV SURVEILLANCE SYSTEM

### Supportisalsorequiredforthefollowingtasks:

- Escalatedsupportwillbeprovidedbycertifiedprofessional,incaseofresidentengineerisunabletocompletethetaskorin caseofexigencies
- Technicalspecialistswillbeavailabletoprovidetelephonic/onsitesupportoncomplexproblems,includingcoordinatingwith vendors
- Coordinatevariousothervendors/OEMsoftheSadar Hospital, Ranchiwhoohaveprovidedhardware and software's.

### CriticalServices tobemaintained

NameoftheService	Make/ModelorPlatform
DATA MANAGMEENT SYSTEM (IT INFRASTRUCTURE)	DIGISOL MAKE
EPABX SYSTEM	MATRIX MAKE
ACCESS CONTROL SYSTEM	HONEYWELL MAKE
NURSE CALL SYSTEM	HEINRICH MAKE
FIRE ALARM SYSTEM	SIEMENS MAKE
PUBLIC ADDRESS SYSTEM	HEINRICH MAKE
IP BASED CCTV SURVEILLANCE SYSTEM	WISENET MAKE
CONFERENCE SYSTEM	BOSCH MAKE



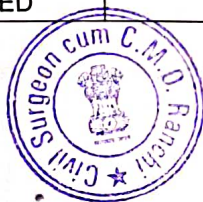
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Items under Annual Maintenance Contract

Sl.No	Make	Equipment Name	Qty.
<b>DATA MANAENT SYSTEM</b>			
1	DIGISOL	3 LAYER SWITCHES WITH 4 SFP PORTS	3
2	DIGISOL	9U RACKS	20
3	DIGISOL	15U RACKS	3
4	DIGISOL	42U RACKS	6
5	DIGISOL	24 PORT LIU	30
6	DIGISOL	24 PORT PATCH PANEL	30
7	DIGISOL	POE SWITCHES WITH 4 SFP PORTS	10
8	DIGISOL	2 LAYER SWITCHES WITH 4 SFP PORTS	30
<b>EPABX SYSTEM</b>			
9	MATRIX	EPABX HYBRID SYSTEM 600 IINES	1
	MATRIX	EPABX RECEPTION HANDSET	1
<b>IP BASED CCTV SURVEILLANCE SYSTEM</b>			
10	SAMSUNG	Outdoor IR 720p HD PTZ Camera	10
11	SAMSUNG	1080p HD Indoor IP Dome camera	90
12	SAMSUNG	64 channels, Pre-installed, pre-configured IP storage solution	2
13	SAMSUNG	PTZ Controller	2
<b>CONFERENCE SYSTEM</b>			
14	BOSCH	Deligate Unit	92
15	BOSCH	President / Chairman Unit	8
16	BOSCH	Central Conference Controller	8
17	BOSCH	Handheld Cordless Microphone	8
18	BOSCH	8 Channel Mixer Amplifier	8
19	BOSCH	6W Spaeker	8
20	BOSCH	Gooseneck Podium Microphone	8
21	SONY	LCD Projector	8
22	REPUTED	Motorised Projector Screen	8
23	REPUTED	DVD/MP3 Player	8
24	REPUTED	Netwok Cable Assembly	8
25	REPUTED	9U rack	8
<b>ACCESS CONTROL SYSTEM</b>			
26	HONEYWELL	Smart Card Reader	10
27	HONEYWELL	Biometric Reader	8
28	HONEYWELL	Proximity Card	150
29	HONEYWELL	Two Door Controller	10
30	HONEYWELL	Access Control Software	1
31	REPUTED	Master Exit Switch	1
32	REPUTED	Single & Double Leaf Electromagnetic Lock	11



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NURSE CALL SYSTEM			
33	HEINRICH	Toilet Unit / bed unit	850
34	HEINRICH	Central Station for 4/6/8 beds	86
35	HEINRICH	Central Station for 10/16 beds	41
36	HEINRICH	Hand Held Remote	821
FIRE ALARM SYSTEM			
37	SIEMENS	Multi-sensor Detector	10500
38	SIEMENS	Heat Detector	200
39	SIEMENS	Duct Detector	66
40	SIEMENS	Manual Pull Station	125
41	SIEMENS	Hooter Cum Strobe	125
42	SIEMENS	One Input One Output module	200
43	SIEMENS	Line Isolator Module	175
44	SIEMENS	Fire Alarm Panel 2 LOOP	40
45	SIEMENS	GRAPHIC SOFTWARE	5
46	SIEMENS	Workstation for software	5
PUBLIC ADDRESS SYSTEM			
47	HEINRICH	480 Watt Amplifier	17
48	HEINRICH	10 Zone Controller	3
39	HEINRICH	6 Watt Ceiling Speaker	620
40	HEINRICH	6 Watt Wall Mount Speaker	174
41	SAMSUNG	DVD/MP3 Player	3

**General conditions of Operation & AMC:**

- The contract will be for on-site operation & maintenance of hardware listed in the document including breakage / damage of all cables like OFC, power cards / cables, and all movable and immovable plastic and other parts. However, this does not include consumables if any. Once IT, Safety & Security equipment is under AMC, it is the responsibility of the bidder to repair the same item and shall submit the bill from the Sadar Hospital on prior approval.
- The selected firm should have back-to-back support agreement/Authorization with OEM(s) of all equipment under AMC or provide an undertaking that they will be able to get it serviced through OEM. In case they are not able to service the equipment, the same must be replaced with same model or higher model of the same OEM. Declaration letter from the firm should be submitted in the prescribed format.
- Before replacing any item, the firm should provide product details such as serial numbers and the OEM support details to the Sadar Hospital.
- The firm should provide necessary tools/equipment's to the service engineers to carry out preventive maintenance or minor works at the Sadar Hospital, Ranchi. The firm should also keep sufficient inventory of tools & tackles to reduce the delay in repairing/replacing defect items.
- In case of failures in hard disks for CCTV, the firm shall make all attempts possible to retrieve the data. In case all attempts to recover the data fail, old hard disk should be returned to the Sadar Hospital, Ranchi and replaced with new.
- The firm should periodically do preventive maintenance and identify obsolete items to the notice of Sadar Hospital, Ranchi.
- All plastics parts, wires, cords, breakdowns due to power conditions, rodents, monkeys etc. are covered under the scope. The bidder has to rectify all such problems or replace all the parts/components. In case of severe physical damage to the systems resulting in its complete breakdown, due to causes not attributable to the firm, the firm shall not be liable for repair/replacement of the same. However, the decision of the Sadar Hospital, Ranchi regarding the liability of the firm shall be final and the firm shall not have any claim in this regard.



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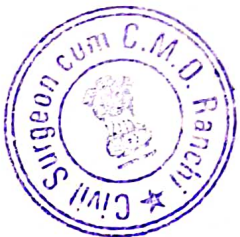
- Sadar Hospital, Ranchi has warranty on some of the equipment from OEM. These items will be brought under this to the selected firm as and when its warranty or AMC expires or completed with the current service provider.
- The firm shall create a process document for carrying out the monitoring and submit the report to the Sadar Hospital, Ranchi within one month of the award of the contract. This document shall define all the processes to be undertaken by the firm and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLA.
- The firm should carry out one time maintenance of all IT, Safety & Security hardware and submit a report to the Sadar Hospital, Ranchi of the status of the equipment. The firm should also bring out to the notice of the Sadar Hospital, Ranchi regarding obsolete items.
- Any item which are damaged shall be brought to the knowledge of Sadar Hospital Management. Any item shall be replaced with prior approval from Sadar Hospital Management. Purchase Order shall be given to the vendor from the Civil Surgeon, Sadar Hospital, Ranchi.

### Service Level Agreement (SLA)

- No service engineer shall remain absent for more than one day without prior information to the Administration in-charge. In case of long-leave/extra-ordinary conditions, backup manpower is to be provided during that period.
- Network services (including LAN, switches etc.) should not be down for more than two to four hours in case the problem is related to configurations/software related issues. In case of hardware related, the maximum downtime allowed is one working day. However, the firm is allowed to keep standby device until the original device is repaired.
- For other safety and security devices, in case of minor hardware faults, the maximum time allowed is two working days.
- To avoid downtime, the firm is also required to keep the following items as stand-by at SADAR HOSPITAL, RANCHI. These items shall be made available with one month of acceptance of the contract. The firm can take back their inventory at the end of the contract period.

The firm should submit a monthly report consisting of the following details:

1. Attendance of service engineers
2. Network/Services availability
3. Number of calls received and attended
4. Number of calls/work pending



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## ANNEXURE-A

CHECKLIST(TobeuploadedwithTechnicalBid)

S.No	DocumenttobeuploadedinTechnicalbid	WhetherSubmitted(Yes/No)
1.	FilledAnnexure-A	
2.	FilledDetailsasperAnnexure-Balongwith Completetenderdocumentdulysealedandsigned	
3.	UndertakingasperAnnexure-C.	
4.	Proofof2contractsrelatedtosimilarcontractinGovernment/Public/PrivateSectorUndertakingsofvalueRs. 15lakhsoraboveduringthelast2financialyearsalongwithdulyfilledAnnexure-D" <u>SimilarContract</u> "meansmaintenanceofData Manaent System, EPABX System, Nurse Call System, Access Control System, Fire Alarm System, Conference System, Pubic Address System& CCTV Surveillance Systemmanaent/maintenance	
5.	AnnualTurnoverminimumofRs.2lCrore/yearinlastthreecompletedfinancialyearstobeprovided informatasperAnnexure- EdulycertifiedbyCharteredAccountantonhisletterhead.	
6.	ScannedcopyofRegistrationCertificateofFirm/Establishment under companies Act. The firmshouldhavesuchregistrationfromatleastApril 2018onwards.	
7.	ScannedcopyofBidSecurityDeclarationFormtobesubmittedonCompanyLetterhead. AnnexureF	
8.	ScannedcopyPAN&GSTINRegistration.(all scannedandcombinedinonepdf)	
9.	The firm should enclose copies of income taxreturns for the last 3 years (Financial Year 2019-20,2020-21,2021-22)	



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(To be submitted on Firm's Letterhead)

**COMMERCIAL DETAILS**

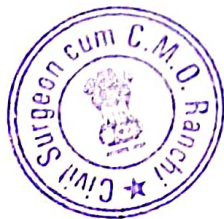
Annexure-B

1.	Name and Address of Bidder	
2.	Telephone No./Mobile No./FAX No.	
3.	Email ID	
4.	Month and Year of Establishment	
5.	PAN and GSTIN Number	
6.	Bid Declaration Form	
7.	Local Office Address in Jharkhand	

SIGNATURE OF THE BIDDER & STAMP

Date: P

Place:



*[Handwritten Signature]* 22-8-24

22/8/24

**UNDERTAKING**

(To be submitted on letterhead)

I/We have read and understood General Terms and Conditions contained in the Sadar Hospital Tender. I/We do hereby declare that all the details provided in this tender bid are true to the best of my/our knowledge and belief and any misrepresentation of facts will render me/us liable to any action as may be deemed fit by SADAR HOSPITAL, Ranchi.

I/We do hereby also accept SADAR HOSPITAL, RANCHI have the right to accept or reject this application and not to issue invitation to Tender to me/us.

I/We undertake to communicate promptly to SADAR HOSPITAL, RANCHI for any changes in the condition or working of the firm. It is also certified that we have not been blacklisted by any organization of Government of India including Central Vigilance Commission (CVC) in the last three years. The undersigned is fully authorized to sign and submit this application form on behalf of the organization, he/she represent. We authorize SADAR HOSPITAL, RANCHI to approach individuals, employees, firms and corporations to verify our competence and general reputation.

I/We do hereby also certify that we have all the required expertise in the field for which bids are being invited by SADAR HOSPITAL.

**AUTHORISED SIGNATORY OF THE FIRM WITH SEAL**

Place:

Dated:



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22-8-24

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22/8/24

**RELEVANT WORK EXPERIENCE DETAILS**

(To be submitted on Firm's Letterhead)


Sr. No.	Name of the Department / Organization where similar AMC is taken up	Period	
		From	To
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Place:

Dated:



  
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 22/8/24

TOWHOMITMAYCONCERN

I have personally gone through the accounts of the following:

M/s \_\_\_\_\_ Address

\_\_\_\_\_

Below is the turnover of the firm for last 3 completed Financial Years:

Financial Year	Turnover in Rupees
2019-20	
2020-21	
2021-22	

NAME, SIGNATURE AND SEAL OF THE FIRM



Dr. J. K. Singh  
22.8.21

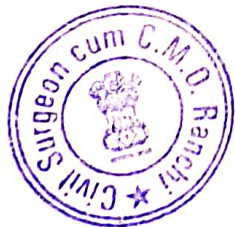
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Tender Inviting Authority: CS CUM CMO RANCHI

Name of the Bidder/ Bidding Firm / Company :

NUMBER #	TEXT #	PRICE SCHEDULE			Remarks
		Total Amount including all taxes	Amount including all taxes	Amount including all taxes	
Sl.No.	Item Description	1st Year	2nd year	3rd Year	
1	DATA MANAENT SYSTEM				
2	EPABX SYSTEM				
3	IP BASED CCTV SURVEILLANCE SYSTEM				
4	CONFERENCE SYSTEM				
5	ACCESS CONTROL SYSTEM				
6	NURSE CALL SYSTEM				
7	FIRE ALARM SYSTEM				
8	PUBLIC ADDRESS SYSTEM				
<b>Total in Figures (Sl.no 1- 8 )</b>					

ote :- Amount will be paid monthly basis with availibility of fund



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