

# **SURAT MUNICIPAL CORPORATION**

## **SURAT MUNICIPAL INSTITUTE OF MEDICAL EDUCATION & RESEARCH (SMIMER)**



Online Tender Notice No. SMIMER/HOSPITAL/MEDICAL SUPERINTENDENT/05/2026-27

### **"Tender for supplying & installing Robotics Surgical Unit With Accessories for Surgery Department of SMIMER Hospital "**



**SURAT MUNICIPAL CORPORATION**  
**SURAT MUNICIPAL INSTITUTE OF MEDICAL EDUCATION &**  
**RESEARCH (SMIMER)**

Online Tender Notice No. SMIMER/HOSPITAL/MEDICAL  
SUPERINTENDENT/05/2026-27

Tender for supplying & installing Robotics Surgical Unit With Accessories for Surgery Department of SMIMER Hospital is invited online on **<https://smctender.nprocure.com>** from manufacturer, authorized dealer or authorized service provider with following Schedule :

No. of Tenders	1
Total Estimated Cost of Tender.	Rs.25,00,00,000.00 (including Robotic System with 10 years accessories)
Tender (Bid) Fee (Non Refundable)	Rs.21,240.00/- (By DD or Pay Order Only)
Downloading of tender documents	From : 25/06/2026 10.30 Hrs to Dt.: 13/07/2026 up to 18:00 Hrs.
Pre-bid Conference	D-Block, College Council Room, SMIMER, Opp. Bombay Market, Umarwada, Surat on Dt.03/07/2026 at 11:00 am
Online submission (Last Date)	On or before Dt.: 13/07/2026, upto 18:00 Hrs.
Last Date of Submission of Tender fee, EMD and other documents in Hard copy.	On or before Dt.:21/07/2026 up to 17.00 Hrs. To Chief Accountant, Surat Municipal Corporation, Tapipura, Surat-395003 Gujarat (By R.P.A.D. / Speed Post Only) The envelope containing the tender form should be properly sealed and superscribed with: "Tender for supplying & installing Robotics Surgical Unit with Accessories for Surgery Department of SMIMER Hospital "
Opening of online Technical Bid	On Dt.: 14/07/2026 (if possible)
Opening of online price Bid	Will be intimated later, if required.

- The commercial bid submission should be done on the website **<https://smctender.nprocure.com>** **only** before the last date & time for submission.
- Price bid in physical form shall not be accepted in any case.
- Submission of Tender fee, EMD and other documents in hard copy is to be done at above mentioned address by R.P.A.D. / Speed Post only. S.M.C. shall not be responsible for any postal delay.

Incase bidder needs any clarification or if training required for participating in online Bid, they can contact the following office :-

nCode solution – A division of GNFC Ltd.

403, GNFC, Infotower, Bodakdev, Ahmedabad-380 054 Gujarat (India)

Tel : 91 26857316/17/18

Fax : 91 79 26857321

E-mail : [nprocure@gnvfc.net](mailto:nprocure@gnvfc.net)

Website : [www.nprocure.com](http://www.nprocure.com)

Toll Free : 1800-233-1010 (Ext.501 & 512)

For further particulars contact above office/or visit on following website.

(i) <https://nprocure.com>

(ii) <https://smctender.nprocure.com>

**MEDICAL SUPERINTENDENT**  
**SMIMER HOSPITAL**

**SURAT MUNICIPAL CORPORATION**

**I N D E X**

<b>SR. NO.</b>	<b>PARTICULARS</b>	<b>PAGE NO.</b>
	<b>TECHNICAL BID</b>	
1.	NOTICE INVITING TENDER	4
2.	INFORMATION OF TENDERER	8
3.	TERMS & CONDITIONS	9
4.	AFFIDAVIT	18
5.	HIGHER PRICE / LOWER PRICE CERTIFICATE	19
6.	AUTHORITY LETTER FOR SALES	20
7.	AUTHORITY LETTER FOR AFTER SALES SERVICE	21
8.	MANUFACTURER’S PRODUCT & SERVICE ASSURANCE LETTER (as per tender terms no.38(b))	22
9.	TENDER FORMAT (GENERAL)	23
10.	SCHEDULE OF DOCUMENTS ATTACHED	25
11.	ITEMWISE DETAILED SPECIFICATION	27
	<b>PRICE BID</b>	
12.	PRICE BID	-



## 1.0 NOTICE INVITING TENDER :

### (A) Tender Fee & EMD :

The tenderer should pay non-refundable tender fee Rs.21,240/- (Rupees Twenty One Thousand Two Hundred Forty only) and Earnest Money Deposit **Rs.25,00,000/-** by separate Demand Draft or Banker's Cheque of any scheduled / nationalised bank payable at Surat in favour of Commissioner, Surat Municipal Corporation in sealed envelope strictly by R.P.A.D./ Postal Speed on or before **21/07/2026 up to 17:00 hrs.** to Chief Accountant, Surat Municipal Corporation, Tapipura, Surat- 395003 Gujarat. The envelope containing the tender form should be properly sealed and superscribed with: "ONLINE TENDER NOTICE NO. SMIMER / HOSPITAL / MEDICAL SUPERINTENDENT / 05 / 2026-27" & "TENDER FOR SUPPLYING & INSTALLING ROBOTICS SURGICAL UNIT WITH ACCESSORIES FOR SURGERY DEPARTMENT OF SMIMER HOSPITAL "

Tenderer should pay Earnest Money Deposit along with the submission of tender and also invariably furnish details of EMD as mentioned. Tender/Bid without EMD or that of insufficient amount or Non MICR DD or pay order will not be considered

### (B) Security Deposit, agreement, surety & under taking:

The successful Tenderer will be required to place **Security Deposit (SD) @ 5% (Five percent)** of the consideration of the contract value not more than Rs.2 Crore by demand draft or Banker's Cheque only of any scheduled / nationalized bank payable at Surat drawn in favour of "Commissioner, Surat Municipal Corporation" or contract value more than Rs.2 Crore security deposit **(SD) @ 5% (Five percent)** should be paid in the form of F.D.R. only of Nationalized bank of Surat Branch in the name of Commissioner, Surat Municipal Corporation. Security deposit must be submitted within **15 days** from the date of notice of award of contract, failing which a penalty **@ 0.065%** of the amount of security deposit will be imposed for **delay of each day**. Upon a request received from the tenderer, EMD placed may be converted into Security Deposit (SD). The Security Deposit will be returned after the completion of defect liability period **five years** and after the fulfillment of obligation created under the contract awarded.

On awarding the contract, the awardee agency will have to enter into a written **agreement** using Gujarat State Stamp Paper value of Rs.300/- in case of security deposit submitted by cash or demand draft or **@ 4.90%** of security deposit in case of S.D. submitted by Fixed Deposit (FDR) at its own cost as mentioned above.

The awardee agency will have to submit **third party surety** on Gujarat Stamp Paper of Rs.300/- have to produce before the undersigned.

The awardee agency will have to submit **undertaking** on Gujarat Stamp Paper of Rs.300/- have to produce before the undersigned.

### (C) Period of liability for defects :

60 Months after completion of work.

### (D) Tender validity period :

The offer should be valid for acceptance for a minimum period of 120 days from the date of opening of price bid. If needed the extension will have to be given by the tenderer for the same period or more.

### (E) Supply period and penalty for work delay :

The successful awardee must supply the equipments/ instruments as per the order and terms & conditions as laid down in the tender within the 42 (Forty Two) days from the date (after 10th (Tenth) day of issue date) of order otherwise the penalty will be imposed **@ 0.2%** per day generally up to 10% of the amount of individual

equipment/instruments. The unforeseen circumstances, in the request of Tenderer time limit may be extended by Hon. Commissioner, Surat Municipal Corporation, depending upon the case. The request should be made before the completion of the 30 days of the date on the order.

**(F) Opening of tender :**

The tenders will be opened in presence of bidders & opening authority subject to receipt of tender fee, EMD and other documents in hard copy. The tenders will be opened in two stages i.e. technical bid & commercial bid.

**(G) Purchase of tender document :**

Tender documents can be downloaded from <https://smctender.nprocure.com> from **Dt.25/06/2026, 10.30 Hrs to Dt.13/07/2026 up to 18:00 Hrs.** Submission of Tender fee, EMD and other documents in hard copy is to be done at above mentioned address by R.P.A.D. / Speed Post only. S.M.C. shall not be responsible for any postal delay.

**(H) Instructions for Tenderer :**

1. The tenders should be filled in clearly indicating the figures and its value in words too.
2. Those firms registered under small scale industries of Gujarat State and holding subsequent registration with CSPO/NSIC for the item under tender will be eligible for exemption from payment of Tender Fee and EMD on submission of attested copies of their SSI & CSPO/NSIC/DGS&D registration certificates in namely [1] Tender Fee & [2] EMD cover. Participants not covered under this category shall have to pay Tender Fee and EMD compulsorily as prescribed, failing which the tender will be treated as rejected at the time of opening of Bid in such cases. Technical Bid as well as Commercial Bid will be ignored. Any basic document with regards to Tender Fee and EMD will not be acceptable after closing time of tender.

**3. DELIVERY PLACE :**

Name & Address	Name & Address
SURGERY DEPARTMENT, SMIMER HOSPITAL, OPP. BOMBAY MARKET, UMARWADA, SURAT 395 010 Phone : 0261 2368040 to 42 Fax No.0261-2360306	

**7. Addenda & Corrigendum :**

If required the Addenda and Corrigenda will be issued pursuant to the pre-bid conference and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

**8. Sealing, marking and submission of the bid :**

This “Technical Bid” duly filled in, sealed and superscripted as “*Technical Bid*, ONLINE TENDER NOTICE NO. SMIMER / HOSPITAL / MEDICAL SUPERINTENDENT/05/ 2026-27”: *Bid for* Tender for "TENDER FOR SUPPLYING & INSTALLING ROBOTICS SURGICAL UNIT WITH ACCESSORIES FOR SURGERY DEPARTMENT OF SMIMER HOSPITAL" shall be put in a **separate envelope**, along with the **Earnest Money Deposit (EMD) & Bid Fee** and send to:

Details to be mentioned on sealed envelope	
<b>TENDER DETAILS</b> Notice No.: SMIMER/HOSPITAL/MEDICAL SUPERINTENDENT/05/2026-27 "Tender for supplying & installing Robotics Surgical Unit with Accessories for Surgery Department of SMIMER Hospital " Last Submission Date (Submission of Tender fee, EMD & other documents in Hard copy etc : On or before Dt.: 21/07/2026 up to 17.00 Hrs.	To, <b>The Chief Accountant,</b> <b>Surat Municipal Corporation,</b> Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Tapipura, Surat - 395 003, Gujarat, INDIA

9. The tenderers are advised to read the tender documents carefully.
10. The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the response, if so desired by SMIMER Hospital. SMIMER Hospital will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the evaluation process.
11. No modification should be done by the tenderer in the name of item, and in the specifications / grade / quality / packing of the item given in the enquiry document. In Technical Bid, all information asked / required including specification available in offered models should be mentioned clearly. Additional specifications / features if any available in the offered models shall be provided in additional sheet
12. No financial quotes are to be attached in Technical proposal.
13. This tender notice shall form a part of tender document.

**(I) Disqualifications of Tender :**

A tender shall be disqualified and will not be considered at all if :-

- The Earnest Money, tender fee and affidavit is not submitted in the manner specified in tender.
- Submission of tender without document fees, EMD and Affidavit.
- The tender documents submitted online, are incomplete and/or ambiguous in any respect.
- The successful tenderer does not agree to deposit required amount of Security Deposit as specified in terms and condition.
- The validity period of tender specified by the tenderer is less than that specified by the S.M.C. in Terms and Conditions.
- The tender is not submitted in the manner specified in the Notice inviting the tender.
- The Price Bid is submitted physically along with Technical Bid which leads to revelation of prices before the due date of opening of the Price Bid.
- Unsatisfactory past performance and manufacturing experience of tenderer.
- Submission of misleading / contradictory / false statement or information and fabricated / invalid documents.
- Conditional offers or vague offers.
- Items with major changes/deviations in the specification/standard packing/quality.
- The tender is filled in a language other than English.
- Offering an accessory as optional even though it is required to operate the instrument.
- Non-submission of CMC Rates in prescribed format (in Commercial Bid).

- Wherever any certificate is mentioned / specified as mandatory in the tender and is not submitted by the tenderer.
- Does not quote rates inclusive of all taxes in price bid.
- Any eraser is made in the tender unauthenticated or any page or pages is/are removed or replaced.
- Stipulates the validity period less than what is stated in the form or tender.
- Does not disclose the full names and address of the all his partners in the case of partnership firm.
- Does not submit the tender before the stipulated time and specified date in the Account Office as directed.

MEDICAL SUPERINTENDENT  
SMIMER HOSPITAL



2.0 INFORMATION OF TENDERER

"TENDER FOR SUPPLYING & INSTALLING ROBOTICS SURGICAL UNIT WITH ACCESSORIES FOR SURGERY DEPARTMENT OF SMIMER HOSPITAL "

1.

Affix latest  
Passport size  
Photo of  
Tenderer

Specimen Signature of the Tenderer

2.

IN CASE OF PARTNERSHIP AGENCY			
AFFIX LATEST	PASSPORT SIZE	PHOTOGRAPH	OF ALL PARTNERS

Specimen signature of all partners incase of partnership agency.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Submission of Registered Agreement is compulsory in case of partnership agency.

5. Submission of GST certificate, with proof of residence is compulsory for tenderer.
6. In case of Government royalty applicable to tenderer, it is compulsory to submit a receipt of royalty payment with tender.
7. The photograph and specimen signature of contractor will be cross checked, whenever tenderer receives payment in account section of SMC.
8. The specimen signature of tenderer will be cross checked by Account Department of SMC, in case of representative of tenderer alongwith letter of authority of a person who signed an agreement, receives payment.
9. All partners of tenderer should put their specimen signature at the relevant places in the tender. A passport size photograph of all partners who have signed the tender shall be affixed in the tender. The successful tenderer shall be required to execute necessary agreement where in the same partners shall put on their signatures. If required, make xerox copy of this page and attach the same duly filled with this Tender Document.

Signature of the Tenderer.

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## TERMS AND CONDITIONS

"TENDER FOR SUPPLYING & INSTALLING ROBOTICS SURGICAL UNIT WITH ACCESSORIES FOR SURGERY DEPARTMENT OF SMIMER HOSPITAL "

1. **The awardee agency shall have to submit a "test report" as to examination analysis having been done regarding purity, genuineness, fitness, satisfaction of the product, material, goods, articles supplied every time.** In addition, SMC may also send the materials supplied by the successful tenderer for test(s) / analysis to ensure that the supply made is not of inferior standard, quality but conforming IP/BP/USP and/or BIS/ISO standard(s) as the case be taking into consideration the specification(s). Also, the SMC will have the right to reject the defective products, materials, goods, articles as well as the same having working life less than the normal required time and/or the working life of the same is falling overdue in near future and/or expiry period, date is abnormally less and falling due in near future preventing the use, utilization of the required supplies. The awardee agency will have to pay the cost thereof and will also have to pay the cost of products, materials, goods, articles of inferior quality or to replace them against particular batch supplied plus such other amount towards liquidated damages for each default and any such decision at SMC end shall be final and binding upon the tenderer.
2. On awarding the contract, the tenderer i.e. the awardee agency if fails to fulfill the provisions of any of the clauses to supply the products, materials, goods, articles in quantity, time and at such rate as mentioned in work/purchase order/Notice of award of contract, fails to replace the rejected supplies to the SMC's satisfaction, the required products, materials, goods, articles will be procured from the open market at the risk and cost of the tenderer.
3. **Tender should be faultless in figures and entirely free from erasures.** Any tender containing corrections, alterations, erasures or mistake in figures which are not purely clerical will be rejected unless the Surat Municipal Corporation's authority directs otherwise after personal inspection, the tender is in a language other than English and does not contain its English translations. The tender must be quoted in figures and words and preferably type-written otherwise the tender shall not be received for due consideration.
4. Tenderer shall sign and submit the all documents duly signed by tenderer.
5. The lowest price, rate shall not be the sole criterion but emphasis will be given on quality of said articles required etc. After opening of price bid if the L-1 Bidder is incapable / fails to supply the goods or provide services as per the tender terms & conditions in that case the next lower bidders (as per chronological order) will be asked & work order will be awarded to them at the price quoted by L-1 Bidder with the tender terms & conditions after getting approval from competent authority of SMC.
6. **"THE DELIVERY OF THE SUPPLIES WILL BE ACCEPTED ONLY DURING OFFICE HOURS ON WORKING DAYS."** ANY LOSS ARISING OUT DUE TO NON OBSERVANCE OF THIS INSTRUCTION WILL BE BORNE BY THE TENDERER."
7. The tenderer/bidder shall extend all the benefits to the SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the Sales Promotion Scheme(s). If any such sales promotion scheme(s) is/are already launched by the tenderer and is/are in force while the tender process is on, mention of details such scheme(s) be made at item-7 of Tender Format (General), (If no such sales promotion scheme(s) exist mention NIL.), if any sales promotion scheme(s) is/are launched after submission of tender and the tenderer is awarded with the contract by the SMC, all the benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.

8. Literature mentioning detailed specification of instruments/equipments and operation manual in detail on products, materials, goods, articles quoted must be submitted along with technical bid.
9. If the successful tenderer (awardee agency ) fails to ensure the required supplies in time of specified quantity and/or quality and/or the performance of such supply/supplies is/are found of an inferior quality, the Earnest Money Deposit ( EMD ) and /or Security Deposit ( SD ) will be forfeited at once.
10. No interest shall be paid by the Surat Municipal Corporation on Earnest Money Deposit (EMD) as well as Security Deposit (SD).
11. Rates/Prices to be quoted should be **inclusive of all Central/State taxes, custom duty, custom clearance/handling charges, GST, local levies/fees etc.** Transportation, handling charges packing, forwarding transit losses, insurance, loading and unloading charges and all other breakage, leakage, losses shall be borne by the tenderer.

**Notes :**

- (i) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sales-Tax laws.
- (ii) Surat Municipal Corporation is a "local authority" & the procurement of products, materials, goods, articles are going to be solely used, utilised for Medical College & public amenities & purposes & also for relief to the poor through its various departments. Hence, pass on benefit of exemption, concession etc., if any, in Central/State taxes, levies etc., to the SMC.
- (iii) Manufacturer's name, how products, materials, goods, articles are packed vis a vis quantity in each container shall be specified against each item while quoting the rates.
- (iv) Rate must be quoted in Indian Rupees only. 100% payment will be released after satisfactory installation & commissioning.
- (v) Instrument/equipments packing should be water proof.

**12. GST CLAUSE FOR CONSTRUCTION/ ERECTION/ COMMISSIONING /INSTALLATION/ REPAIR/ MAINTENANCE/RENOVATION/ FABRICATION OF STRUCTURE INCLUDING BUILDING(MEANS ALL WORKS CONTRACT/TURN KEY PROJECTS/SUPPLY OF MATERIAL/GOODS)**

GST(Goods & Service Tax) has come in existence from 1st July,2017.Contractors/Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India as per the Terms of contract agreed upon during the course of execution of this Contract.

During the course of execution of contract, if there is any change in Rate of GST(Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of original Receipt/Proof for the amounts actually remitted by the successful Tenderer /Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted/claimed within 30 ( Thirty ) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder/Contractor, failing which, SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of the contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes /Duties /Levies / Cess or any other incidentals etc. or any increase in the existing Taxes / Duties / Levies /Cess or any other incidentals etc.(Excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor / Successful Bidder only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

13. The terms & conditions mentioned in this tender are binding to all tenderers.  
**CONDITIONAL TENDER WILL NOT BE ACCEPTED.**
14. The tenderer should give their rate according to the specifications. Wherever the asked equipment contains more than one component/instrument, the tenderer will preferably also give the breakup of the total quoted cost. Tenderer should also mention the rate of any additional options/components available for the equipment.
15. If any accessory is demanded as mandatory in the tender enquiry, under no circumstances it should be shown as an optional accessory and quoted separately. The price of the product offered must include the accessories required for operation of the instrument and no separate payment will be made even if such an accessory is not included in the quotation. Only those accessories which are specifically recommended by the manufacturer of the instrument / equipment should be offered as part of the equipment and under no circumstances a cheaper variety of an accessory not approved / recommended by the manufacturer should be offered.
16. Furnish photographs of all the partners, co-partners etc. in case of partnership firm or HUF as the case may be giving signature of all them for day-to-day dealing with the SMC as well as for obtaining payment for obligation created under this bid, in such number of sets as required by the SMC.
17. The tenderer will have to provide on a separate letter-head details as to names and residential addresses including phone nos. of all the partners, Karta and co-partners/beneficiaries in case of HUF along with the tender (but not by the tenderer being legal person/entity). The EMD/SD shall be forfeited in case the above information is not furnished during the period of process of tender as well as throughout the period of contractual obligation. Even non-observance of this stipulation will lead to the termination of Contract and no payment will be made nor any damages shall be considered.
18. Tender once filled in and submitted shall not be allowed to be withdrawn till the validity of the tender remains in force or else the EMD shall be liable for forfeiture.
19. Any monetary claim arising due to any of the terms and conditions of the tender/ supply, including the difference arising due to risk purchase, will be recovered in the following manner:
  - (a) From any pending bills of the party:
  - (b) From any security deposits of the party:
20. The E.M.D. / Security Deposit shall liable to be forfeited in the following circumstances when the:
  - (a) Tender is rejected due to failure to furnish the requisite documents in the proper format or giving any misleading statement or submission of false affidavit or fabricated documents.
  - (b) Party fails to sign the agreement for entering into contract, due to any reason whatsoever.
  - (c) Party fails to supply the goods / items as per the orders placed by SMIMER Hospital, Surat Municipal Corporation.
  - (d) Party fails to replace the goods declared to be not of standard quality or not conforming to acceptable standards or found to be decayed / infected /spoiled before the date of expiry have to refund the cost of such goods.
21. Tender should not be submitted for the product/products for which the concerned/company has been blacklisted/ debarred either by Surat Municipal corporation, GMSCL or any other State/ Central Government and its Drug/Equipment /Instrument Procurement Agencies.

22. The concerned company/firm/bidder who has been blacklisted / debarred by GMSCL or any other State/ Central Government and its Drug/Equipment /Instrument Procurement Agencies due to failure in supply of Quality goods, shall not participate in the tender during the period of debarring / blacklisting. If any product of company/firm/bidder were blacklisted/ debarred at the time of bidding, for a specified period, then the same will become eligible after blacklisting/debarring period is over. In case the period is not specified in the debarment order, the firm shall be eligible to participate in bidding only after two years of the date of issue of the order of blacklisting/ debarment. If any tenderer is debarred or black listed due to failure in supply of Quality goods during the tender validity or during the validity of the rate contract by any other State and Central Government and its Drug/Equipment /Instrument Procurement Agencies, it is his (tenderer's) responsibility to inform such thing to the SMIMER Hospital, Surat Municipal Corporation.
23. Non-Disclosure of blacklisting/ debarment will invite forfeiture/recovery of EMD or SD or Risk Purchase or disqualification for appropriate period or any other penal action at the discretion of Surat Municipal Corporation without any further reference.
24. **The right to accept, reject any or all tender (s) received is reserved by SMC and no reason therefore will be given.**
25. Tenderer will carry out demonstration / trial of each instrument/equipment at his cost only, if required by Head of the Department. Price bid will be opened after satisfactory demonstration / trial of each instrument/ equipment.
26. If the items quoted are approved under DGS & D, CSPO, CMSO Rate contract, the latest copy thereof currently in force should be provided by the tenderer along with the tender.
27. If the tenderer fails to fulfill the provisions of the clauses to supply the material as stated above within the prescribed period mentioned in the order or fails to replace or rejected materials by those of approved quantity to the satisfaction of the authority, Surat Municipal Corporation will be entitled to forfeit the Security Deposit.
28. Tenderer is required to quote the **DETAILED SPECIFICATION of the quoted product on separate sheet of paper** along with the item number. This is **IN ADDITION to the DETAILED LITERATURE/ INFORMATION BROCHURE / DATA SHEET** on the quoted equipments, which also has to be necessarily supplied.
29. Besides submitting the specifications & literature of the quoted products, it is **MANDATORY** to mention in the relevant column in the technical bid, **WHETHER THE SPECIFICATIONS OF THE QUOTED PRODUCT DIFFER FROM THE SPECIFICATIONS MENTIONED IN THE TENDER.** If they differ, the features of the product which are absent or differing from the tender specifications should be clearly described & justified.
- If this column is not filled,* it will be considered that the *product is as per the tender specifications* & the tenderer will be bound to supply the equipment as per the tender specifications & not as per the specifications quoted by himself or mentioned in the product literature. In such case, if the product is found to be differing from the tender specifications at the time of commissioning, then it is liable to be rejected & the tenderer will have to arrange to transport the product back to his premises at his own cost.
30. **SERVICE CENTRE** : The tenderer must have and give details of a full-fledged service centre in / near Surat with group of qualified engineers. The down time for equipment repair shall be less than 7 (Seven) days under any circumstances with calls being attended within 48 hours of complaint. Incase repairs requires more than 7 days, the equipment shall have to be kept running by arranging for backup spare parts/components.

31. **INSTRUCTION MANUALS** : The successful tenderer shall supply detailed operation and servicing manuals prior to the delivery of the equipment so that the operating staff of Surat Municipal Corporation will get familiar with the various parts and terminology of the equipment well in time to witness installation and commissioning tests of the equipments.
32. **TRAINING** : Exhaustive training for operation and proper use of equipments with Do's and Don'ts shall be given to teaching – non teaching operating staff at the time of installation of the equipment or if required in future also. Even if it requires out-station training for few days tenderer is bound for the same at his own cost.
33. **INSTALLATION** :In case it is found that equipment/accessories, spares accompanying the equipment has been damaged during transit or found to be wrongly supplied, then it is the responsibility of the tenderer to replace the equipment totally at his own risk and cost. No payment under any circumstances will be certified in such cases. Thus, confirmed that the equipments are in acceptable condition, Surat Municipal Corporation will allow the engineers of tenderers to install the same. The Engineers of the tenderers shall get themselves satisfied fully for the installation of the equipment. If the equipment gets damaged during commissioning / WARRANTY period due to improper installation, it will be totally the responsibility of the tenderer to replace the equipment at his own risk and cost. Any delay in this case shall be liable for severe action against the tenderer.
34. **COMMISSIONING** : Commissioning will be considered complete only after proper installation and submission of Manufacturer's Product & Service Assurance Letter as per requirement of HOD. A team consisting of doctors and technicians will witness all the commissioning from clinical and technical point of view. The supplied representative shall perform all the necessary tests to demonstrate and ensure the performance of the equipment as per required standards and expectations matching with those claimed by the tenderer in their offer. If it is observed that the equipment is not giving required performance it shall be pointed out to the representative of the tenderer. The tenderer shall be fully responsible to make good/remove defects from the equipment so as to demonstrate the required performance (clinical as well as technical) to the satisfaction of the above mentioned personnel of Surat Municipal Corporation/SMIMER. No compromise in the case shall be tolerated by Surat Municipal Corporation/SMIMER.
35. **WARRANTY CLAUSE** :
- (a) All the equipment(s)/instrument(s) should be warranted for 5 years from the date of successful commissioning of the equipment/instrument.
  - (b) The warranty shall be EXHAUSTIVE for the entire equipment(s)/instrument(s) including all attachments. PM Kit (if any) as per manufacturer guidelines, all sensors, UPS & UPS Batteries (if asked) and inbuilt printer assembly (if any) must be covered in warranty and as per mentioned in specifications.
  - (c) Tenderer will have to provide free preventive maintenance services and calibration during warranty period at a frequency of one every four months as well as unlimited number of breakdown calls.
  - (d) During the warranty period if any defects are noticed in the equipment(s)/ instrument(s), it is the sole responsibility of the tenderer to rectify the same within the specified minimum down-time at his/her own risk and cost.
  - (e) If the down-time for the equipment(s)/ instrument(s) exceeds one week from the date of intimation to the tenderer, the warranty period will be extended by equal period of time to that effect.
  - (f) Wherever expiry date is applicable tenderer will supply the items with longest possible expiry date, and if required Surat Municipal Corporation will intimate the tenderer 06 (six) months prior to expiry date to replace the near expiry stock with the item having longest expiry date.

- (g) All accessories assembled parts & other peripherals such as printer, UPS, etc. provided with the machine should be supplied with the standard warranty with their respective manufacturer / supplier.
- (h) Before the completion of warranty period supplier has to initiate the procedures of CMC.
36. Tenders should quote only those instruments/equipments which are readily available and in ready stock.
37. The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMIMER/SMC by the Awardee agency upon a communication made therefore.
38. **(a) Authority letter for sales:** Tender should preferably be quoted from actual manufacturer. Tender from 1st stage dealer/2nd stage dealer/authorized distributor may also be considered if such tender is accompanied with valid **Sales Authority letter** from the **actual manufacturer** to the 1st stage dealer/2nd stage dealer/authorized distributor to market their product, provided further, that such authority letter is **valid at the time of bidding** with the undertaking that the **required warranty cover for the product will be provided by the manufacturer**.
- (b) Authority letter for service:** Equipment should preferably be serviced by the actual manufacturer. If separate Service Agency is quoted by the tenderer, then there should be a valid **Service Authority letter** from the **actual manufacturer** authorizing the Service Agency to service their product, provided further, that such authority letter is **valid at the time of bidding** with the undertaking that the required warranty cover for the product will be provided by the manufacturer.
- (c) Tenderer will have to submit Back-up Assurance letter from manufacturer for availability of spare parts and service support for minimum 10 years from the date of installation.**
39. **Reference letters:** Reference letters from current users of the quoted models stating their experience & specifying the model in use should be provided. Contact details of the users should also be provided.
40. Any conditional discount given by the bidder such as discount applicable on total order value, minimum order value on certain group of items etc. will not be considered for evaluation purpose. However, for ordering purpose, such discount shall be considered.
41. Discount offered after price bid opening shall also not be considered for evaluation. However in case tenderer happens to be selected bidder (without considering discount) such discount shall be considered while placing the order.
42. In case there is a discrepancy in the claim made by the tenderer and the specifications shown in the product literature / photograph, reliance will be placed on the specifications shown in the product literature / photograph, ignoring the claim of the tenderer. **Any change or alteration in the product literature / photograph must be authenticated by the manufacturer and an affidavit from the manufacturer for supplying the item as altered or changed should also be submitted failing which such changes / alterations will be ignored.**
43. **Spares & CMC Rates (If applicable) :** The tenderer/manufacturer should quote the amount for comprehensive annual maintenance contract (CMC) in the price bid for next Five years after expiry of warranty period of five years. The party should provide minimum 4 preventive maintenance services per year along with unlimited number of breakdown calls that will be provided under the maintenance contract. It should also provide the list of services (job card) that will be carried out during its maintenance service.

If the maintenance contract is to be done by an authorized service agency an authority letter of the manufacturer allowing and taking responsibility of the authorized agency for the CMC must be provided. The terms & conditions for the CMC will be as under :

- The authorized service agency will have to sign a letter of agreement with the SMC for the maintenance contract.
- He will have to place 5% of the contract amount with the SMC as security deposit.
- Payments will be made on half yearly/quarterly basis after submission of satisfactory service report from the H.O.D. of the concerned department.
- CMC of 5 years after warranty on the entire unit with preventive maintenance kit if any. UPS & UPS Batteries, all sensors and AC/DC adapters, all printers must be covered in CMC.

44. The undersigned reserves the right to accept "the tenders either in full or in part" or reject any or all tender(s) received without assigning any reasons thereof.

**45. ANY DISPUTE ARISING OUT OF THE CONTRACT SHALL BE SUBJECT TO SURAT JURISDICTION.**

46. The specifications given in the tender represent an approximation only. Latitude to the nearest & most suitable specification is allowed, within clinically permissible limits.

**47. Any software upgradation introduced by manufacturer which is important for patient safety, should be updated immediately in the equipment/instrument supplied by tenderer free of cost during the warranty / CMC period.**

**48. Five years CMC cost will be taken into consideration for price comparison, wherever and as asked for.**

49. After completion of warranty period, supplier will have to enter into a comprehensive maintenance contract for 5 years. The same would include free replacement of any part / component, if required, during the period of the contract. The maintenance contract of the above shall be made operative from any time during the first five years after completion of warranty period. Any offer for service contract contrary to this condition will not be accepted. Tenderers will also have to guarantee regular and timely supply of all the spare parts required for the normal working of the item at a cost not exceeding the cost of such a part charged to any other Government organization.

50. Any requirement in form of civil / electrical work / or any other such pre-requisite for installation should be clearly mentioned along with the tender.

51. Break up of taxes has to be clearly mentioned with price quoted. If supply product/service is exempted for GST, the bidder has to provide supporting exemption certificate of authorized person for the same.

## **52. Arbitration**

### **52.1. Arbitrator**

In the event of any dispute arising between the Parties in relation to or under this Contract, the same shall be settled by arbitration conducted by an arbitration tribunal consisting of three arbitrators, one to be appointed by each party and the third arbitrator being appointed by the two arbitrators so appointed. The decision of the arbitration tribunal shall be final and binding.

### **52.2. Place of Arbitration**

The place of arbitration shall be Surat.

### **52.3. Language**

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and rulings shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

### **52.4. Procedure**

The procedure to be followed within the arbitration, / arbitral tribunal and the rules of evidence which are to apply shall be in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.

### **52.5. Enforcement of Award**

Any decision or award resulting from arbitration shall be final and binding upon the Parties. The Parties hereto agree that the arbitral award may be enforced against the Parties to the arbitration proceedings or their assets wherever they may be found and that a judgment upon the arbitral award may be entered in any Court having jurisdiction thereof.

### **52.6. Fees and Expenses**

The fees and expenses of the arbitrators and all other expenses of the arbitration shall be initially borne and paid by respective Parties equally subject to determination by the arbitrators. The arbitrators may provide in the arbitral award for the reimbursement to the prevailing party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by the said Party.

### **52.7. Performance during Arbitration**

Pending the submission of and/or decision on a Dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Contract without prejudice to a final adjustment in accordance with such award.

## **53. Compliance of Restrictions under Rule 144 (xi) of GFR 2017 as per DOE Order (Public Procurement No.4) dated 23.02.2023 (as amended from time to time)**

### **Restrictions on procurement from a bidder of a country which shares a land border with India**

- I.
  - a) Any bidder from a country which shares a land border with India will be eligible to bid in this tender, whether of goods or services (including consultancy services and non-consultancy services), only if the bidder is registered with the Competent Authority.
  - b) Further, any bidder (including an Indian bidder) who has a Specified Transfer of Technology (ToT) arrangement with an entity from a country which shares a land border with India will be eligible to bid in any procurement whether of goods or services (including consultancy services and nonconsultancy services) only if the bidder is registered with the Competent Authority.
- II. The requirement of registration for bidders covered by I (b) above will be applicable for all procurements where bids are issued / published after 01.04.2023.
- III. "Bidder" (Seller / Service Provider) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- IV. "Bidder (or entity) from a country which shares a land border with India" for the purpose of the Order means:
  - a. An entity incorporated, established, or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established, or registered in such a country; or



- c. An entity substantially controlled through entities incorporated, established, or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- V. The beneficial owner for the purpose of (iv) above will be as under
1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.  
**Explanation—**
    - a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
    - b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;
  2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
  3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
  4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
  5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- VI. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VII. The registration shall be valid at the time of submission of bid and at the time of acceptance of bid.
- VIII. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.
- IX. "Transfer of Technology" means dissemination and transfer of all forms of commercially usable knowledge such as transfer of know-how, skills, technical expertise, designs, processes and procedures, trade secrets, which enables the acquirer of such technology to perform activities using the transferred technology independently.

Any false declaration and non-compliance of the above would be a ground for debarment and further legal action in accordance with law.

Signature of Tenderer with Seal

MEDICAL SUPERINTENDENT,  
 SURAT MUNICIPAL INSTITUTE OF MEDICAL EDUCATION & RESEARCH,  
 SMIMER, OPP-BOMBAY MARKET,  
 UMARWADA, SURAT.

## **Annexure-I**

### **AFFIDAVIT**

**(To be signed on a Rs. 300/- stamp paper attested by notary)**

- I/We have carefully read all the terms and conditions & have satisfied ourselves of the meaning implied therein and after fully understanding all the implications of these terms and conditions. We agree with them without any reservation, and undertake to abide by it fully and unconditionally. We understand that in the event of any declarations and contents being false or untrue the contract is liable to be terminated & black-listed.
- I/We, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I/We also understand that in case of wrongful / false information, corporation is entitles to take any civil & criminal punitive action against me / us.
- The undersigned also hereby certifies that neither our firm M/s \_\_\_\_\_ nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid.
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SMC to verify our statements or our competence and general reputation etc.
- The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the SMC.
- The SMC and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative to any institution referred to in the supporting information, to provide such information deemed necessary and requested by representative of Surat Municipal Corporation to verify statements and information provided in the Tender or with regard to the resources, experience and competence of the Applicant.

\_\_\_\_\_  
Signed by the Authorize signatory of the firm

\_\_\_\_\_  
Title of the office

\_\_\_\_\_  
Name of the firm

Date :

Note:- The affidavit format as indicated above to be furnished on non-judicial stamp paper of Rs.300/- and duly notarized.

**Annexure-II**

**HIGHER PRICE / LOWER PRICE CERTIFICATE**

1. I/We \_\_\_\_\_ hereby  
certify that the prices quoted by us in Tender Enquiry # **TENDER NOTICE NO:  
SMIMER/HOSPITAL/MEDICAL SUPERINTENDENT/05/2026-27** are not higher  
than the prices: Charged by us to wholesalers or for institutional supplies;
2. I/We further certify that I/We have not supplied or quoted for any item in Tender Enquiry  
# **TENDER NOTICE NO: SMIMER/HOSPITAL/MEDICAL  
SUPERINTENDENT/05/2026-27** at prices lower than those quoted for the relevant  
items to any Government / Semi Government / Public / Charitable Trust Organization /  
Institution within the period of 180 days preceding the last date of submission of the  
tender.

**Date:**

**SIGNATURE & STAMP OF  
TENDERER**

**Annexure-III**

**AUTHORITY LETTER FOR SALES**  
(On Manufacturer’s Letterhead)

To,  
The Medical Superintendent,  
SMIMER Hospital,  
Surat

**Subject: Authority letter for sales**

**Reference :** Tender Notice No.SMIMER/Hospital/Medical Superintendent/05/2026-27

Sir/Madam,

We hereby state that M/s \_\_\_\_\_ having  
their registered office at ..... is our  
authorized distributor/dealer for Gujarat in India. **They are authorized to sale, market  
& distribute our products in regards to this Tender Notice  
No.SMIMER/Hospital/Medical Superintendent/05/2026-27.**

**Date:**  
**Place:**

**{SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY OF MANUFACTURER}**

**Annexure-IV**

**AUTHORITY LETTER FOR AFTER SALES SERVICE**

(On Manufacturer’s Letterhead)

To,  
The Medical Superintendent,  
SMIMER Hospital,  
Surat

**Subject: Authority letter for after sales & Service**

**Reference :** Tender Notice No.SMIMER/Hospital/Medical Superintendent/05/2026-27

Sir/Madam,

We hereby state that the preventive & breakdown services during warranty and post warranty will be carried out by us **or** our sole authorized service provider whose details are as follows. We further undertake to provide full support to the said authorized service provider and in case of failure of the latter, to provide the required service support ourselves.

Name	Address of Service Centre	Email	Contact No.	Name & Qualification of Service Engineer

**Date:**

**Place:**

**{SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY OF MANUFACTURER}**

**Annexure-V**

**MANUFACTURER'S PRODUCT & SERVICE ASSURANCE LETTER**

**(as per tender terms no.38(b))**

**(On Manufacturer's Letterhead)**

To,  
The Medical Superintendent,  
SMIMER Hospital,  
Surat

**Subject: Back-up assurance letter for product & service assurance**

Sir/Madam,

**I/We** \_\_\_\_\_

**hereby certify that in reference to tender enquiry # TENDER NOTICE NO: SMIMER/HOSPITAL/MEDICAL SUPERINTENDENT/05/2026-27, I/We hereby will provide our product, spares and service for minimum ten (10) years from the date of installation, either directly or through our authorized parties, as per the tender terms & conditions and will inform the customer immediately if there is any change of our authorized dealer/service provider/service person. Moreover in case of failure of the service provider, we undertake to provide the required service support ourselves.**

**Date:**

**Place:**

**{SIGNATURE & STAMP OF THE AUTHORIZED SIGNATORY OF MANUFACTURER}**



## TENDER FORMAT (GENERAL)

**"TENDER FOR SUPPLYING & INSTALLING ROBOTICS SURGICAL UNIT WITH ACCESSORIES FOR SURGERY DEPARTMENT OF SMIMER HOSPITAL "**

1	(a)	Name of the Tenderer	:	
	(b)	Party Code as awarded by SMC	:	
	(c)	Are you a Manufacturer/ Authorized Dealer/ Sub Dealer/ Any Other (Please specify)	:	
	(d)	Income Tax No. (PAN)	:	No. : Date :
	(e)	GST	:	No. : Date :
	(f)	Professional Tax No.	:	No. : Date :
	(g)	Details of Other Licenses held	:	Yes / No. : No. & Date : Registration Details/ Validity Date [Submit attested copy of certificates]
	(h)	What is the form of Business You submit this tender at -Sole Proprietor ? (Registration No. under shops & Establishment Act.)	:	
		-Sole Proprietor ? (Registration No. under shops & Establishment Act.)	:	
		-Hindu Undivided Family (HUF)?	:	
		-Partnership Firm ?	:	
		-Public Limited Company under the Companies Act ?	:	
		-Private Limited Company under the Companies Act ?	:	
		-State Govt. owned Undertaking Corporation/ Enterprise?	:	
		-Central Govt. owned Undertaking Corporation/ Enterprise?	:	
		-Co-Operative Society?	:	
		-Unit known as "Khadi & Village Industries" as per Khadi and Village Industries Commission Act' 1956?	:	
		-Association of Persons ?	:	
		-Any Other, Please Specify.	:	

2		Complete Address of the Tenderer	:	
	(a)	Head Office	:	
	(b)	Main Office in Gujarat	:	
	(c)	Office Nearest to Surat	:	
	(d)	Phone No. :	:	
		Fax No. :	:	
		e-mail Name of Contact Person	:	
3		Give details about your mode of ensuring supply to SMC.	:	
4		If you are a dealer, kindly state the name of your principals for each item. (Submit a copy authenticated by the Principal)	:	
5		If you are a manufacturer, kindly provide the manufacturing facilities that you have, giving details of the quality control set-up that you may have ( The details may be given as an annexure.)	:	
6		Fully fledged Service Center nearest to Surat (For each manufacturing company, if dealer) Name and address of local engineer including contact no.	:	
7		Is any sales promotion scheme(s) launched by you? ( Pl. Tick Mark) If yes, mention detail thereof.	:	<input type="checkbox"/> Yes <input type="checkbox"/> No.
8		Do you agree to all the terms and conditions of the Tender? If no, then please specify where and how you differ.	:	<input type="checkbox"/> Yes <input type="checkbox"/> No.
9		EMD Details :		
	(a)	Bank Name & Address	:	
	(b)	Pay Order / Draft No. Date : Pay Order Amount .	: : :	
<div> <div>Date:</div> <div>Signature and Seal of Authorized Person</div> <div>Place:</div> <div> <div>Name</div> <div>:</div> <div></div> </div> <div> <div>Designation</div> <div>:</div> <div></div> </div> <div> <div>Tenderer's Seal</div> <div>:</div> <div></div> </div> </div>				
24				



### Schedule of documents attached

Sr. No.	Documents	Mandatory / Preferable	Attached Yes/No/Not Applicable	Your Page No.
1	Copy of PAN Card	Mandatory		
2	Copy of GST Registration	Mandatory		
3	Copy of Registration of Firm	Mandatory		
4	Affidavit on non judicial stamp paper of Rs.300/- (Annexure-I)	Mandatory		
6	Details of Tender Fee, Earnest Money Deposit - Amount, Banker's Cheque / DD / Pay Order Number, Date & Bank	Mandatory		
6	Higher price / lower price certificate (Annexure-II)	Mandatory		
7	Copy of Authority letter for after sales service (Annexure-IV)	Mandatory		
8	Manufacturer's Product & Service Assurance Letter (Annexure-V)	Mandatory		
9	Certified / notarized copy of valid Small Scale Industry Registration, if applicable.	Mandatory if applicable		
10	Certified / notarized copy of Certificate from Practicing Chartered Accountant or Practicing company Secretary that the unit / bidder still continues to be Small Scale, Tiny/ Cottage Industry as on last date of submission of bid if applicable..	Mandatory if applicable		
9	Manufacturing License / Product Permission / Registration Certificate with C.S.P.O. /G.M.S.C.L./S.S.I./K.V.I.C./N.S.I.C./ D.G.S. & D if applicable..	Mandatory if applicable		
10	Partnership deed / Memorandum of Articles / Registration of firm etc, if applicable.	Mandatory if applicable		
11	Copy of Profession Tax if applicable.	Mandatory if applicable		
12	Bank solvency certificate of nationalized/scheduled bank (20% of the quoted amount of tender) for current financial year / Turn over certificate of CA for last three financial years / Copy of Income Tax Returns of last three financial years (Out of three - anyone)	Mandatory any one (out of three)		
13	Copy of Authority letter for sales (Annexure-III) if not OEM (Original Equipment Manufacturer)	Mandatory		
14	Copy of Quality Certificate with validity period like ISO/CE/US FDA/CDSCO etc.	Mandatory as per tender specification		
15	Details of Nearest Authorized Service Centre to Surat	Mandatory		

**Note :** It is verified that all the certificates / permissions / documents are valid and current as on date and have not been withdrawn / cancelled by the issuing authority.

- (i) Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.
- (ii) Demand draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer / tenders of those tenderers whose E.M.D. & tender fee is received electronically shall be opened. However, for the purpose of realization of E.M.D. & Tender Fee bidder shall send the E.M.D. as well as Tender Fee in required format in original through RPAD/Speed post so as to reach to Chief Accountant, Account department (main office) SMC within 7 days from the last date of online submission of the price bid. Punitive action shall be initiated for non submission of E.M.D. & Tender Fee in original to Account department (main office) by bidder as follows :

In the first case of non-receipt of the original demand draft in the office of the Chief Accountant of Surat Municipal Corporation within the stipulated time, penal action will be taken to recover the penalty as per the table given below.

No.	Tender Amount	Penalty Amount Rs.
1	Up to Rs. 1.00 crore	10,000/-
2	more than Rs. 1.00 crore and Up to Rs. 10.00 crore	20,000/-
3	More than Rs. 10.00 crore and up to Rs. 50,000 crore	30,000/-
4	More than Rs. 50.00 crore and up to Rs. 100.00 crore	70,000/-
5	More than Rs. 100.00 crore	1,00,000/-

If the tenderer does not deposit the above penalty amount with the Municipal Corporation within 10 days

**and/or**

If the tenderer commits such a default/mistake for the second time,

In both the cases **punitive action** (if the contractor does not pay the tender fee and the security deposit within the stipulated time, the registration of the contractor will be kept in abeyance for 06 (six) months and the e-tendering code will be cancelled for 06 (six) months.) **will be taken against the contractor**

**EMD, Tender fee and affidavit should be submitted in hard copy alongwith technical bid. E.M.D. & Tender fee & affidavit on non-judicial stamp paper of Rs.300.00 shall be submitted online in electronic format also (by scanning) while uploading the bid. Scanned documents must be coloured scans to be seen as original. Scanning in black & white or grey shall not be acceptable.**

**Affidavit must be notarized clearly displaying stamp, number and name of the notary and all other documents should be duly signed & stamped by the tenderer.**

**No documents will be accepted before or after opening of technical bid.**

Sign\_\_\_\_\_

Name\_\_\_\_\_

Designation\_\_\_\_\_

Date\_\_\_\_\_

Place\_\_\_\_\_

Company/Firm name with seal\_\_\_\_\_

SURGERY DEPARTMENT - SMIMER HOSPITAL		
ITEMWISE DETAILED SPECIFICATIONS :		
Item No.1 : ROBOTICS SURGICAL UNIT WITH ACCESSORIES		
Manufacturer Name :		Brand Name : Model Name :
(A) Required Specifications :		(B) Specifications available in offered model compared to column (A)
A	Description	
1	The following specification is for a system capable of working in the Master slave mode with the surgeon as the Master and his hand movement are transplanted into minimally invasive instrument capable of navigating inside the human body and performing manoeuvres as desired by the surgeon as per the capabilities of the instruments for performing dissection and suturing in what is come to be called as a robot assisted surgery.	
2	<p><b><u>The main Equipment should comprise of the following fully integrated subsystems:-</u></b></p> <p>i. <b>Surgeon Console (Master Control Unit)</b> The system shall include an ergonomically designed surgeon console equipped with master control manipulators and an integrated high-definition 3D stereoscopic display viewer.</p> <p>ii. <b>Patient Cart with Robotic Arms</b> The system shall have a patient-side cart with a boom-mounted incorporating four robotic arms, including a dedicated camera arm, along with a targeting or alignment mechanism for precise positioning.</p> <p>iii. <b>Vision Cart (Imaging &amp; Processing Unit)</b> The system shall include a vision cart comprising a camera system, image processing units, light source, and integrated high-definition medical-grade display monitor for real-time visualization and interaction.</p> <p>iv. <b>Dual Console Capability</b> The system should be capable of integration with a second surgeon console, enabling seamless switching or sharing of control between consoles during surgical procedures.</p>	
3	Robotic Surgical System with accessories. The device should be capable of working as a master slave system, translating the movements of the surgeon's hand into movements of instruments for performing minimally invasive surgeries in Urology, GYN, GI, Onco, General Surgery, Thoracic and Head and Neck. The device must faithfully reproduce the surgeon's hand movements for dissection and suturing in robotic-assisted surgeries.	
B	Capabilities	
1	The equipment must be capable of performing minimally invasive robot-assisted operative procedures in Urology, GYN, GI, Onco, General Surgery, Thoracic and Head and Neck departments.	
27		

2	In case there are multiple versions or models of the system available in the Indian market, the latest generation or model of the system must be provided at the time of supply of device.	
<b>C</b>	<b>Features- The Main equipment should comprise of the following fully integrated subsystems</b>	
<b>C.1</b>	<b>Surgeon Console</b>	
	<b>Overview:-</b> The surgeon console shall serve as the primary human–machine interface for teleoperation of the robotic surgical system. It shall provide immersive visualization, intuitive instrument control, and ergonomic operation for prolonged surgical procedures	
1	Surgeon console should have master controls that drive the slave-robotic arms. These should have integrated true high definition, 3D HD display 32 inch screen. Should have Stereoscopic 3D viewer with resolution: Minimum: 1920×1080 per eye, Preferred: 4K stereoscopic and Field of view: ≥30° diagonal.	
2	The surgeon console should have additional screen for viewing DICOM images of the patient for intra-surgical planning	
3	The surgeon console should have the capability to control inbuilt /external energy sources from the integrated foot switch	
4	<b>Console Configuration</b> <ul style="list-style-type: none"> <li>Seated workstation design with enclosed or semi-enclosed viewer</li> <li>Adjustable components: <ul style="list-style-type: none"> <li>Height adjustment range: ≥150 mm</li> <li>Armrest positioning: multi-axis adjustable</li> <li>Viewer tilt and interpupillary distance (IPD) adjustment</li> <li>Capability to integrate with robotic surgical skills simulator having surgery specific simulation exercises.</li> </ul> </li> </ul>	
5	<b>Ergonomics</b> <ul style="list-style-type: none"> <li>Neutral posture support for head, neck, and upper limbs</li> <li>Wrist-supported hand controllers to minimize fatigue</li> <li>Eye–hand alignment to ensure intuitive control mapping</li> <li>Designed for continuous operation ≥4 hours without strain</li> </ul>	
6	<b>Hand Controllers (Master Manipulators)</b> <ul style="list-style-type: none"> <li>Quantity: 2 (left and right)</li> <li>Degrees of freedom: ≥7 DoF tracking per controller</li> <li><b>Features:</b> <ul style="list-style-type: none"> <li>Motion scaling (configurable range: 1:1 to ≥10:1)</li> <li>Tremor filtration (real-time signal smoothing)</li> <li>Clutch mechanism for repositioning without instrument motion</li> <li>Grip-based control for end-effector actuation</li> </ul> </li> </ul>	
7	<b>Imaging Features</b> <ul style="list-style-type: none"> <li>Real-time 3D rendering with depth perception</li> <li>Digital zoom (≥2×) without perceptible latency</li> </ul>	
28		

	<ul style="list-style-type: none"> <li>Image stabilization</li> <li>Support for fluorescence imaging (e.g., ICG mode)</li> </ul>	
8	<p><b><u>Control Software Interface User Interface</u></b></p> <ul style="list-style-type: none"> <li>Integrated display or touch screen panel for: <ul style="list-style-type: none"> <li>System status monitoring, Instrument selection and Arm assignment and control mapping.</li> </ul> </li> <li>Graphical user interface with minimal latency (&lt;100 ms response)</li> </ul> <p><b><u>Customization</u></b></p> <ul style="list-style-type: none"> <li>Surgeon-specific profiles: <ul style="list-style-type: none"> <li>Motion scaling presets , Control sensitivity and Pedal mapping.</li> </ul> </li> </ul>	
9	<p><b><u>Latency:-</u></b> End-to-end latency (input to visual feedback): Target: ≤100 ms , Preferred: ≤50 ms.</p> <p><b><u>Precision:-</u></b> Positional accuracy consistent with microsurgical requirements (≤1 mm error at instrument tip). Should be smooth motion without jitter.</p>	
10	<p><b><u>Safety Mechanisms</u></b></p> <ul style="list-style-type: none"> <li>Emergency stop (E-stop) accessible from console</li> <li>Automatic motion freeze on: <ul style="list-style-type: none"> <li>Loss of tracking</li> <li>System fault</li> </ul> </li> <li>Surgeon presence detection (system active only when engaged)</li> <li>Workspace boundary enforcement</li> <li>Collision avoidance feedback (visual and/or system constraint)</li> <li>Controlled motion scaling limits</li> </ul>	
11	The master console shall provide the surgeon with the capability to control and vary image magnification from 6× to 10× intraoperatively, without requiring external assistance.	
12	The system shall provide the capability for the surgeon to access and view additional video inputs, including CT, MRI, and intraoperative ultrasound, from compatible medical devices. This functionality shall be available intraoperatively at the surgeon console.	
13	The system shall have an active ergonomic hand controller (non-magnetic, finger-based intuitive control) ensuring precise and natural instrument movement with minimal involuntary motion.	
14	The system shall incorporate intelligent assistance / AI-enabled features (e.g., motion scaling optimization, tremor filtration, workflow assistance, or safety alerts).	
15	The console shall support intuitive control mapping with minimal learning curve and high surgeon adaptability.	
<b>C.2</b>	<b>Arm Cart</b>	
1	The robotic arm mounted on a Surgical arm cart wherein one camera/endoscope and 3 instruments can be controlled simultaneously. The instruments should be usable with an 8mm/10mm trocar. The surgical cart should be in the form of mobile, boom-arm , allowing any of the arms to be used for the camera. Instrument exchanges and operation of robotic arms	
29		

	should be through the sterile operative area.	
2	A mobile vision cart must house the camera and image processing units. Should have an integrated, true 3D HD display monitor for OR staff. The cart should house an integrated electrosurgical unit capable of providing monopolar and bipolar cautery through the master- control system.	
3	The system should be integrated with advanced energies capable of tissue dissection and sealing.	
4	The Arm Cart should have audio-visual feedback to confirm and acknowledge the attachments of trocars, instruments and camera. Each arm shall include an automatic instrument recognition system (e.g., RFID or chip-based) to identify the attached instrument and ensure compatibility and safe operation. The robotic arms shall support quick-connect and quick-release mechanisms for instruments and trocars, operable within the sterile field using one hand.	
5	Arm cart should have an additional movement to create working space between the arms during the surgery to avoid arm collision. The system shall provide real-time collision detection and avoidance between robotic arms, patient anatomy, and surrounding objects, with automatic motion constraints and alerts.	
6	Equipment should support 8mm instruments for performing various robotic surgeries with minimum of 7 degrees of freedom. Ability to use any robotic arm for endoscope without impacting the port size at the patient side.	
7	The system should have docking mechanism for the better stability of the instruments while performing the surgery.	
8	Adequate safety features to prevent inadvertent movements of the surgeon affecting the	
9	The system shall provide instrument life-cycle tracking, including usage count and end-of-life alerts to prevent reuse beyond safe limits	
10	The arm cart shall include a guided or assisted docking system to facilitate accurate and efficient alignment with trocars, reducing setup time and user dependency. The robotic system shall support multi-quadrant access without the need for complete re-docking, enabling efficient workflow during complex procedures.	
11	The system shall include automatic calibration and homing routines prior to surgery to ensure precise alignment and motion accuracy. The arm cart shall include a manual override or back drive capability, allowing the surgeon or assistant to reposition arms safely in case of system failure.	
12	The system shall provide real-time visual or auditory feedback for arm status, including position limits, active/inactive state, and fault conditions	
13	The arm cart shall include an integrated cable and tubing management system to prevent entanglement and maintain a clutter-free operating environment.	
14	The robotic arms shall support configurable motion limits and virtual boundaries to restrict movement within predefined safe zones.	
15	The robotic arms shall support sterile draping with secure attachment mechanisms, ensuring ease of application and maintenance of sterility throughout the procedure. The robotic arms shall be operated by sterile personnel, while the	
30		

	vision system and surgeon console shall remain non-sterile within the operating room.		
16	The arm cart shall include redundant safety interlocks to prevent unintended arm movement during instrument exchange or when not actively controlled		
17	The robotic system shall have a compact arm cart design with minimal footprint, ensuring adequate space for surgical assistants. The system must allow simultaneous use of all robotic arms without crowding, ensuring unobstructed assistant access.		
18	The system should include automatic laser alignment or equivalent technology for precise docking and arm positioning.		
19	The system must support multi-quadrant surgery without the need for undocking or repositioning the robotic arms.		
20	The system shall support seamless port hopping capability, allowing camera relocation between ports intraoperatively.		
<b>C.3</b>	<b>Vision Cart</b>		
1	The vision cart must be provided with provide true 3D 4K high quality view of the field of surgery on 32 inch or above monitor. The vision cart shall incorporate an image processing unit capable of real-time rendering and synchronization of stereoscopic video streams. The system shall support low-latency image transmission to ensure smooth and responsive visualization during surgery. The system shall be capable of continuous real-time video display without perceptible lag or interruption.		
2	The 4K camera should provide high resolution images of the operative field along with perception of depth of field.		
3	An LED light source must be provided, housed in the vision cart, for providing illumination of the surgical field. The system shall include automatic white balance and exposure control to maintain consistent image quality under varying illumination conditions.		
4	The endoscopes should be capable of viewing 0 degree and 30 degree angles. Provide 10mm/8mm endoscopes (Qty:2 Nos).		
5	The system must be capable of real-time infrared guidance through visualization of injected fluorescence dye without any change in equipment during surgery. The images so received must be displayed on the main surgeon console		
6	The vision cart should be universal- can be used for open, laparoscopic and Robotic Assisted Surgery system.		
7	The vision cart shall support simultaneous display of the surgical field on multiple monitors, including the surgeon console and auxiliary displays.		
8	The system shall include standard video output interfaces for connection to external display devices within the operating room.		
9	The vision cart shall be equipped with a user interface for controlling imaging parameters and system settings. The vision cart shall include self-diagnostic capabilities for monitoring the status of the camera system, light source, and processing unit.		
10	The system shall be designed to ensure consistent image quality with minimal distortion across the field of view.		
11	The subsystems shall be easily movable within the OR. If wheels are used, there should be features to lock the wheel to		
31			

	prevent movement	
12	<p><b><u>General Build Quality</u></b></p> <p>The vision cart shall be of medical-grade, OR-compatible construction with a compact, mobile, and rigid structure suitable for sterile operating room environments.</p> <p>The cart shall be made of corrosion-resistant, easy-to-clean materials capable of withstanding repeated disinfection cycles.</p> <p>The system shall ensure high mechanical stability to support heavy integrated equipment such as imaging processors, monitors, and energy units without vibration or tilt during operation.</p>	
13	<p><b><u>Cart Structure &amp; Shelving</u></b></p> <p>The vision cart shall include a minimum four (4) dedicated equipment shelves, designed to accommodate modular surgical systems.</p> <p>Shelves shall be height-adjustable or modularly configurable to support different device combinations.</p> <p>The cart shall include dedicated mounting space for monitors, imaging processors, Co2 insufflators, HD recorder and energy devices, ensuring organized cable routing and accessibility.</p> <p>The design shall incorporate integrated cable management channels to prevent clutter and maintain OR safety.</p>	
14	<p><b><u>Monitors &amp; Display System</u></b></p> <p>The integrated monitors shall be firmly fixed on articulated but lockable mounts, ensuring zero unintended movement during surgery.</p> <p>Monitor mounts shall allow adjustable tilt, swivel, and rotation with locking capability for optimal viewing angles.</p> <p>The system shall support dual or multiple display outputs, ensuring simultaneous visualization for surgeon console and OR staff.</p>	
15	<p><b><u>Power System &amp; Cabling</u></b></p> <p>The vision cart shall be connected to the surgeon console via a medical-grade fiber optic or high-speed digital communication cable system of suitable length accessing the Surgeon console and the operation site.</p> <p>The interconnection cable length between vision cart and surgeon console shall be sufficient for flexible OR placement.</p> <p>The power cable system shall be OR-grade, shielded, and compliant with medical electrical safety standards, with grounding protection and surge protection integrated.</p> <p>The cart shall include cable strain relief mechanisms to prevent disconnection or damage during movement.</p>	
16	<p><b><u>LED Light Source &amp; Illumination</u></b></p> <p>The vision cart shall include an integrated high-intensity LED light source system for endoscopic illumination. The LED light source shall provide stable, flicker-free illumination with adjustable intensity levels.</p> <p>The light source shall be capable of supporting high-definition endoscopic visualization without heat transfer to the patient field.</p> <p>If fluorescence imaging (ICG) is included, the system shall have a dedicated near-infrared (NIR) excitation and detection module integrated within the vision system, not necessarily the LED white light source.</p> <p>(Important clarification: ICG is not part of standard LED white light; it requires a separate NIR subsystem as used in da Vinci Firefly-type systems.)</p>	
17	<p><b><u>integrated Vision Cart Equipment</u></b></p> <p>The vision cart shall house the following core subsystems:</p>	
32		



	Imaging & Processing Unit A 4K/3D-capable image processing unit for real-time stereoscopic image rendering. The system shall support real-time image enhancement, depth mapping, and synchronization of dual video channels.	
18	<b><u>Camera Control System</u></b> A central camera control unit (CCU) for managing endoscope inputs, zoom, focus, and image settings. The system shall support 0° and 30° endoscopic camera inputs via compatible interfaces.	
19	<b><u>Electrosurgical Energy Unit</u></b> An integrated electrosurgical generator (ESU) capable of providing: Monopolar cautery Bipolar cautery Vessel Sealing The ESU shall be fully controllable from the master surgeon console interface for synchronized energy activation. The system shall include safety feedback mechanisms for energy delivery monitoring and fault detection.	
20	<b><u>Insufflation System</u></b> The vision cart shall include or support integration with a CO <sub>2</sub> insufflator system suitable for laparoscopic and robotic procedures. The insufflation system shall be capable of maintaining a stable pneumoperitoneum with adjustable pressure and flow settings. It shall also provide automatic CO <sub>2</sub> -based smoke evacuation with an integrated filtration system capable of removing particles as small as 0.01 micron. The system should include a valve less trocar design to facilitate easy and efficient specimen removal.	
21	<b><u>Video Recording System</u></b> The cart shall include a medical-grade surgical video recording system capable of: Full procedure recording HD Video recorder with 2TB storage capacity, to record high definition video signals from the robotic surgery system with capability to record on the recorder disk or USB memory stick/External HDD/SDD for easy transportability and with key board to create file records with unique identity for easy retrieval.	
22	<b><u>System Communication Hub</u></b> The vision cart shall act as the central communication hub between: Surgeon console Patient/cart robotic system Imaging and energy systems.	
23	<b><u>Mobility &amp; Stability</u></b> The vision cart shall be mounted on heavy-duty, lockable, anti-static caster wheels for smooth movement within the OR. The system shall include braking mechanisms on all wheels for complete immobilization during surgery. The cart shall maintain high stability even when fully loaded with monitors and equipment.	
33		

24	<b><u>Safety &amp; Reliability</u></b> The system shall include self-diagnostic and fault detection capabilities for all integrated modules. The vision cart shall have redundant power protection including UPS compatibility to prevent intraoperative interruption. The system shall ensure electrical isolation and compliance with medical safety standards (IEC 60601 or equivalent).	
<b>D</b>	<b>Other Features</b>	
1	Instruments to be used with the system should be able to provide surgeons with natural dexterity and a range of motion equal to the human hand. Such instruments should be able to offer a wide range of tips suitable for performing procedures for benign and oncology surgeries across multiple disciplines. These Instruments shall offer Seven degrees of motion mimicking the dexterity of human hand.	
2	The masters at the surgeon's console should be capable of translating the natural hand and wrist movements in to corresponding precise and scaled movements to the instruments and camera attached to the surgical cart arms minimizing fatigue. Such movements of the instrument tips shall replicate the experience of open surgery.	
3	There should have facility for scaling of surgeon hand movements to corresponding smaller instrument tip movements. The surgeons hand movements shall be replicated at the instrument tip after filtering tremors if any in real time.	
4	The system should perform self-checks to provide safety during usage.	
5	The system should have built in/ utilise external Co2 Insufflator and also upgradable to newer/advanced Co2 Insufflator . Incase of built-in Co2 Insufflator , it should also have the ability to use external Co2 Insufflator of at least one compatible model for emergency use, please specify the compatible model.	
8	The sub systems shall be easily movable within the OR. If wheels are used there should be features to lock the wheel to prevent movements.	
9	The system shall provide video output suitable for connecting to external devices such as recorders and additional video monitors.	
10	System shall have features for emergency release of the robotic instruments from the surgery.	
11	The system should have the capability of in-built or external backup for arms in case of emergency/power failure.	
12	The application should facilitate two-way audio and video communication with live access to endoscopic view of the operative field	
13	3 D Goggles:- 06 Qty should be provided with system as a standard	
14	System should be upgradable to inbuilt device to conduct advance surgical steps like stapling with the help of robotic staplers, which should be controlled directly from Surgeon's console.	
15	System should have inbuilt device to conduct advance surgical steps like vessel sealing with the help of robotic vessel sealer, which should be controlled directly from Surgeon's console.	
<b>E</b>	<b>OTHER REQUIREMENTS</b>	
1	<b>Surgeon Training</b> Surgeon's nominated in a phased manner by the institution head shall be trained and certified by the vendor for using the	
34		

	system to perform robot assisted surgeries. The duration of the training and the training method shall be as per international norms at an authorized training centre in India.	
2	<b>OT staff training</b> A set of OT staff such as nurses and OT technicians shall be trained by the vendor for handling the system covering powering on, moving and positioning the system and observing the system for right function and operating errors. The training method and duration shall be outlined by the vendor. Multiple batches of OT staff required to be trained over a period of time in India.	
3	Vendor to depute 1 service engineer and 1 application engineer at the hospital site for at least a year for training and application support.	
4	Instruments essential for performing at least 50 procedures must be provided	
<b>F</b>	<b>Mandatory Terms &amp; Conditions</b>	
1	The vendor may visit the site of installation for detailed comprehensive survey to ensure availability of all the pre-requisites and conditions required for full functioning and maintenance of the equipment.	
2	All standard accessories required for the proper functioning of the machine shall be included as part of the equipment and its quoted price. Any essential hardware, software, or accessories not explicitly specified above but necessary for complete and optimal operation must also be provided by the supplier.	
3	System should be USFDA or European CE or CDSCO (Class C) approved. Details with copies of approvals should be submitted.	
4	Input power supply requirements: 240 V AC $\pm$ 10 %, 50 Hz, single phase. Specify if any other power supply requirement is recommended or required.	
5	<b>Uptime</b> :- guarantee during warranty period and CMC at minimum of 95%: The robotic surgery system shall maintain a minimum uptime of 95%, ensuring reliable availability for clinical use, with any downtime minimized through prompt service and support.	
6	<b>NABH</b> :- All units must be calibrated as per NABH standards and/or the manufacturer's guidelines throughout the warranty and CMC period, without any extra charges.	
7	<b>Demonstration</b> :-Physical demonstration of the unit is mandatory at SMIMER or a nearby location to Surat, at the supplier's cost.	
8	<b>Operative - Air Temperature</b> :-The system shall be capable of working between 22 to 30 Deg C air-conditioned environment	
9	<b>Service</b> :-The unit should have all software's and hardware's required for remote support with necessary accessories for the same. The bidder must provide details of the nearest service center to Surat, including complete information of the service engineers. The submission shall also include a defined escalation hierarchy for raising complaints in the event that the visiting service engineer does not attend to the issue within the stipulated time frame. The service center for all supplied items must be located in India, preferably in Surat or elsewhere in Gujarat. The service visit TAT shall be within 24–48 hours from the time the breakdown call is reported to the service engineer	
10	<b>Spare availability</b> :- The spare parts must be available for minimum 10 years	
11	<b>Standards</b> :-Robotic surgery systems shall comply with applicable Indian or international standards to ensure safety,	
35		

	reliability, and regulatory conformity. The system shall be designed and manufactured in accordance with ISO 13485 or equivalent for medical device quality management and ISO 14971 or equivalent for risk management. Electrical safety and essential performance shall conform to the IEC 60601 series of medical electrical equipment standards.	
12	<p><b>Warranty Period</b></p> <p>The complete Robotic Surgical System, including all integrated subsystems, accessories, modules, software, hardware, electrical and electronic components, vision cart, surgeon console, patient cart, robotic arms, camera systems, image processing units, monitors, light sources, electrosurgical generators, insufflation systems, communication systems, cables, interfaces, UPS (if supplied), storage devices, and all other items supplied under this tender, shall be covered under a Comprehensive Warranty for a period of Five (05) Years from the date of successful installation, commissioning, acceptance and handover of the system.</p> <p>The warranty shall be comprehensive without any exclusion whatsoever and shall include unlimited breakdown maintenance, preventive maintenance visits (minimum 3 visits per year), replacement or repair of defective parts, assemblies, modules, PCBs, sensors, motors, power supplies, software updates, firmware upgrades, calibration, labour, travel, lodging, consumables required for maintenance activities, and any other services necessary to maintain the equipment in fully functional condition, without any additional cost to the purchaser.</p>	
13.	<p><b>Comprehensive Maintenance Contract (CMC)</b></p> <p>After completion of the warranty period, the supplier shall provide a Comprehensive Maintenance Contract (CMC) for an additional period of Five (05) Years for the entire Robotic Surgical System and all supplied items.</p> <p>The CMC shall be fully comprehensive and without any exclusion, covering all electrical, electronic, mechanical, software and hardware components, integrated subsystems, accessories, communication modules, monitors, cameras, processors, robotic arms, energy systems, storage devices, cables, interfaces and all other supplied items.</p> <p>The CMC shall include:</p> <ul style="list-style-type: none"> <li>a) Unlimited breakdown calls and repairs.</li> <li>b) Minimum four preventive maintenance visits per year.</li> <li>c) Free replacement of all defective spare parts, assemblies and modules.</li> <li>d) Supply and installation of software patches, firmware upgrades and security updates released by the OEM.</li> <li>e) Calibration and performance verification as per NABH standards and OEM recommendations.</li> <li>f) Maintenance of minimum uptime of 95% during the entire CMC period.</li> <li>g) Availability of qualified service engineers and application support as per tender conditions.</li> <li>h) No additional charges towards labour, travel, boarding, lodging, freight, transportation, software licences, service tools or replacement parts.</li> </ul> <p>The bidder shall furnish a detailed list of items covered under warranty and CMC and shall certify that no electrical, electronic, software, hardware, mechanical component or supplied accessory has been excluded from the scope of coverage during the entire period of 5 years warranty plus 5 years comprehensive maintenance contract (5+5 years).</p> <p>This wording makes it legally clear that every item supplied under the tender is covered for 10 years (5 years warranty + 5 years CMC) without exclusions.</p>	
<div>Signature of Tenderer with Seal</div> <div>Medical Superintendent SMIMER Hospital</div>		
36		