

TAMIL NADU MEDICAL SERVICES CORPORATION LTD.,

**MINUTES OF THE ANNUAL VENDOR CONFERENCE HELD AT TNMSC LTD.,
UNDER THE CHAIRMANSHIP OF MANAGING DIRECTOR ON 27.07.2022**

Present:-

TNMSC Ltd:

1. Thiru. Deepak Jacob, IAS, Managing Director
2. Thiru. T. Thiyagarajan, General Manager (Equipment)
3. Thiru. K. Anandan, Engineering Consultant
4. Thiru. V. Ramasamy, Executive Engineer
5. Thiru. V.P.Sathyavaageiswaran, Executive Engineer (Civil)
6. Thiru. S. Vino Kumar, Accounts Consultant
7. Tmt.J. Karkuzhali, Administrative Officer
8. All Assisstant Engineers (Biomedical)

Vendors

Copy of the List of participants is at **Annexure.**

(No. of firms: 28).

I. Inauguration

1. Tmt. J. Johnsy Mary, A.E (Biomedical), TNMSC welcomed the dignitaries on the dais and the vendors.
2. Inaugural address was given by Thiru. T. Thiyagarajan, General Manager (Equipment), TNMSC. He explained the focus of this conference and overview of conference sessions.
3. Special address was given by Thiru. Deepak Jacob, IAS, Managing Director, TNMSC. He explained the need for the Annual Vendor Conference, for ensuring working relationship with vendors and to address their grievances.
4. He informed the vendors to address their issues and grievances directly to TNMSC which would be sorted out as per rules within TNMSC.
5. He further explained that, e-tendering is fully implemented except very few tenders which are floated offline due to emergency or when the format is not supported in online tendering. The major issues related to payment,

EMD/Performance security release will be addressed once the EMMS is fully implemented.

II. Session 1: - Issues related to Supply, Installation, Standard Documentation, Payment & Grievance redressal and Self-Assessment of vendors performance

Presented by: Thiru. K.Anandan, Engineering Consultant, TNMSC Ltd.,

1. Tender technical specification & evaluation

- a. The tender technical specifications are framed by the end user and hence pre-bid queries are sent them for their remarks which results in extending the tender.
- b. The bidders need to submit their representation in one go instead of piece meal in order to avoid further delay.
- c. The evaluation results are published in website to ensure transparency.
- d. Representation if any on the published evaluation report is also subject to review by the evaluators and revision if any is being implemented.

2. Supply, installation and Standard documentation

- a. Inspection of sites after receipt of orders and prior to dispatch to avoid delay.
- b. Standard format for Installation and Commissioning of the equipment will be included in the purchase order.
- c. Progress report from the date of receipt of orders up to installation and commissioning at every 7 days shall be sent to Equipment Section at TNMSC in a standard format.
- d. Submission of request for delivery period extension to Equipment Section at TNMSC, If not installed and commissioned within the delivery schedule
- e. Extension of Delivery period will be granted with levy of liquidated damages, if the delay is attributable to suppliers and will be granted without LD if the delay is attributable to site conditions.
- f. Certification by the end user and District BME, with reasons for delay if any in installation if attributable to site conditions.

3. Payment

- a. Suppliers should ensure that all supporting documents like copy of P.O, Original bill with stock entry, Installation report duly signed by end user and Point wise technical compliance duly signed by end user are given while submission of Bills to accounts dept., of TNMSC.
- b. All the bills should be sent through registered post for records instead of handing over at front Office.
- c. Copy of above documents shall be simultaneously submitted to Equipment Section of TNMSC to monitor the receipt of original document from site and also release of payment.

4. Self-assessment of vendor performance.

- a. It was informed that TNMSC is going to implement a web based system to assess the vendor performance in which the vendor will be assigned a code and vendors has to upload their self-assessment in a standard format every quarter.
- b. Vendor rating will be given based on performance and it will be a base line criteria for consideration while finalizing the tenders.

5. Complaints/Grievances redressal

- a. Grievances can be sent through written representation/ designated mail address to the Managing Director.
- b. Complaint Redressal System is in place at TNMSC website, wherein the bidder can register and post their complaints/grievances.
- c. The complaints/grievance will be promptly examined for appropriate redressal based on merits.

6. Online tendering

- a. It was informed that from 01.04.2020 all tender in Tamil Nadu is through online mode only and requested supplier to get prepared for it.

7. Interactive session with vendors

- a. To address the Bank Guarantee release issues, it was informed that the bidders should give the bank details with official ID to ensure timely verification of BG with the Bank.
- b. For COVID supplies, in principle, waiver of LD is being granted on merits and hence requested the supplier to give written representations with documents.

- c. There is no need to go for CPC tender, as for most of the frequently procured equipment rate contracts are already finalized.
- d. Any free supply items other than the scope of supply on the request of hospitals should be given only against written document.
- e. Thiru.Vino Kumar, Accounts Consultant, TNMSC has informed that the payment process has grown Multi-fold in the last 3 years and there will not be any delay when all supporting documents are submitted with the bills. The delay is mainly due to shortfall documents only.
- f. TNMSC will ensure that all payments will be made within 60 days from date of submission of bills with all supporting documents beyond which the suppliers can represent in writing to TNMSC.

III. Session 2: - Issues related to Maintenance of equipment

Presented by: Thiru. V. Ramasamy, Executive Engineer (Equipment & Services, TNMSC Ltd.,

1. The E.E(E&S) presented and briefed about the Equipment Maintenance & Services activities carried out by TNMSC.
2. The key components pertaining to equipment maintenance i.e. Warranty for 3 years and the Preventive Maintenance for 7 years, included in the purchase order issued by TNMSC was discussed.
3. It was insisted to carry out Preventive Maintenance of equipment at each quarter during the warranty period. Also, it was informed that necessary PM reports i.e., 12 PM reports for 3 year warranty period should be submitted for return of performance security.
4. The suppliers were requested to enter into CAMC immediately after the end of warranty period by submitted CAMC proposal at least three months before the warranty end date.
5. The suppliers were requested to carry out regular quarter wise Preventive Maintenance as per CAMC order.
6. The suppliers were insisted to cover all spares & accessories under CAMC and to discuss during pre-bid and ensure mention of such exceptional spares/accessories in the Purchase Order.

7. It was informed that the CAMC will be executed only with the respective suppliers and any request by the supplier/manufacturer after the warranty period to execute CAMC with the manufacturer will not be considered.
8. With regard to CAMC executed for equipment purchased at hospital end, the suppliers were requested to ensure that the Warranty, CAMC Delivery etc as per TNMSC terms & conditions and also the Purchase /CAMC rates should not be more than the rates quoted for TNMSC. In this regard, TNMSC will communicate the same to the Directorates to indicate all the terms & conditions as per TNMSC purchase orders.
9. With regard to processing of CAMC invoices, it was pointed out that there are certain abnormal delay in submission of bills, i.e. even though as per the Terms & conditions the bills are to be submitted within 15 days after expiry of a particular quarter period, the bills are clubbed and submitted on annual basis.
10. It was also informed that the service performance of suppliers will also be included as one of the criteria for finalizing tenders.
11. It was informed that the Equipment Management & Maintenance System (EMMS) will be put into use in a very short period and the supplier will be able to utilize the same for documentation of various maintenance activities.

IV. Other points

1. Thiru. K. Anandan, Engineering Consultant, TNMSC Ltd., has requested all the vendors are requested to share course material for training the end users in the operation and maintenance of the equipment supplied by them.
2. There will be field level training arranged by TNMSC in the coming months for which the vendors are requested to join with their technical experts and make presentation on the operation and maintenance aspects.

V. Vote of Thanks

Thiru. K. Anandan, Engineering Consultant, TNMSC Ltd., has thanked the dignitaries on the dais and vendors for making the event a successful one and expecting the same in near future.

Sd/-
Managing Director

Annexure

List of Vendors attended the Annual Vendor Conference 2022

1. M/s. Agappe Diagnostics Pvt., Ltd.,
2. M/s. Appasamy Associates
3. M/s. Baxter India Pvt., Ltd.,
4. M/s. Bioimplants India (P) Ltd.,
5. M/s. Erbis Engineering
6. M/s. Godrej
7. M/s. Healthware Pvt., Ltd.,
8. M/s. Hiren Pharma
9. M/s. Indian Medical Systems and Technologies
10. M/s. JBS Meditech India Pvt., Ltd.,
11. M/s. M.C. Dalal & Co
12. M/s. Medifocus India Pvt., Ltd.,
13. M/s. Mediglobe Systems
14. M/s. M. M. Corporation
15. M/s. Philips India Pvt., Ltd.,
16. M/s. R. Madhusudhanan
17. M/s. Robonik India Pvt., Ltd.,
18. M/s. Roche Diagnostics India Pvt., Ltd.,
19. M/s. Shan Biotech and Diagnostics
20. M/s. Siemens Healthcare
21. M/s. Solokrafts Industries
22. Ms/. South India Surgical Co. Ltd.,
23. M/s. Span Healthcare Pvt., Ltd.,
24. M/s. Sunshine Surgicals
25. M/s. Surya Surgical Industries
26. M/s. Sysmex India Pvt., Ltd.,
27. M/s. Trans healthcare India Pvt., Ltd.,
28. M/s. Transasia Bio-medicals Ltd.,