



# JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

(Public Sector Undertaking of the Government of Jammu and Kashmir)

Corporate Head Office: Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu

Corporate Office: Kashmir, Near Haj House, Bemina 190018, Srinagar

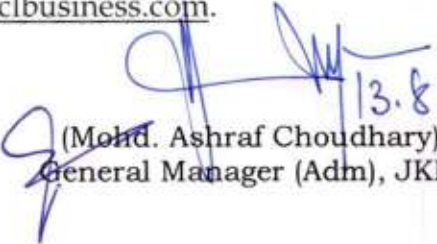
email: [mdjkmscl2@gmail.com](mailto:mdjkmscl2@gmail.com); website: [www.jkmsclbusiness.com](http://www.jkmsclbusiness.com)

## C O R R I G E N D U M

In light of the representation(s) submitted by the prospective bidder(s) thereof, for the finalization of Rate Contract for the "Hiring of Service Provider for Bio-Medical Equipment Maintenance Programme (BEMP)" uploaded vide NIT No. JKMSCL/MACH/2025/669 Dated: 23.07.2025, the amendments as recommended by the technical experts are annexed as Annexure I (09 Pages). The critical dates shall remains the same.

### Please Note:

1. Those firms/bidders who have already uploaded their bids are required to re-upload their bids as per amendments and corrigendum issued thereof.
2. All the bidders are requested to keep themselves updated & submit their e-bids through e-portal as per specifications & BOQs. The amendments/modifications shall be available on e-Portal and [www.jkmsclbusiness.com](http://www.jkmsclbusiness.com).

  
(Mohd. Ashraf Choudhary) JKAS  
General Manager (Adm), JKMSCL.

No.: JKMSCL/Corg/2025/ 4602-5  
Copy for information to the:-

Dated: 13.08.2025.

1. General Manager-(K), JKMSCL.
2. Dy. General Manager (Tendering), JKMSCL.
3. P.A to Managing Director, JKMSCL.
4. Assistant Programmer, JKMSCL for uploading on web portal.
5. File



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Annexure I

## Eligibility Criteria:

| S. No.                                | Eligibility criteria for Bidders  | Amendments  |
|---------------------------------------|---|---|
| <b>Technical Capacity (Mandatory)</b> |   |   |
| A                                     | <p>The Bidder (Sole Bidder or in case of Consortium shall mean each of the partners including the lead partner) should be an established entity under Companies Act 1956 / 2013 or Societies registered under Societies Registration Act 1860, or Indian Trusts Act 1882, subject to maximum of three coming together as Consortium to implement the Project.</p> <p>Bidders having past experience (submitted for qualification under this BID DOCUMENT) in Consortium / JV are eligible to bid for this tender as a sole bidder or in consortium, / JV, provided that the bidder has performed the role of lead member having overall responsibility in the previous consortium/JV, in any State / UT of India.</p> <p>The bidder may also be a Government Enterprise which provides Biomedical Equipment Maintenance Services.</p> <p>Note-Limited Liability Partnership (LLP) is not eligible for participation in this bid</p> <p>Consortium comprising of at the most three (03) members is only allowed.</p> | No Change   |
| B                                     | <p>The bidder (in case of sole bidder) must have minimum average annual turnover of INR 125.00 crores during the financial years FY 2021-22, FY2022-23 and FY 2023-24.</p> <p>In case of consortium, the bidder must have cumulative minimum average annual turnover of INR 125.00 crores during the financial years FY 2021-22, FY 2022-23 and FY 2023-24, in which the lead partner of the consortium must have at least minimum annual average turnover of INR 65.00 crore. However, the cumulative total minimum average annual turnover of consortium members jointly must be Rs.125.00 crores.</p>  | <p>The bidder (in case of sole bidder) must have minimum average annual turnover of INR 75.00 crores during the financial years FY 2021-22, FY2022-23 and FY 2023-24.</p> <p>In case of consortium, the bidder must have cumulative minimum average annual turnover of INR 75.00 crores during the financial years FY 2021-22, FY 2022-23 and FY 2023-24, in which the lead partner of the consortium must have at least minimum annual</p> |





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|---|--|---|
|   |  | average turnover of INR 40.00 crore. However, the cumulative total minimum average annual turnover of consortium members jointly must be Rs. 75.00 crores.  |
| C | The bidder (sole bidder / consortium) must have minimum positive Net Worth of INR <b>40.00 crores</b> in the last FY 2023-24 and latest valid Bank Solvency Certificate from Nationalized / Scheduled Bank for minimum INR <b>20.00 crores</b> .   | The bidder (sole bidder / consortium) must have minimum positive Net Worth of INR <b>25.00 crores</b> in the last FY 2023-24 and latest valid Bank Solvency Certificate from Nationalized / Scheduled Bank for minimum INR <b>12.00 crores</b> .  |
| D | The lead partner / sole bidder should have one project of at least Five (05) years of continuous experience (till the date of opening of technical bid) with inventory value of at least Rs. 300.00 crores in maintaining Biomedical Equipment in hospitals through Biomedical Equipment Maintenance and Management Programme awarded by any State / UT Government / Government Medical Corporation/PSU/ NHM of any state / UT in India through a centralized call centre and by deploying Engineers and technicians. The experience should be for at-least for 5 years at a stretch and not in a phased manner. | <p>The sole bidder should have one project of minimum Five (05) years of continuous experience (till the date of opening of technical bid) with inventory value of at least <b>Rs. 345.00 crores</b> and in case of consortium, the lead partner should have the similar five years experience with Inventory value of atleast <b>Rs. 200.00 crores</b>, in maintaining Biomedical Equipment in hospitals through Biomedical Equipment Maintenance and Management Programme awarded by any State / UT Government / Government Medical Corporation / NHM of any state / UT in India through a centralized call centre and by deploying Engineers and technicians. The experience should be for at-least for 5 years at a stretch and not in a phased manner.</p> <p>In case of consortium, comprising of all partners including lead partner, the cumulative inventory value shall be atleast Rs. 345.00 crores with continuous five year experience as mentioned above.</p> |
| E | The bidder(sole bidder or in case of consortium shall mean each of the partners including the lead partner) must provide self-attested scanned copies for:<br>(i) PAN Card,<br>(ii) Income tax returns,<br>(iii) GST Registration Certificate and<br>ESI & EPF registration certificate  | No Change   |

*[Handwritten signature]*



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|   |  |           |
|---|--|-----------|
| F | <p>The bidder (sole bidder or in case of consortium shall mean each of the partners including the lead partner)</p> <p>i. Must not be Blacklisted/ suspended /Terminated (on account of unsatisfactory performance or due to breach of agreed terms) / banned / debarred or declared ineligible by any entity of any State Government / UT or Govt. of India or any local Self- Government body or Public Sector Undertaking in India or abroad, for any reason whatsoever as on date of bid submission. If such Blacklisting / suspension / ban / debarment is pending (including status-quo) before any Hon'ble Court of Law in India and final decision is pending (including status-quo) then such bidder shall not be eligible for submission of bid, unless the final verdict/ court order has been issued in the favour of the bidder or such Blacklisting/ suspension /termination/ ban / debarment order is reversed by the order issuing authority.</p> <p>ii. The bidder / its associates / directors / members / partners / trustees/ any other relevant authority as applicable as per the constitution of the entity, shall not have been convicted in any legal case of economic fraud / criminal nature.</p> | No Change |
| G | <p>The Bidder should have adequate skilled biomedical / clinical engineering human resource to meet the work load. The Bidder (Sole Bidder / Lead Partner) must have deployed minimum 100 nos. of experienced Service Engineers (BE/B. Tech) and 200 Technician (Diploma/ITI) on their existing/running Biomedical Equipment Maintenance and Management Programme in Government Tender for Selection of Service Provider for Biomedical Equipment Maintenance Service in any State / UT of India.</p>  | No Change |
| H | <p>The Bidder should have at least 5 years Experience of Web Based Live Dashboard with Centralized Automatic Service Call Centre in any State / UT Government. The Bidder should be able to give evidence of existence of a centralized call centre of capacity adequate to meet the complaints from the number of facilities.</p>   | No Change |





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The Bidder/Service Provider must have valid ISO 9001 : 2015 and ISO 13485 : 2016 accredited from National Accreditation Board of Certification Body (NABCB)

No Change

## Technical Criteria:

| Technical Evaluation Criteria |  |  |          |               |
|-------------------------------|--|--|----------|---------------|
| S.No.                         | Parameters of Evaluation   | Allocation of Marks  |          | Maximum Marks |
| 1.                            | Bidders should have completed / running at least 01 BEMMP project of State / UT Government.<br><i>*In case of running project, the project should have been awarded by the Government Agency, Services have been commenced and running for atleast six months.</i> | Minimum Asset value of INR 345 crores  | 10 Marks | 20 Marks      |
|                               |  | For every additional INR 100 crores  | 01 Marks |               |
| 2.                            | The bidder should currently be employing on rolls, biomedical engineers (BE) (BE/B.Tech) and Technicians (Techn.) (ITI / Diploma) across the country in BEMMP project  | 75 BE & 225 Techn.   | 05Marks  | 10 Marks      |
|                               |  | 150 BE & 325 Techn.  | 07 Marks |               |
|                               |  | 225 BE & 425 Techn.  | 10 Marks |               |
| 3                             | Average annual turnover during the last three financial years (2021-22, 2022-22, 2023-24)  | Equal to 75.00 crores  | 05 Marks | 10Marks       |
|                               |  | For every additional 10.00 crores  | 01 marks |               |
| 4                             | The bidder should submit certificate of at least one BEMMP project under State / UT Government with minimum satisfactory equipment uptime  | One project with minimum satisfactory uptime of above 98%                                      | 10 Marks | 10 Marks      |
|                               |  | One project with minimum satisfactory uptime greater than 95% but less than or equal to 98%    | 07 Marks |               |
|                               |  | One project with minimum satisfactory uptime of greater than 90% but less than or equal to 95% | 05 Marks |               |
|                               |  | One project with minimum satisfactory uptime of greater than 85% but less than or equal to 90% | 03 Marks |               |
|                               |  | One project with minimum satisfactory uptime of Below or equal to 85%                          | 00 Marks |               |



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|     |   |  |          |          |
|-----|---|--|----------|----------|
| 5   | Bidder should have successfully handled number(s) of Biomedical Equipment(s) in Government Sector.  | For 50,000 numbers of Equipment                  | 10 Marks | 15marks  |
|     |   | For every additional 25,000 numbers of Equipment | 01 marks |          |
| 6   | Bidder (Lead Partner in case of consortium) with ISO9001 and ISO 13485 Certification as on date of bid submission   | Valid ISO 9001 and ISO 13485 Certification       | 05Marks  | 05marks  |
| 7   | Bidder should have successfully completed / running the similar BEMMP project of the Government in other State/UT with minimum cumulative inventory value of Rs. 75 crores.<br><br><i>* In case of running project, the project should have been awarded by the Government Agency, Services have been commenced and running for atleast six months.</i> | Minimum one State/UT                             | 02 Marks | 05 marks |
|     |   | For every additional State/UT                    | 01 Marks |          |
| 8   | Bidder(s) should have experience of running 24x7 x 365 toll free Call-Centre operation for at least three years of BEMMP project of Government.   | Call Centre with minimum 03 seat capacity        | 05 Marks | 10 Marks |
|     |   | For every Additional 03 seats                    | 01 marks |          |
| 9   | Bidder should have experience of maintaining Hemodialysis Machine, CT Scan Machine & MRI Machine. (The count is cumulative and includes all the above mentioned machines).  | For maintaining 75 machines                      | 01 Marks | 05 Marks |
|     |   | For maintaining more than 250 machines           | 03 Marks |          |
|     |   | For maintaining more than 450 machines           | 05 Marks |          |
| 10  | Technical presentation before Bid Evaluation Committee  |  |          | 10marks  |
| 10A | Project Management strategy   |  |          | 03 Marks |
| 10B | HR hiring, Training and shift scheduling  |  |          | 02 Marks |
| 10C | Live Demonstration of reporting Mechanism, Data Analysis and retrieval of data / reports in dashboard   |  |          | 03 Marks |
| 10D | Grievances Redressal & Response management  |  |          | 02 Marks |





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## 4.2 SCOPE OF WORK

| Clause No.         | Existing  | Amendments made thereof  |
|--------------------|---|--|
| 4.2.1 (iii)        | To provide 24x7, 365 days uptime of 95% for all medical equipments. At no point of time in a single breakdown, the breakdown should be more than 72 hrs from the date and time of registration of fault. The service provider is bound to attend unlimited breakdown calls as and when required.  | To provide 24x7, 365 days uptime of :<br>95% for all medical equipments in case of Medical Colleges/DH.<br>90% for SDH /CHC and<br>85% for PHC etc.<br><br>At no point of time in a single breakdown, the breakdown should be more than 72 hrs for lifesaving/critical care equipments (specified at Page No. 26, Col 8.2) and 07 days for all other equipments from the date and time of registration of fault. The service provider is bound to attend unlimited breakdown calls as and when required.   |
| 4.2.1 (xvi)        | Clause added  | The Service Provider shall have obligation to repair any equipment damaged either by the user / due to any natural calamities / due to rodents / water seepage at the Institution. But the necessary cost in this regard shall be borne by the concerned institutions.   |
| Page 25<br>Col (8) | <b>Penalty:</b><br><br>While managing the prescribed limits of downtime, the service provider shall ensure that at no point in time, any equipment is dysfunctional beyond 72 hrs of registering of the complaint at the user end. In case the equipment is dysfunctional beyond 72 hrs, the following penalty would apply to every extra day beyond 72 hrs:<br><br>a. For equipment whose declared asset value is below Rs.10,000 - a penalty of Rs. 500 every extra day beyond 72 hrs.<br><br>b. For equipment whose declared asset value is above Rs.10, 000 but below Rs. 100,000- a penalty of Rs.1000 | <b>Penalty:</b><br><br>While managing the prescribed limits of downtime, the service provider shall ensure that at no point in time, any lifesaving/critical equipment as specified at Page No. 26 Col 8.2 is dysfunctional beyond 72 hrs of registering of the complaint at the user end. For equipments other than the life saving/critical care, the Service Provider shall ensure that no equipment shall remain dysfunctional beyond 07 days of registering of the complaint at the end user. In case the equipment is dysfunctional beyond 72hrs (in case of critical equipment) & 07 days (in case of remaining equipments), the following penalty would apply to every extra day beyond prescribed limit :<br><br>a. For equipment whose declared asset value is below Rs.10,000 - a penalty of Rs. 500 every extra day beyond |



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|---|---|
| <p>every extra day beyond 72 hrs.</p> <p>c. For equipment whose declared asset value is above Rs.100,000 (One lac) but below Rs. 100, 00, 00 (Ten Lacs)- a penalty of Rs.2000 every extra day beyond 72 hrs.</p> <p>d. For equipment whose declared asset value is above Rs.100, 00, 00 (Ten Lac)- a penalty of Rs. 3000 every extra day beyond 72hrs.</p> <p>e. In case of breakdown of life saving / critical equipments beyond a period of 24 hours and the Service Provider is unable to arrange for STAND BY equipments at the Health Facility within next 12 hrs, penalty of Rs. 5000 for every day shall be levied.</p> <p>f. In case of failure on the part of Service Provider to undertake preventive maintenance / calibration of equipment as per schedule, then penalty shall be imposed @ of Rs. 1000.00 per missed visit per equipment.</p> <p>g. In case the Service Provider fails to maintain minimum staff as per clause 5.14 for more than a month, penalty of Rs. 1000.00 shall be levied per day till the time replacement is made available.</p> | <p>prescribed limit.</p> <p>b. For equipment whose declared asset value is above Rs.10, 000 but below Rs. 100,000- a penalty of Rs.1000 every extra day prescribed limit.</p> <p>c. For equipment whose declared asset value is above Rs.100,000 (One lac) but below Rs. 100, 00, 00 (Ten Lacs)- a penalty of Rs.2000 every extra day beyond prescribed limit.</p> <p>d. For equipment whose declared asset value is above Rs.100, 00, 00 (Ten Lac)- a penalty of Rs. 3000 every extra day beyond prescribed limit as mentioned above.</p> <p>e. In case of breakdown of life saving / critical equipments beyond a period of 24 hours and the Service Provider is unable to arrange for STAND BY equipments at the Health Facility within next 12 hrs, penalty of Rs. 5000 for every day shall be levied.</p> <p>f. In case of failure on the part of Service Provider to undertake preventive maintenance / calibration of equipment as per schedule, then penalty shall be imposed @ of Rs. 1000.00 per missed visit per equipment.</p> <p>g. In case the Service Provider fails to maintain minimum staff as per clause 5.14 for more than a month, penalty of Rs. 1000.00 shall be levied per day till the time replacement is made available.</p> |
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5.14 The service provider shall ensure the minimum strength of staff may be read as under:

| Category             | Location                               | Minimum Strength (As per NIT) | Revised Minimum Strength (Amendments made thereof) |
|----------------------|--|-------------------------------|--|
| Bio-Medical Engineer | Medical College & Associated Hospitals | Minimum 02                    | Minimum 02   |
|                      | DH including SDH / CHC / PHC etc       | Minimum 03                    | Minimum 03   |
| Technician           | Medical College & Associated Hospitals | Minimum 08                    | Minimum 06   |
|                      | DH including SDH / CHC / PHC etc       | Minimum 12                    | Minimum 09   |
| Team leader          | Divisional level (Jammu & Srinagar)    | 01 each at Jammu & Srinagar   | 01 each at Jammu & Srinagar                        |
| Project Manager      | UT level                               | 01                            | 01   |

**Note:** The strength mentioned above is the minimum requirement to be deployed at the designated locations. However, the Service Provider may increase the manpower to meet the deliverables of the contract, as per the requirement(s). The minimum strength as mentioned above is cumulative count for all the health facilities in case of DH including SDH/CHC / PHC etc.

## Clarifications:

|    | Queries  | Clarifications  |
|----|--|---|
| 1. | Billing during the mapping of the equipments   | The service provider shall be eligible for billing during the mapping period as it shall be attending the break down calls besides handling other assignments given in the Scope of Work.   |
| 2. | Page 32, Clause 19, Sealing and Signing of Bid, sub-clause 19.5<br><br>The outer envelope of the bid shall be sealed and marked as "Bid for Maintenance of Biomedical Equipment for the Health Facilities, Jammu and Kashmir".<br><br>Contradictory to Page 9, General Instructions, Clause no. 3, sub-clause c<br><br>No other document than DD/CDR/FDR/BG to be submitted in Physical form | The envelope (Hard copy) of the bid shall be sealed and marked as "Bid for Maintenance of Biomedical Equipment for the Health Facilities, Jammu and Kashmir" and shall contain financial instruments and all the FORMATS/undertakings provided in Bid document along with the supporting documents in Original.<br><br><b><u>Financial bid is to be uploaded on e.portal only.</u></b><br>Submission of Hard Copy of the financial bid shall result in outright rejection of the bid. |
| 3. | Page no. 17, Clause 4.2 Scope of Work, Sub-clause ix,  | The clause Clause 4.2 Scope of Work, Sub-clause v (Page no. 17) is for the equipments which are still   |



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The sole service provider shall however be liable to ensure upkeep time as declared for all equipment irrespective of any AMC/CMC/warranty status for any equipment. Maintenance cost for equipments those are currently under any AMC / CMC / Warranty contract shall be added by the Service Provider only after the expiry of contract for the respective equipment. All equipments under CAMC/AMC/Warranty shall automatically come under the scope of the service provider from the next day of end of CAMC/AMC/Warranty period.

Page no. 17, Clause 4.2 Scope of Work, Sub-clause v,

No Penalty shall be imposed on Service Provider for equipment under existing Warranty/ C-AMC/ AMC provided Service Provider provides evidences of communications to the OEM/Supplier Agency within 05 (five) working days from the registration of complaint. If no such written communication has been intimated by the Service Provider to the OEM/supplier agency within the 5 working days, then due penalty as mentioned in Penalty Clause shall be imposed on Service Provider. All reports/ communications shall show equipments under warranty/AMC/CMC and others separately.

under warranty/ C-AMC/ AMC with the OEM/supplier Agency, wherein the service provider is liable for Penalty for such equipments, wherein he fails to coordinate with the OEM/supplier agency within 05 (five) working days from the registration of complaint.