



Govt. of West Bengal
Dept. Of Health & Family Welfare
O/o the Superintendent

Falakata Super Speciality Hospital
P.O. + P.S. –Falakata , District- Alipurduar , PIN – 735211
Email – super.mshfkt@gmail.com , Ph. No. (03563) 260121

Memo no. FKT/ SSH/ APD / 314

Date- 23/4/25

Notice Inviting Tender (2nd Call)

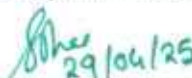
The Superintendent, Falakata Super Speciality Hospital, Alipurduwar invites bids through tender in two bid systems (technical and Financial bid) from owners / agencies / bona-fide vendors for Comprehensive annual maintenance contract (CMAC) for its 08 numbers of Water Purifiers belongs to different make and model.

The commercial bids of the technically successful bidders will be evaluated based on criteria of offering the lowest rate for Comprehensive annual maintenance contract (CMAC). Lowest bidder will be selected for providing the service for a period of one year from the date of signing the contract.

- Nature of work details and time line for this tender process has been mentioned in Annexure. I.
- Details related to General Instructions, eligibility criteria, Earnest money details, withdrawal /cancelation criteria, penalty clauses, payment terms as well as other legal /statutory matters are mentioned in annexure. II. Based on this annexure selected vendor have to execute agreement in 50 (fifty rupees) stamp paper with the Superintendent of Falakata Super Speciality Hospital.
- Details related to submission of technical bid and financial bides and it's evaluation process mentioned in Annexure. III.
- Tender application format attached as annexure. IV

Tender offers, having superscription "TENDER FOR COMPREHENSIVE AMC OF WATER PURIFIERS VIDE MEMO NO. FKT/SSH/APD..... Dated.....", are to be submitted at the office by post or by hand within a specified time as mentioned in annexure. I.

Superintendent, Falakata Super Speciality Hospital, Alipurduwar reserves the right to extend the period of submission of tender documents or any time line as specified in Annexure. I or cancel / modify this tender notice partially or in whole or reject / accept in whole or any or all the tenders without assigning any reasons thereof.


29/04/25

Superintendent
Falakata Super Speciality Hospital
Alipurduar

Copy forwarded for information and necessary action :-

1. The Director , Hospital Administration , Dept. of H & FW
2. The District Magistrate , Alipurduar
3. The Chief Medical Officer of Health , Alipurduar
4. The District Information officer , Alipurduar ; with a request for wide circulation of this tender
5. The Deputy CMOH-I , Alipurduar , with a request for publishing this memo in notice board
6. The Deputy CMOH-II / III / IV / DMCHO , Alipurduar
7. The Superintendent , Alipurduar DH / Birpara SGH ; with a request to publish this notice in respective office notice board
8. The Asst. CMOH , Alipurduar
9. The Treasury Officer , Alipurduar
10. The Accounts' Officer , O/o the CMOH , Alipurduar
11. The BDO , Falakata , with a request for publishing this memo in notice board
12. The Executive Officer , Falakata Municipality , with a request for publishing this memo in notice board
13. The BMOH , Falakata / Madarihat / Alipurduar-I / Alipurduar-II / Kumargram / Kalchini / Superintendent , Bhatibari RH ; with a request for publishing this memo in notice board
14. The Convenor , Tender Purchase committee
15. Dr./ Mr. / Mrs , Member , Tender Purchase Committee
16. The Nursing Superintendent , Falakata SSH
17. The Asst. Superintendent (NM) , Falakata SSH
18. The SAE (Civil / Electrical) , WBMSCL Falakata SSH site
19. The Store in-charge , Falakata SSH
20. The H/C & Custodian of office logistics , Falakata SSH
21. The Accountant , RKS , Falakata SSH'
22. The Treasury Section , Falakata SSH
23. IT Cell of Dept. of Health & Family Welfare , with a request to publish this tender notice in departmental website having title of - "Tender Notice for Comprehensive AMC of 8 numbers of Water Purifiers at Falakata SSH , Alipurduar (2nd call)"
24. Notice board of this office
25. Guard File


29/04/25
SuperintendentFalakata Super Speciality Hospital
Alipurduar

Annexure-I

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25**[A] Service details / Nature of Work**

Nature of Work	Tender Notice for Comprehensive AMC of 8 numbers of Water Purifiers at FalakataSSH, Alipuduar
Brief Description of the Work	<ol style="list-style-type: none"> 1. Minimum twelve (12) visits (Monthly) are mandatory during the contract period of one year and additional visits as and when required 2. In case of complaint / breakdown, fault in any equipment the firm / agency has to attend the fault within two working days 3. Unit Check up and general cleaning of water purifiers every month 4. Chemical cleaning of cartridges as and when required, replacement of membrane 5. AMC should cover preventive as well as breakdown maintenance which includes repair and replacement of following parts, whichever applicable for specific make and model of the purifier, free of charges during the AMC period <ol style="list-style-type: none"> 1. All kind of filters 2. Pre-filter of candle 3. Carbon 4. Membrane 5. SMPS /Ballast 6. Pump 7. Compressor 8. Fan motor 9. Ultra-violet lamp 10. Thermostat 11. Relay 12. Capacitor 13. Outlet / input pipe 14. Hose clips 15. Inline carbon sediment filter (candle) must be replaced mandatorily twice in a year (half-yearly interval) during contract period
Contract Period	One year from the date of signing the Contract
Performance security	Amount of Performance security deposit to be submitted of selection – Rs. 1000/- (Rupees one thousand only)

(Contd. To next page.)

Annexure-I

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25

[B] Time line of Tender details :-

Sl No	Important events / Particulars	Date and Time
1	Date of Publication of NIT Documents (Online / Offline)	29/04/2025
2	Tender form collection start date (Offline)	29/04/2025
3	Pre-bid meeting and site visit date for physical verification by the bidders	02/05/2025 at 12 Noon
4	Bid Submission start Date	02/05/2025 from 01:00 PM
5	Bid Submission Closing date	15/05/2025 at 12:00 Noon
6	Date of opening Technical bids (online / offline)	15/05/2025 at 02:00 PM
7	Date of Uploading list for technically qualified bidders (Online / offline)	To be notified later
8	Date of Opening Financial bids of successful bidder	To be notified later

N.B. –

1. Superintendent of Falakata SSH reserves all right to change any part or whole of the timeline and work details mentioned above in point number [A] and [B]
2. In case of offline tender , all sealed tender documents must reached at the office of the Superintendent , Falakata SSH within the fixed timeline as mentioned in Point no. [B].5 (Except Sunday &Holidays). Office of the Superintendent ,Falakata SSH will not be responsible for any postal delay , if any.

Annexure-II

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25

[A] General Instructions

1. Selected bidder shall provide the comprehensive AMC service for prevention and maintainance of water purifiers as mentioned in annexure.I , excluding accidental damage to such purifier due to any cause , whatsoever.
2. It will be imperative on each bidder to fully acquaint itself of all the local conditions and factors which could have effect of performance of the work and its cost. The bidder is advised to visit and examine the site of works and it's surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for execution of the works.
3. The bidder should be competent to carry out the repair works of the water purifiers within reasonable time period failing which this office reserve the rights to get any other authorized party for servicing the machines and the cost if any in such case will be recovered from the quarterly payable amount and / or from performance security deposit of the bidder.
4. The contract shall completely indemnify and hold harmless the client and its employee against any liability , claims , losses or damage sustained by it or them oby any reason of any breach of contract , wrongful act or negligence by the bidder or any of its employee engaged in the provision of providing the required services.
5. The bidder have to attend to the complaints promptly within 48 hours , along with all parts and equipment for repair / maintenance , as and when intimated by the client through telephone
6. Selected bidder shall positively observe all safety measures required to undertake for safety of person ,labours , public and properties at work place. Bidder shall also ensure that during the progress of the work no damage shall occure to installation / equipments due to any reason , if so happens bidder shall have to repair / replace the same at its own cost.
7. The contract for such work can be terminated by the Superintendent ,Falakata SSH , Alipurduar at any point of time without assigning any reason thereof. Moreover in case of any dispute , decision of hiring authority will be final. During scrutiny at any point of time if it come to the notice to the tender selection committee that any credential or any documents submitted by the bidder found incorrect / fabricated / manufactured then such bid / agreement will be rejected out rightly without assigning any prejudice.

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25

[B] Earnest Money

Selected bidder have to submit security deposit of Rs.1,000/- (Rupees one thousands only) as earnest money in favor of The Falakata SSH Rogi Kalyan Samity by demand draft / Banker's cheque. Earnest money will be liable to be forfeited if the selected bidder fails to provide the service as per written agreement. On completion of the period of contract such earnest money will be released based on application of the bidder.

[C] Payment term

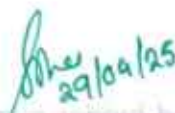
Payment will be made through e-payment system through ECS / RECS / RTGS / NEFT after execution of the work subject to on being selected the successful vendors will have to submit one bill in triplicate along with signed photocopy of the work booksat quarterly interval. Payment will be made at periodic interval (preferably quarterly) subjected to availability / allotment of fund.

[D] Appeal

Appeal against the decision of the Superintendent, Falakata SSH, Alipurduar will lie with Tender-selection committee of the O/o the CMOH, Alipurduar.

[E] Withdrawal / cancellation

Tendering authority reserves the right to withdraw the tender at any point of time without assigning any particular cause. Work order to the selected vendor may be cancelled by the Tender selection committee with a notice of 7 days at any point of time.



Superintendent
FalakataSSH, Alipurduar

Annexure-III

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25

[A] Submission of Bid

1. The tender is to be submitted in a two bid system. Both technical Bid and Financial bid to be submitted concurrently in two separate envelop. Both the envelope should be duly signed by tenderer. Both the envelop should have specific superscription over it –

* **BID.A :- TECHNICAL BID , _____ (Details of bidder)**

* **BID B :- FINANCIAL BID , _____ (Details of bidder)**

2. Finally both the bid enveloped in sealed condition must be put inside of a larger sealed envelop having superscription :-

**“ TENDER FOR COMPREHENSIVE AMC OF WATER PURIFIERS VIDE
MEMO NO. FKT/SSH/APD..... Dated.....”**

[B] Evaluation of Tenders :-

On the date of opening of bid ,tender documents will be opened in presence of at least two-third members of the tender selection committee. Vendor himself / herself or his / her authorized representative must be present at the time of opening of tender documents. Initially the "BID.A :- TECHNICAL BID" will be opened . Thereafter "BID B :- FINANCIAL BID" of only those bidders who will be qualified as per decision of tender-selection committee in technical bid evaluation , will be opened either on same day or any other day as deemed fit by the selection committee.

[C] Technical Bid evaluation process :- Bidder have to submit self-attested photocopy of following items along with checklist as mentioned in Table. A

Sl No.	Category	Description of Items
1	Certificates	PAN card of authorized signatory / TAN Card for company / firm
3		GST registration certificate
4		Trade License (FY 23-24 and FY 24-25)
5		Certificate of / from authorized dealer
6		Experience certificate from any Govt. institution / public undertakings (if any)
7	Company details	Registration with registrar of companies (wherever applicable)
8		Partnership deed in case of partnership firm (wherever applicable)
9		Power of attorney (Wherever applicable)
10	Income tax details	IT return of last 3 Financial year

[D] Financial Bid – The folder as Financial bid shall contain base price in Indian rupee including all charges. Table. B to be filled up.

Annexure-III

Annexed to Memo No. FKT/SSH/APD 314 Dated 29/4/25**Table. A (to be attached with technical bid)**

Sl No.	Description of Items	Applicable (Yes / NO)	Submitted (Yes / No)
1	PAN card of authorized signatory	Yes / No	Yes / No
2	TAN Card for company / firm	Yes / No	Yes / No
3	Professional tax certificate	Yes / No	Yes / No
4	GST registration certificate	Yes / No	Yes / No
5	Trade License (FY 23-24 and FY 24-25)	Yes / No	Yes / No
6	Registration with registrar of companies (wherever applicable)	Yes / No	Yes / No
7	Partnership deed in case of partnership firm (wherever applicable)	Yes / No	Yes / No
8	Power of attorney (Wherever applicable)	Yes / No	Yes / No
9	IT return of last 3 Financial year	Yes / No	Yes / No
10	Certificate of / from authorized dealer	Yes / No	Yes / No
11	Experience certificate from any Govt. institution / public undertakings (if any)	Yes / No	Yes / No

Date :-

Contact Number –

Mail ID -

Full signature of the bidder /
authorized representative

Annexure-III

Annexed to Memo No. FKT/SSH/APD 3140 Dated 29/4/25

Table .B(Rate quote format of Financial bid)

Sl No.	Brief Description of the Service	Rate quoted
1	<p>Comprehensive AMC of 8 numbers of Water Purifiers at FalakataSSH, Alipuduar which includes :-</p> <ol style="list-style-type: none"> Minimum twelve (12) visits (Monthly) are mandatory during the contract period of one year and additional visits as and when required In case of complaint / breakdown , fault in any equipment the firm / agency has to attend the fault within two working days Unit Check up and general cleaning of water purifiers every month Chemical cleaning of cartridges as and when required , replacement of membrane AMC should cover preventive as well as breakdown maintenance which includes repair and replacement of following parts , whichever applicable for specific make and model of the purifier , free of charges during the AMC period – <ol style="list-style-type: none"> All kind of filters Pre-filter of candle Carbon Membrane SMPS /Ballast Pump Compressor Fan motor Ultra-violet lamp Thermostat Relay Capacitor Outlet / input pipe Hose clips Inline carbon sediment filter (candle) must be replaced mandatorily twice in a year (half-yearly interval) during contract period 	<p>Rs. _____ /- per water purifier for the 1 (one) year contract period</p> <p>Rupees</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Only (In words)</p>

16. I hereby declare that rate quoted above is inclusive of all charges and if selected as lowest bidder , such rate will not be changed at any point of time during contract period.

17. I also hereby agreed to submit earnest money of Rs, 1000/- if selected as lowest bidder.

Date :-

Contact Number –

Mail ID -

Full signature of the bidder / authorized
representative

Annexed to Memo No. FKT/SSH/APD _____ Dated _____

[Tender Application Form]

To,
The Superintendent
Falakata Super Specialty Hospital
Alipurduar
&
The Chairperson
Tender-Selection committee
FalakataSSH, Alipurduar

Subject – Quotation for _____

Ref :- Your office NIQ / NIT no. FKT/SSH/SPD _____ Dated _____

Sir / Madam ,

With reference to the above cited memo number from your office I am to submit technical bid and financial bid along with all relevant documents as mentioned from Annexure. I to Annexure.III . I am intended to participate in the selection process for the following nature of work –

(Mention type of work / brief description of service as mentioned in annexure. I)

I further affirm that I have read and fully understood the NIQ / NIT and agree to abide by all the terms and conditions laid therein. In case , I fail to abide by the terms and conditions or to carry on the contract satisfactorily , I will be liable to the termination of contract as mentioned in the terms and conditions.

Your faithfully,

Date :-

Contact Number –

Mail ID -

Full signature of the bidder / authorized
representative with seal