



No. MMDSL/Procurement/132/2025(107)

Dated: 09/10/2026

MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED (MMDSL)

REQUEST FOR PROPOSAL (RFP)

Engagement of Registered and Eligible Agency for Comprehensive Maintenance Contract (CMC) of PSA (Medical Oxygen) Plants under MMDSL

Particular	Details
Issued by	Managing Director, Meghalayan Medical Drugs & Services Limited, Shillong, Meghalaya
Mode	Two-cover system: Technical Bid and Financial Bid
Contract Type	Comprehensive Maintenance Contract including restoration, preventive maintenance, breakdown maintenance, spares, consumables, manpower, QA, safety and reporting
Contract Period	One year from agreement date, extendable for one further year subject to performance and approval
Status	Draft for administrative, technical, finance and legal vetting before publication

1. This RFP has been prepared to engage a competent service provider for restoration and CMC of thirteen PSA medical oxygen plants, associated voltage stabilizer(s), and complete gas manifold systems up to and including each manifold outlet isolation valve at designated public health facilities. The downstream Medical Gas Pipeline System (MGPS) is excluded. The RFP incorporates the MMDSL scope of work and the procurement provisions required for evaluation, service-level accountability and contract administration.

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3. Notice Inviting Request for Proposal

MMDSL invites bids/proposals from registered, eligible, experienced and technically competent agencies, manufacturers, authorized service providers or qualified maintenance firms for Comprehensive Maintenance Contract of PSA (Medical Oxygen) Plants installed at public health facilities in Meghalaya.



The selected service provider shall be responsible for restoration, operation support, preventive maintenance, corrective maintenance, supply and replacement of spares and consumables, calibration, safety checks, oxygen purity monitoring, complaint management, reporting and maintaining a minimum uptime of 98% as per this RFP.

Item	Provision
Tender title	Engagement of Agency for Comprehensive Maintenance Contract of PSA Medical Oxygen Plants under MMDSL
Tendering system	Two-cover system: Technical Bid and Financial Bid
Bid submission	MMDSL office; price details shall not be included in the technical bid
Tender validity	180 days from the date of opening of technical bid or as approved by competent authority
Right of MMDSL	MMDSL may accept, reject, cancel, modify or defer the tender process at any stage for recorded reasons and in public interest

All corrigenda, clarifications and amendments shall form part of the tender document. Bidders shall regularly check the designated website/e-procurement portal and no separate individual notice shall be mandatory unless decided by MMDSL.

4. Bid Data Sheet

Sl. No.	Particular	Draft Provision to be finalized
1	Procuring entity	Meghalayan Medical Drugs & Services Limited, Shillong, Meghalaya
2	Tender reference	MMDSL/Procurement/132/2025 (107)
3	Tender document cost	Rs. .2000/- in demand draft in favor of Managing Director, MMDSL, payable at Shillong,
4	EMD	Rs. 1,00,000.00/- (Rupees One Lakh) shall be in the form of Demand Draft/BG/FDR in favor of "Managing Director, MMDSL, Meghalaya, Shillong. EMD should be valid for a minimum period of 90 days from date of Tender opening.
5	Performance security	10% of contract value or as approved; valid for contract period plus claim period
6	Date or downloading/obtaining the Tender Documents	9/10/2026
7	Bid submission deadline	30/10/2026 at 2:00 pm
8	Technical bid opening	30/10/2026 at 3:00 pm
9	Financial bid opening	Financial Bid of Technically qualified bidders only will be opened subsequently on a date that will be notified later.
10	Bid Validity	180 days from the date of opening of Technical Bid
11	Contract duration	12 months, extendable for one year subject to satisfactory performance
12	Site inspection	Strongly advised; bidder deemed to have quoted after understanding plant condition
13	Nodal officer	Biomedical Engineering / authorized MMDSL officer
14	Email	contactdesk@mmdsl.in

Where there is any conflict between the Bid Data Sheet and detailed tender clauses, the stricter or more specific provision approved by MMDSL shall prevail, unless amended through corrigendum.

A copy of the tender documents may be obtained from the Office of the Managing Director, MMDSL or downloaded from our website <https://mmdsl.in/> and the EMD mentioned above may be deposited in the form of 'demand draft' / 'pay order' / Receipt in



favor of Meghalayan Medical Drugs and Services Limited, payable at Shillong. Please write the name of company/firm on the reverse side of the 'Demand Draft' / 'Pay order' / Receipt. Please note that the downloaded tender documents are subject to verification with the original documents as given on the Website

MMDSL reserves the right to reject any or all tenders without assigning any reason.

Note: Any changes or any further notification in respect to the above Tender documents shall be made available only at the above mentioned website. Hence respective bidders are advised to visit the website regularly for the above purpose.

5. Institutional Background and Need for CMC

PSA medical oxygen plants are critical infrastructure for uninterrupted oxygen availability in public health facilities. These plants require reliable power, compressed air systems, dryers, filters, molecular sieve beds, oxygen analyzers, pressure systems, voltage stabilizers, gas manifold systems, alarms and backup oxygen arrangements to work as a safe integrated oxygen system.

MMDSL seeks to ensure that installed PSA plants remain functional, safe, traceable, auditable and capable of supplying oxygen as per prescribed purity and pressure norms. The CMC shall therefore cover not only repairs but also systematic maintenance, compliance, documentation and performance monitoring.

Key objectives

- Ensure uninterrupted oxygen availability and minimize dependency on emergency cylinder/LMO backup except when clinically or operationally required.
- Achieve timely restoration and maintain minimum 98% uptime on quarterly basis.
- Create a single accountable maintenance arrangement for plant, allied equipment, accessories and operational records.
- Improve safety, calibration, purity testing and preventive maintenance discipline.
- Strengthen complaint reporting, service records, spare-part traceability and administrative monitoring.

6. Definitions and Interpretation

Term	Meaning
Authority / Purchaser / MMDSL	Meghalayan Medical Drugs & Services Limited represented by Managing Director or authorized officer.
Bidder / Tenderer	Legal entity submitting bid for CMC of PSA plants.
Service Provider / Contractor	Successful bidder awarded the contract and executing agreement with MMDSL.
PSA Plant	Pressure Swing Adsorption medical oxygen generation system including compressors, dryers, filters, molecular sieve towers, tanks, analyzers, valves, panels, regulators and allied accessories. For this RFP, the contract coverage also includes the associated voltage stabilizer(s) and complete gas manifold system up to and including the manifold outlet isolation valve, but excludes the downstream Medical Gas Pipeline System (MGPS).
CMC	Comprehensive Maintenance Contract covering preventive and corrective maintenance, spares, consumables, labour, tools, calibration support, testing, reports and service obligations unless specifically excluded.
Uptime	Percentage of time during which the plant is available and capable of delivering oxygen within prescribed purity and pressure limits.
Minor Fault	Fault not involving major plant shutdown but affecting component, outlet, valve, alarm, regulator, gauge or local function.
Major Breakdown	Fault resulting in plant shutdown or inability to deliver oxygen as per required parameters.



7. General Instructions to Bidders

1. Bidders shall read the RFP, scope of work, site details, eligibility criteria, financial format and contract terms before submission.
2. Bidders are advised to inspect the PSA plants and associated systems before quoting. Failure to inspect shall not be accepted as a ground for additional claim.
3. The technical bid shall not contain any price information. Any price indication in the technical bid may lead to rejection.
4. The financial bid shall be unconditional and submitted only in the prescribed format.
5. All documents shall be signed by the authorized signatory with seal and page numbering.
6. MMDSL may seek clarifications, but no bidder shall be permitted to improve eligibility or revise price after bid opening.
7. Bids with material deviations, conditional offers or incomplete essential documents may be rejected.
8. MMDSL may issue corrigendum/addendum, which shall be binding on all bidders.

Language and currency

All bids shall be submitted in English. Prices shall be quoted in Indian Rupees. GST shall be indicated separately wherever applicable.

8. Fraud, Corruption, Ethics and Conflict of Interest

Bidders and their personnel shall maintain highest standards of ethics during bidding and contract execution. Corrupt, fraudulent, coercive, collusive or obstructive practices shall be grounds for rejection, termination, forfeiture of security and debarment.

Prohibited practice	Illustrative meaning
Corrupt practice	Offering or accepting anything of value to influence procurement or contract action.
Fraudulent practice	Misrepresentation, forged documents, false experience certificates or concealment of blacklisting.
Collusive practice	Arrangement among bidders to manipulate competition or prices.
Coercive practice	Threatening or harming any person or property to influence process.
Obstructive practice	Destroying evidence, refusing inspection or interfering with audit/review.

The bidder shall declare that it has no conflict of interest with MMDSL officials, evaluation committee members, facility authorities or competing bidders that may compromise independent performance.

9. Eligibility Criteria - Legal and Registration Requirements

Sl.	Eligibility requirement	Documentary evidence
1	Bidder shall be a registered legal entity: company, LLP, partnership, proprietorship, society, trust or other legally recognized service entity.	Certificate of incorporation/registration, partnership deed or equivalent.
2	Bidder shall possess valid PAN and GST registration.	PAN card and GST certificate.
3	Bidder shall have authorization to undertake PSA oxygen plant maintenance activities.	OEM certificate, authorized service provider certificate, manufacturing credential or service capability declaration with supporting documents.
4	Bidder shall be compliant with applicable labour laws, EPF/ESI where applicable, and tax laws.	Registrations/undertakings and latest returns/challans where applicable.
5	Bidder shall not be blacklisted, debarred or banned by any Government/PSU/procurement agency.	Notarized affidavit/undertaking as per annexure.



10. Eligibility Criteria - Technical Experience

The bidder shall satisfy at least one of the following experience requirements, which may be finalized by MMDSL after considering market availability and urgency of maintenance.

Option	Technical experience requirement	Evidence
A	Minimum three years of experience in servicing and maintaining at least 30 PSA plants of 125/150/250/500/800/1000 LPM capacity.	Work orders, completion certificates and performance certificates.
B	Manufacturer of PSA oxygen plants having manufactured, supplied and commissioned at least 30 PSA plants of 100 LPM or more during the last three years.	Manufacturing proof, supply orders, commissioning certificates.
C	Bidder installed at least 30 PSA oxygen plants and has at least one year of repair and maintenance experience during the last three years.	Installation certificates and maintenance work orders.
D	For wider competition, MMDSL may allow consortium/JV only if approved; lead member shall meet majority technical experience.	JV/consortium agreement and joint liability undertaking.

Experience in Government, PSU, private hospitals, medical colleges and NABH-accredited hospitals may be considered, subject to authenticity and relevance.

11. Eligibility Criteria - Financial Capacity

Requirement	Draft provision
Average turnover	Average annual turnover shall not be less than Rs. 1 Crore during the last three financial years preceding the technical bid opening date, or such threshold as approved by MMDSL.
Net worth / solvency	MMDSL may require positive net worth or bank solvency certificate where the estimated value is substantial.
Audited financial statements	Audited balance sheet, profit and loss account and ITR acknowledgements for the relevant years shall be submitted.
GST and tax compliance	GST returns/tax compliance proof may be required to establish active business status.
Financial soundness	Bidders under insolvency, liquidation, winding up or serious financial default may be treated as non-responsive.

Where the bidder is a newly formed entity resulting from conversion/merger, credentials may be considered only if legally traceable and approved by the tender committee.

12. Technical Bid - Documents to be Submitted

- Tender fee and EMD proof/bid security declaration, as applicable.
- Bidder information sheet with registered address, branch/service address, contact person and escalation contacts.
- Incorporation/registration documents, PAN, GST and statutory registrations.
- Power of Attorney/authorization/board resolution in favour of signatory.
- Experience certificates, work orders and performance certificates relevant to PSA plant installation/maintenance.
- List of maintained PSA plants with location, capacity, OEM, period of service and client contact.
- List of engineers/technicians with qualifications, experience and proposed deployment plan.
- Authorization from OEM or proof of capability to obtain OEM-approved/genuine spares.
- Declaration of non-blacklisting, no litigation materially affecting performance and conflict of interest.
- Acceptance of tender terms and undertaking for site inspection and service-level compliance.



13. Technical Proposal - Information Required

Section	Details to be furnished
Company profile	Legal status, years in operation, office/service network, technical resources and key clients.
PSA plant experience	Capacity-wise list of PSA plants installed/maintained, including 100 LPM and above.
Service methodology	Restoration approach, preventive maintenance schedule, breakdown process, spare management and QA plan.
Manpower plan	Service engineer, technicians, backup personnel, escalation matrix and availability in/near Meghalaya.
Tools and spares	List of tools, analyzers, calibration arrangements, critical spares and consumables proposed.
Safety compliance	Safety protocols, PPE, lock-out/tag-out process, fire safety, gas safety and statutory compliance approach.
Reporting system	Complaint registration, logbooks, service reports, dashboard, monthly and quarterly reporting.

14. Financial Bid - General Clauses

- The financial bid shall be quoted only in the prescribed price schedule and shall be unconditional.
- Rates shall be inclusive of manpower, travel, tools, preventive maintenance, breakdown maintenance, routine spares, consumables, safety compliance, reporting and all incidental charges, unless specifically excluded.
- GST shall be indicated separately. Evaluation may be on total cost inclusive of GST or basic price as approved by MMDSL; the method must be stated in final NIT.
- The bidder shall quote site-wise annual CMC charges and, where required, one-time restoration charges, including the supply, installation, testing and commissioning of a gas manifold system wherever it is not available.
- No escalation shall be allowed during the contract period except statutory change in taxes, if approved.
- The quoted rates shall be firm for the contract period and applicable to extension period if mutually agreed and administratively approved.

Abnormally low bid

If a quote appears abnormally low and raises concern regarding service quality or spare-part inclusion, MMDSL may seek a rate justification. Failure to justify may result in rejection subject to procurement norms.

15. Price Schedule - Site-Wise CMC and Restoration

Sl.	Facility / Plant	Capacity	Qty	Annual CMC excluding GST	GST %	Total including GST
1	Jowai Civil Hospital	500 LPM	1	Rs. ____	____	Rs. ____
2	MCH Tura	1000 LPM	1	Rs. ____	____	Rs. ____
3	Tirot Singh Memorial Hospital	125 LPM	1	Rs. ____	____	Rs. ____
4	Nongpoh Civil Hospital	150 LPM	1	Rs. ____	____	Rs. ____
5	Nongstoin Civil Hospital	500 LPM	1	Rs. ____	____	Rs. ____
6	Williamnagar Civil Hospital	500 LPM	1	Rs. ____	____	Rs. ____



MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED



Government of Meghalaya

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7	Mawkyrwat Civil Hospital	250 LPM	1	Rs. ____	____	Rs. ____
8	Tura Civil Hospital	500 LPM	1	Rs. ____	____	Rs. ____
9	MCH, Umran	500 LPM	1	Rs. ____	____	Rs. ____
10	Ampati Civil Hospital	500 LPM	1	Rs. ____	____	Rs. ____
11	Baghmara Civil Hospital, South Garo Hills	150 LPM	1	Rs. ____	____	Rs. ____
12	Khliehriat 100 Bedded Hospital, East Jaintia Hills, Khliehriat	500 LPM	1	Rs. ____	____	Rs. ____
13	MCH Jowai	150 LPM	1	Rs. ____	____	Rs. ____
14	One-time restoration charges for all thirteen plants	Lump sum	13	Rs. ____	____	Rs. ____
	Grand Total					Rs. ____

Scope note: The annual CMC rates shall include the PSA plant, associated voltage stabilizer(s), and complete gas manifold system up to and including the manifold outlet isolation valve. The downstream MGPS is excluded.

Note: The Financial bid evaluation will be evaluated on a grand total, the bidder who quoted the lowest rate in the grand total will be awarded the contract.

16. Bid Evaluation - Responsiveness and Preliminary Scrutiny

The tender committee shall first examine whether bids are substantially responsive to the RFP. Minor clerical errors may be clarified if they do not alter the substance of the bid or create unfair advantage.

Check point	Treatment
Bid submitted within deadline	Late bids shall not be considered unless portal rules permit.
EMD/tender fee, if applicable	Non-submission may lead to rejection unless exemption proof is valid.
Technical bid contains price	May lead to rejection.
Essential eligibility missing	Bid may be rejected as non-responsive.
Unclear document	Clarification may be sought without allowing improvement of eligibility.
Conditional financial bid	May be rejected.
Forgery or false declaration	Rejection, forfeiture and debarment action may follow.

17. Technical Evaluation Criteria

Sl.	Evaluation parameter	Maximum marks
1	Relevant experience in PSA plant installation/maintenance and number of plants handled	25
2	Experience with Government/PSU/medical college/district hospital oxygen systems	15
3	Qualified engineers/technicians and proposed deployment in/near Meghalaya	15
4	Availability of tools, analyzers, critical spares and OEM/genuine spare arrangement	15
5	Methodology for restoration, CMC, safety, QA, calibration and reporting	20
6	Financial strength and service network	10



Total	100
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Minimum qualifying technical score may be fixed at 70 marks, subject to meeting all mandatory eligibility conditions. MMDSL may adopt pass/fail technical evaluation instead of scoring where L1 selection is preferred.

18. Financial Evaluation and Award Methodology

Only technically qualified bidders shall be considered for financial evaluation. The lowest evaluated bidder shall normally be determined on the basis of the grand total of quoted amounts as per the financial bid format.

- If one composite package is adopted, L1 shall be the bidder with the lowest total cost for all listed plants and restoration component.
- Where two or more bidders quote the same lowest amount, MMDSL may decide based on higher technical experience, higher relevant experience or draw of lots as per approved procedure.
- MMDSL does not guarantee award merely because a bidder is lowest if the bid is non-responsive or the bidder lacks capability.
- The final award shall be subject to approval by the competent authority and submission of performance security.

19. Contract Period, Coverage and Handover Basis

The CMC shall be valid for one year from the date of execution of agreement or date of commencement specified in the Letter of Award. It may be extended for one further year based on requirement, budget availability, satisfactory performance and approval of competent authority.

The contract shall cover complete restoration, operation support, upkeep, preventive maintenance, corrective maintenance, calibration support, NABL purity testing support, safety checks and service reporting for the thirteen designated PSA medical oxygen plants, associated voltage stabilizer(s), and complete gas manifold systems up to and including each manifold outlet isolation valve. The downstream MGPS is excluded.

Handover basis

All plants and associated equipment shall be handed over on an "as is where is" basis. MMDSL shall not assure existing condition unless jointly recorded during takeover. The service provider shall conduct a joint initial inspection and submit a plant-wise takeover and restoration plan within twelve (12) days.

20. List of PSA Plants Covered

SL	Facility	District	Capacity	Quantity
1	Jowai Civil Hospital	West Jaintia Hills	500 LPM	1
2	MCH Tura	West Garo Hills	1000 LPM	1
3	Tirot Singh Memorial Hospital	Eastern West Khasi Hills District	125 LPM	1
4	Nongpoh Civil Hospital	Ri Bhoi	150 LPM	1
5	Nongstoin Civil Hospital	West Khasi Hills	500 LPM	1
6	Williamnagar Civil Hospital	East Garo Hills	500 LPM	1
7	Mawkyrwat Civil Hospital	South West Khasi Hills	250 LPM	1
8	Tura Civil Hospital	West Garo Hills	500 LPM	1
9	MCH, Umran	Ri Bhoi	500 LPM	1
10	Ampati Civil Hospital	South West Garo Hills	500 LPM	1
11	Baghmara Civil Hospital, South Garo Hills	South Garo Hills	150 LPM	1



12	Jaintia Hills, Khliehriat	East Jaintia Hills	500 LPM	1
13	MCH Jowai	West Jaintia Hills	150 LPM	1

MMDSL may add, delete, substitute or exclude plants during contract finalization or extension, with proportionate adjustment as per approved rates and contract terms.

21. Restoration Phase - Initial 38 Days

The restoration phase shall be 38 days from the date of commencement. During this period, the Service Provider shall restore the PSA plants and allied systems to operational condition. Any extension shall be governed by the Force Majeure and Site-Related Constraints provisions of this RFP and shall require prior written approval from the competent authority.

Milestone	Timeline	Requirement
Initial joint assessment	Within 12 days	Complete site inspection, fault listing, spare requirement, safety assessment and restoration plan.
First restoration milestone	Within 20 days	A minimum of six (6) out of thirteen (13) plants shall be restored, tested and made operational.
Full restoration milestone	Within 38 days	All thirteen (13) plants shall be restored, tested, made operational and certified by the competent authority.
Restoration certification	After completion	Facility authority/MMDSL engineer shall certify operational status, subject to purity/pressure/safety checks.

22. Restoration Scope and Certification

- Functional inspection of plant, compressor, dryer, filtration units, PSA towers, valves, tanks, control panels and electrical connections.
- Repair or replacement of defective parts, routine spares and consumables required for commissioning.
- Restoration or replacement of defective voltage stabilizer(s), analyzers, gauges, regulators, alarms, existing gas manifold systems and associated accessories, excluding the DG set/generator unless specifically included.
- Calibration or verification of gauges, analyzers and critical instruments as per applicable requirement.
- Oxygen purity, pressure and flow verification before certification.
- Submission of site-wise restoration completion report with photographs, spares used, readings, pending issues and recommendations.
- Where a functional gas manifold system is not available at a covered facility, the Service Provider shall, during the restoration phase, supply, install, test and commission a suitably sized medical oxygen gas manifold system. The system shall include the manifold header, cylinder-bank connections, pigtails, automatic or manual changeover arrangement, valves, non-return valves, pressure regulators, gauges, alarms, safety devices and all necessary source-side accessories. Its design and capacity shall be subject to prior approval by MMDSL.
- The restoration scope shall extend from the PSA plant up to and including the complete gas manifold system and its outlet isolation valve. The downstream Medical Gas Pipeline System (MGPS), including the medical gas distribution pipeline, zone valve boxes, area alarms and terminal outlets beyond this point, shall remain outside the scope of the Service Provider.
- The cost of supplying, installing, testing and commissioning a gas manifold system wherever it is not available shall be included in the quoted one-time restoration charges. No separate or additional claim shall be admissible for this work.

Payment for separate restoration component, if quoted, shall be released only after successful restoration of all plants or plant-wise certification as approved by MMDSL.



23. Comprehensive Maintenance Coverage

CMC shall be comprehensive and shall include all routine and breakdown maintenance requirements necessary for the operational readiness of the PSA plants, associated voltage stabilizer(s), and complete gas manifold system up to and including the manifold outlet isolation valve, except items specifically excluded in the RFP. The downstream Medical Gas Pipeline System (MGPS) beyond the manifold outlet isolation valve shall not form part of the CMC.

System / component	Coverage under CMC
Air compressor system	Inspection, service, filters, oil, belts/couplings, electrical checks, temperature and pressure checks.
Air dryer and moisture management	Dryer performance, drain valves, dew point checks, filters and moisture separators.
Filtration system	Pre-filters, oil filters, micron filters, bacterial filters and associated housings/seals.
PSA generator towers	Valves, sequence operation, molecular sieve performance monitoring and leakage checks.
Oxygen analyzer and flow meter	Function check, calibration support, sensor replacement where required and record maintenance.
Tanks, internal process piping and valves	Leak checks, pressure control, safety valves, isolation valves, gauges and regulators within the PSA plant and source-side system up to the gas manifold.
Control panel / PLC	Electrical checks, alarms, indicators, wiring, sensors and safety interlocks.
Medical gas manifold system	Preventive and corrective maintenance of the existing or newly installed manifold system, including the header, cylinder-bank connections, pigtails, changeover arrangement, non-return valves, valves, pressure regulators, gauges, alarms, safety devices and manifold outlet isolation valve.
Voltage stabilizer(s)	Inspection, preventive maintenance, breakdown maintenance, input/output voltage checks, electrical and control-circuit checks, repair and replacement of required parts and spares to ensure stable power supply to the PSA plant.
Scope boundary	CMC coverage ends at and includes the gas manifold outlet isolation valve. The downstream MGPS/medical gas distribution pipeline, zone valve boxes, area alarms and terminal outlets are excluded.

24. Spare Parts, Consumables and Exclusions

The bidder shall clearly understand that the CMC is intended to be comprehensive. The quoted CMC charge shall include all routine consumables, filters, oils, seals, minor spares, service labour, tools and travel unless expressly excluded and approved by MMDSL.

Category	Draft treatment
Included	Air/oil filters, routine consumables, minor electrical/mechanical spares, zeolite, seals, gauges, regulators, valves, analyzer consumables, routine service materials, tools and labour.
Major spares	To be included if commercially feasible; alternatively price schedule may separately require rates for compressor major overhaul, PLC module, analyzer sensor, dryer major repair.
Exclusions	Civil work, building repair, major electrical infrastructure, DG set/generator, transformer, external power failure, damage due to flood/fire/vandalism unless caused by contractor negligence.
Approval requirement	Any exclusion shall be effective only if clearly stated in bid and accepted by MMDSL. Unstated exclusions shall not be entertained later.

25. Preventive Maintenance Schedule

Preventive maintenance shall be planned to reduce breakdowns and maintain quality oxygen output. A minimum of four preventive maintenance visits per year per plant shall be mandatory, in addition to routine and breakdown visits.

Frequency	Indicative activities
Daily / facility log	Record operating hours, oxygen purity, pressure, alarms, compressor status and abnormal noise/temperature.



Monthly	Inspect filters, drains, leakages, gauges, valves, electrical panels, alarms, analyzer and housekeeping.
Quarterly	Detailed PM visit, calibration verification, NABL oxygen purity testing support, safety audit and service report.
Half-yearly	Review compressor health, dryer performance, tank safety, valve function, electrical load and spare status.
Annual	Comprehensive performance audit, major service recommendations, system health report and next-year maintenance plan.

26. Corrective Maintenance and Breakdown Services

- The service provider shall maintain 24x7 emergency response arrangement for breakdown calls, troubleshooting.
- All complaints shall be acknowledged within the response time specified in the SLA.
- Minor faults shall be rectified within 48 hours unless prevented by documented force majeure or site constraints.
- Major breakdowns shall be restored within 96 hours, subject to availability of power, access and essential site conditions.
- Where plant cannot be restored within SLA, the agency shall submit written root-cause and restoration plan to MMDSL and facility authority.
- The agency shall coordinate with facility for safe switchover to manifold/cylinder/LMO backup during downtime.
- Breakdown report shall state complaint number, time, fault, action, spares used, readings after repair and user certification.

27. Operational Responsibilities

The service provider shall ensure that the plant operates as an integrated oxygen system and not merely as isolated machinery. The plant shall be operated/maintained to ensure safe pressure, acceptable oxygen purity, alarm functionality and continuous supply interface with backup systems.

- Ensure automatic or manual changeover between PSA and manifold/backup systems as available, so that oxygen pressure remains stable.
- Operate and maintain buffer tanks and pressure control devices to support uninterrupted supply.
- Ensure oxygen analyzer is functional and readings are regularly recorded.
- Maintain adequate spare stock for common faults and consumables.
- Ensure service personnel follow facility protocols, safety norms and biomedical engineering instructions.
- Provide technical guidance to facility operators for routine monitoring and safe shutdown/startup procedures.

28. Oxygen Purity, Pressure and Performance Standards

The PSA plant shall maintain oxygen purity of Oxygen 93% within accepted range of 93% +/- 3% unless the installed plant/OEM specification prescribes a stricter requirement. If oxygen purity falls below the acceptable range, the plant shall be treated as non-functional until rectified and verified.

Parameter	Indicative standard / requirement
Oxygen purity	93% +/- 3% or as per applicable standard/OEM; record continuous/analyzer readings.
Discharge pressure	As per the installed system design at the PSA plant and gas manifold outlet.
Flow output	As per rated LPM capacity and actual facility requirement; abnormal reduction shall be investigated.
Dew point / dryness	As per OEM and system specification; dryer shall remain functional.
Noise and vibration	Abnormal noise/vibration shall be recorded and rectified.
Alarm system	Low oxygen purity, low/high pressure and system alarms shall be functional.



29. Quarterly Oxygen Purity Testing and QA

Oxygen purity testing shall be carried out at least quarterly through a NABL-accredited laboratory or other competent testing mechanism approved by MMDSL. The contractor shall facilitate testing, coordinate sample/measurement process and maintain reports.

- Quarterly test reports shall be submitted plant-wise to MMDSL.
- Where online analyzer readings and external test reports differ materially, the contractor shall investigate and rectify analyzer/calibration issues.
- Any purity below accepted range shall be immediately reported to facility authority and MMDSL, and backup oxygen arrangement shall be activated as per facility protocol.
- Corrective action shall be documented with before/after readings.
- No plant shall be certified as functional merely on visual inspection without purity and pressure verification.

30. Calibration and Instrument Control

All pressure gauges, oxygen analyzers, flow meters and other critical instruments used for plant monitoring shall remain accurate and reliable. Calibration or verification shall be carried out as per OEM recommendation, accreditation requirement or MMDSL instruction.

Instrument	Maintenance / calibration requirement
Oxygen analyzer	Routine function check, sensor health monitoring and periodic calibration/verification.
Pressure gauges	Calibration/verification and replacement if damaged or inaccurate.
Flow meters	Verification and cleaning/replacement where readings deviate.
Safety valves/PRVs	Function inspection and certification where required.
Electrical meters/sensors	Check for accurate indication and alarm interlock performance.

Calibration certificates and service records shall be preserved and submitted with quarterly reports.

31. Safety and Statutory Compliance

The service provider shall comply with all applicable safety and statutory requirements relating to medical oxygen generation systems, compressed air, pressure vessels, electrical systems, fire safety, workplace safety and hospital safety protocols.

Compliance area	Requirement
PESO/CCOE	Compliance/certification wherever applicable for pressure vessels, cylinders or oxygen storage/filling systems.
Electrical safety	Safe wiring, earthing check, panel safety, overload protection and lock-out/tag-out practices.
Fire safety	No oil/grease contamination near oxygen system; fire extinguishers and fire alarms as per site norms.
Pressure safety	PRV/safety valve function, leak checks, gauge accuracy and safe isolation.
Operator safety	PPE, training, safe access, no unauthorized adjustment and hazard reporting.
Hospital safety	Work shall not disrupt patient care; emergency oxygen backup shall be maintained during shutdowns.

32. Risk Assessment and Emergency Preparedness

- The contractor shall prepare plant-wise risk register covering power failure, compressor failure, analyzer failure, low purity, valve failure, leakage, pressure drop and spare shortage.
- Critical risks shall be communicated to the facility and MMDSL immediately.



- The contractor shall support emergency switchover to manifold/cylinder/LMO backup during planned shutdown or breakdown.
- No repair shall be undertaken in a manner that compromises patient oxygen supply.
- Emergency contact numbers shall be displayed near the plant and shared with facility staff.
- All high-risk repairs shall be undertaken by trained personnel using appropriate tools and safety precautions.
- Any accident, near miss or safety incident shall be reported within 24 hours.

33. Complaint Registration and Monitoring System

The contractor shall establish a simple, traceable and effective complaint registration mechanism for all covered PSA plants.

Requirement	Details
24x7 contact	Dedicated phone/WhatsApp/SMS/email contact shall be provided.
Unique complaint number	Every complaint shall be assigned unique reference number.
Complaint register	Date, time, facility, plant, fault, complainant, response, action and closure shall be recorded.
Acknowledgement	Complaint registration and closure shall be communicated to facility and MMDSL.
Digital records	Excel and software/portal record shall be maintained and shared monthly.
Integration	Where MMDSL eMIS or central system exists, complaint data shall be updated there also.

34. Service Level Agreement - Response and Resolution

SLA item	Required timeline / standard
Complaint acknowledgement	Immediately and not later than 1 hour from receipt.
Response time	2 to 4 hours from complaint registration for emergency breakdown.
Minor fault resolution	Within 48 hours.
Major breakdown resolution	Within 96 hours.
Restoration phase milestone 1	Minimum 6 out of 13 plants operational within 20 days.
Restoration phase milestone 2	All eight (13) plants operational within 38 days.
Preventive maintenance	Minimum quarterly per plant; additional visits as required.
Minimum uptime	98% quarterly uptime per plant, excluding approved force majeure/site-caused downtime.
Quarterly QA report	Within 10 days after quarter end.

Downtime calculation method shall be finalized by MMDSL and shared with the agency and then included in the agreement to avoid ambiguity.

35. Uptime Calculation and Downtime Exclusions

Uptime shall be calculated quarterly for each plant and overall contract. A plant shall be considered available only if it can deliver oxygen within prescribed purity and pressure parameters.

Aspect	Draft provision
Uptime formula	$\text{Uptime \%} = \left[\frac{(\text{Total available hours} - \text{admissible downtime})}{\text{total available hours}} \right] \times 100.$
Total hours	For a quarter, total hours shall be number of days in quarter x 24.
Contractor downtime	Breakdown, delayed repair, spare non-availability, poor maintenance or service delay attributable to contractor.
Possible exclusions	Power failure, DG failure, building/civil issue, flood/fire/natural calamity, denial of access, downstream



	MGPS/medical gas distribution pipeline issue beyond the gas manifold outlet, or written facility instruction.
Approval	Any exclusion shall require documented evidence and approval by MMDSL/facility authority.
Low purity	Time during which plant purity is below acceptable range shall be counted as downtime unless caused by approved external reason.

36. Manpower Deployment Requirements

The service provider shall provide two dedicated qualified engineers, one each for Khasi- Jaintia Hills Region and Garo Hills Region from commencement and throughout the contract.

The service provider shall deploy adequate qualified and experienced engineers/technicians within 15 working days from award/commencement so that response-time requirements are met.

Position	Indicative requirement
Dedicated service engineer	At least two engineers responsible for the cluster of thirteen PSA plants.
Technicians	Adequate trained technicians for preventive and breakdown maintenance, troubleshooting.
Backup personnel	Backup engineers/technicians available during leave, emergency or simultaneous breakdowns.
Escalation support	Senior technical support from OEM/manufacture or technical head for major breakdowns.
Availability	24x7 on-call emergency support; site attendance as per SLA.
Qualification	Diploma/ITI/degree or relevant technical training in mechanical/electrical/biomedical/gas systems.

37. Training and Capacity Building

MMDSL/facility authorities shall nominate in-house staff at each facility for practical training in safe operation, monitoring and basic routine maintenance. The contractor shall provide basic operational and maintenance training to one or two identified in-house staff members, operators, biomedical engineers or other authorized personnel to build in-house capacity for safe day-to-day operation, monitoring, basic maintenance and timely reporting of faults.

The contractor shall complete the initial training by the end of the **38-day restoration phase**, coordinate further training when nominated staff change, and provide hands-on refresher training during service visits.

The contractor shall certify the competency of the trained staffs by Objective Structured Clinical Examination (OSCE) assessment

Suggested list for trainings but not limited include the following: -

- Startup and shutdown precautions.
- Daily logbook entries: purity, pressure, alarms and operating hours.
- Identification of abnormal sound, vibration, leakage, low pressure and low purity alarms.
- Safe use of the gas manifold and changeover protocol.
- No oil/grease handling near oxygen components.
- Basic fire and electrical safety precautions.
- Complaint registration process and escalation matrix.

Training attendance sheets and photographs, where permitted, shall be included in quarterly reports.

The contractor shall support a phased transition from stationed on-site engineers to trained in-house facility personnel. As nominated staff demonstrate the required competency, the need for permanent on-site engineering support may be progressively reduced, subject to satisfactory performance, safety



requirements and MMDSL/facility approval. The contractor shall continue to provide technical support, troubleshooting and maintenance services as specified in the contract.

38. Tools, Testing Equipment and Critical Spares

Category	Minimum expectation
Tools	Standard mechanical/electrical tool kit, leak detection arrangements, PPE, lock-out/tag-out items.
Testing devices	Portable oxygen analyzer or verified analyzer access, pressure testing tools and multimeter/clamp meter.
Critical spares	Filters, valves, gauges, sensors, belts, oil, seals, regulator components, solenoids and other commonly failing parts.
OEM spares	Major spares shall be genuine/OEM/OEM-approved or approved by MMDSL/facility authority.
Documentation	Spare consumption shall be recorded with make, specification, batch/serial number if applicable and certificate/invoice proof.
Storage	Spares shall be stored safely and protected from contamination, moisture and unauthorized use.

39. Records and Logbooks

Detailed logbooks shall be maintained for all maintenance activities, repairs, calibration work, oxygen purity checks, safety checks and breakdowns. Records shall also be maintained at each site. The Service Provider shall analyse the logbook data and submit a consolidated digital report to MMDSL.

Record	Minimum fields
Daily plant log	Date, time, purity, pressure, flow, running hours, alarms, operator signature.
Preventive maintenance report	Checklist, parts inspected, readings, spares used, faults found, action taken.
Breakdown report	Complaint number, time, fault, diagnosis, action, closure time, user certification.
Spare register	Item, make, quantity, date used, plant, reason, replaced part status.
Calibration/QA record	Instrument, certificate/report number, date, validity, result.
Training record	Topic, participants, date, trainer and attendance.

40. Monthly Reporting Requirements

- Plant-wise operational status summary.
- Uptime and downtime hours with reasons.
- Complaints received, response time, resolution time and pending complaints.
- Preventive maintenance visits completed and pending.



- Spares and consumables used plant-wise.
- Oxygen purity and pressure readings summary.
- Safety issues and corrective actions.
- Pending support required from MMDSL/facility, if any.
- Recommendations for risk reduction and performance improvement.

Monthly reports shall be submitted within seven days after the end of each month or as decided by MMDSL.

41. Quarterly Review and Performance Governance

A quarterly performance review shall be conducted by MMDSL with the service provider, biomedical engineers and concerned facility representatives wherever required.

Review area	Documents / evidence
Uptime performance	Plant-wise uptime statement and downtime approval notes.
Maintenance performance	PM reports, breakdown reports and pending action list.
Quality assurance	Oxygen purity test reports, calibration certificates and analyzer records.
Safety compliance	Safety checklist, incident reports and corrective actions.
Complaint management	Complaint register, SLA compliance and closure proof.
Payment recommendation	Certification of satisfactory performance and penalty deductions, if any.

42. Obligations of MMDSL

- Issue Letter of Award and facilitate agreement execution after approval.
- Provide site details, available technical manuals, previous service records and contact persons where available.
- Facilitate access to plants through facility authorities during working hours and emergencies.
- Nominate nodal officer for contract coordination and review.
- Provide timely certification/approval for completed restoration, maintenance reports and payment processing.
- Consider justified exclusion/force majeure claims based on evidence.
- Take administrative decisions on penalties, termination or extension based on contract terms.

43. Obligations of the Service Provider

- Perform CMC with due technical skill, care, diligence, safety and accountability.
- Deploy qualified personnel and maintain required response arrangements.
- Provide all tools, spares, consumables and logistical support required for CMC.
- Maintain minimum 98% uptime and comply with all SLAs.
- Use genuine/OEM/OEM-approved or MMDSL-approved spares.
- Maintain records, logbooks, reports and traceability of spares.
- Comply with statutory, safety, labour, tax and hospital protocols.



- Indemnify MMDSL against losses arising from negligence, unsafe work or breach of contract.
- Not sub-contract core obligations without prior written approval.

44. Payment Terms

Payment shall be made only after satisfactory performance certification and submission of required documents. MMDSL may adopt quarterly payment subject to funds availability. No payment shall be made for any period during which a breakdown remains unresolved beyond five working (5) days.

Payment component	Draft condition
Restoration charge	Payable after successful restoration and certification of plants; plant-wise payment may be allowed if approved.
CMC charge	Payable quarterly based on uptime, PM completion, reports and facility/MMDSL certification.
Deductions	TDS, GST TDS, statutory deductions, penalties and recoveries shall be deducted as applicable.
Documents required	Invoice, service reports, uptime statement, complaint register, PM checklist, QA/calibration reports and certification.
No advance	No advance payment unless specifically approved by competent authority.
Non-performance	Payment may be withheld, deducted or proportionately reduced for downtime, unresolved complaints or non-compliance.

45. Penalty for Delay in Restoration

If the service provider fails to achieve restoration milestones without valid approved reason, penalty may be imposed as follows:

Default	Penalty
Failure to restore at least 6 of 13 plants within 20 days	Warning and daily progress review; MMDSL may impose proportionate deduction if delay affects final restoration.
Failure to restore all thirteen (13) plants within 38 days	Penalty of 3% per week of delay on restoration cost, subject to maximum 15%.
Failure beyond maximum penalty period	MMDSL may terminate, forfeit performance security and engage another agency at risk and cost.
False restoration certification	Material breach; payment recovery, termination and debarment may be initiated.

No penalty shall ordinarily apply during the approved restoration period, provided the contractor is actively working and submitting progress reports.

46. Penalty for SLA Breach and Downtime

Non-compliance	Draft penalty
Delay beyond complaint resolution timeline	Rs. 1,000 for first day and Rs. 5,000 per day per equipment thereafter until rectification.
Minor fault delay beyond 48 hours	Rs. 200 per day per affected outlet/component for first day and Rs. 100 per day thereafter, or as approved.
Major breakdown delay beyond 96 hours	Rs. 500 for first day and Rs. 1,000 per day per plant thereafter until restoration.
Absence of deployed manpower without replacement	Rs. 1,000 per day per person plus proportionate deduction.
Quarterly uptime below 98%	Proportionate deduction from quarterly CMC charges and written warning; repeated failure may lead to termination.
Repeated SLA breach	If response/resolution timelines are violated on three occasions in a quarter, MMDSL may initiate termination/debarment action or as decided by the MMDSL.



47. Penalty Cap, Waiver and Recovery

- Penalties shall be cumulative but may be capped at a percentage of quarterly/annual contract value as approved by finance or the competent authority.
- Penalty shall be recovered from bills, performance security or any other amount payable to the contractor.
- Penalty may be waived or reduced by competent authority for valid reasons such as natural calamity, prolonged power failure, non-availability of site access, major civil/electrical issues beyond contractor control or other justified reasons.
- Waiver shall not be claimed as a matter of right and must be supported by written evidence.
- Penalty shall not relieve the contractor from obligation to complete work.
- Repeated poor performance may lead to termination even if maximum penalty has not been reached.

48. Performance Security and Agreement

The successful bidder shall submit performance security within the prescribed period after Letter of Award. The amount, form and validity shall be finalized by MMDSL in accordance with applicable procurement norms.

Provision	Draft clause
Amount	10% of contract value or as approved.
Form	Bank guarantee/FDR/DD/online security as permitted.
Validity	Contract period plus at least 90 days claim period or as approved.
Forfeiture	May be forfeited for breach, abandonment, false documents, non-performance, loss caused to MMDSL or termination for default.
Agreement	Contract agreement shall include RFP, corrigenda, bid, negotiated/accepted terms, LOA, price schedule and performance security.

49. Insurance, Liability and Indemnity

- The contractor shall be responsible for safety of its personnel, tools and materials during contract execution.
- The contractor shall comply with labour, insurance, ESI/EPF and accident compensation requirements applicable to its staff.
- MMDSL shall not be responsible for injury, loss or damage suffered by contractor personnel due to contractor negligence or non-compliance.
- The contractor shall indemnify MMDSL against claims, damages, costs, legal proceedings or patient/facility risk arising from negligent maintenance, unsafe repairs, false reporting or use of substandard spares.
- Any damage to MMDSL/facility property caused by contractor personnel shall be repaired/replaced at contractor cost.
- The contractor shall maintain adequate insurance where required by law or directed by MMDSL.

50. Confidentiality and Data Protection

The service provider may access facility records, plant performance data, maintenance history and operational information. Such information shall be treated as confidential.

- No data, report, photograph or facility information shall be disclosed to third parties or media without written approval.



- Photographs shall be taken only for technical reporting and shall avoid patient-identifiable information.
- Complaint data, performance reports and MMDSL communications shall be used only for contract purposes.
- Confidentiality obligations shall survive expiry or termination of contract.
- Breach of confidentiality shall be treated as material breach and may invite termination, forfeiture and legal action.

51. Subcontracting and OEM Support

The contractor shall not subcontract core maintenance responsibilities without prior written approval of MMDSL. However, OEM technical support for specialized faults may be obtained, provided overall responsibility remains with the contractor.

Matter	Clause
Core responsibility	Cannot be transferred; selected contractor remains fully liable.
OEM support	Permitted/encouraged for major technical faults, analyzer calibration, molecular sieve issues or PLC problems.
Subcontract approval	Any specialist sub-vendor shall be disclosed and approved in writing.
Spares authenticity	OEM/genuine/OEM-approved spare proof shall be retained.
Payment liability	No direct payment shall be due from MMDSL to subcontractor unless separately approved.

52. Inspection, Audit and Right to Verify

- MMDSL, facility authority, biomedical engineer, audit authority or any authorized committee may inspect the plant, records, spares and service quality at any time.
- The contractor shall provide access to logbooks, service reports, spare invoices/certificates, calibration certificates and complaint records.
- MMDSL may cross-check oxygen purity, pressure, uptime and spare authenticity independently.
- Poor-quality maintenance, false closure of complaints or non-availability of records shall be treated as non-compliance.
- Inspection or certification by MMDSL shall not absolve the contractor from responsibility for defects or negligent work.

53. Termination for Default

MMDSL may terminate the contract in whole or in part after giving reasonable notice/opportunity, except in urgent public interest or serious breach where immediate action is required.

- Failure to restore plants within approved timelines.
- Failure to maintain 98% uptime or repeated SLA breaches.
- Use of substandard, non-genuine or unsafe spares.
- False documents, false reports or forged certificates.
- Abandonment of work or failure to deploy manpower.
- Loss/suspension of statutory registration or blacklisting by another authority.
- Negligence resulting in safety risk, plant damage or disruption of oxygen supply.
- Breach of confidentiality, fraud, corruption or conflict of interest.

54. Risk Purchase and Alternative Arrangement



If the contractor fails to perform essential obligations or abandons work, MMDSL may make alternative arrangements for maintenance/restoration in public interest.

- MMDSL may engage another agency, OEM or local technical support at the risk and cost of defaulting contractor.
- Additional expenditure may be recovered from pending bills, performance security or legal means.
- Risk purchase shall not prevent MMDSL from imposing penalties, terminating contract or initiating debarment.
- In emergency oxygen situations, MMDSL/facility may take immediate action to restore oxygen supply without waiting for contractor consent.
- The contractor shall cooperate in handing over records, keys, manuals and pending status to MMDSL or replacement agency.

55. Blacklisting / Debarment

Blacklisting or debarment may be considered for serious misconduct, repeated non-performance, fraud, false declaration, unsafe maintenance, corruption, abandonment or any action causing risk to public health services.

Ground	Possible action
False documents / forged certificates	Rejection/termination, forfeiture, debarment and legal action.
Repeated SLA default	Termination and debarment for period approved by competent authority.
Use of unsafe/non-approved spares	Penalty, replacement, termination and debarment.
Abandonment of work	Forfeiture, risk purchase and debarment.
Corrupt/collusive practice	Immediate rejection/termination and debarment.

Due process, notice and opportunity to respond shall be followed as per applicable rules, except immediate suspension may be ordered in public interest.

56. Force Majeure and Site-Related Constraints

Neither party shall be liable for failure to perform obligations caused by force majeure events beyond reasonable control, such as natural calamity, flood, fire, epidemic restrictions, civil disturbance or government restrictions, provided prompt notice and evidence are given.

- Power failure, DG failure, building damage, inaccessible site, or a major downstream MGPS/medical gas distribution pipeline issue beyond the gas manifold outlet may be considered a site-related constraint if documented.
- The contractor shall still provide technical support and assist in emergency oxygen arrangements wherever possible.
- Force majeure shall not excuse negligence, poor maintenance or lack of spares.
- If force majeure continues for prolonged period, MMDSL may modify, suspend or terminate affected scope in public interest.

57. Dispute Resolution and Applicable Law

The contract shall be governed by the laws of India and applicable rules of the Government of Meghalaya/MMDSL. The jurisdiction and dispute forum shall be finalized during legal vetting.

- Parties shall first attempt amicable resolution through written consultation and review by designated officers.
- If unresolved, the matter may be referred to the Managing Director/competent authority for administrative decision.
- Arbitration/conciliation clause, if included, shall follow the Arbitration and Conciliation Act, 1996 as amended, with venue at Shillong.
- Courts at Shillong/competent jurisdiction shall have jurisdiction.
- Contractor shall continue performance during dispute unless directed otherwise by MMDSL.

58. Compliance with Laws and Taxes



- The contractor shall comply with all applicable central and state laws, rules, regulations and notifications.
- Taxes, duties, levies, insurance, labour charges and statutory contributions shall be the responsibility of the contractor unless otherwise specified.
- GST shall be charged only as legally applicable and reflected in invoice.
- TDS/GST-TDS or any statutory deduction shall be made by MMDSL as applicable.
- Any statutory non-compliance by contractor shall not create liability for MMDSL.
- If any license, registration or statutory approval expires during contract, the contractor shall inform MMDSL and renew it in time.

59. Annexure I - Bidder Submission Checklist

Sl.	Document	Submitted Yes/No	Page No.
1	Tender fee/EMD proof or exemption proof		
2	Bidder information sheet		
3	Registration/incorporation/legal entity proof		
4	PAN and GST certificate		
5	Authorization/Power of Attorney for signatory		
6	Experience certificates and work orders		
7	Performance certificates from clients		
8	OEM/authorized service certificate or spare support proof		
9	Manpower qualification and deployment plan		
10	Tools, spares and testing equipment list		
11	Financial statements/turnover certificate/ITR		
12	Non-blacklisting affidavit		
13	Conflict of interest declaration		
14	Acceptance of all tender conditions		
15	Site inspection undertaking		
16	KHADC License before the contract is awarded		

60. Annexure II - Bidder Information Sheet

Particular	Details to be filled by bidder
Name of legal entity	



MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED



Government of Meghalaya

Meghalayan Medical Drugs & Services Ltd
Pasteur Hills, Lawmali Road,
Next to MECL,
Shillong 793001
+91-9863033404 / 9863048955
contactdesk@mmdsl.in

Registered address	
Service/branch address in North East/Meghalaya, if any	
Legal status	
Year of incorporation/registration	
PAN	
GST No.	
Name/designation of authorized signatory	
Phone/mobile/e-mail	
Bank details for payment	
OEM/manufacturer/service authorization details	
Details of litigation/blacklisting, if any	
Name of contact for emergency service	

61. Annexure III - Experience Statement

Sl.	Client / Facility	Plant capacity	Nature of work	Period	Value	Document ref.
1						
2						
3						
4						
5						
6						
7						
8						

Attach work orders, completion certificates and satisfactory performance certificates. The experience should clearly relate to PSA medical oxygen plants or comparable medical gas systems.

62. Annexure IV - Proposed Manpower Deployment

Sl.	Name	Designation	Qualification	Experience	Location	Role in contract
1						
2						



3						
4						
5						
6						

The bidder shall provide CVs/certificates of proposed key personnel and shall not replace them without prior approval, except in emergency with equivalent or better qualified personnel.

63. Annexure V - Tools, Spares and Equipment Declaration

Sl.	Item / Tool / Spare	Make / specification	Quantity available	Location	Remarks
1	Portable oxygen analyzer				
2	Pressure gauge / test kit				
3	Electrical multimeter / clamp meter				
4	Air / oil filters				
5	Valves / solenoids / seals				
6	Compressor oil / consumables				
7	PPE and safety kit				
8	Other critical spares				

64. Annexure VI - Preventive Maintenance Checklist

Sl.	Activity	Daily	Monthly	Quarterly	Remarks
1	Record oxygen purity, pressure and running hours	Yes			
2	Check compressor temperature/noise/vibration		Yes	Yes	
3	Inspect filters and drains		Yes	Yes	
4	Check dryer performance and moisture removal		Yes	Yes	
5	Leak test valves, joints and internal process piping up to gas manifold outlet		Yes	Yes	
6	Check oxygen analyzer and alarms		Yes	Yes	
7	Inspect electrical panel, earthing and wiring			Yes	
8	Verify safety valves/gauges/regulators			Yes	
9	Clean plant room and ensure signage/safety		Yes	Yes	
	Inspect the complete gas manifold system, including				



10	cylinder-bank connections, pigtails, changeover arrangement, non-return valves, regulators, gauges, alarms, leakages and the manifold outlet isolation valve		Yes	Yes	
11	Inspect the voltage stabilizer, including input/output voltage, electrical connections, indicators, bypass operation, alarms, overheating and overall performance		Yes	Yes	
12	Submit PM report and user certification			Yes	

65. Annexure VII - Complaint and Breakdown Report Format

Field	Details
Complaint No.	
Date and time of complaint	
Facility / plant	
Reported by	
Nature of complaint	
Initial response time	
Engineer/technician attended	
Diagnosis	
Action taken	
Spares used	
Oxygen purity after repair	
Pressure/flow after repair	
Date and time of closure	
User certification	
Pending recommendation, if any	

66. Annexure VIII - Monthly Performance Report Format

Section	Information to be reported
Plant status	Functional / partially functional / non-functional with reasons.
Uptime	Total hours, downtime hours, uptime percentage and exclusions.
Complaints	Opening, received, closed, pending and SLA breach.
Preventive maintenance	Visits planned, completed and pending.



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contactdesk@mmdsl.in

Spares	Spares used, pending spares and stock status.
Quality	Purity readings, pressure readings, test reports and calibration status.
Safety	Safety findings, incidents, corrective action.
Facility support required	Power, access, civil/electrical, backup oxygen or other constraints.
Certification	Signature of contractor, facility representative and MMDSL engineer.

67. Annexure IX - Affidavit for Non-Blacklisting In a Judicial Stamp Paper of INR.100/-

I/We, _____, authorized representative of M/s _____, do hereby solemnly affirm that the bidder, its directors/partners/proprietor and allied concerns have not been blacklisted, banned, debarred, deregistered or restrained from doing business by any Central/State Government, PSU, procurement agency, donor-funded project, regulatory authority or court of law as on the date of bid submission.

I/We further undertake to immediately inform MMDSL if any such action is initiated or imposed during the tender or contract period. I/We understand that any false declaration shall render the bid/contract liable for rejection, termination, forfeiture of security, recovery of loss and legal/debarment action.

Signature: _____ Name: _____ Designation: _____

Seal: _____ Date: _____ Place: _____

To be notarized/attested.

68. Annexure X - Draft Contract Agreement

THIS AGREEMENT is made on this ____ day of _____ 20__ between Meghalayan Medical Drugs & Services Limited (MMDSL), represented by the Managing Director/authorized officer, having its office at Shillong, Meghalaya, hereinafter called the Authority, and M/s _____, having its registered office at _____, represented by _____, hereinafter called the Service Provider.

WHEREAS MMDSL invited bids for Engagement of Agency for Comprehensive Maintenance Contract of PSA Medical Oxygen Plants vide Tender No. MMDSL/BME/PSA-CMC/____/2026 and the Service Provider submitted its bid and accepted the terms and conditions.

NOW THEREFORE, the parties agree that the RFP, corrigenda, bid, Letter of Award, price schedule, performance security and this agreement shall constitute the contract. The Service Provider shall perform all obligations under the CMC and MMDSL shall make payment subject to satisfactory performance, deductions and contract terms.

The contract scope includes restoration and CMC of the thirteen (13) PSA medical oxygen plants, associated voltage stabilizer(s), and complete gas manifold systems up to and including each manifold outlet isolation valve. The downstream Medical Gas Pipeline System (MGPS), including the medical gas distribution pipelines, zone valve boxes, area alarms and terminal outlets, is excluded.

The agreement shall remain valid for one year from _____ to _____ unless extended or terminated earlier as per contract terms.

For MMDSL: _____ For Service Provider: _____



MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED



Government of Meghalaya

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contactdesk@mmdsl.in

Shri Ramkumar S
Managing Director

Copy to: 1. The Tender Committee MMDSL.

Approved By Shri Ramkumar S (Managing Director) on October 9, 2026 07:41 AM IST
(The document is digitally approved and does not require any Seal or Signature in original)