



JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

(Public Sector Undertaking of the Government of Jammu and Kashmir)
Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jamm
Corporate Office: Opposite J&K Motor Garage Deptt near Hajj House Bemina Srinagar **Telefax:** 0194-2432008
email: gmjjkmscl@gmail.com, mdjkmscl2@gmail.com **website:** www.jkmscl.nic.in

NOTICE

Subject Evaluation of Technical bids for finalization of the rate contract for the "Hiring of Service Provider for Bio-Medical Equipment maintenance Programme (BEMP)" with reference No. NIT/JKMSCL/M&E/2025/669 dated: 23.07.2025.

Reference No. Order No.: 70 JKMSCL of 2025 Dated 02.09.2025.

With reference to the report of the Committee constituted vide order no.70 JKMSCL of 2025 Dated 02.09.2025 for evaluation of bid documents for the finalization of the rate contract for the "Hiring of Service Provider for Bio-Medical Equipment maintenance Programme (BEMP)" under No. NIT/JKMSCL/M&E/2025/669 dated: 23.07.2025. The preliminary evaluation of the bid documents was carried out based on up-loaded documents and the shortcomings of each bidder is as follows:

S. No.	Name of the Bidder	Shortcomings
1.	M/s TBS India Telematic and Biomedical Services Pvt. Ltd. Karnataka (Bidder)	<p>To Submit:</p> <ol style="list-style-type: none">Copies of Audited Balance Sheet & Profit Loss Account for last three financial years from Chartered Accountant with UDIN (2021-22, 2022-23 and 2023-24) (Submitted document is without UDIN)Details regarding number of Biomedical Equipment handled in Government sector Submit Copies of the client certificates from Govt. authority only (Submitted client certificates are without total number of equipment's handled except Client certificate from NHM, Assam and Principal, GMC, Jammu)Details regarding Machines listed at Technical Evaluation criteria section, S.No.09 of the table. Submit client certificate(s) issued by the competent authority clearly mentioning these machines and their number (Haemodialysis, CT Scan & MRI Machine) being maintained in State / UT Government Institutions. (Submitted document is not from govt. institution)Copy of client certificate of one project of minimum Five (05) years of continuous experience (till the date of opening of technical bid) with inventory value of at least Rs. 345.00 crores, 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. (Submitted client certificates from NHM Assam, JKMSCL

& NHM Goa are without Assets value/estimate) (Submitted asset value by the CA cannot be considered as per tender's terms & conditions)

5. 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.

Submit client certificate duly certified from the respective Authorized Government Representative for all the running projects only, clearly stating total number of Biomedical Engineers& total number of Technicians deployed in the current project and copy of the EPF / ESIC challans filed in the last quarter (January – March) of Financial Year 2024-25 in support as documentary proof. Moreover, submitted challans filled are for only 156 employees in last quarter (Jan-March 2025) Clarify

6. Bidder should have at least 5 years' Experience of Web Based Live Dashboard with Centralized Automatic Service Call Centre in any State / UT Government.

Submit certificate from the respective Authorized **Government Representative** (on behalf of Tender Inviting Authority/Project Monitoring Agency) towards maintenance services of the Medical Equipment supported by a Centralized Call Centre. **Submitted document of call logs is only self-declaration and not from Govt. Institution as required**

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

(Submitted document is not accredited from NABCB)

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 with minimum 03 seat capacity**

Submit client certificate from Govt. authority for minimum three years and clearly stating number of seats

9. **Undertaking to equip its trained Biomedical / Clinical engineering human resource** with required vehicles to reach out to sites (Health facilities) as well as vehicles to carry tools and equipment to and fro from the site. The bidder must also ensure that no equipment is transferred across health facilities to meet requirements at random as this could disturb patient care and planning at a given facility. **(As per clause 8 under General instructions on page no 09 of NIT 669 of JKMSCL dated 23.07.2025)**

10. Client Certificates submitted from Institutions/Hospitals **other than Govt.** are without any relevant details like equipment Maintained, Service engineers deployed etc. **Clarify and re-submit.**

2.	M/s KTPL Technologies Pvt. Ltd. New Delhi (Bidder)	<p>To Submit:</p> <ol style="list-style-type: none"> 1. Details regarding Machines listed at Technical Evaluation criteria section, S.No. 09 of the table. Submit client certificate(s) issued by the competent authority clearly mentioning these machines and their number (Haemodialysis, CT Scan & MRI Machine) being maintained in State / UT Government Institutions. (only document issued from Govt. agency will be considered.) 2. 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. (Submitted document is self-declaration only) Submit client certificate duly certified from the respective Authorized Government Representative for all the running projects only, clearly stating total number of Biomedical Engineers & total number of Technicians deployed in the current project 3. 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 with minimum 03 seat capacity. (Submitted document is self-declaration only) Submit client certificate from Govt. authority for minimum three years and clearly stating number of seats 4. AERB approval of service agencies for medical diagnostic X-ray equipment. (Submitted document is expired on 18.07.2025) 5. Re-submit Client certificate issued from state health society Bihar dated 05.08.2025. (Asset value need to be re-verified) 6. Submit client certificate issued for work order from RMSCL dated 04.05.2016 with all relevant details. 7. Submit client certificate from Punjab Health System Corporation, KMSCL & NHM Uttarakhand. (Submitted documents are without any relevant details like asset value, Equipment maintained, Seating Capacity of call centre, Service engineers deployed.)
3.	M/s Cyrix Healthcare Pvt. Ltd. Kerala (Bidder)	<p>To Submit:</p> <ol style="list-style-type: none"> 1. Details regarding Machines listed at Technical Evaluation criteria section, S.No. 09 of the table. Submit client certificate(s) issued by the competent authority clearly mentioning these machines and their number (Haemodialysis, CT Scan & MRI Machine) being maintained in State / UT Government Institutions. <ol style="list-style-type: none"> A. Bidder has submitted details of machines maintained in UP BEMMP project is 61 whereas as per client certificate is 35. Clarify B. Bidder has submitted details of machines maintained in Kerala BEMMP and AP BEMPP project without any client certificate from govt. authority. Submit Client certificate (Submitted document is not from govt. institution)

		<p>C. Bidder has submitted client certificate of Rajasthan BEMPP project without any details of machines as asked at serial no.09</p> <p>2. 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> <p>A. As per Format 11 submitted, Bidder has deployed 40 Biomed engineer & 102 Technician in UP BEMMP whereas as per client certificate only 94 Biomedical engineer has been deployed with no mention of number of Technicians deployed. Clarify</p> <p>B. As per Format 11 submitted, Bidder has deployed 26 Biomed engineer & 114 Technician in Kerala BEMMP whereas as per client certificate 31 Biomedical engineer & 99 Technicians has been deployed. Clarify</p> <p>C. As per Format 11 submitted, Bidder has deployed 75 Biomed engineer & 91 Technician in AP BEMMP whereas as per client certificate 139 Biomedical engineer & 39 Technicians has been deployed. Clarify</p> <p>D. Client certificate from RMSCL like other corporations for verifying the details of manpower deployed on the project as per format</p> <p>3. 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 with minimum 03 seat capacity (Submitted documents are not from Govt. authority) (Submit client certificate from Govt. authority for minimum three years and clearly stating number of seats)</p> <p>4. Client certificate of NHM Andhra Pradesh submitted as attachment F2 is without any details of asset value along with other relevant details. Clarify & Resubmit</p> <p>5. Work order for extension of contract after completion of 5 yrs. project from NHM Uttar Pradesh</p>
4.	<p>M/s Medicit Healthcare Services Pvt. Ltd. Hyderabad (Lead Partner in Consortium)</p> <p>M/s Trimed Solutions India Pvt. Ltd.</p>	<p>To Submit:</p> <p>1. Undertaking to equip its trained Biomedical / Clinical engineering human resource with required vehicles to reach out to sites (Health facilities) as well as vehicles to carry tools and equipment to and fro from the site. The bidder must also ensure that no equipment is transferred across health facilities to meet requirements at random as this could disturb patient care and planning at a given facility. (As per clause 8 under General instructions on page no 09 of NIT 669 of JKMSCL dated 23.07.2025)</p> <p>2. Bidder/Service Provider (Lead Partner in Consortium) must have valid ISO 9001: 2015 and ISO 13485: 2016 accredited from National Accreditation Board of Certification Body (NABCB)</p>

<p>Tamil Nadu (Consortium member)</p> <p>M/s Hexamed Technologies India Pvt. Ltd. Tamil Nadu (Consortium member)</p>	<p>Submitted document is not accredited from NABCB</p> <p>Resubmit document in favour of M/s Mediciti Healthcare Services Pvt. Ltd. as on date of submission</p> <p>(Moreover, certificates submitted in favour of consortium members are also not accredited from NABCB)</p> <p>3. Details regarding Machines listed at Technical Evaluation criteria section, S.No. 09 of the table. Submit client certificate(s) issued by the competent authority clearly mentioning these machines and their number (Haemodialysis, CT Scan & MRI Machine) being maintained in State / UT Government Institutions.</p> <p>A. Bidder has submitted details of machines maintained in BMC Mumbai BEMMP project is 37 whereas as per client certificate is 07 only. Clarify</p> <p>B. Bidder has submitted details of machines maintained in various other government BEMMP Projects of M/s Mediciti Healthcare Services Pvt. Ltd. & M/s Trimed Solutions India Pvt. Ltd. Tamil Nadu but without any client certificate from govt. authority. Submit Client certificate for other projects except NHM Naharlagun, Arunachal Pradesh & NHM Mizoram (Submitted document is not from govt. institution)</p> <p>4. 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 with minimum 03 seat capacity</p> <p>Bidder has submitted only one Client certificate from NHM, Mizoram in favour of M/s Trimed Solutions for 03 seats</p> <p>A. As per Format 11 submitted, there are 03 no seating capacity call centre whereas client certificate from NHM, Tripura is only for 2 seater call centre. Clarify</p> <p>B. Submit client certificate from Govt. authority for minimum three years and clearly stating number of seats for other BEMMP Projects as per details already submitted by bidder in format 11.</p> <p>5. Bidders should have completed /running at least 01 BEMMP project of State / UT Government with minimum Cumulative asset value of INR 345.00 crores.</p> <p>A. As per format 11 submitted, asset value is 300 Cr. for CGMSCL, Raipur Project, whereas as per client certificate submitted asset value is 21 Cr. for financial year 2017-18. Re-submit client certificate as per format 11 asset value.</p> <p>B. As per format 11 submitted, asset value is 448 Cr. for JKMSCL (NHM J&K) project whereas as per client certificate submitted asset value is 344.83 Cr. Re-submit client certificate as per format 11 asset value.</p> <p>6. As per format 11 submitted, CGMSCL, Raipur project is still running. Submit relevant documents in this regard.</p> <p>7. As per format 11 submitted, JKMSCL (NHM J&K) project is still running. Submit relevant documents in this regard.</p> <p>8. As per format 11 submitted, NHM, Tripura project is still running</p>
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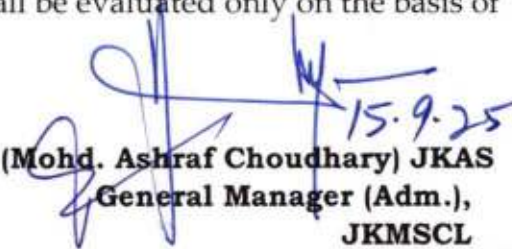
- since 29.10.2022. **Submit** relevant documents in this regard.
9. Client certificate submitted from **NHM, Tripura** at page no.100 is **without date of issuance** of certificate. **Clarify**
10. Bidder has submitted agreement and format 11 for Bangalore medical research (**BMCRI**), **Bangalore** citing 4420 equipments with asset value 159 Cr., 15 Service Engineers & Technicians with 02 seater call Centre. **Submit client certificate** with all relevant details in this regard.
11. Bidder has submitted format 11 for **Jharkhand Rural Health Mission society, department of HME&F welfare** citing 16768 equipments with asset value 100 Cr., 23 Service Engineers & Technicians with 02 seater call Centre. **Submit Work order/Agreement and client certificate** with all relevant details in this regard.
12. As per format 11 submitted for **NHM Nagaland project** the date of start of project is 21.10.2022 for six months only and again renewed on 01.08.2023 and 01.08.2024 and still running. Whereas client certificate's submitted to the firm is from 21-10-2022 till 07.08.2024. **Submit** all relevant documents in this regard.
13. Bidder has submitted format 11 for **NHM Mizoram Project** citing 5870 equipments with asset value 74 Cr., 20 Service Engineers & Technicians with 03 seater call Centre but figures are not as per client certificate submitted. **Re-submit** client certificate as per details submitted in format 11.
14. As per format 11 submitted for **BMC Mumbai project** the date of start of project is 01.01.2020 till 31.10.2023. **Submit work order/Agreement for the same.**
15. As per format 11 submitted for **BMC Mumbai project** number of equipment maintained are 8800 whereas client certificate submitted number of equipment is 8288. **Clarify** and **re-submit client certificate** as per details submitted in format 11.
16. 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.
- A. **Submit client certificate** duly certified from the respective Authorized **Government Representative for all the running projects only clearly stating total number of Biomedical Engineers& total number of Technicians deployed in the current project** except NHM Tripura & NHM Mizoram (**Submitted document is self-declaration only which cannot be accepted as per tender terms & conditions**)
- B. As per format 11 submitted for **NHM Tripura**, **15** number of Biomedical Engineers & **10** number of technicians are deployed currently whereas as per client certificate submitted **12** number of Biomedical Engineers & **07** number of technicians are deployed in the project. **Clarify**
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17. Notary Attested registration documents proving the registration of the place of business and showing the details of partners / promoters / board of directors etc. (as applicable for the type of firm it is registered.) of **M/s Hexamed Technologies India Pvt. Ltd. Tamil Nadu**

a. Memorandum of Association and Articles of Association / Incorporation Certificate.

The bidder(s) are requested to upload their infirmities within 07 days from the issuance of this notice. The same may be sent to corporation on the email of tender inviting authority gmjkscl.mil@gmail.com which shall be forwarded to technical evaluation committee for scrutiny and recommendations in the matter.

In case the documents are not submitted in time, your bid shall be evaluated only on the basis of documents submitted earlier.


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

No. NIT/JKMSCL/GM (ADM)/2025/3873-75 Dated: 15/09/2025.

Copy to the:

1. Dy. General Manager (Tendering), JKMSCL
2. PA to the Managing Director, JKMSCL for the information of Managing Director.
3. I/C Website to upload the minor infirmities on the official website of JKMSCL.
4. Office Copy