



V/c

BHARAT HEAVY ELECTRICALS LIMITED
(A Government of India Undertaking)
RANIPET – 632 406.

MEDICAL DEPARTMENT	
INVITING TENDER	
Tender Notice No	BHEL: BAP: MED:X-RAY: Carestream:AMC:2025-26 Dt:02.06.2025
Nature of work	Annual Maintenance Contract (AMC) of Classic CR System & DRYVIEW 5950 LASER IMAGER at Main Hospital BHEL Ranipet for the period of 01 years as per attached terms & conditions and scope of work.
Type of tender	Single Tender
Contract Period	One Year
Earnest Money Deposit (EMD) Amount	Not Applicable
Last date & Time for Receipt of the Tender	02.06.2025 at 14.00 Hrs.
Date of Opening	11.06.2025 at 14.30 Hrs
(please obtain updated information from the website about the latest applicable dates & other changes if any in the tender contents)	
Place of submission of Tender	Tender Box placed in Main Hospital, BHEL-BAP. Ranipet – 632 406
Address on the sealed tender cover to be:	Medical superintendent BHEL-Main Hospital Boiler Auxiliaries Plant BHART HEAVY ELECTRICALS LIMITED Ranipet – 632 406. Tamil Nadu.
Venue of the Tender Opening	BHEL Main Hospital

M/s. CARESTREAM HEALTH INDIA PVT.LTD.,
3rd Floor, New No:20, Old No.3,
Avenue Road, Nungambakkam,
Chennai – TN – 600034.

Set of tender document is to be submitted in a sealed cover or it may also be sent through the mail.


Issuing officer
Dr. ATUL TIGGA
SDGM/MEDICAL
BAP/BHEL HOSPITAL, RANIPET-632 406.

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Signature of the Bidder
With Seal and Addresses



SCOPE OF WORK for AMC of Classic CR System & DRYVIEW 5950 LASER IMAGER at MAIN HOSPITAL BHEL-BAP, RANIPET

SCOPE OF WORK

- 1) The Contractor has to service the Classic CR System & DRYVIEW 5950 LASER IMAGER at regular intervals and as frequently as the company deems necessary based on the nature of conditions of the above equipment.
- 2) The contractor shall depute his service engineer/supervisor/technician for attending preventive maintenance of CR System & DRYVIEW 5950 LASER IMAGER. Servicing of above CR system & DRYVIEW 5950 LASER IMAGER shall be carryout with prior intimation to BHEL.
- 3) Unrestricted breakdown calls have to be attended by the contractor during the tenure of the contract at free of cost. The contractor shall send his service personnel available at our works immediately on receipt of information from BHEL, but, however, not later than 24 Hrs. from the time of receipt of message. Conveyance expenditure if any for deputing the service personnel for attending the preventive or breakdown maintenance calls are in contractor scope. Any delay more than 24 hours will attract penalty on pro – rata basis on AMC charges and will be recovered including holidays if it falls between the break down period.
- 4) Works to be carried out during preventive maintenance check list:
 - a. A complete operation and function inspection
 - b. Software functioning
 - c. Inspection & cleaning of equipment
 - d. A full mechanical inspection, adjustment and lubrication if required
 - e. Inspection of all electrical plugs, cables and other electrical connections
 - f. Check for any alignment issues
 - g. In addition, regular check-up as per OEM checklist shall be carried out.
 - h. CR Preventive Maintenance Checklist**
 - (i) Perform a System Assesment
 - Ask Customer about any problems or concerns
 - Ask Customer about operator training opportunites
 - Check system error logs
 - Check for system updates and modifications
 - Check scan operation on all cassette sizes
 - (ii) Clean and Vaccum
 - Photo Multiplier Tube (PMT)/DAS assembly
 - Erase lamp assembly and optical cavity
 - Bar code reader and extraction bar
 - CR System cabinet and monitor
 - PC filter
 - (iii) Inspect and Adjust
 - All guide belts
 - Middle roller release mechanism
 - CAM and motor
 - All fans
 - (iv) Clean and Lubricate
 - Cassette handling assembly
 - Slow scan slides
 - PMTs and collector assembly

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(v) Perform Acceptance & Compliance Verification

- Repeating Installation testing
- Run the Directive Total Quality Tool
- Verify operation with Customer
- Identify operator training requirements (as needed)

• Review results with Customer

i. DO Preventive Maintenance Checklist

(i) Perform a System Assessment

- Ask Customer about any problems or concerns
- Ask Customer about operator training opportunities
- Check machine error logs
- Check for machine updates and modifications
- Make initial test print

(ii) Clean, Lubricate and Replace Parts

- Imaging systems (optics mirror, encoder, film platen)
- Film processing system (drum, pressure rollers, diverter, hoses, pads)
- Film transport system (platen, diverter, guides, rollers)
- Cooling system
- Replace filters

(iii) Check and Adjust parts

- Imaging system (optics, encoder, film platen)
- Drum temperature
- Drum bearings
- Film transport system
- Microcontroller, circuit boards, power supply
- Sensors, solenoids, motors
- Densitometer

(iv) Perform System Performance Verification

- System Calibration and functional test
- Make final test print
- Verify operation with customer test print
- Identify operator training requirements (as needed)
- Review results with customer and schedule next visit

5) Period of Contract:

The period of contract will be one year from date of award of the work order.

6) Termination of AMC:

If the performance of the contractor is found not satisfactory. BHEL will terminate the AMC contract within 15 days of notice period.

After the expiry of such notice period this contract shall be terminated and no party shall be liable for any claims/liabilities arising out of acts/deeds/transactions done by other Party after such termination. However, the Parties shall remain liable for all acts/deeds/transitions undertaken or done before the date of termination of this contract.

BHEL reserves the right to reduce the contract period (pre-close the contract), with 30 days' notice period depends on the requirement / without assigning any reason.

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Tender Conditions

- 1) Tender must be submitted in a sealed covers and to address the Medical Superintendent Main Hospital, BHEL/BAP/RANIPET-632406, with full name and address of the tenderer and the name of the work being super scribed on the cover. Late offers & incomplete offers shall become liable for rejection.
- 2) In case of opening day falls on holiday or anything to be declared as a holiday, the receipt and opening of the tender shall automatically fall on the same timing of the next working day.
- 3) All entries in the tender document either in printed or written format. Errors and over writings are not permitted. The tenderers concerned shall duly sign all cancellation and insertion. Tenderer shall sign in all sheets of tender documents.
- 4) In case the tenderer finds discrepancies or omissions in any of the tender document or doubt as to their meaning, he should at once address the authority inviting the tender, for clarification before tender opening.
- 5) The price bid will be opened on the same day of tender opening at Medical Department in the presence of BHEL/Ranipet official and such of those tenderer who choose to be present.
- 6) BHEL reserves the right to reject all the tenders without assigning any reasons.
- 7) If a tenderer expires after the submission of the tender or after the acceptance of his tender, Bharat Heavy Electricals Limited, may at their discretion, cancel such tender. If a partner of a firm expires after the submission of the tender, or after the acceptance of the tender, Bharat Heavy Electricals Limited, may cancel such tender at their discretion, unless the firm retains its character.
- 8) Canvassing in any form in connection with the tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable for rejection.
- 9) Tender document will be issued only to the concerned party or their authorized representative and to be submitted by the same party. This tender schedule is not transferable under any circumstances.
- 10) This tender shall reach to Medical Department on or before the specified scheduled date & time unless it will not be considered the same. BHEL is not liable for delay of the tender documents in transit.
- 11) The tenderer is requested to bear in mind the entire operations involved, and the conditions during currency of the contract, and request for rate revision of any kind will not be entertained.
- 12) The tenderer should go through the general conditions and other terms & conditions of the tender document thoroughly and the acknowledgement to be done by authorized person



13) If tenderer have to arises any question about the tender, they may please clarify it from Medical Department only in working days from 08.30 to 17.00 hrs with the under signed.

14) The **validity of the offer shall be 90 days** from the date of tender opening.

15) Multiple Bids:

The bidder in his own interest shall submit only one bid. If a bidder submits multiple bids, all the bids are liable for rejection. Bids shall be considered "Multiple" in the following circumstances:

- a) Two bids by the same party.
- b) If one bidder is the Affiliate of another bidder.

For the purpose of this clause "Affiliate" shall mean with respect to any Person, any other Person that, directly or indirectly, controls, is controlled by, or is under direct or indirect common control with, such Person, or is a director/ member / officer/ employee of such Person or of any Person who would otherwise qualify as an Affiliate of such Person pursuant to this definition; "Person" for the purposes of this definition shall mean any natural person, individual, corporation, limited partnership, co-operative, general partnership, joint stock company, joint venture, association, company, trust, bank, trust company, land trust, business trust, corporate body or other organization, whether or not a legal entity."

16) Fraud Prevention Policy:

The bidder along with its associate / collaborators / sub-vendors / consultants / service providers shall strictly adhere to BHEL Fraud Prevention Policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice of BHEL Management about fraud or suspected fraud as soon as it comes to their notice.

BHEL employees and their dependents are NOT eligible to submit their offer against this contract. Even if they submit out of ignorance the offer shall be disqualified.

17) Suspension of Business Dealings:

The bidder along with its associate / collaborators / sub-vendors / consultants / service providers shall strictly adhere to "Guidelines for Suspension of Business Dealings with Suppliers/ Contractors"

AA/MM/SB/01 Rev: 02, Dt.22.07.2016 displayed on BHEL website <http://www.bhel.com>.
(http://www.bhel.com/vender_registration/pdf/Suspension_guidelines_adbridged.pdf)

18) **Set off Clause:** "BHEL shall have the right to recover any money which in the sole opinion or BHEL is due from the Contractor from any money due to the Contractor under this Contract or any other contract or from the Security Deposit furnished by the Contractor under this Contract or any other contract".

19) "Notwithstanding anything to the contrary, including, but not limited to, provisions relating to extension of time and compensation/or delay, time shall be the essence of the Contract."

20) Any other entry elsewhere (individual item rate, if any) in the Price bid by the bidder shall be treated as Null and Void.

Issuing officer


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BAP/BHEL HOSPITAL, RANIPET-632 406.

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Tenderer General Instructions

1. Any deviation in this tender, terms & conditions and schedules will lead to total rejection of the offer submitted. Belated/late offers and incomplete offers shall become liable for rejection.
2. Conditional tenders, tender containing absurd rates and amounts, tenders which are incomplete, otherwise considered defective, tenders not in accordance with the tender conditions are liable for rejection.
3. If tender is not submitted as per prescribed forms, it will be rejected.
4. While quoting the rates, the tenderer is advised to carefully take into account all factors including any fluctuations of whatsoever in the market conditions, working environment, rates etc. No claim shall be entertained on this account after acceptance of the tender or during the currency of the contract.
5. M/s. Bharat Heavy Electricals Ltd, reserves the right to reject any or all the tenders received or accept any tender or part thereof without assigning any reason therefore.
6. If tenderer have any doubts relevant to submit the offer, they are advised to clarify before submitting the quotation.
7. Rate should be quoted as per the work/rate schedule. If not, it will be rejected.
8. The tenderer should be present if called for clarifications/negotiation. In case, the tenderer's authorized person is attending the call, such person should have the due authorization letter and he should be capable of taking spot decisions.
9. In the event of awarding of work, the performance of the tenderer of contract will be monitored for all categories of work and BHEL reserves the right to initiate suitable action including suspension / foreclosure / termination of the contract.
10. BHEL reserves the right to accept or reject the lowest or any other tender or accept or reject any part of such tender without assigning any reasons therefor.
11. **Discrepancy in "words" & "Figures":**
 - a) If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.
 - b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevailing subject of (a) and (b) above.
 - d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

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Contract General Conditions

1. Arbitration: -

All disputes between the parties to the Contract, arising out of or relation to the Contract shall after written notice by either party to the Contract to the other party be referred. And that disputes will be resolved by an arbitrator nominated by the Unit Head of BHEL Ranipet.

- i) The venue of Arbitration shall be Ranipet, Tamil Nadu. The arbitrator may hold meetings for convenience in such a place or places discretion.
- ii) The award of the Arbitrator shall be final, conclusive and binding on both parties to the Contract.
- iii) The Contractor shall, notwithstanding any disagreement, dispute, protest, request for arbitration, court or other proceedings, continue to perform the Services in accordance with the determinations, instructions and clarifications of BHEL.
- a) Subject to the above, the appropriate court in Ranipet shall have the exclusive jurisdiction over any disputing arising out of or in connection with this Contract.

Time is the essence of contract and hence any delay in Execution of contract will attract penal action by BHEL by deduction of such amounts as may be fixed by BHEL as compensation for the delay of work. This is without prejudice to general conditions of contract mentioned elsewhere regarding deduction for taking alternative action / cancellation of contract.

2. The quantities mentioned in the tender are only tentative and approximate with variation up to 10%. No compensation will be paid in case of deviations in the mentioned quantities.

3. Breach of contract, Remedies and Termination:

In case of breach of contract, wherever the value of security instruments like performance bank guarantee available with BHEL against the said contract is 10% of the contract value or more, such security instruments to the extent of 10% contract value will be encashed. In case the value of the security instruments available is less than 10% of the contract value, the balance amount will be recovered in all or any of the following manners:

- i) from dues available in the form of Bills payable to defaulted supplier against the same contract.
- ii) from the dues payable to defaulted supplier against other contracts in the same Region/Unit /any other region/unit
- iii) In-case recoveries are not possible with any of the above available options, Legal action shall be initiated for recovery against defaulted supplier.

4. Payment Terms:

Payment will be made on yearly basis after completion of Preventive maintenance and any other breakdown calls on submission of invoices/bills (in Triplicate) duly certify by the user department along with service report. It will be made within 60 days from the date of submission of bills along with all the enclosures as required by the BHEL. Payment through electronic fund transfer (EFT) / RTGS) only after deducting Bank charges.

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4.A) LD Clause:

To claim compensation for losses sustained including BHEL's supervision charges and overheads for completion on termination of contract and to impose penalty for delay in completion of the work at the rate of ½ % of the contract value per week of delay or part thereof subject to a ceiling of 10% of contract value.

5. GST:

Registration & GST Rate

1. Bidder should indicate GSTIN No. (Copy of GST registration to be enclosed) and PAN No. (copy of PAN to be enclosed).
2. Tender will be considered/ accepted, if & only if the vendor has a valid GST Registration No.
3. Central Tax/ State Tax/ Integrated Tax/ Union Territory tax to be quoted as extra in %.
4. Bidders to ensure correct applicability of Central Tax/ State Tax/ Integrated Tax/ Union Territory tax based on the Inter / Intra state movement Supply of goods and provision services or both.


Invoicing & Payment

5. The Tax Invoice for supply of Goods & Services should be raised as per the provision of GST Act & Rules and must compulsorily mention the following: -
 - a. BHEL-RANIPET GSTIN: 33AAACB4146P2ZL
 - a. HSN Code or Service Accounting Code for supply of goods or services.
 - b. Name & address of supplier
 - c. GSTIN of Supplier
 - d. Consecutive Serial Number & date of issue
 - e. Description of goods or services
 - f. Total value of supply
 - g. Taxable value of supply
 - h. Tax Rate – Central Tax & State Tax or Integrated Tax, Cess
 - i. Amount of Tax charged
 - j. Place of supply
 - k. Address of delivery if different from place of supply
 - l. Signature of authorized signatory
6. Reimbursement of GST to the vendor is contingent upon complying with the following condition by the service provider: -
 - i. Uploading the onward GST Return (**GSTR-1**) in GSTN Network portal within the statutory time period.
 - ii. Discharging the GST tax liability to the Government.
 - iii. Submission of Tax Invoice to BHEL.
 - iv. Submission of proof of payment of GST to BHEL.
 - v. Availment of Input Tax Credit by BHEL.

Input Tax Credit

7. In case GST credit is delayed/ denied to BHEL, due to non/delayed receipt of goods and/or services and/or tax invoice or expiry of timeline prescribed in GST Law

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for availing such ITC, or any other reason not attributable to BHEL, GST amount shall be recoverable from Vendor along with interest & penalty levied/ livable.

8. In case vendor delays declaring such invoice in his return and GST credit availed by BHEL is denied or reversed subsequently as per GST law, GST amount paid by BHEL towards such ITC reversal as per GST law shall be recoverable from vendor/contractor along with interest & penalty levied/ livable on BHEL.

9. In case of discrepancy in the data uploaded by supplier in the GSTN portal or in case of any incomplete work/service, then BHEL will not be able to avail the tax credit and will notify the supplier of the same. Supplier has to rectify the data discrepancy in the GSTN portal or issue credit note (details to be uploaded in GSTN portal).

10. For any such delay in availing of tax credit for reasons attributable to vendor (as mentioned above), interest as per the GST Act & Rules, along with penalty, if any will be deducted for the delayed period i.e. from the month of receipt till the month tax credit is availed, from the running bills.

Penalty for Non-compliance of GST Act

11. Penalty amount so determined along with GST if applicable thereon shall be recovered from the contractor.

Other Provision

12. Any reduction in rate of Tax on any supply of goods or services or the benefit of input tax credit shall be passed on to the recipient by way of commensurate reduction in prices.

13. The agency should quote the applicable taxes and duties in the technical bid (part-A) as well as in price bid (Part-B).

14. All the terms & conditions of the contract with respect to Taxes & Duties are subject to the new taxation laws introduced from time to time (e.g., GST). The terms & conditions will be modified in accordance with the provisions of new laws (e.g., GST).

15. The Prices quoted above must be inclusive of all taxes and duties and exclusive of GST, which will be payable extra as per applicable rules and subject to Submission of documentary evidence.

16. If the Contractor is not registered for any statutory obligation and not liable there to, then a declaration shall be submitted along with offer that they are within the threshold limit.

The following details to be furnished by the bidder:

S. No.	Details	To be filled by the bidder
1	GSTIN No. (Copy to be enclosed)	
2	PAN No (Copy to be enclosed)	
3	HSN Code & SAC Code (Copy to be enclosed)	

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Safety Rules

1. The Contractor must inspect the area of work to decide the safety precautions necessary for executing this contract.
2. Whenever people work at height more than six feet, platform shall be provided or the workers shall wear safety belt to avoid fall from the height.
3. Wherever any area declared as dangerous, the workers shall not be allowed to work till a written clearance is obtained from appropriate authorities.
4. Defective ladders shall not be used at all.
5. Inflammable materials shall not be stored near places where the sparks are likely to occur.
6. The necessary safety equipment is such as gloves, boots, helmets etc., must be issued to the workmen and strictly to be used while carrying out the work.
7. If the contractor workers found violating the safety precautions, punitive action will be taken by withholding a sum of Rs.500/- to Rs.1000/- from the contractor's bill for each violation.
8. The working area shall be kept clean and free from all obstructions.
9. All temporary electrical connections shall be properly earthed, insulated and periodically checked.
10. The contractor should arrange WORKMEN COMPENSATION/ INSURANCE POLICY covered for all his/her workmen. A copy of the policy has to be submitted before commencement of work.
11. All safety precautions are to be taken by the contractor at his cost.
12. These safety measures shall be deemed to form an integral part of the Work Order.


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BHARAT HEAVY ELECTRICALS LIMITED
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Schedule of work

Name of the work: Annual Maintenance Contract (AMC) of Classic CR System & DRYVIEW 5950 LASER IMAGER at Main Hospital BHEL Ranipet for the period of 01 year as per attached terms & conditions and scope of work.

for the period of 01 years as per attached terms & conditions and scope of work


Contract period: One year

Tender notice: BHEL: BAP: MED:X-RAY: Carestream:AMC:2024-2025 Dt:31.05.2024

Sl.no	Description of work	Preventive Maintenance (PMs)	Breakdown calls	Parts	Amount in Rs.
1	Annual Maintenance Contract (AMC) of Classic CR System & DRYVIEW 5950 LASER IMAGER at Main Hospital BHEL Ranipet for the period of 01 year as per attached terms & conditions and scope of work.	02 visits (Min.)	UNLIMITED	NILL	
2	Sub Total				
3	GST % @_____				
4	Total Amount for 01 Year AMC including GST% is				

Total amount in words including GST is

For Annual Maintenance Contract of Classic CR System & DRYVIEW 5950 LASER IMAGER for the period of 01 years as per attached terms & conditions and scope of work.


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