

**Clarifications regarding queries from prospective Bidders for Selection of Agency(ies)
for providing Annual Maintenance Services for Equipment in various TB Labs.**

Ref.: SAMS - FIND- EQUIPMENT AMC-01/2014

dated 03rd February 2014

Sl. No	Query	Response
1	Refer - point 11- Are we required to arrange Performance Bank Guarantee for 10 % of the contract price and/ or 10% bank guarantee for claiming advance?	<p>Payment Terms are given on Page 46 of ITB. The successful bidder will have to provide Performance BG of 10% of the total contract price. Bank Guarantee for 10 % of the contract price will be required to be submitted in case an advance of 20% of the contract price is claimed.</p> <p>10% BG submitted for seeking advance for 20% would be released after the adjustment of the advance from the running bills.</p>
2	Do we need to quote for all the instruments given in a schedule or any selected instrument which we can offer service to?	<p>The bidder should quote for all Equipment contained in individual Schedule i.e. a complete package of all equipment covered under AMC for the individual lab for Schedules 1 to 38.</p> <p>However in respect of schedules 39-43 all the labs reflected in the particular schedule covered in the specified zone are required to be quoted as a single package.</p> <p>The bidders however, have the option to quote for as many schedules as they would prefer to take up.</p>
3	Difference between FIN 2 and FIN 3 - both are same but in FIN2 we have been asked to mention the amount separately?	<p>FIN2 contains summarized consolidated quote of the bids offered as per FIN3 i.e. total bid amount shall be provided.</p> <p>In case of FIN3, the bid price / cost in respect of labs / schedule which are being opted for needs to be furnished.</p>
4	Could we be provided the model number and make of all the instruments listed in each category of lab for AMC?	Information relating to Brand/Model to the extent available has already been provided through email dated 04 Feb 2014 and also uploaded at our website.
5	Could the exact information about the quantity of equipment/ instrument per lab. They are mentioning like 5-7, 2-3 this is not a realistic number.	Currently collated information has been made available. It is not possible to paste list of exact no. of equipment / instruments for each lab. It is therefore indicated as per the type of lab (Category A or B or C).

6	What is date for Negotiation? Is it 14th Feb'2014?	14th Feb 2014 has been given as last date of submission and opening of the bids, however in view of the representations made by the prospective bidders further extension would be considered. If required, the negotiation would be entered into after Bid Evaluation and a formal notification would be sent to the concerned bidder (s).
7	What is last date of submission of Technical Data/ Company Information/ Staff information?	The Technical Data/ Company Information/ Staff Information shall all be part of Technical Proposal and need to be submitted with the bid on the due date, time and place.
8	Form FIN: Breakdown of Reimbursable Expenses: 1. Spares should be purchased by Authorized Dealer- We require list of Original Manufacture, 2. For spares whose bill need to submit? Whether our bill or bill of seller.	Purchase invoice in original is required to be submitted under covering letter for reimbursement of such expenses.
9	Get Clarification on list of equipments for AMC- Page no.55, at some location it is showing two different numbers.	Page no. 55 contains currently collated information provided by FIND.
10	Inspection Visit: After contract or before contract.	If required, such visits can be facilitated by FIND.
11	Will FIND help us in procuring the spares for some imported equipments where it's principal company policy will not allowed to purchase the spares directly?	FIND/ Individual lab will try to facilitate the process for procurement of spares/ components.
12	In what way FIND will support if found: (i) That the equipment is old and spares are not available but up gradation can be possible from the principal company. (ii) If the main part of the instrument gone bad but equipment major cost is due to that part. For example in case of digital weighing scale only load cell is heart of instrument suppose if there is problem in load cell then instrument is required to be change as load cell can't be replaced generally. (iii) If Spare procurement from abroad takes time due to documentations and courier service, will you support in time tenure. (iv) If the urgent break down visit call needed and travel time is more to reach the service locality due to earlier visit in other locality Will FIND support us for the time taken?	(i) & (ii) The current exercise is for AMC of running equipment only. As such, it may not require any major repairs. In case such situation arises, FIND will discuss the possibility of repair/ replacement and take decision. (ii) & (iv) Such cases can be taken up on case to case basis. Any genuine issue would be addressed on realistic basis for successful completion of the contract.

<p>13</p>	<p>Regarding qualification parameters given in the ITB documents, kindly clarify that the bidder /agency should assure that the professional staff /experts should be present till the contract lapse. It's sometime not possible to assure about the professionals stability but the assurance as a bidder can be given about the services and its standards. So some flexibility will be required in this case.</p>	<p>Technical Evaluation would be based on the CV and experience certificates of the staff proposed in the bid or CV of new/additional staff before completion of evaluation. availability of expertise of the staff It is expected that the staff may continue to operate during the contract period. However in exceptional circumstances, if some staff members leave midway, person of matching qualification/experience should fill up the gap with prior approval of SAMS/FIND.</p>
<p>14</p>	<p>Several vendors have requested for extension in the bid submission date as they need more time for the preparation of the bid.</p>	<p>It is being considered and would be uploaded, if agreed on SAMS website.</p>