



**OFFICE OF THE CHIEF DISTRICT MEDICAL AND PUBLIC HEALTH OFFICER,
CUTTACK**

Tender Call Notice



No- 2544

Date- 21.02.2019

Sealed tenders are invited from interested / bonafide / reputed agencies having valid GST certificate with PAN and having adequate experience in implementing calibration related in healthcare organization. The interested bidder may download the tender document from our website www.cuttack.nic.in. The tender will be in two parts i.e. technical bid. (Cover-A) and financial bid (Cover-B). The bidders should give their technical and financial proposal separately in two envelopes and should be put into another cover super scribed as "Proposal for calibration of Hospital Equipments under NHM". The last date of receipt of tender will be 02.03.2019 up to 2 p.m. and the tender will be opened on the same day at 2.30 pm in the presence of the bidders or their authorized representative. The authority reserves the right to accept or reject any or all the tender without assigning any reason thereof.

Sd/-

Chief District Medical & Public Health Officer
Cum District Mission Director
Cuttack

Draft TOR for calibration of Serviceable Hospital Equipments available with Public Health Facilities in Cuttack District

Department of Health & Family Welfare, Government of Odisha is committed to improve health status of the residents of the State. In order to achieve this objective, many initiatives have been taken by the District for delivery of equitable, affordable and quality health care to all sections of the society. One such initiative pertains to implementation of Quality Management System (QMS), leading to certification of Public Health Facilities to ISO 9001:2008 standards. At present, 5 FRU Hospitals have been brought under the on-going QMS programme. List of such facilities is given in Annexure 'C' of this ToR. **(Please attach the list)** However, the State may change the list after finalisation of the contract. Name of new hospitals may be added or name of existing hospital in the list may deleted.

One of the key components of the QMS is calibration of serviceable Biomedical Equipments, available with the hospitals and are being used in the delivery of the hospital care. Range and number of the equipments would vary from facility to facility. However for planning purposes, list of equipments, which may be available at a hospital is given in Indian Public Health Standards (IPHS), which may be referred to by the applicant organisation. **However, it is reiterated that actual availability of serviceable equipments at each location will vary from facility to facility.**

(I) Objective & Scope of the work: Aim of this TOR is to hire / empanel competent and recognized organizations for calibration of biomedical equipments and instruments available at public healthcare facilities. ***The application organisation should mandatorily be authorised by a Government of India recognised certification body such as Bureau of Indian Standards, NABL or other equivalent bodies, to undertake calibration work of hospital equipment. A copy of such authorisation certificate must be enclosed with the Technical proposal. Failing which the bid is likely to be rejected.***

(II) Obligation of Calibration Agency:

Following tasks are expected to be completed by the selected organisation for calibration of hospital equipments in the state.

1. The selected organisation is expected to visit all health facilities, as mentioned in the Annexure I and liaise with **CDMO/ ADMO (Medical)** for calibration of the equipments, which are in use in the facility. Tentative list equipments at a District Hospital, which may be subjected to calibration is given below -

1. Autoclaves	2. Refrigerator(s)
3. Blood bag refrigerator	4. Ice lined refrigerator (ILR)
5. Glucometer	6. Haemoglobinometer
7. Incubator	8. Centrifuge
9. Infusion Pumps	10. Auto-analyzer/ Semi Auto analyser
11. Microtome	12. Oxygen Cylinder Flow meter
13. Phototherapy Machines	14. Deep Freezer
15. Pipettes and other measuring equipments, used in laboratory	16. Calorimeter
17. Radiant Warmer	18. Weighing Scale (Newborn)

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19. Sphygmomanometer (Aneroid / Digital)	20. Weighing Scale (Children)
21. Sphygmomanometer (Mercury)	22. Suction Machines
23. Thermometer	24. Hot Air Oven
25. Weighing Scale (Adult)	26. Weighing scale in the pharmacy

2. The CDM&PHO Cuttack reserves right to alter the list of facilities given in Annexure I without assigning any reason.
3. Availability of equipments, in term of range and numbers, at Primary Health Centre, Referral Hospitals and Sub-district Hospitals would be considerably lower, which will have to be ascertained during the actual visit to the facility.
4. As far as possible, calibration is expected to be undertaken at the facility. Calibrating agency is expected to issue a certificate of calibration to facility incharge/ ADMO (Medical) in respect of each equipment, which would have an identification number for the traceability.
5. If equipment is required to be taken to the agency's laboratory for testing and calibration, arrangement of such transportation, including freight and transit and its delivery to the hospital/ health facility in working condition, after the calibration, would be responsibility of the calibrating agency, which is expected to take all actions for the safety of transportation, as deemed necessary.
6. The calibration agency is expected to maintain an effective system for calibration of all equipment, ensuring that calibration brings about accuracy and consistency in the results.
7. To provide reasonably skilled personnel and equipments to perform and provide the services on site.
8. The calibration agency will also check the un-serviceable equipment to help the hospitals in identifying those equipment, which are BER (BEYOND ECONOMIC REPAIR).
9. During their visit to the hospitals, the calibration agency will impart training to key hospital personnel (identified by ADMO – Medical) on calibration of low-cost equipment such as BP Instruments, Thermometer, etc. ADMO (Medical) would provide logistic support for such training and would also ensure that such personnel are available in one batch for the proposed training during the visit of Calibration Agency's experts.
10. To use reasonable efforts to complete the Service, which includes issuing the calibration report within two weeks for big healthcare facilities and one week for small healthcare facilities (or such other extended period as may be agreed in writing by both parties).
11. Calibration agency shall be liable for any delay in meeting its obligations under this Contract. In the event of any delays, which are beyond control of the organisation, the period of contract may be extended, at sole discretion of CDM & PHO Cuttack , without any financial implication on the part of the society.
12. All correspondences, information pertaining to calibrations, testing, or transactions arising from this Contract shall be considered confidential and the hired organisation will abstain from revealing to any third party, and use of any such confidential information concerning such calibrations shall be done with the prior written consent of the CDM &PHO Cuttack. This obligation of confidentiality shall not terminate on the date of expiry or termination of this Contract.

13. Calibration agency may form consortium with any agency to fulfil the requirement of task under this ToR. The agency may enter into a Memorandum of Understanding (MoU) for the same. A copy of the MoU should be submitted along with the technical proposal with details of lead partner of the consortium. The District would communicate with the lead partner only, which includes release of payment on completion of the assignment.

(III) Obligation of the State:

- 1) The CDM &PHO Cuttack would facilitate the calibration process and nominate a nodal officer at the District, who would coordinate this activity with the Hospitals / Public Health Facilities and the hired agency of this task.
- 2) The CDM &PHO Cuttack would ensure that Public health facilities share all available instructions, information, specifications regarding equipments with the calibrating agency and their personnel have access to equipments and personnel at the facilities.
- 3) The District shall pay the charges for agencies services as agreed between parties through tender or established at the time of release of the work order.
- 4) CDM &PHO Cuttack Odisha shall release payment only after completion of the work, which includes a comprehensive and complete set of records that document accuracy, calibration method and precision.

(IV) Terms and conditions

- 1) Calibration agency will calibrate all the functional equipments of the public health facility whether it is in use or not. If any instrument, which is not working condition at time of visit of the technical team, then it will be the responsibility of the hospital to first make the instrument functional during course of their visit to facility.
- 2) It would be essential that programme of visit and schedule for calibration are intimated to the Hospital and designated nodal officer by District at least two weeks in advance and it has been concurred by them.
- 3) Calibration agency shall perform the Services preferably 'on-site' at the Customer's premises. In exceptional circumstances, the equipment /or its part may be taken to organisation's laboratory with prior explicit permission of CDM &PHO Cuttack. In such situations, its transportation, testing in laboratory, calibration, its delivery back to the hospital, re-fitting & commissioning at the hospital would be sole responsibility of the hired organisation.
- 4) **Standards for calibration:** The Equipment provided by the facilities shall be calibrated according to the standards, acceptable for NABL certification. Agency shall state in the report calibration methodology, which was adopted for the Equipment tested.
- 5) **Traceability:** All the equipments shall be calibrated using the standards, whose accuracy is traceable to national / international standards and norms excepts where the standards have been derived from accepted values of physical constants or derived by ratio type of self calibration. All standards used in calibration system will be supported by certificates, reports or data sheets attesting to date, accuracy and conditions under which result are obtained.
- 6) **Labelling:** All the equipments shall be labelled to indicate the last date of calibration and name of the agency undertaking this task. The calibration agency shall provide the dates of next due date for calibration of the equipments.

- 7) **Records:** The calibration agency shall develop a comprehensive and complete set of records that document accuracy, calibration method and precision. Set of such Records shall be provided by calibration agency to the Hospital before release of the payment and the hospital will acknowledge receipt of the records in writing.
- 8) Calibration agency will notify the District and the hospital about any fault and/or defective working condition found in the equipment during calibration. The agency will inform the State and the hospital about defect in writing and it would be the responsibility of the facility to get it repaired.
- 9) The agency shall be responsible to the Customer for any loss or damages, whether direct or consequential arising during calibration process done by the agency.
- 10) If the equipment, instrument, part of equipment shall be taken out of the hospital particularly at the site of calibration agency for calibration, testing or validation, it shall be the sole responsibility of calibration agency to handle, transport and store of equipment at their own without abuse, misuse, damage or change in dimensional or functional characteristic of equipment.
- 11) **Effective Date of contract:** This Contract shall take effect from the date of work order or the date of the contract (between CDM &PHO Cuttack and calibration agency) and shall expire within one year of period in the date stated in the work order or as otherwise agreed in writing by the parties hereto.
- 12) **Review/ Extension of contract:** This Contract shall be reviewed by both parties one month prior its expiry. Extension of the Contract amended or otherwise, can be effected only with the mutual agreement of both the parties.
- 13) **Termination:** This Contract can be terminated immediately, if the **organisation/** CDM &PHO Cuttack commit a material breach of the Contract, which is incapable of remedy, or either party fails to remedy any other breach of the Contract with 30 days of giving such notice of breach. In the normal course, the contract can be terminated by either party by giving 45 days notice to other party in writing. On termination of Contract, the state shall release the payment for the work, which has been done satisfactorily by the calibration organisation.
- 14) **Governing Law:** This Contract shall be governed by and construed in accordance with the state laws, and the parties submit to the jurisdiction of the courts of Odisha state only.

(V) Payment Terms:

1. Invoices shall be generated, when all the equipments have been calibrated and the equipments have been delivered back to hospital/ health facility and receipt of delivery of such equipments along with the report would be obtained by calibrating organisation from the hospital. Original copy of the invoice would be submitted to the District **(CDM &PHO Cuttack)** and duplicate copy would be submitted to Civil Surgeon / facility incharge. The invoices would be accompanied with detailed reports in respect of calibrated equipments.
2. All prices quoted during tender process should be regarded as fixed and firm for the validity period shown. The CDM &PHO Cuttack would not be held responsible for sudden rate fluctuation. Prices quoted will be including cost of carriage, packaging, travel, boarding and lodging for the 'on-site' work.

(VI) METHODOLOGY FOR SELECTION OF THE AGENCY

Two bid system would be followed for selection of the calibration agency. Organisations are required to submit detailed proposals i. e. Technical and Financial proposals, separately under sealed cover clearly indicating “Technical bid for Calibration of Hospital Equipment” or “Financial bid for Calibration of Hospital Equipment” on the right hand upper corner of the envelope addressed to O/O- CDM &PHO Cuttack, Old Secretariate Cantonment Road Buxi Bazar Cuttack, Odisha, by 2 PM on 02.03.2019,. Two separate envelopes may be submitted containing technical bid and financial bid respectively. Failure to observe this may lead to disqualification of the organization from further consideration. Calibration agency should clearly mention of any partnership deal struck with other agencies to carry out the project. It is required to submit a copy of the MOU or contract between the partners duly signed and attested by the authorized signatory of the bid. In the Technical bid, your response on the format given in Annexure ‘A’ should be also attached with the technical proposal on a separate sheet, which will be duly signed by authorised signatory of the organisation.

The organisation is required to furnish following details in the technical proposal, apart from the information as mentioned in **clause VII** and Annexure ‘A’ of this document:

1. TECHNICAL PROPOSAL

- A. *Brief Profile of Organisation (not exceeding three pages) which includes scope of services (categories of calibration) being provided by agency, Qualifications and Experience of agency.*
- B. *Proposed Methodology – This section should explain your understanding about the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output.*
- C. *Organization and Staffing - In this chapter you should propose the structure and composition of your team for the completion of assignment, and what kind of support, would be provided to ‘on-site’ technical person.*
- D. *Technical Coverage- Types of equipments for which organization has capacity to Calibrate.*

2. ENCLOSURES

Following documents should be attached as Annexures to the Technical Proposal

- a. *Registration Certificate*
- b. *Contact details of Head Office, Registered Office and Regional/Branch Offices (Please mention name of contact person, full address, telephone number, email details)*
- c. *Audited Balance sheet for preceding three years.*
- d. *Authorisation certificate issued to the applicant organisation by a Government of India recognised certification body such as Bureau of Indian Standards, NABL or other equivalent bodies, to undertake calibration work of hospital equipment.*

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- e. *Details of agency's experience in implementing calibration related in healthcare organisation during preceding 05 years (Please mention name & address of Health facilities, name of equipments, which were calibrated and year of the work).*
- f. *Details of agency's experience of calibration work in Public health facilities/or any others (Please mention the name and address of Government Hospitals, Bed strength and role of the agency) (Copies of work-order should be attached)*
- g. *List of those hospital equipment, for which the applicant organisation has in-house capacity for the calibration(duly signed by the authorised signatory)*
- h. *List of those hospital equipment, for which the applicant organisation does not have in-house capacity for the calibration(duly signed by the authorised signatory)*
- i. *Strength of full time employees, who have previous experience of working on assignment at hospitals/healthcare facilities*
- j. *Documents/ Enclosures, supporting the proposed methodology, if any*
- k. *Information furnished on a format, as elaborated in Annexure 'A'.*
- l. *Statement, given by the authorized signatory of the bid that the agency has completed its work (as mentioned in para 3 & 4 of the format, given in Annexure 'A') in last three years, as per schedule. If there have been delays, reasons for such delays could be explained. (This document could be verified independently)*
- m. *A certificate from the authorised signatory that the agency had not been blacklisted or debarred by Central Government / State Government*

VII. EVALUATION OF TECHNICAL PROPOSAL

Evaluation criteria used for evaluation of the technical proposal are given in Annexure 'A', which should form first page of the proposal.

VIII. Financial Proposal

Rates may be quoted separately for following category of hospitals on Annexure 'B', which would be the financial proposal -

- a) For hospitals (or equivalent)with sanctioned bed strength between 101 to 200 beds
- b) For hospitals (or equivalent)with sanctioned bed strength between 201 to 400 beds
- c) For hospital (or equivalent)with sanctioned bed strength more than 400 beds

This would be inclusive of all expenditures that the organisation would incur to discharge responsibilities as per requirement of this Term of Reference. **The rates should not include applicable service tax, which would be paid extra.**

Annexure 'B' should be sealed as Financial Proposal and submitted as per procedure given in this RFP document.

IX. Submission of Bids: Two separate envelopes may be submitted containing technical bid and financial bid respectively under sealed cover with the type of bid e.g. "Technical bid for Calibration of

equipments” or “Financial bid for calibration of equipments” on the right hand upper corner of the envelope.

X. PAYMENT SCHEDULE, CONTRACT PERIOD, TIMELINES AND DEDUCTION

(a) Payment schedule after ‘completion of work’: 100% of the contract Value would be paid on satisfactory completion of ‘calibration of equipments’ and submission of certificates and the reports and its verification by the competent authorities within month of submission of the invoices, photocopies of calibration certificate and reports. The release of payment would not be delayed beyond one month.

(b) The contract may be operationalised by anyone or more of the following agencies:

(i) CDM &PHO Cuttack

(c) The contract shall be operationalised through any of the following instruments:

a. Work Order by either of the organisations, mentioned in item X(b)

b. Bipartite MOU between calibration agency and any organisation, mentioned in item X (b)

(d) Duration of Assignment – Two months. This project is in two parts – Field work related to calibration is expected to be completed within one month of award of the work, documentation and record generation would have to be completed within two months of the award.

(f) Calibration agency is expected to comply with the provisions of Term of Reference and timelines suggested therein. Failure to comply with the above may culminate in deduction from their bills of an amount commensurate with the impact of non compliance or even termination of the contract to be decided by the District/ contracting organisation/ authority at their sole discretion.

XII. The contract shall be finalized as per the process detailed below:

- a) The technical bids shall be opened by Tender Evaluation Committee.
- b) The minimum qualifying score would be 65%. The financial bids of unsuccessful bidders would be dispatched on their address by registered post/ courier by the state.
- c) Those who score 65% or more shall be communicated by e-mail on their address, at least seven days before the scheduled date & time of opening of the financial bid, to be present on the date, time and venue of opening of Financial Bids.
- d) The successful bidder will be decided for each category of the hospital as mentioned in clause VIII above, on the basis of quoted quotation given in the financial proposal.
- e) **In your quote, please do not include goods and service tax(GST).**
- f)

XIII. Address for submission of Bids: Last Date 02.03.2019 2.00 PM (1400 hrs)

O/O- CDM&PHO Cuttack

Old Secretariate, Cantonment Road

Buxi Bazar

Cuttack

S.No.	Information to be furnished by TSP	Total Score	Details	
1	Annual turnover per year in preceding three years Less than Rs. 50 lakhs =1 > Rs. 50 – Rs. 100 lakhs = 3 More than Rs. 100 lakhs = 5	5	Years (FY)	Figures
2	Positive Net worth (Avg. of preceding 3 years) Y=5, N=0	5	Years (FY)	Figures
3	Mention the number of years of experience of the organisation in undertaking calibration work for Govt / other Hospitals More than 5 years = 5 (One mark for each year)	05		
4.	Number of Government hospitals, where the organization has undertaken similar work No. of hospitals- 1 mark for each hospital, up to 10 hospitals	10		
5.	Recognition of the calibration agency by the certifying bodies like BIS, NABL or other national Quality standards etc	20	Name of Standard	Year of Recognition with OSL code/License no./Certificate no./other
			BIS (08 marks)	
			NABL (08 marks)	
			Others (National, Please mention name). (04 marks)	
6.	Pan-India presence. Please	10	No. of Offices	

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	mention numbers of office in India (02 Mark for each city, where the organisation has its office)		
7.	Full time Employee Strength (Technical staff, related to calibration work), excluding secretarial and clerical staff, which has previous experience of working on similar assignments. (One mark for each technical staff. Please attach a list containing their names, qualification and number of years for full time employment with the organisation)	15	
8.	Quality of Technical proposal with respect to the understanding of the assignment (Max marks – 15)	15	
9.	Proposal for agency's support & Staffing (Max marks – 15)	15	
10	Capacity to calibrate equipments All -15 80%-10 60% -5 Lees than 60% 0	15	

FINANCIAL PROPOSAL

Name of the applicant organisation –

CATEGORY OF HOSPITAL	RATE OF CALIBRATION FOR ALL SERVICEABLE EQUIPMENTS IN INR (Excluding Service tax)
a) For hospital (or equivalent)with sanctioned bed strength between 101 to 200 beds	
b) For hospital (or equivalent)with sanctioned bed strength between 201 to 400 beds	
c) For hospital (or equivalent)with sanctioned bed strength more than 400 beds	

Date

Place -

(Authorised signatory)

Full Name, Designation & Organisation

Seal of Organisation

Annexure 'C'
TENTATIVE LIST OF FACILITIES¹

1. DHH City hospital cuttack
2. SDH Athagarh
3. SDH Banki
4. CHC Adaspur
5. CHC Mahanga

¹ Please note that name and number of hospitals may change.