

National Health Systems Resource Centre

Under Ministry of Health & Family Welfare (MoHFW)

Government of India

***Request for Expression of Interest (EOI) for Hiring of IT Firm for Human Resources
for State- Specific Portal of CPHC-NCD Application Under NCD Program***

On behalf of the Executive Director-NHSRC, Expression of Interest (EOI) IT Firm for Hiring Eight Human Resources. Eligible and interested firms may send their EOI to the Principal Administrative Officer, National Health Systems Resource Centre, NIHFV Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067.

About NHSRC-

The National Health Systems Resource Centre (NHSRC) is a registered Society under the Ministry of Health & Family Welfare, Government of India to provide technical assistance to the central & state government. It was established on 8th December 2006 as a Society under Societies Registration Act XXI of 1860. Its mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the centre and in the states.

National Health Systems Resource Centre (NHSRC) worked as a technical support wing of the Ministry of Health & Family Welfare, Govt. of India. NHSRC acts as a nodal agency for channelizing the Technical Assistance (TA) to central and state governments for effectively implementing the NHM, with a specific focus on health system strengthening, capacity development & comprehensive Primary Healthcare. The Key technical areas of NHSRC are Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, and Quality Improvement in Healthcare.

It has a 23-member Governing Body, chaired by the Secretary, MoHFW, Government of India with the Mission Director, NHM as the Vice Chairperson of Governing Body and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators including four from the states, and 9 are public health experts from academics and civil society with the Executive Director, NHSRC who is the Member Secretary of both the Governing Body and the Executive Committee. NHSRC's governing body meets sanctions on its annual work agenda and its budget.

The Government of India has been implementing the National Programme for Prevention of Non-Communicable Diseases under the National Health Mission (hereinafter referred to as the 'NCD Program') and the MoHFW, has designed and developed and is maintaining the Comprehensive Primary Health Services - Non-Communicable Diseases Application (hereinafter referred to as 'CPHC–NCD Application') with the intent to be used by the State health institutions/ functionaries (i.e., service providers at public health facilities) to support service delivery at the community level and public health facilities level.

This Expression of Interest (hereinafter referred to as 'EOI') is being floated for hiring of an IT Firm for engaging Human Resources to manage the State-specific Portal of the CPHC-NCD Application under the NCD Program.

The detailed terms and conditions of the tender may be downloaded from the NHSRC website <https://nhsrcindia.org/> and the same shall be read as part and parcel of this EOI.

You are requested to confirm your willingness to provide services by your firm with the following information positively by **06-04-2023** to "**The Principal Administrative Officer**", **NHSRC** at the given office address:

Schedule to the Invitation of EOI:

1	Eol document download date/time	1000 hrs. on 15-03-2023
2	Pre-Bid Meeting	1500 hrs. 23-03-2023
3	Last date and time for submission of bids	1700 Hrs. on 06-04-2023
4	Date and time for opening of Technical BID	1500 Hrs. on 10-04-2023
5	Date and Time for opening of Financial Bid	1500 Hrs. on 14-04-2023
6	Service to be provided	Providing Eight Human Resources (Information Technology) for Management of State-Specific CPHC-NCD Application
7	Period/Extension of contract	One Year (may be extended for a period mutually agreed by both Parties in writing)

- 1. NHSRC will not be responsible for any delay in receiving the EOI.**
- 2. The Incomplete/unsigned bids may be rejected.**

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1. Instructions for Submitting Proposal

The mode of submitting the proposal will be **offline**.

Offline Submission:

1. Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents. **Please do not include any price information in Part A.**
2. The cover of the envelope should be clearly named as **“NCD NHSRC TECHNICAL PROPOSAL”** and **“NCD NHSRC COMMERCIAL PROPOSAL”** **separately**. Both envelopes are to be kept together in one **SINGLE SEALED ENVELOPE**.
3. The document shall be sent in a sealed envelope **EITHER** by post to ‘The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW, Baba Gangnath Marg, Munirka, New Delhi -110067’ **OR** physically kept in the tender box (named *“EoI for the hiring of IT Firm for Human Resources for NCD Programme”*) placed at NHSRC.
4. Any delay in the timely submission of the proposal through the post, or any other cause, will not be considered by NHSRC and will be deemed rejected.

1. **Both Technical and Commercial proposals shall include a self-declaration as specified under section, “Bidder Declaration”.**

2. **For bidders Participating.**

a. The bidders (both offline and online bidders) or their authorized representatives need to send an e-mail to The Principal Administrative Officer, National Health Systems Resource Centre at “nhsr.india@gmail.com” intimating their confirmation for participation in pre-bid and bid opening meeting. This will ensure that only an authorized person is participating, and accordingly, needful arrangements can be done.

b. National Health Systems Resource Centre is not bound to accept the lowest bidder or any proposal. We also reserve the right to request any, or all, of the Bidders to meet with us to clarify their proposal.

c. The final decision for approval/ rejection of the Bid of the Bidder at any stage of evaluation shall lie solely with NHSRC and NHSRC shall be under no obligation to disclose the reasons for the same to the Bidder.

3. **Timelines & Requirements**

The tenure of engagement would be for 12 months starting from the date of execution of a Memorandum of Understanding between the Bidder and NHSRC (hereinafter rereferred to as the ‘MoU’)/ issuance of the Work Order to the Bidder by NHSRC (hereinafter referred to as the ‘Work Order’). The tenure for engagement may be extended for a period beyond the aforesaid period of 12 months, upon mutual agreement of both parties in writing.

4. **The Manpower Requirements are as follows:**

#	Position	Qualification/Skills/Experience
1	Project Manager	<p>Qualifications: B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p>Desirable: PMP/ Prince</p> <p>Minimum Experience: 10 years</p> <p>Skills:</p> <ul style="list-style-type: none"> • Strong project management skills, including the ability to prioritize work and meet deadlines. • Good experience in managing large projects in technologies like Java, PHP, MySQL, Cloud, Android in large context. • Experience in open-source production applications and tools • Extensive experience with Project management tools and technologies • Experience with software architecture and designs • Strong understanding of the Software Development Life Cycle (SDLC) and Agile methodologies required. • Proven experience in building complex, large scale internet-based systems. • Hands-on coding experience with popular languages and web stacks. • Coordinate with Product/Development teams to understand

#	Position	Qualification/Skills/Experience
		<p>the product requirements.</p> <ul style="list-style-type: none"> • Work closely with Developers /QA teams to ensure timely delivery. • Liaise with the Operations Team to resolve operational system issues timely. • Ensure changes in the project plan are communicated to team members. • Strong planning, organizational, and collaborative teamwork approach • Strong verbal and written communication skills. • Strong interpersonal skills, including the ability to make effective presentations and communicate technical concepts to non-technical clients. • Extensive knowledge of project management processes, systems development methods, organizational change management concepts, and business process improvement methods. • In-depth knowledge of project planning techniques and automated project planning tools required. • Excellent problem-solving and critical thinking skills • Experience with project cost management and resource capacity planning • Support continuous improvement, investigating alternatives and technologies, and presenting for architectural review. • Experience of working in fast paced environments, with excellent change management capabilities.
2	Database Developer	<p><u>Qualifications:</u> B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p><u>Minimum Experience:</u> 10 years</p> <p><u>Skills:</u></p> <ul style="list-style-type: none"> • Software Engineering, or equivalent preferred • Extended experience in database development, management and administration • Responsible for the backend development of Application modules & registries • Strong understanding of RDBMS, MySQL, Greenplum, Postgres, Distributed Persistence, Kubernetes Operators. Redis cache • Experience of working on SQL Queries and database scripting (procedures, functions, jobs, physical data model creation • Experience in deployment of SQL DDL/DML code in multiple environments (Dev/QA/PROD) • Strong experience of APIs development • Experience with any ETL tool • Back-end:Core PHP,PHP MVC(CI, YII, Zend and Laravel,

#	Position	Qualification/Skills/Experience
		<p>Rest and Soap API)</p> <ul style="list-style-type: none"> • Strong SQL experience, writing custom SQL queries for PostgreSQL DB with PostGIS and support for JSON • Knowledge of database design principles, query optimization, index management, integrity checks, statistics, and isolation levels • Should have knowledge on Develop, implement, and optimize stored procedures, functions, triggers, and views using SQL PL/pgSQL • Contribute in code reviews • Experience in Source code technologies • interpret business requirements, business rules & validation rules and transform them into Low Level Design and coding. • Hands-on exposure to Data Set, Manage data from heterogeneous sources, Data Cleansing, Data Standardization • Strong understanding of database performance tuning • Review and support the database design, administration and performance tuning.
3	Dev Ops Engineer	<p><u>Qualifications:</u> B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p><u>Minimum Experience:</u> 6 years</p> <p><u>Skills:</u></p> <ul style="list-style-type: none"> • Rich experience in analyzing enterprise application performance, determining roots cause, and optimizing resources up and down the stack • Scaling Application Workloads in Linux VMware • Demonstrates Technical Qualification Administering and utilizing Jenkins / Gitlab CI at scale for build management and continuous integration • Very Strong in Kubernetes, Envoy, Consul, Service mesh, API gateway. • Substantial Knowledge of Monitoring tools like Zipkin, Kibana, Grafana, Prometheus, SonarQube. • Strong in CI/CD experience. • Relevant Experience in any cloud platform • Creating Docker images and managing Docker Containers Scripting for configuration management. • Experience in airflow ELK, dataflow for ETL. • Good to have Infrastructure-as-code secrets management, deployment strategies, cloud networking. • Familiarity with primitives like deployment and cron job. • Scripting experience • Supporting highly available open-source production applications and tools

#	Position	Qualification/Skills/Experience
4	Application Developer (Web & Mobile)	<p>Qualifications: B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p>Minimum Experience: 6- 10 years</p> <p>Skills:</p> <ul style="list-style-type: none"> • Developing user-facing, mobile first applications using React, Node, DB • Building modular and reusable components and libraries • Optimising the application for performance & implement unit tests • Experience of smartphone design principles and interface guidelines. • Development experience with Android Studio, Kotlin, cross platform programming • Proficient with React Native, React.js, Vue.js, Node.JS, framework and its core principles such as components, reactivity, and the virtual DOM • Experience with HTML5 and CSS3 • Experience creating RESTful APIs to connect applications to back-end services • Experience designing, developing, and optimizing SQL Server database objects, tables, stored procedures, views, triggers • Experience in new feature development, refactoring
5	Java Developer	<p>Qualifications: B.E. / B. tech. / MCA/ M.E./M.Tech</p> <p>Minimum Experience: 6-10 years</p> <p>Skills:</p> <ul style="list-style-type: none"> • Proven experience with Java, Javascript, ReactJS, ReactNative, Angular, Spring Boot, React Admin, Metabase, Spring MVC, Struts 2.0, SpringJdbc Template, Hibernate, SOAP/Rest Web services, Micro services Architecture, Maven, PL/SQL for writing queries, Agile, CI/CD like Jenkins, CodeLaravel and CodeIgniter • Experience with defect management software and procedures • Knowledge/experience in Automation Testing, Angular, Java Scripting, CSS, HTML5 • Hands-on experience in spring Boot & microservices • Knowledge of consuming and providing REST APIs • Excellent knowledge of J2EE architecture/design patterns, Object-Oriented Design methodologies, SOA, data modeling techniques, and SOAP • Experience in using J2EE APIs like JPA, JTA, JMS, JDBC etc • Experience in Design Patterns, Design principles & memory Management • Strong experience in Spring framework including dependency injection, IOC, Springboot etc., experience in containerization, API Gateways is a plus

#	Position	Qualification/Skills/Experience
6	Jr. Database Developer	<p>Qualifications: B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p>Minimum Experience: 3 years</p> <p>Skills:</p> <ul style="list-style-type: none"> • Expertise and hands on experience with MySQL, Ingress Database Management System • Create reports and write complex SQL statements for large scale databases • Expertise and hands on experience in database design, data maintenance, database security, data analysis and mining • Experience including index strategies, performance tuning and optimization and stored procedures • Hands-on experience with at least one web-hosting platform/Cloud • Desirable knowledge of data architectures related to data warehouse implementations • Implement backup and recovery processes, provide system and DB performance tuning • Strong interpersonal skills and a desire to work collaboratively to achieve objectives • Understanding of Agile methodologies • Apply security and privacy principles • Work alongside other engineers on the team to elevate technology and consistently apply best practices. • Support to Database Team
7	Quality Engineer	<p>Qualifications: B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p>Minimum Experience: 6 years</p> <p>Skills:</p> <ul style="list-style-type: none"> • Strong knowledge of software QA methodologies, tools and processes • Hands-on experience with automated testing tools Solid knowledge of SQL and scripting • Knowledge in Java, J2EE, JavaScript, Web Services REST API • Experience working in an Agile/Scrum development process • Proficiency in Java test frameworks such as JUnit, Selenium, etc. • Experience with web-based application testing • Experience in writing clear, concise and comprehensive test plans and test cases • Previous experience working as a QA automation engineer • Advanced programming skills including automation systems and databases • Hands-on experience with both white box and black box

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		testing <ul style="list-style-type: none"> • Experience with performance and/or security testing is a Plus
8	Consultant (Business Analyst)	<p><u>Qualifications:</u> B.E./ B. Tech./ MCA/ M.E./ M. Tech</p> <p><u>Minimum Experience:</u> 3 years</p> <p><u>Skills:</u></p> <ul style="list-style-type: none"> • Understands requirement, prepares documentation, and grooms backlog • Starts working on the backlog along with the team • Creation of Functional specifications, System/Process flows, Task lists and Test cases. • Experience with latest mobile and software technologies and apprise teams • Interact with the customer to analyze their need and find solutions. • Strong analytical skills are required for manipulating data, probing issues, providing insight and assisting IT teams to resolve operational and customer incidents within agreed SLAs. • Creates user stories with relevant acceptance criteria. • Discuss with all stakeholders (Customer, technical team, and PO) to make sure that there is no gap at any level. • Finally prepares documents including design flow and wireframes. • Ability to work productively in a dynamic, priority shifting, deadline-driven environment. • Collaborative working as part of a cross-functional team, familiar with agile principles, and passion about sharing knowledge internally

Note: All the above-mentioned resources can be used in other projects of NHSRC as well, whenever required. Eligibility criteria(s) may be relaxed by NHSRC in case of exceptional candidates.

5. Evaluation

The evaluation will be based on QCBS (Quality and cost-Based Selection) method. Ratio of Technical to Financial will be 60:40 in accordance with Rule 192(i) of GFR 2017.

The evaluation is a 2 step Process:

1. **Technical Evaluation:** Bidder needs to score at least 60 marks out of 100 in technical evaluation to be eligible for Financial Evaluation. A Technical Interview and Presentation round will be performed for the bidders.
2. **Financial Evaluation:** please refer table (Financial Format): Bidder needs to provide the Financials as per the Financial Format.

Only bidder(s) who qualify the technical evaluation will be considered for financial evaluation. Lowest quoted bidder will be considered for the selection and award of the contract, but it is clarified that National Health Systems Resource Centre is not bound to accept the lowest bidder or proposal.

6. Technical Evaluation Criteria

Technical Evaluation: Minimum 60 out of 100 marks will be valid as cut of to be considered for Financial Bid.

A Technical Interview and Presentation round will be performed for the bidders.

Type	Formula	Max Score	Remarks
Normalized Technical Score	Total Technical Score	100	Based on Table: Technical Evaluation Criteria

S.No.	Evaluation Criteria	Max Marks	Parameters	Supporting Document
A	Relevant Experience and competency of Firm			
A1	Experience of providing IT manpower on large (including 15 and above IT personnel) projects involving software development, management, and maintenance in last 5 yrs.	50	More than 5 projects- Marks 50 <ul style="list-style-type: none"> • 3-4 Projects – 35 Marks • 1-2 Projects- 20 Marks 0 Projects-0 Marks 	Self-attested copy along with the year wise details
A2	IT Manpower provisioning done in Government of India/ States / UTs / PSUs / Autonomous Bodies of government of India.	15	5 Projects: 15 marks 3-4 Projects 10 marks 1-2 Projects: 8 marks	Declaration by Bidder with relevant document proof / Work Order copy
A3	Nature of Projects Executed	20	Public Health: 20 Marks Others: 10 Marks	Declaration by Bidder

S.No.	Evaluation Criteria	Max Marks	Parameters	Supporting Document
A4	Understanding of the National Health Mission NCD application project and required technology manpower	15	To be evaluated by the Evaluation Committee constituted by NHSRC	Presentation to the Evaluation Committee

7. Financial Format – Bill of Material

Sr. No.	Description (A)	Man Units (B)	Per Man Month Cost Quoted by Bidder (Per head) (C)	Total Cost Quoted by the Bidder / month (D=B*C)
			To be filled by the bidder	
1	Project Manager	1		
2	Database Developer	1		
3	Dev Ops Engineer	1		
4	Application Developer (Web & Mobile)	1		
5	Java Developer	1		
6	Jr. Database Developer	1		
7	Quality Engineer	1		
8	Consultant (Business Analyst)	1		
			Sub -Total	
			GST/Taxes	
			Total Including Taxes	

Note#

Amount quoted will be inclusive of salary of resource and campus expenses. No additional cost will be entertained post selection.

Scoring will be done on a sliding scale depending on number of responses e.g. If 10 Technical Bids have qualified then scoring for L1-10, L2-9, L3-8 and so on. The highest scorer of Technical and Financial Evaluation will be declared as H1.

Relative weightage on % of both combined will be worked out and highest scoring bidder will be selected.

The selected Bidder shall provide to NHSRC the final list of selected and verified candidates no later than 14 days from the date of execution of the MoU/ issuance of the Work Order. Upon receipt of approval of the selected candidates from NHSRC in writing, the Bidder is required to notify the selected candidates and and duly brief them of the relevant covenants of the MoU/ Work Order necessary for its effective implementation. Accordingly, NHSRC shall conduct the interview of the selected candidate(s) within 5 days' of such approval, unless this period is extended by NHSRC in writing. In case any selected candidate is found unsuitable/ unqualified by NHSRC during this screening process, the same shall be replaced by the Bidder within 7 working days' from receipt of such rejection.

- a. Bidder shall provide the financial quote (including taxes) in the above format. Failure to do so, may result in rejection of the Bid by NHSRC.
- b. NHSRC may ask the resource(s) to work from its registered office or any other place as designated by NHSRC.
- c. The candidates may be asked to work on the designing & development of other NHSRC projects as per requirement.
- d. Placing order is completely at the discretion of NHSRC.
- e. Bidder shall give an annual increment of at least 10 percent of their total remuneration to each Resource(s) during the tenure of engagement.
- f. The documents mentioned at Point 19 are to be provided with Technical Bid. In the absence of any of the documents the Technical Bid will not be considered.

8. Notification of Empanelment

NHSRC shall notify the successful applicant about empanelment in writing by registered letter or by e-mail.

The applicant shall acknowledge in writing, receipt of the notification of empanelment and shall send its acceptance within 7 days of receiving the notification, failing which, the empanelment may stand terminated.

9. General Terms & Conditions

Terms & Conditions accepted by the bidder during its empanelment with NHSRC are being referred to for current assignment. The following was also mentioned in these "Terms & Conditions":

"This RFQ is not exhaustive in describing the functions, activities, responsibilities, and services for which Bidder will be responsible. The Bidder, by participation in this RFQ, implicitly confirms that if any functions, activities, responsibilities or services which are either not specifically described in this RFQ or EOI or MoU or Work Order but has to undergo suitable changes/modifications due to regulatory/statutory changes and are termed necessary or

appropriate by NHSRC for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied and included within the scope of services under this RFQ and Bidder's response to the same extent and in the same manner as if specifically described in this RFQ and Bidder's response".

Based on the above, the following "Terms & Conditions" would be applicable for the current assignment:

- a. The "Terms & Conditions, earlier accepted by the bidder during empanelment would be applicable except those which have been specified/ detailed herein.
- b. The selected bidder should be agreeable to provide Resource(s) in accordance with the requirements of NHSRC and the terms of this EOI or MoU or Work Order.
- c. The payment will be made on monthly billing subject to satisfactory progress made as per scope of work and timelines defined in the MoU or as per the terms of the Work Order.
- d. The engaged resources shall work under the guidance of NHSRC and be governed by the HR Policy of NHSRC unless so specified otherwise in the EOI/ MoU/ Work Order.
- e. The Bidder shall be required to raise an Invoice on monthly basis by last working day of the month, towards the services provided to NHSRC. The clearance of the same shall be subject to due verification of official records maintained by the NHSRC and approval for the same provided to the Bidder by the NHSRC in writing.
- f. NHSRC may terminate the MoU/ Work Order by giving a Notice in writing to the Bidder at least 30 days' in advance of the effective date of termination. The Bidder may terminate the MoU/ Work Order by giving a Notice in writing to NHSRC at least 90 days' in advance.
- g. At any stage, if NHSRC is not satisfied by the performance of any Resource(s) and/ or termination of association with any Resource(s) or in case of termination of such association by the Resource(s), the Bidder must provide a replacement of such Resource(s) within 7 working days' of receipt of such information of termination/ request for replacement from NHSRC in writing
- h. In case the bidder is unable to provide the replacement or resource within the specified time as per point 7, the Bidder shall be liable to compensate NHSRC at the rate of Rs. 2,500/- per day (upto 30% of the total monthly compensation of the Resource(s) as quoted by the Bidder in the Price Bid) towards damages, etc. incurred by NHSRC, unless the same is waived off by NHSRC in writing.

In case of the termination of association by the Resource(s), the Bidder must ensure that the incumbent serve a Notice period of not less than 90 days' from the receipt of such information in writing by NHSRC, unless such is specifically waived off by NHSRC. The successful bidder must also provide a replacement, at least 30 days in advance, from the last date of association of the incumbent (post-specific) resource for smoother "knowledge transfer" exercise.
- i. In case successful bidder is unable to provide the replacement of resource within the specified time as per point 9, the Bidder shall be liable to compensate NHSRC at the rate of Rs. 2,500/- per day (upto 30% of the total monthly compensation of the Resource(s) as quoted by the Bidder in the Price Bid) towards damages, etc. incurred by NHSRC, unless the same is waived off by NHSRC in writing.
- j. The regular violation of effective compliance of the terms of this EOI/ MoU or Work Order, may result in cancellation of the empanelment of the Bidder with NHSRC and forfeiture of the Performance Bank Guarantee.
- k. All intellectual property developed by the Resource(s) during their association with NHSRC, including discoveries or inventions made in the performance of their duties related in any way to

the work of NHSRC, will remain the sole property of NHSRC

- l. The software development will be carried out as per the best practices followed worldwide.
- m. NHSRC may decide to have a mixed set of in-house and bidder's resources for sustainable good quality of software development and bidder should be agreeable to work under this setup and should agree to work under this setup and should agree to transfer necessary knowledge and skills to NHSRC personnel such as – Functional Specifications, Technical specification, SRS, integration specification Application architecture / design, integration architecture/ design, Test Cases document, Deployment guide on infrastructure servers, Release notes, under guides & training manuals are mandatory deliverables apart for Source code & Build guides.
- n. The application development /customization work carried by the empaneled bidder(s) will be subject to unit testing. Stress/performance testing, system integration testing & user acceptance testing etc. and security audit as applicable. However, no additional fees/ charges would be payable by NHSRC for the rectification of errors detected during the testing /audit compliance/ analysis process.
- o. The bidder should be agreeable to provide all necessary functional and technical documentation required by NHSRC from time to time.
- p. The bidder is in agreement with NHSRC to execute a Memorandum of Understanding, Non-Disclosure Agreement (NDA) and integrity Pact as per the format of NHSRC. The MoU format along with NDA and integrity pact will be shared with eligible Bidders.
- q. Conflict of Interests shall be disqualified.
- r. NHSRC shall have the right to changes the terms & conditions /cancel the tendering process at any time, without thereby incurring any liabilities to the affected bidders. Reasons for changing the terms & conditions / cancellation, as determined by NHSRC in its Sole discretion including but are not limited to the following:
 - i. Services contemplated are no longer required
 - ii. Scope of work not adequately or clearly defined due to unforeseen circumstance and or factors and/ or new developments
 - iii. The project is not in the best interest of NHSRC
 - iv. Any other reason

10. Confidentially

- For all purposes of this Agreement, the term “Confidential Information” shall collectively refer to all non-public information or material disclosed or provided by NHSRC to the Bidder or vice-versa, either orally or in writing, or obtained by the recipient Party from a third party or any other source, concerning any aspect of the business or affairs of the other Party or its “Affiliates”, including without limitation, any information or material pertaining to products, formulae, specifications, designs, processes, plans, policies, procedures, employees, work conditions, legal and regulatory affairs, assets, inventory, discoveries, trademarks, patents, manufacturing, packaging, distribution, sales, marketing, expenses, financial statements and data, customer and supplier lists, raw materials, costs of goods and relationships with third parties. Confidential Information also includes any notes, analyses, compilations, studies or other material or documents prepared by the recipient Party which contain, reflect or are based, in whole or in part, on the Confidential Information.

Notwithstanding the foregoing, Confidential Information shall not include information or material that:

- is publicly available or becomes publicly available through no action or fault of the recipient Party;
 - was already in the recipient Party’s possession or known to the recipient Party prior to being disclosed or provided to the recipient Party by or on behalf of the other Party, *provided*, that, the source of such information or material was not bound by a contractual, legal or fiduciary obligation of confidentiality to the non-disclosing Party or any other Party with respect thereto,
 - was or is obtained by the recipient Party from a third Party, *provided*, that, such third Party was not bound by a contractual, legal or fiduciary obligation of confidentiality to the non-disclosing Party or any other Party with respect to such information or material, or
 - is independently developed by the recipient Party without reference to the Confidential Information.
- Both Parties shall keep strictly confidential and shall not disclose, or cause or permit to be disclosed, to any person or entity, any confidential information or the fact that it has received the Confidential Information and related thereto, except to those officers, employees or other authorized agents and representatives and professional consultants of Third Party to whom disclosure is reasonably necessary in connection with the execution of work assigned, and except as otherwise consented to in writing by the other Party. Both Parties shall take all actions reasonably necessary to ensure that the Confidential Information remains strictly confidential and is not disclosed to or seen, used or obtained by any person or entity except in accordance with the terms of this EoI.

11. Blacklisting

- The Bidder should not have any actions, suits, proceedings or investigations pending or to their knowledge threatened against them at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may constitute their inability to perform their assignment(s) as per this EoI.
- The Bidder should not be blacklisted by any Central/ State Government, / agency of Central/ State Government of India or any other country / Public Sector Undertaking/ any

Regulatory Authorities in India or any other country for any kind of fraudulent activities.

- At any stage, in case it is found that the Bidder has deliberately misrepresented or provided false information to NHSRC, NHSRC reserves the right to blacklist the said Bidder for a period of not less than 5 years from the date of receipt of such decision to the Bidder in writing, from participating in future Bids/ projects, from the date of receipt of such decision to the Bidder.
- The bidder must not be debarred or blacklisted now or in the past and the bidder does not have any ongoing litigations now and there have been no litigation pending with Government of India/ States / UTs / PSUs / Autonomous Bodies / Professional Organisations / and others.

12. Disclaimer

The close relatives of NHSRC personnel are prohibited from participation in this tender. The close relatives for this purpose are defined as:

- Members of a Hindu Undivided Family.
- The one is related to the other in the manner as wife or husband, father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife (Sister-in-law), sister(s) and sister's husband (brother-in-law)

13. Indemnification

- The Bidder hereby undertakes that NHSRC shall not be liable for or in respect to any damages or compensation payable to any of its employee, associate, agent or contractor or sub-contractor. The Bidder shall indemnify and keep indemnified the NHSRC against all such damages and compensation, all claims, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto.
- The Bidder shall indemnify and keep indemnified NHSRC for any losses/ penalties as may be levied upon the Bidder, by any judicial/ statutory/ administrative authorities/ Court of law, on account of violation of any law/ rule/ regulation/ condition etc. attributable to the Bidder/ its agents/ or any other person in its employment of or any of its contractors/sub-contractors.
- The Bidder shall indemnify and keep indemnified NHSRC for any losses/ penalties as may be levied for any losses/ penalties as may be levied upon it, by any judicial/ statutory/ administrative authorities/ Court of Law, on account of violation of any law/ rule/ regulation/ condition/ infringement of Intellectual Property Rights, etc. attributable to the Bidder/ its agents/ its Affiliates or any other person in its employment or any of its contractors/ sub-contractors, while providing its services herein.

14. Pre-Qualification / Eligibility Criteria

- 1) A bidder participating in the procurement process shall possess the following minimum pre-qualification / eligibility criteria.

S.No	Basic requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder should be a company registered under Indian Companies Act, 1956; OR A partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India; OR Any other Act of State/Union, as applicable for dealing in the subject matter of procurement; Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder	-Copy of valid Registration / incorporation Certificates
2	Financial: Turnover from IT/ITeS	Average Annual Turnover of the bidder from IT/ITes during last three financial years, i.e. FY: 2019-2020, 2020-2021, 2021-2022, 9 as per the last published audited balance sheet), should be at least Rs. 3 Crores.	CA Certificate with CA's Registration Number, Signature & Seal
3	Financial: Net Worth	The net worth of the bidder, as on March 31st, 2022 (as per last published audited balance sheets) should be positive.	CA Certificate with CA's Registration Number, Signature & Seal
4	Tax registration	The bidder should have a registered number of GST Registration No. where his business is located Income Tax/ Pan Number	Copies of relevant certificates of registration
5	Mandatory	Bidder should: - Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons: Not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the Making of false statement or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) Comply with code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure-B

S.No	Basic requirement	Specific Requirements	Documents Required
6	Manpower Strength	The bidder should have at-least 100 full time employees in It Man-Power services across India as on 31 st March 2022	Self-Certification by the authorized signatory with clear declaration of staff- year wise, level/ designation wise.

- i. The registered office of the firm/ facility/ association/ company (hereinafter referred to as “Bidder”) submitting the Bid shall be based within Delhi-NCR region.
 - ii. The Bidder undertakes that it is fully equipped with human and technical resources and equipment required for successful and efficient delivery of any work that may be assigned to it by NHSRC in pursuance of this Tender and EoI.
 - iii. The Bidder should have GSTIN issued by the GST Department.
 - iv. The Bidder should have PAN number issued by the Income-tax department.
 - v. The Bidder should be duly registered with the competent authority in accordance with the prevailing laws of India prior to 31.03.2018 and shall submit a copy to NHSRC of all necessary documents, such as Licenses, Registration Certificates etc., in support thereof, and represents and warrants that it is duly organized, validly existing and in good standing under the laws of its land.
Copy of any documentary proof to establish bonafides of the registered office (as on date) i.e., landline/mobile/Electricity Bill in the name of the bidder agency or registration under shop & establishment act, local authority or lease agreement must be attached and the Bidder shall agree to physical verification of the same by NHSRC.
- 2) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above:-
- a. NHSRC may disqualify a bidder as per Terms and conditions mentioned in Para 9; and
 - b. NHSRC may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. NHSRC shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. NHSRC shall promptly notify each bidder requested to demonstrate its qualification again as to whether or not the bidder has done so to the satisfaction of NHSRC.
 - c. The bid evaluation committee may rectify non-material non-conformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
 - d. Non receipt of any of proof of documents as given at PRE-QUALIFICATION/ELIGIBILITY CRITERIA will make a firm liable for Disqualification.

15. Pre-Bid Meeting

- Pre-bid meeting shall be held as per Notice Inviting Tender (NIT) schedule so as to provide an opportunity to the bidders to interact with NHSRC with regard to various tender provisions/ clauses before the bids are submitted.
- Request for clarification during pre-bid, if any, may be sent by email on nhsrc.india@gmail.com at least five working days prior to the commencement of pre-bid meeting.
- Bidders are required to attend the pre-bid meeting through a duly authorised representative, failing which, request for any additional meeting may not be entered.

16. Regular Inspection of Website

Prospective bidders are advised to visit NHSRC website <https://nhsrcindia.org/>. on regular basis for any change in schedule like amendment / corrigendum in Tender Document including technical requirement and pre-bid minutes etc.

17. Performance Security

- The successful bidder shall furnish a Performance Security for an amount equivalent to 5% of the contract value or Rs. 5 Lakhs, whichever is higher (as required under the Rule 171, General Financial Rules, 2017).
- The successful bidder shall furnish Performance Security for an amount as indicated above to ensure due performance of the contract within fifteen days (15) or earlier from the date of receipt of communication from NHSRC informing ‘Acceptance of Bid’.
- The Performance Security shall be furnished in form of a Demand draft/ Pay order /Bank Guarantee/Fixed Deposit Receipt (FDR) in favour of “National Health Systems Resource Centre.” Issued by a Schedule Bank from its branch in Delhi in the prescribed format.
- In case the Performance Security is submitted in form of Bank Guarantee/Fixed Deposit Receipt (FDR) shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the work order.
- Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.
- The Performance Security as mentioned in the sub-para (i) above shall be released on satisfactory completion of all contractual obligation.

18. Amendments To Tender Enquiry (TE) Documents

At any time, prior to the deadline for submission of tender, NHSRC may, for any reason deemed fit by it, modify the Tender Enquiry document by issuing suitable amendment(s) to it. The amendment will be uploaded on NHSRC website only. NHSRC will be under no obligation to inform the Bidders of such amendment on individual basis.

In order to provide reasonable time to the prospective bidders to take necessary action in preparing their tenders as per the amendment, NHSRC may, at its discretion extend the deadline

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19. Documents to Be Attached with The Tender For Technical Evaluation

1. Tender document and terms & conditions (each and every page) duly filled, signed and stamped by the Bidder along with the supporting Documents.
2. Bidder relevant Registration certificate from appropriate authority.
3. Audited copy (including balance sheet and P&L) of the annual turnover for last 3 years should be submitted.
4. Copy of PAN number issued by the Income-tax department.
5. Copy of GSTIN
6. Letter of associated press/own Bidder facility
7. (i) The two sealed envelopes containing technical bid (Annexure-I) and financial bid (Annexure-II) respectively should be placed in one covering envelope and sealed.
(ii) The technical bid should not contain any indicating of price offered; else the entire bid will be rejected.
8. Income tax return of last 3 years (certified copy is to be submitted with application).
9. A certificate as per Annexure VIII stating that the bidder has not been / is not blacklisted / debarred. The Bidder has not been / is not involved in litigation or any legal proceedings.



**NATIONAL HEALTH SYSTEMS RESOURCE CENTRE,
(Ministry of Home Affairs, Government of India),**

Application form for empanelment of vendors

Note to fill the Application Form:

1. It is essential to fill all columns of the application.
2. Each page of the application form to be signed by the authorized signatory.
3. Attach separate sheets to fill the details, wherever required.
4. The vendor should clearly specify the expertise for which he/she is applying for empanelment (like only for designing, only for printing, only for videography or for combination of two works or more or for all works)

• Work being applied for empanelment: _____

• Name of the Vendor: _____

• Office Address: _____

• Telephones Nos.: _____

• E-mail / Website: _____

• Fax Nos.: _____

• Mobile Nos.: _____

• Nature of ownership of firm (Sole/Partnership/otherwise)

• If Registered, Regn. No. with name of authority:

- Validity of registration:

- GST. No.: _____

- PAN No.: _____

- Is the firm, on the panel of any other govt. organization:

- Details of printing and designing works executed for the last 3 financial years (indicate year-wise)

Please attach list

- Details of turn over for the last 3 financial years (indicate year wise)

- List of clients with telephone Nos. in respect of which works have been executed successfully:

- Sample of work (copy attached):

(Signature of the Proprietor/Authorized Signatory)

Rubber Seal of the firm

Place:

Date:

Specifications for Financial information

Sheet attached.
Sheet 1, and Sheet 2

Application for Empanelment of Vendors
(To be typed & submitted in the Letter Head of the Company/Firm of vendor)

Offer Reference No.....

Dated:

To,
NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi 110067

Dear Sir,

Sub: Submission of Application against EOI Ref No: -----

We wish to introduce ourselves as vendor and request you to consider our application for empanelment as a vendor IT Firm for engaging Human Resources to manage the State-specific Portal of the CPHC-NCD Application under the NCD Program as detailed in the EOI issued by NHSRC, in accordance with the terms and conditions thereof.

I/We have carefully read the terms and conditions specified in EOI and also following listed documents connected with the EOI documents and agree to abide by the same.

1. Amendments/Clarifications/Corrigenda/Errata/etc. issued in respect of the EOI by NHSRC (if any).
2. Notice Inviting Application.
3. Documents referred in EOI document.

Authorized Representative of Applicant

TECHNICAL BID

Additional Information

(To be submitted in a sealed envelope to PAO, NHSRC, NIHFW Campus, Baba Gangnath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid)

1. Name & Address of Bidder:
2. Permanent Income Tax A/c No. of the bidder:
3. Name & Address of Banker of the Bidder:
4. Business Name and constitution of the Bidder firm.

Also state if the firm is registered under:

- (i) The Indian Companies Act, 1956
- (ii) The Indian Partnership Act, 1932
- (iii) Any act, if not, who are the owners (Please give full Names and Address)

(Attach copies)

5. For partnership firms state whether they are registered or not registered under Indian Partnership Act, 1932. Should the answer to this question by a partnership firm be in the affirmative, please state further:

(i) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.

(ii) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.

6. State whether business dealing with you has been banned by any Central/ State Government Organization? If so, give details.

Signature of witness

Full Name and Address of Witness
(In BLOCK LETTER)

Signature of Bidder

1. Full name & address of Person signing.

2. Whether signing as Proprietor/ Partner/ Constituted Attorney / duly authorized by company.

Income Tax Return & PAN Number

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry is being submitted along with this tender as per details given below: -

Details	Remarks
Copies of Income Tax Returns for the Financial Years (for last three years)	
Copy of Permanent Account Number	
Copy of Service Tax Registration Number	
Copy of GST/ VAT/ Sales Tax Registration Number, if any	

**Signature of Bidder
(Prop. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm**

Certified copies of the work order

Proof of successfully providing of the similar services i.e., certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last five years) along-with endorsement from the concerned Institution.

(a) Whether any work of Govt. or Semi Govt. Dept or Reputed Private Organization has been done in previous year Y/N_____

(b) It yes, furnish full details _____

**Signature of Bidder
(Prop. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm**

UNDERTAKING

(To be submitted on Rs. 50/- stamp paper)

Declaration by the Bidder

I/We _____ hereby declare that:

- 1.) I/We am/are an IT Firm engaged in providing Human Resources/ manpower and duly recognized by the Govt. of India/State Govt./Any other reputed Public Institution/Body have examined the above-mentioned tender document including amendment/corrigendum (if any) the receipt of which is hereby confirmed.
- 2.) I/We do hereby offer to provide the aforesaid services at the prices and rates mentioned in the price bid.
- 3.) I/We agree to abide by my/our offer for a period of _____ days from the date of opening of the tender.
- 4.) I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
- 5.) I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
- 6.) I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
- 7.) The tender document has been downloaded from the official website i.e. www.nhsrcindia.org and/or tender website in for bidding purpose and is a true copy of the original.
- 8.) I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause of Annexure I is/are employed in NHSRC.

Signature of Bidder
(Prop. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

SELF-DECLARATION – NO BLACKLISTING {to be filled by the bidder}

To,
{Tendering Authority},

In response to the Tender No. _____ dated _____ for Empanelment of Publication Agencies on Agreed Financials, as an Owner/ Partner/ Director of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding, is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU. If this declaration is found to be incorrect then without prejudice to any other action that may be taken and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -
Authorised Signatory: -
Seal of the Organization: -

Date:
Place:

Bid Security Declaration Form

Date: _____

Tender No. _____

To (insert complete name and address of the bidder)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)