



NATIONAL INSTITUTE OF NUTRITION

Indian Council Of Medical Research
Jamai-Osmania, Hyderabad 500007.

Ph: 040-27197339, 259 Fax.No.040-27003317/27000556

Web: www.ninindia.org Email: ninstores@yahoo.com

QUESTIONNAIRE TO BE FILLED UP BY BIDDERS

ANSWER

1.	Reputed manufacturers of equipment (Specified in the tender notice) or their authorized agents with well established sales and services facilities only need to respond to the tender notice.	Confirm / do not confirm to requirement
2.	Separate quotations must be submitted for each item specified in the tender notice. Taxes, duties, packing & forwarding charges, transport and insurance charges may be separately indicated where applicable.	Complied / not complied
3.	The make, model no., detailed specifications, illustrative pamphlets must accompany the quotations without which the quotations are liable to be rejected.	Complied / not complied
4.	i) In case manufacturer is submitting the quote directly the necessary certificate of establishment with proof of existence be provided for last 10 years. ii) In case, bidder submitting a quotation authorization letter from the principal should be enclosed. iii) A certification from a manufacturer should be provided, as an alternative in case the local agent is not able to attend to the services / supply of required spares.	Enclosed / not enclosed
5.	If there is a change in Indian agent supplying the equipment during the warranty period the same should be brought to the notice of customer for further communication which is the responsibility of the principal manufacturer.	Complied / not complied
6.	Bidders detailed company profile, information on after – sales/service and test facilities available along with address and telephone no. of sales office and service centre catering to Hyderabad must be given along with the quotation. Details of product & applications support available may also be indicated. a) Assurance of providing the services during contract period should be unconditional.	Information enclosed/not enclosed.
7.	The order must indicate whether he is willing to supply complete circuit diagrams, wiring diagrams, component layout diagrams, service manuals and component identification catalogue along with the equipment free of charge in case an order is placed with him. The supply of this literature will be considered as part of the supply of equipment offered.	Will be supplied / cannot supply
8.	The bidder must furnish a list of customers to whom the equipment quoted has been supplied preferably in India. Name and contact telephone no. of the customer may be furnished.	Enclosed / not enclosed
9.	Quotations must be furnished in sealed envelopes separately for each item quoted under the tender. The name of the item quoted and tender notice particulars should be clearly indicated on the top of the envelope.	Complied / not complied
10.	Bidders are requested to carefully go through the specifications given in the tender and quote only when they are sure they have the product specified to offer. In case of any doubts, the bidders can contact the Head of the Instrumentation Division at N.I.N, on any working day with prior appointment.	Complied / not complied

**Authorized Signature
(Bidder name with Seal)
Contd.... 2**

11.	Warranty details and terms and conditions of warranty must be given as mentioned in our specifications.If any component of the equipment quoted is not covered by the warranty, the same must be specified.	Complied / not complied
12.	The necessary/essential spares required should be supplied along with the equipment. In the event of spares being used during comprehensive warranty period,that need to be replaced.	Complied / not complied
13.	The bidder has to mandatorily provide 3 years comprehensive warranty and 2 years non comprehensive warranty free of cost.	Complied / not complied
14.	The bidder should provide spares to maintain the equipment for minimum of 10 years.	Complied / not complied
15.	The bidder response time should not be more than 48 hours to avoid breakdown time of the instrument.	Complied / not complied
16.	The bidder should provide 2 preventive maintenance visits per year and also attend to breakdown visits as and when required.	Complied / not complied
17.	After warranty AMC should be extended with maximum price of 1.5% of equipment cost in Indian currency. In case, if it is foreign currency the rationale has to be provided by the supplier.	Complied / Not complied
18.	The entire accessories like UPS, gas generators, computers etc., supplied along with main equipment should cover the warranty of 3 years comprehensive warranty and 2 years non comprehensive warranty.	Complied / Not complied
19.	Any software updates available within warranty should be provided free of cost.	Complied / Not complied
20.	It is to be noted that the warranty will start after proper installation of the equipment and after obtaining users satisfactory report.	Complied / not complied
21.	The bidder must provide circuit diagram along with the instrument.	Complied / not complied
22.	The bidder should provide onsite training to the users.	Complied / not complied
23.	The bidder should provide starter kit along with the equipment free of cost.	Complied / not complied
24.	Bidder must indicate the year in which the model quoted by him was introduced in the market. Bidder must indicate whether he is willing to give an undertaking that all spare parts for the equipment quoted will be supplied as and when ordered for at least a period of 10 years from the date of supply and inability to supply the spares due of obsolescence of the equipment will not be pleaded.	Complied / not complied
25.	Where the equipment offered is controlled by a personal computer and it is possible to use an indigenous PC, the same should be quoted instead of an imported PC. The same would apply to a Printer or any compiled other accessory or sub system of good quality available in India. The software and hardware along with the equipment should be user friendly with routine technical details.	Complied / not complied
26.	Online troubleshooting access may be provided as per the availability of the bidder / manufacturer for equipment (preferable).	Complied / not complied
27.	Where the equipment offered is modular, the price break-up of individual modules/accessories/parts must be given.The bidder may not be given a chance to indicate the price breakup at a later date.	Complied / not complied

28.	The bidder will furnish a test certificate along with complete test results and test conditions for the equipment specifications offered in case an order is placed.	Agreeable / not agreeable
29.	Bidders must indicate whether he can arrange for comprehensive service training to staff of the Instrumentation Department on the model offered at his expense.	Yes / No
30.	a) If an order is placed with the bidder, the bidder will install and test the equipment to its specifications at the site of installation free of charge b) If it is not possible to test some specifications, the same may be indicated.	Agreeable / not agreeable Complied / not complied
31.	The bidder is agreeable to install and test the equipment and undertake after-sales-service only through a factory trained certified engineer	Yes / No.
32.	Bidder should carry out validation of the Instrument every year during CMC period at his cost.	Yes / No.
33.	The bidder must also mention the frequency at which the validation test are to be carried out and if so that cost of such analysis.	Information provided/ Not Provided/ Not applicable
34.	Agency commission (percentage) payable in Indian Rupees should be mentioned in the quotation i.e. in "Commercial Bid".	Complied / Not complied / Not applicable
35.	The bidder is agreeable to give validity for 120 days from the date of opening tender.	Yes / No.
36.	Performance guarantee: In case the Purchase Order is placed, 10% of the equipment value has to be submitted as performance security deposit in the form of Bank Guarantee till the completion of warranty period. a) On behalf of our Principal, we will submit the Bank Guarantee from the date of installation. b) Our Principals will submit Bank Guarantee (an undertaking should be submitted along with the quotation from your Principal) negotiable in India. (√) tick the relevant column.	Agreeable / Not agreeable Agreeable / Not agreeable.
37.	The bidders must ensure that GLP principles are complied with. He must ensure that qualified and well-trained personnel are available to install the equipment and test the functions. The bidders must ensure that GLP compliance programmes are built in to the system and all these tests are carried out at the site of installation. Wherever required, the standards required to carry out such tests, must be provided by the bidder with all the particulars of the standards like composition, weight, atmospheric and operating conditions etc., specified	Specified/ Not specified
38.	The bidders must be a member of the National Or International GLP Compliance Agencies	Complied / Not complied

NOTE:

- I. Unless the questionnaire is completely filled in and detailed information is provided as required, your offer is liable to be rejected.
- II. Complete questionnaire should be signed by the bidder and sent along with the quotation in Technical Bid and a copy in Price Bid.

**Authorized Signature
(Bidder Name with seal)**