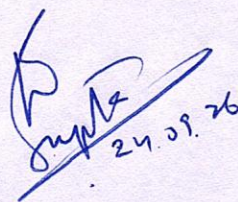


Proprietary Article Certificate (PAC)
(Machinery & Equipment)

- I. The indented goods are manufactured by: M/s DJO, LLC, 5919 Sea Otter Place, Suite 200, Carlsbad, CA, USA- 92010.
- II. Item Name: 4 Channel Electrotherapy system.
- III. Model No: Vitalstim Plus
- IV. Vital Technical Performance Parameters required which makes the requirement proprietary 4 channel electrotherapy system and 2 channel sEMG biofeedback system used in treating patients with dysphagia.
- V. No other make or model is acceptable for the following reasons: features mentioned above.

It is certified that market survey has been done and found that no other manufacturer is manufacturing similar/equivalent specifications which can fulfill the vital requirements of end user.


24.09.26

Signature of TSEC
with Name, Designation, Department and Hospital/Institute/DGHS



Dr. Deepak Kumar Gupta
Professor
Department of Neurosurgery
Neurosciences Centre & Assoc. JPNA Trauma Centre
All India Institute of Medical Sciences
New Delhi-110029 (India)



DJO Global India Healthcare Private Limited
Plot No. 5277, 8th Street, Ram Nagar, North Extension
Madipakkam, Chennai – 600 091, India

+91 (0) 44 4978 7760 / customercare.india@djoglobal.com
enovis.com

June 12, 2024

Proprietary Article Certificate

To whomsoever it May Concern:

This is to certify that the Vitalstim® Plus is a proprietary product of DJO, LLC, 5919 Sea Otter Place, Suite 200, Carlsbad, CA, USA - 92010.

Vitalstim® Plus is a 4 channel electrotherapy system and 2 channel sEMG biofeedback system used in treating patients with oral-pharyngeal dysfunctions (dysphagia) and disorders of head and neck.

DJO Global is marketing this product under the Chattanooga branding in the name, 'Vitalstim® Plus' with the patented clinical waveform, Vitalstim. The said clinical waveform help in recruit and re-educate muscles in the process of rehabilitating swallowing. sEMG biofeedback helps to increase efforts and duration of swallowing attempts and to improve coordination. It also offers the potential for objective evaluation of swallowing function and patterns.

The above mentioned product design and specifications are proprietary owned and controlled only by DJO, LLC, 5919 Sea Otter Place, Suite 200, Carlsbad, CA, USA - 92010.

Sincerely,

SUNIL ALEX MATHEW

Sales & Marketing Director

Ph: +91 9840017700



VitalStim® Plus

Electrotherapy and sEMG
Biofeedback System

The monitor displays a graph titled 'sEMG/Trace' with a y-axis ranging from 0 to 150 and an x-axis from 0 to 40. A dashed line indicates a target level 'T2'. The graph shows a trace that rises and then levels off. Below the graph, the text 'running' is displayed twice, with '123 μ V' and 'Ch 2' below the second instance. To the right of the graph are buttons labeled 'Toggle Target' and 'Graph View'.

The handheld device in the foreground shows a control interface with the following elements:

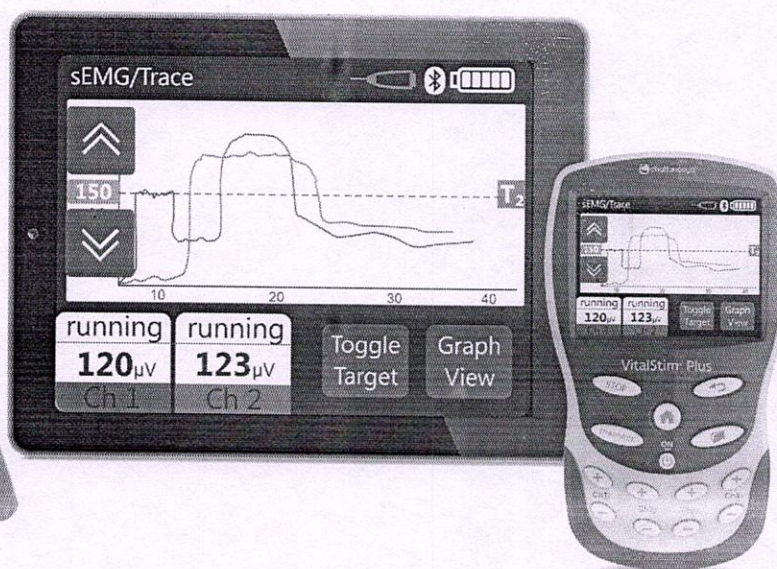
- Clinic Name
- VitalStim and sEMG icons
- VMS icon
- Four buttons labeled Ch 1, Ch 2, Ch 3, and Ch 4
- VitalStim Plus title
- STOP button
- START button
- ON button
- Four directional buttons (up, down, left, right)
- Four buttons labeled Ch 1, Ch 2, Ch 3, and Ch 4

Activate the Power to Swallow



Enhance Therapy with sEMG Biofeedback Technology

Interactive Therapy allows patients to receive visual and audible feedback leading to enhanced patient engagement during swallowing exercises. Supplementing a standard therapy program with sEMG biofeedback facilitates functional swallowing recovery.



Swallow in Action

Project live treatment progress onto a computer or tablet screen. The Screen Mirroring technology allows clinicians to guide patients through personalized, targeted swallowing exercises. Preset or customized programs allow the provider to truly customize treatments while biofeedback and visuals create a patient-focused experience that encourages engagement and achievement of goals.

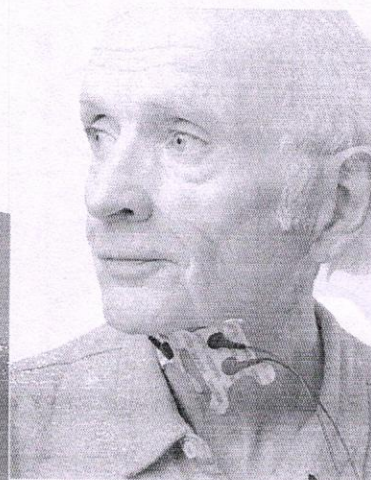
Immediate Patient Progress Data

Quantify treatment progression with objective data that demonstrate outcomes for each therapy session.

The Taste of Independence

VitalStim Plus neuromuscular electrical stimulation helps recruit and re-educate muscles in the process of swallowing. Under the guidance of a clinician, patients partner in an interactive therapy that aids muscle strengthening to rehabilitate swallowing.

sEMG biofeedback helps to increase effort and duration of swallowing attempts and to improve coordination. It also offers the potential for objective evaluation of swallowing function and patterns.



VitalStim® Plus

Electrotherapy and sEMG Biofeedback System

Patient Data

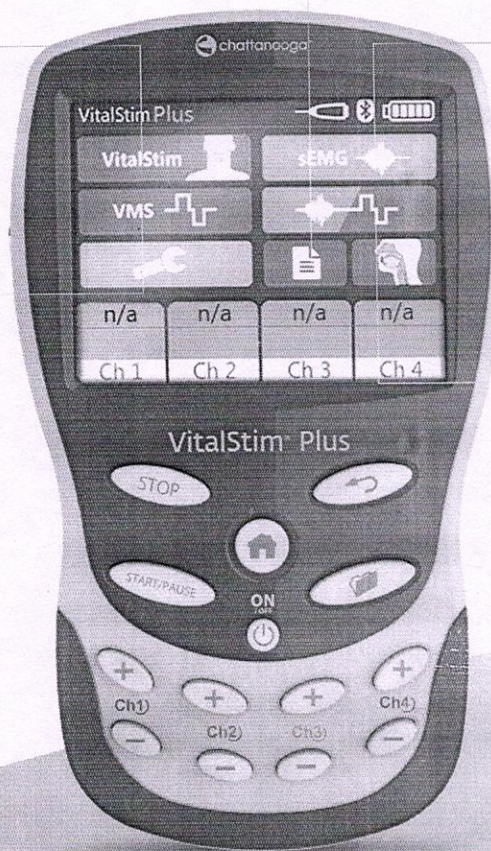
Treatment data on stimulation and sEMG can be stored, displayed or exported to a PC to track patient progress and generate reports.

VitalStim Treatment

The VitalStim waveform is delivered in Co-Contraction Mode. Up to four separate channels deliver stimulation concurrently and pause at the same time.

VMS Treatment

You are in control! Customize your treatment protocol by adjusting the parameters of your choice, such as Phase Duration, Frequency, and Work and Rest Time. VMS treatment offers even more flexibility by allowing you to sequence the stimulation in the various channels to more closely match the natural swallowing sequence.



sEMG Treatment

Electrical signals in the muscle are measured and displayed on a screen and are amplified into sounds that the patient can hear. This feedback increases patient effort and participation, and provides the data and documentation required to measure patient outcomes and quantify progress.

sEMG + Triggered Stim

The patient initiates the swallowing exercise with the assistance of sEMG biofeedback. When the set threshold is reached, VitalStim Plus will switch to stimulation mode to increase the effort and exercise load.



Bluetooth Technology

Screen mirroring technology projects your live treatment onto a computer or tablet screen. This allows you to guide therapeutic exercise activities and increase patient engagement.

Education Videos

A complete education tool at your fingertips, VitalStim Plus includes videos that help demonstrate key therapeutic exercises, such as the Masako Exercise, the Mendelsohn Maneuver, the Supraglottic Maneuver, and various Electrode Placements Options.

Anatomical Library

VitalStim Plus includes a Dysphagia Image Library of Anatomy, Pathology and Therapeutic Treatment options to assist in educating your patient.





The VitalStim® Plus Electrotherapy
and sEMG Biofeedback System
Activate the Power to Swallow

Contact your representative to learn more how The VitalStim® Plus Electrotherapy and sEMG Biofeedback System can deliver customer-specific solutions to help you deliver quality care for your patients.

1. Cherry MA, Carnaby Mann GD, Groher ME, Helseth E. Functional benefits of dysphagia therapy using adjunctive sEMG biofeedback. *Dysphagia* 2004;19(2):160-6.
2. Cherry MA. A direct intervention program for chronic neurogenic dysphagia secondary to brainstem stroke. *Dysphagia* 1995;10(1):6-18.

Ordering Information

Part Number	Description
General Accessories	
5923-3	Vitalstim Plus Electrotherapy System
25-8080	Vitalstim Plus Snap Lead Wires
Accessories Included in Standard Kit	
13-8083	Vitalstim Plus Reference Emg Lead Wire
13-8085	Vitalstim Plus Hand Switch
13-8088	Vitalstim Plus Stand
13-8089	Vitalstim Plus Stylus
13-8090	Vitalstim Plus Rubber Sleeve
Optional Accessories	
13-8082	Vitalstim Plus Reference Emg Electrode
59000	Vitalstim Large Electrodes, 12 Pack
59042	Vitalstim Large Electrodes, 30 Pack
59043	Vitalstim Large Electrodes, 50 Pack
59044	Vitalstim Large Electrodes, 100 Pack
13-8075	Vitalstim Plus Battery Door



MOTION IS MEDICINE

DJO, LLC | A DJO Global Company
T 800.506.1130 D 760.727.1280 F 800.896.1798
1430 Decision Street | Vista, CA 92081-8553 | U.S.A.
DJOglobal.com/chattanooga

NMES Device for Dysphagia Treatment with following features:

- The unit must be designed to treat patients with swallowing disorders (dysphagia) through muscle re-education
- Must have 4 independent electrotherapy channels with independent intensity setting
- Must have 2 clinical waveform options: Vitalstim & VMS
- VMS waveform must have channel mode options of continuous, reciprocal & co-contract
- Output intensity must not cross 25mA
- Must have 'ramp' up feature providing gradual, automatic and smooth intensity increase during treatment
- Must have sEMG for bio-feedback with sensitivity of 0.1 microvolt RMS
- Must be able to use as standalone sEMG and sEMG triggered stimulation
- Must have a heart beat filter to eliminate heart beat signals that might affect the sEMG signal
- Must have electrode placement guidelines for treatment
- Must have anatomical library with dysphagia image of anatomy, pathology and therapeutic treatment options of neck and face to assist the therapists and patients
- Must have facility to save customized patient treatment protocols
- Must be able to transfer therapy information to computer
- The unit must be light weight, portable and battery operated
- Supply with 24 electrodes and 4 nos. of AA 1.5V battery
- Must have US FDA or CE certification

QUOTATION #CI015/2026-27

Date: 03.09.2026

To,
All India Institute of Medical Science,
Ansari Nagar,
New Delhi

Dear sir,

Subject: Budgetary Quotation of Vitalstim Plus NMES Stimulation Device for Dysphagia.

Herewith furnished Quotation of **Vitalstim Plus NMES Stimulation Device for Dysphagia.**

Part No	Product Description	Qty	Unit Price	GST	Total Price
5923-3	Vitalstim Plus NMES Stimulation Device for Dysphagia (Brand: Chattanooga / Make: Enovis (DJO), USA)	1	3,28,571.42	5%	3,45,000
59043	VitalStim Electrodes Large (50 Nos)	50	1,122.033	18%	66,200
Total Price Including GST					4,11,200

For further clarifications, please contact Mr.Kumaresan, Project Sales Tender, (Mobile: 8760951130)

General Terms & Conditions: -

- 1) We will have mutual non-disclosure agreement on the above quoted prices.
- 2) Above quoted prices are final and valid for purchases made within 60 days from the date of quotation.
- 3) The quotation terms are applicable only for installations within India.
- 4) Payment Terms: 100% of the amount in advance with your confirmed PO (unless special terms are mutually agreed in writing separately).
- 5) Delivery will be completed within 4-6 weeks from the date of confirmed order receipt & advance payment.
- 6) We're offering free installation at consignee location.
- 7) Any change in this supply agreement conditions, as and when it is required, shall be mutually agreed in writing between both the parties.
- 8) Bank Details

Bank Name: HDFC Bank, Account Name: Cnergy Incorporation, A/c No. 50200085488170, Branch: Karapakkam, IFSC: HDFC0001852

For **Cnergy Incorporation**

Authorized Signatory



■ Cnergy Incorporation

5277 | 8th Street | Ram Nagar North Extension | Madipakkam | Chennai 600 091 | India | ☎+91 44 40067974 / 76

✉ incorporation@cnergy.in | 🌐 www.cnergy.in

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687754621621

अनुबंध तिथि | Generated Date : 27-Dec-2025

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: GEM/2025/B/6303338

संगठन विवरण Organisation Details	खरीदार विवरण Buyer Details
प्रकार Type : Central Autonomous	पद Designation : ENT Buyer 1
मंत्रालय Ministry : Ministry of Health and Family Welfare	संपर्क नंबर Contact No. : 0413-2296191-
विभाग Department : Department of Health and Family Welfare	ईमेल आईडी Email ID : kalaiaarasi.r.jip@nic.in
संगठन का नाम Organisation Name : Jawaharlal Institute of Postgraduate Medical Education and Research (JIPMER)	जीएसटीआईएन GSTIN : 34AAAJJ0846M1Z4
कार्यालय क्षेत्र Office Zone : Jawaharlal Institute of Postgraduate Medical Education and Research	पता Address : Jawaharlal Institute of Postgraduate Medical Education and Research, Dhanvantari Nagar, Puducherry, PONDICHERRY NORTH, PUDUCHERRY-605006, India

वित्तीय स्वीकृति विवरण Financial Approval Detail	भुगतान प्राधिकरण विवरण Paying Authority Details
आईएफडी सहमति IFD Concurrence : No	Role: PAO
प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: THE DIRECTOR	भुगतान का तरीका Payment Mode: Offline
वित्तीय अनुमोदन का पदनाम Designation of Financial Approval: THE DIRECTOR	पद Designation : PAO
	ईमेल आईडी Email ID : srinivasan.jip@nic.in
	जीएसटीआईएन GSTIN : -
	पता Address : Jawaharlal Institute of Postgraduate Medical Education and Research, Dhanvantari Nagar, Puducherry, PONDICHERRY NORTH, PUDUCHERRY-605006, India

विक्रेता विवरण Seller Details
सेल विक्रेता आईडी GeM Seller ID : D8F5180000314291
कंपनी का नाम Company Name : Cnergy incorporation
संपर्क नंबर Contact No. : 08760951130
ईमेल आईडी Email ID : tender@cnergy.in
पता Address : 1ST FLOOR, PLOT NO.5277, 8TH STREET, RAM NAGAR NORTH EXTENSION, MADIPAKKAM, CHENNAI, TAMIL NADU-600091, -
एमएसएमई पंजीकरण संख्या MSME Registration number : UDYAM-TN-02-0038103
जीएसटीआईएन GSTIN : 33AAJFC9598G1ZZ (B), (R)
खरीदार द्वारा सत्यापित एमएसएमई स्थिति MSME Status as verified by buyer : Not Verified
एमएसएमई सामाजिक श्रेणी MSE Social Category : OBC
एमएसएमई लिंग श्रेणी MSE Gender : Male

* जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

वितरण निर्देश | Delivery Instructions :

DEPARTMENT OF ENT, 1ST FLOOR, OLD BLOCK, JIPMER HOSPITAL

संसाधन विवरण Product Details						
#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	संसाधन का नाम Product Name : Electrotherapy & EMG Biofeedback System for dysphagia patients ब्रांड Brand : CHATTANOOGA ब्रांड प्रकार Brand Type : NA कैटलॉग की स्थिति Catalogue Status: NA कैसे बेचा जा रहा है Selling As : NA श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : NA (-) मॉडल Model: Vitalstim Plus एचएसएन कोड HSN Code: HSN not specified by seller	1	set	365,000	NA	365,000
कुल ऑर्डर मूल्य Total Order Value (in INR)						365,000

परिचित विवरण | Consignee Detail

क्र.सं. S.No	परिचित Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
1	पद Designation :- ईमेल आईडी Email ID : sivaraman.g.jir@nic.in संपर्क Contact : 0413-2296191- जीएसटीआईएन GSTIN :- पता Address : Jawaharlal Institute of Postgraduate Medical Education and Research, Dhanvantari Nagar, Puducherry, PONDICHERRY NORTH, PUDUCHERRY-605006, India	Electrotherapy & EMG Biofeedback System for dysphagia patients	-	1	27-Dec-2025	10-Feb-2026

Product Specification for Electrotherapy & EMG Biofeedback System for dysphagia patients

विनिर्देश Specification	उप-विनिर्देश Sub-Spec	मूल्य Value
Custom Specification	Custom Specification	Yes

व्यापक रखरखाव के लिए शुल्क | Comprehensive maintenance charges for Electrotherapy & EMG Biofeedback System for dysphagia patients

सेवा वर्ष Service Year	सीएमसी प्रतिशत CMC Percentage	कर द्विभाजन Tax Bifurcation
CMC charges for 1 st year after warranty period in % of cost of equipment	3%	NA
CMC charges for 2 nd year after warranty period in % of cost of equipment	3%	
CMC charges for 3 rd year after warranty period in % of cost of equipment	3%	
CMC charges for 4 th year after warranty period in % of cost of equipment	3%	
CMC charges for 5 th year after warranty period in % of cost of equipment	3%	
CMC charges for 6 year after warranty period in % of cost of equipment	3%	
CMC charges for 7 year after warranty period in % of cost of equipment	3%	

विक्रेता विशिष्टता दस्तावेज़ | Seller Specification Document:

1. SpecificationDocument1	mkp.gem.gov.in/catalog_data/catalog_support_document/67/72/014/CatalogAttrs/SpecificationDocument/2025/7/4/2025_07_04_23_05_45_vitalstim_2025-07-04-23-05-50_2cac80155d8d7cfb45db17d4ce6a83f9.pdf
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खरीदार विशिष्टता दस्तावेज़ | Buyer Specification Document:

1. SpecificationDocument	mkp.gem.gov.in/catalog_data/catalog_support_document/buyer_documents/1118762/54/78/703/CatalogAttrs/SpecificationDocument/2025/6/3/specification_electrotherapy_2025-06-03-11-51-58_207fdfea0ff6426750a014f13dfbc3f1.pdf
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शुद्धिपत्र | Corrigendum

1. तदनुसार बढ़ाया गया | Extended Upto : 2025-07-17 09:00:00

सीएमसी के लिए अतिरिक्त खंड | Additional Clauses for CMC

- CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in CMC. Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
- CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
- Gst shall be included in the CMC Charges quoted.
- Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula. A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.
- The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.
- While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No" options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available. Under this option up to 10 years can be chosen for CMC charges beyond warranty period.
- In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.
- The CMC functionality shall be available in bid only and no direct RA shall be applicable. In case of bid to R/A decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.

8.1. Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:

CMC charges for 1st year after warranty period- Percentage to be indicated- A1

CMC charges for 2nd year after warranty period- Percentage to be indicated- A2

CMC charges for 3rd year after warranty period - Percentage to be indicated- A3

CMC charges for 4th year after warranty period - Percentage to be indicated- A4

CMC charges for 5th year after warranty period - Percentage to be indicated- A5

Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.

8.2.The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.

8.3.In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se-ranking of the bidders. The following are the variables

(i) Number of years for which CMC required.

(ii) Number of years of product warranty

The formula for calculating total cost including CMC charges shall be as under:

Total Cost for evaluation=

$C + C * \{(A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4})\}$ and so on

C - Cost for equipment quoted and n shall be number of years of product warranty specified.

If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1, A2, A3, A4 & A5 shall depend on how many years CMC selected. For 3 year CMC, only A1, A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.

8.4.CMC charges offered for each subsequent year should be same or higher than preceding year.

8.5.The CMC charges shall be offered within range of 3 to 25% of cost of equipment.

9.Since CMC charges are to be paid only later for each year during CMC period, applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.

10.Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 10% as specified in bid on total CMC Charges. The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due

verification. Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.

11.In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis. The equipment cost and CMC charges (year to year) shall be matched individually.

12.The CMC Contract shall be an offline contract to be handled by buyer. The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक | Advisory Bank :

State Bank of India

ईपीबीजी प्रतिशत (%) | ePBG Percentage(%):

3.00

बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा | The bidder shall furnish ePBG as applicable as per bid's terms and conditions

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.

1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.

2.2 If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.

2.3 Make in India specific authorisation certificate needs to be enclosed.

2.4 Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

2.5 Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

2.6 Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

2.7 Generic

End User Certificate: Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.

2.8 Generic

Experience Criteria: The Bidder or its OEM (themselves or through reseller(s)) should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

2.9 Generic

If equipment shall be IPv6 ready from day one.

2.10 Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

2.11 Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 50% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be (Increased quantity : Original quantity) × Original delivery period (in days), subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2.12 Generic

Scope of supply includes Training: Number of employees to be trained

20

Place for Training

JIPMER Puducherry

And Duration of training

3

days.

2.13 Generic

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

2.14 Generic

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

i) The Seller fails to comply with any material term of the Contract.

ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.

iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.

iv) The Seller becomes bankrupt or goes into liquidation.

v) The Seller makes a general assignment for the benefit of creditors.

vi) A receiver is appointed for any substantial property owned by the Seller.

vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

2.15 Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

2.16 Generic

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

2.17 Generic

WORLD BANK TERMS AND CONDITIONS: Special Terms and Conditions as defined by world bank at [click here](#) will also be applicable. APPLICABLE ONLY IN CASE OF WORLD BANK FUNDED PROJECTS.

2.18 Turnover

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2.19 Turnover

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

2.20 OEM

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

2.21 Service & Support

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

2.22 Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

2.23 Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

2.24 Certificates

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

2.25 Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.26 Certificates

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

2.27 Warranty

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if

included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

2.28. Warranty:

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

2.29. Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

Buyer Added text based ATC clauses

EMD Payment Process

1. Go to <http://jipmer.edu.in>

2. Select Online Payment Option

3. Redirect to SBI Collect Window

4. Select Payment Category: Tender Fee

A. Tender no. Gem Bid no without any Special Character

B. Tender Date: Gem, Bid Date

5. Make Payment Upload the SBI Collect receipt in GeM portal under Additional document (1 or 2 or 3).

For further Details Kindly call JIPMER purchase section-0413-2296047

Mandatory Documents

1. GFR144 XI Certificate as per the given format.

2. Brochure of the equipment with exact image and Technical Compliance

3. Data Sheets and End User Certificate

4. Physical demonstration is must for participation in the tender, online demonstration is strongly discouraged.

5. Should have service centre in South India preferably in Pondicherry or Tamil Nadu.

6. Should provide P.O of similar item supplied in any other government institution for price comparison.

2.30. Buyer Added Bid Specific ATC:

Buyer uploaded ATC document [Click here to view the file.](#)

Note: Sellers are required to raise invoices online as per the contract terms on GeM portal. Timely invoice submission is mandatory for compliances, smooth payment processing, and will also contribute to improving their ratings.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.