

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067

TENDER DOCUMENT

TECHNICAL & FINANCIAL BID

UNDER TWO BID SYSTEMS

NAME OF WORK

Comprehensive Annual Maintenance Contract (CAMC) For
Computers (Desktop/Laptops), Printers, Servers, LAN (Wire/Wireless), PA System and related
items

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
(NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

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FILE NO-NHSRC/11-12/Tenders/01/PF (2)

DETAILED NOTICE INVITING FOR LIMITED TENDER

On behalf of the Executive Director, NHSRC, the indenter, tenders are invited for hiring in a two bid from reputed, experienced professional service providers for Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers and Related Items such as LAN Switches, WAPs etc. of NHSRC by agencies in Delhi/NCR subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website www.nhsrccindia.org for use in the NHSRC NIHFW 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.

This Expression of Interest (hereinafter referred to as 'EOI') is being floated for hiring of Comprehensive Annual Maintenance Contract for Computers (Desktop/Laptops), Printers, Servers, LAN (Wire/Wireless), PA System and related items.

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 **27-04-2023** to **“The Principal Administrative Officer”**, **NHSRC** at the given office address:

Schedule to be invitation of Eol:

Tender - Start Date	1000 Hrs. on 06-April-2023
Tender document download/Sale start date/time	1000 Hrs. on 06-April-2023
Pre Bid Meeting	1500 Hrs. 14 - April- 2023
Last date and time for receipt of bids	1700 Hrs. 27- April- 2023
Date and time for opening of the Prequalification- cum-technical bid	1430 Hrs. on 28 - April- 2023
Date and time for opening of the Financial Bid	1430 Hrs. on 03 - May -2023
Service to be provided	Comprehensive Annual Maintenance Contract (CAMC) for Computers (Desktop/Laptops), Printers, Servers, LAN (Wire/Wireless), PA System and related items
Period/Extension of contract	Up to 31 March 2024 from the date of award the contract with an option of extension for a further period of up to three years on the Mutual Consent (subject to continuation of NHSRC)
Validity of tender offers	180 days from the date of opening of prequalification - cum-technical bid
Performance Security Deposit (Only for finalized bidder)	3% of the contract value

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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Instructions for Submitting Proposal

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 **“CAMC for NHSRC TECHNICAL PROPOSAL”** and **“CAMC 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 Comprehensive Annual Maintenance Contract (CAMC) for Computers (Desktop/Laptops), Printers, LAN (Wire/Wireless) and related items”*) 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.

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

1. 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 **“nhsrc.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.
- d. The duly completed sealed tender in the manner prescribed should be submitted to PAO, NHSRC concerned, above-mentioned address up to 1700 Hrs. 27- April- 2023 and the Technical Bid shall be opened on the 1500 Hrs. on 1430 Hrs. on 28 - April- 2023 in the presence of tenderer or their authorized representative (only one) who may wish to be present.

- e. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Any tenderer not keeping offers open for the prescribed period; the same shall be summarily rejected.
- f. If the date of opening of the tender is declared as holiday the tender will be opened on the next working day at the same time and venue.
- g. Incomplete offer/offers not conforming strictly to the manner prescribed /offer not submitted on prescribed tender form or late/delayed tender shall not be considered and stand summarily rejected.
- h. The offers submitted would be governed by all the terms & conditions laid down in the prescribed tender form in addition to the terms & conditions indicated herein.
- i. NHSRC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.
- j. NHSRC reserves the right to accept or reject any or all of the bids in full or in part including the lowest, without assigning any reasons, thereof or incurring any liability thereby.

Principal Administrative Officer
NHSRC, New Delhi

INSTRUCTIONS TO TENDERERS

National Health Systems Resource Centre (hereinafter referred to as NHSRC), Principal Administrative Officer invites tenders under two bid system from Professional Service Providers (hereinafter referred as Service Provider) for Comprehensive Annual Maintenance Contract (CAMC) for Computers (Desktop/Laptops), Printers, Servers, LAN (Wire/Wireless), PA System and related items.

If any agency is in a position to quote in accordance with the requirements of the Tender, they may submit their tender to this office in the prescribed tender form duly sealed and in the manner prescribed.

1. ADDRESS FOR CORRESPONDENCE:

For all purpose of this contract the address of the tenderer mentioned in the tender shall be the address to which all communications to the Service Provider shall be sent, unless the Professional Service Providers has notified a change by a separate letter sent by Registered Post with Acknowledgement-Due. The Professional Service Providers shall be solely responsible for the consequence of an omission to notify a change of address in the manner aforesaid.

2. Pre-Bid Meeting

A pre-bid meeting will be held in the Conference Room of National Health Systems Resource Centre, Baba Gangnath Marg, Munirka, and New Delhi 110067 at 1500 Hrs. 14-April-2023 for clarifications required on any aspect pertaining to the Tender Document.

3. SCOPE / OBJECTIVE / DELIVERABLES OF THE CONTRACT:

A. *Eligibility Criteria The firm should:*

- I. Be a registered one under Company's Act and should have an experience of at least five years in the field of maintenance of Computers, Printers and Accessories etc.
- II. Be registered with Sales and Service Tax Authorities with respective State Government /Government of India (As applicable);
- III. Have good financial standing with an average turnover of Rs 1 crore based on last three years audited balance sheet.
- IV. Have worked for at least three years with Government/PSU/Reputed Private Companies in providing CAMC Services of similar nature, as required in this tender.

V. The tenderer should have valid ISO 9001-2015 or equivalent certificate for providing maintenance and facility management services for information technology infrastructure.

VI. Have the capability for maintenance of reputed brands like Sony, Dell, Lenovo, IBM, HP, HCL, Wipro, Samsung, Xerox etc.

If the firm meets the above technical requirements, they may apply in the technical bid proforma placed as Appendix-I, with photocopies of all the documents in proof of the Registration, Past Experience, Financial Strength and Experience.

B. List of documents to be submitted.

a. Covering letter clearly indicating the list of enclosures.

4. Scope and Deliverables

A. Scope and Deliverables

I. The Vendor must provide services at National Health Systems Resource Centre, NIHFWS Campus, National Rural Health Mission, Ministry of Health and Family Welfare, Government of India.

II. The Contract shall be on a comprehensive maintenance service basis and NHSRC shall make no extra payment for any general wear and tear/spare parts etc. (except in case of physical damages).

III. The contract shall cover both preventive as well as corrective maintenance of all IT equipment (viz PCs, Laptops, UPS, Servers, Scanners, Printers, and LAN Connections etc.) on all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive and as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified component.

IV. Provide two Resident Engineer / Technical Staff (at least Graduate with Diploma from IT Background with a minimum five-year of experience) for all working days and Saturdays/Holidays to provide on-site support at NHSRC. ToR for the same at appendix-III. Additional resident engineer will be provided as and when asked for on same term and condition

V. The existing list of Assets (Computers (Desktop/Laptops), Printers, Servers, LAN (Wire/Wireless), PA System and related items) which are to be brought under CAMC is enclosed at Appendix-II. The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of the contract or during the currency of the contract. Same will be included in the CAMC at the same cost.

VI. The contract will be valid for a period of one year or till 31 March 2024, whichever is earlier. The contract can be extended further for a period of up to three years on same terms and conditions or mutual agreement of both parties. The rates quoted will remain

in force for the full period of the contract (subject to continuation of NHSRC)

VII. No demands for revision of rates on any account shall be entertained during the contract period.

VIII. The Vendor will prepare separate log books for each of the machine to be taken under the CAMC and Preventive Maintenance with virus detection and special cleaning of the monitor, Printer, Key Board; mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. Removal of virus and patch management shall be a mandatory part of the contract. Vendor shall provide a competent qualified Hardware engineer at regular interval for preventive maintenance of all equipment on quarterly basis. Preventive Maintenance Report from user would be submitted to IT Division.

Schedule of preventive maintenance shall be as follows: -

1. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
2. Running of test programmes to ensure quality print/date reliability.
3. Checking of power supply source of proper grounding and safety of equipment.
4. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
5. Shifting of equipment as and when required.
6. Running of diagnostic software for system performance.

IX. Payment will be made on the quarterly basis on the submission of satisfactory report from the IT Department of NHSRC. Preventive maintenance report shall be attached with the Invoice for the payment.

X. The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges, batteries, etc.

XI. Penalty clause will operate for complaints, which are not attended within the stipulated time, indicated as below.

Sl. No.	Description	Response Time	Resolution Time	Rate of Penalty Beyond Resolution Time
1.	Desktop / Laptop/ Printers/ UPS/ Scanner/ Projector etc.	4 hours	2 working days.	Rs.500/- per working day / per call basis for calls not attended

XII. As far as possible, the repairs would be carried out on-site itself. In case the equipment is taken to the workshop, the Vendor will have to provide standby equipment, till the equipment is repaired and delivered at NHSRC. In such case penalty clause will not operate provided the original equipment is returned within period of 2 working days from the date of breakdown or matching replacement has been provided.

XIII. In the event of the failure of the vendor to repair the equipment within the stipulated five working days, organization will be free to get the equipment repaired from some other source and the firm shall be liable to pay for the entire expenditure incurred by the organization for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by the organization to the tenderer.

XIV. In case of non-availability of drivers of the machine (branded one like Sony, Dell, Lenovo, IBM, HP, HCL, Wipro, Samsung, Xerox etc.) the Vendor is expected to arrange the same from his/her own resources.

XV. In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system within stipulated period.

XVI. The necessary support for maintaining virus free computer environment in the department and help in upgrading the software/virus detection mechanism would be provided by the Vendor.

XVII. The vendor will not change the setting of any computer without seeking the prior permission of the IT Department.

XVIII. In case of contracted firm backing out in midstream without any explicit consent of NHSRC, the firm will be liable to recovery at higher rates, vis-a-vis those contracted with, which may have been incurred by NHSRC on maintenance of machines for the balance period of contract by alternative means.

XIX. No advance payment would be made in any case. The payments towards Comprehensive Annual Maintenance Contract shall be made in four instalments each at the end of three months/each quarter on production of satisfactory report i.e. on completion of satisfactory performance;

XX. The computer and peripherals (to be placed under CAMC) may be inspected by the qualified tenderer. The non-functional items and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC.

XXI. The Vendor shall not further sublet the CAMC under any circumstances to a third party / sub-Vendor for the maintenance.

XXII. NHSRC reserves the right to reject any item, if found unsuitable and/or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by standard quality equipment forthwith at the cost of the tenderer. No payment will be made for the rejected items. During installation at site if any part is found to be defective or broken, it will be replaced with new one by the tenderer at their cost and risk within five working days.

XXIII. The firm shall maintain all the machines satisfactorily till the end of the CAMC tenure and handover all inventory in good working condition to the next vendor, in case the CAMC is not extended or is terminated.

XXIV. Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within the next 3 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the CAMC payment.

XXV. At least one set of computer, UPS & printer should be stocked as standby. Repairing equipment and adequate spares/stocks of hubs, switches, connectors, cables, n/w cards and other components should be maintained at NHSRC by the tenderer.

XXVI. The firm shall provide services for 10 working days from the date of the expiry of the contract for smooth transfer of the CAMC to the new contractor without any extra cost. Any equipment which is noted as in non-working condition, till the last hour of the CAMC contract period, shall be rectified by the outgoing CAMC Contractor without any extra cost.

Note: Any additional task other than those indicated above or by deduction, shall be payable at mutually acceptable costs.

B. Right to Award Tender:

NHSRC reserves the right to award tender in accordance with Gov rules on the subject

C. PREPARATION OF TENDER:

- a. The Tenderer should submit the tender documents, including invitation to tender intact, without detaching any page or pages, duly filled in/completed and signed on each page of Tender Form including the Annexures.
- b. In the event of the space on the schedule form being found insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered serially, bearing the tender No. and should have full signature. In such cases reference to the additional pages must be made in the tender form.

D. SIGNING OF TENDER:

The tender is liable to be ignored if complete information is not given therein or if the particulars asked for in the Tender are not fully filled in. The sealed tender complete in all respects duly filled in and signed by the tenderer or by the authorized representative with stamp and seal of the Tenderer / individual on all the pages of the tender. The persons signing tender or other documents connected with a contract must specify in what capacity he or she is signing the tender;

- i) Whether signing as a "sole proprietor" of the firm or his attorney.
- ii) Whether signing as a "partner" of the firm or their duly constituted attorney having Authority to bind all partners in all the matter pertaining to contract.
- iii) In the case of companies and partnership firms registered under the Indian Companies Act, Indian Partnership Act and HUF the capacity in which signing, e.g., Secretary, Manager, Partner, Karta etc. or their duly constituted attorney and produce copy of document empowering him to do so.

E. SECURITY DEPOSIT:

1. The successful tenderer shall furnish the Security Deposit of **3%** of the total contract value towards performance for the Contract Period + 2 months with NHSRC within 15 working days from the date of receipt of acceptance letter, in the form of Demand Draft issued by Nationalised Bank or Scheduled Bank in favour of the "National Health Systems Resource Centre" Payable at Delhi. If the tenderer fails to furnish security deposit within the specified period, it shall be lawful for the NHSRC to cancel the contract at the risk & cost of the Professional Service Provider. The security money will remain with NHSRC till one month after completion of the contract period.

2. If the tenderer fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the NHSRC to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the tenderer or to appropriate the security deposit furnished by the tenderer or any part thereof in or towards the satisfaction of any sum due to be claimed for any damages, losses charges,

expenses or costs that may be suffered or incurred by the Corporation.

3. In case the services, as mentioned in tender document are not delivered fully/partially as per schedule or during such extended time, the security deposit is liable to be forfeited and NHSRC may proceed under risk & cost to obtain the services from other parties.

4. Save as aforesaid the security deposit will be refunded without interest to the Service Provider on due and satisfactory performance of the services and on completion of obligations by the Service Provider under the terms of contract and submission of clear "No Demand Certificates" by the Principal Administrative Officer, NHSRC concerned subject to such deductions from the security as may be necessary for making up the NHSRC's claim against Service Provider. No interest is payable on the amount of Security Deposit lying with the NHSRC in any form under the contract.

F. DELIVERY OF TENDER:

The Original copy of the tender along with documents required under technical bid is to be kept in one sealed envelope super scribed "A" - Technical Bid and the price Bid will be kept in another sealed envelope super scribed "B" - Financial bid. Both the bids then will be kept in a sealed cover and duly sealed and superscribed "Comprehensive Annual Maintenance Contract (CAMC) for Computers / Laptops, Printers, Public Address System and Related Items such as LAN Switches, WAPS etc. of NHSRC" with Tender number and date indicated thereon.

The inner covers as well outer covers should be sealed with the file number and date, name of the tenderer, phone number, E- mail, FAX etc. indicated thereon. The outer cover should also bear the address of this office.

All outstation tenders should be sent by Registered Post / Speed Post to reach the designated office within the stipulated date & Time. NHSRC will not be responsible for any postal delay and no plea in this regard will be entertained. Any tenders received beyond the stipulated time and date will not be considered. NHSRC reserves the right to reject any tender which fails to comply with the above instructions.

Tender may be dropped in Tender Box by hand kept in reception area of NATIONAL HEALTH SYSTEMS RESOURCE CENTRE (NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

G. PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:

I. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Thereafter this period may be further extended by 30 days by the parties on mutual consent.

II. Any tenderer not keeping offers open for the prescribed period shall be summarily rejected.

H. OPENING OF TENDER:

1. Tenderers are at liberty to be present or authorize a representative to be present

at the opening of the tender at the time and date as specified in the schedule. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.

2. After evaluating the technical bid, the financial bids of only technically qualified Service Provider will be opened in presence of all the technically qualified Service Provider or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the parties who do not qualify in technical bid will not be opened.

I. RATE / FINANCIAL BID:

The Professional Service Provider shall quote as per "B" Financial Bid as per format given in Appendix II. Conditional Financial Bid shall be summarily rejected. Service tax, if applicable shall be paid extra. Tax deduction at source (TDS) shall be governed as per prevailing rules.

J. ACCEPTANCE OF TENDER:

I. NHSRC reserves the right to accept or reject any or all tenders without assigning any reason/notice whatsoever and is not bound to accept the lowest tender and reserves the right to scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Service Provider.

II. On finalization of tender NHSRC will communicate acceptance of the tender by way of letter of memorandum by FAX/E-mail/speed post etc. which will conclude a binding contract between the parties and the tenderer shall act upon such acceptance letter. The successful tenderer will get 07 days from the date of receipt of the acceptance letter issued by NHSRC to remit the Security Deposit and sign the agreement.

NHSRC also reserves the right not to share/disclose any information pertaining to the tendering process with any agency.

K. PERIODICITY & EXTENSION OF THE CONTRACT:

The contract is for a period of one year or till 31st March 2024 whichever is earlier unless it is curtailed or terminated by NHSRC owing to deficiency of service, breach of contract, reduction of work etc. The contract shall automatically expire unless extended further by the mutual consent of contracting agency and NHSRC. The contract may be extended up to a period of three years, on the same terms and conditions or with some addition / deletion / modification, for a further specific period mutually agreed upon by the successful service providing Company / Firm / Agency and NHSRC.

L. CORRUPT PRACTICES:

The tenderer shall not offer or give or agree to give any person in the employment of the NHSRC any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the containing or execution of the contract or any other contract with the purchaser or NHSRC or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other

contract with the NHSRC. Any breach of the aforesaid condition by the tenderer or anyone employed by him or acting on his behalf whether with or without the knowledge of the tenderer or the commission of any offence by the tenderer shall entitle the NHSRC to cancel the contract and all or any other contracts with the tenderer and recover from the tenderer of the amount of any loss arising from such cancellation. In case if space is found short in any one or more of the columns above, additional information can be annexed on separate sheet of papers and the annexure number of these papers may be mentioned in the relevant column / columns above. All such annexures should be signed and sealed by the tenderers or his authorized representative.

5. 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 CAMC services 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 quarterly 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.
- k. The engaged bidder shall work under the guidance of NHSRC.
- l. The Bidder shall be required to raise an Invoice on quarterly basis by last working day of the Quarter, 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.
- m. 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.
- n. 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.
- n. The bidder should be agreeable to provide all necessary functional and technical documentation required by NHSRC from time to time.
- o. 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.
- p. Conflict of Interests shall be disqualified.
- q. 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

6. 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.

7. 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.

8. 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)

9. 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.

10. 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.

11. 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.

12. Performance Security

- The successful bidder shall furnish a Performance Security for an amount equivalent to **3%** of the contract value.
- 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.

13. 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.

.....

Documents to Be Attached with The Tender For Technical Evaluation

1. Tender document and terms & conditions (each 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. (i) The two sealed envelopes containing technical bid (Appendix-I) and financial bid (Appendix-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.
7. Income tax return of last 3 years (certified copy is to be submitted with application).
8. A certificate as per Annexure VII 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.

ANNEXURE—I

Specifications for Financial information

Sheet attached.

Appendix- II

ANNEXURE—II

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 Comprehensive Annual Maintenance Contract (CAMC) For Computers (Desktop/Laptops), Printers, LAN (Wire/Wireless) and related items 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, NIHFWS 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

Signature of Bidder

Full Name and Address of Witness

1. Full name & address of Person signing.

(In BLOCK LETTER)

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

Annexure - IV

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

Annexure – V

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

Annexure - VI

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.nhsrccindia.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

ANNEXURE-VII

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

To,

{Tendering Authority},

_____ ,

_____ ,

In response to the Tender No. _____ dated _____ for Empanelment of 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:

ANNEXURE-VIII

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)

- 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.

- 1) 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.

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
(NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067)

FINANCIAL BID

NAME OF WORK

Comprehensive Annual Maintenance Contract (CAMC) For
Computers (Desktop/Laptops), Printers, Server, LAN (Wire/Wireless) and related items

(To be kept in cover super-scribed 'A'- Technical Bid) TECHNICAL BID (for CAMC Items Refer to Appendix-II)

Parameters	
1. Name of the owner/firm/Trust etc. with correspondence/ permanent address I. Permanent Address II. Correspondence address III. Phone number and FAX number IV. E-mail address V. Website address	
2 Details of Registration: Regn No. Registered Office:	
3. PAN EPF NO: SERVICE TAX REGN NO:	
4. Whether the following documents are furnished: i) Copy of the Registration Certificate for providing the Service ii) Copy of Financial Status : a) Bank Statement for last 3 years b) P&L A/c and Balance Sheet for the Last 3 years c) IT Returns for the last 3 years iii) Copy of Certificates from a minimum three Customers (Govt / PSU / Reputed Pvt Companies) regarding Performance Level	(Mention Yes or NO as applicable)

i) Nos / Types of Staff / Supervisors ii) Copy of Tender {Page 7, Para – 3 (a)} v) Annexure IV – IT Return and PAN Number vi) Annexure VI –Undertaking vii) Annexure VII – Declaration	
--	--

5. Financial turnover of the tendering Company / Firm / Agency for the last 3 Financial Years:

Financial Year	Amount (in Rs.)	Remarks, if any

6. Give details of the major similar contracts handled by the tendering Company / Firm / Agency during the last three years in the following format:

S.No	Details of the client along with address, telephone, and FAX numbers	Amount of Contract (in Rs.)	Duration of Contract

7. Documentary evidence regarding the claims made above to be annexed.

Signature of Tenderer / Authorized Signatory

Note:

APPENDIX-II

(To be kept on Cover Subscribed 'B' - Financial Bid) FINANCIAL BID

I/we hereby quote rates as under;

A. FOR CAMC ITEMS

S · N o ·	Item	Make	Quant ity	Rate (in Rs)
1	Desktop (Only 7 Desktop are over six years of life)	Acer	8	
		Dell	15	
		Lenovo	9	
		HP	25	
		Apple	1	
2	Laptop (All Laptops are below Seven years of age)	Elite Book820 G3	1	
		HP 240 G8	1	
		HP 348 G4	2	
		HP 348G4	1	
		HP Envy 14	1	
		HP Probook 430 G7	1	
		HP Ryzen 5	1	
		HP Probook440G2	3	
3	Printer	HP Color LaserJet Pro M255dw	3	
		HP LJ M1005 MFP	2	
		HP LJ M1213nf MFP	1	

		HP LJ PRO MFP M128 Fw	1	
		HP LJ PRO MFP M226dw	7	
		HP LJ PRO MFP M226dw	1	
		HP LJ Pro MFP M227 fdn	2	
		HP LJ PRO MFP M227 sdn	2	
		HP LJ PRO MFP M227FDN	1	
		HP LJ PRO MFP M427	1	
		HP LJ PRO MFP M429fdw	1	
		HP LJ PRO MFP MFP 1136	1	
		Samsung Xpress 2010W	1	
		Samsung Xpress SL C4010ND Color	2	
4	Projector	BenQ LW820ST	1	
		Epson	1	
		Sony	1	
		Sony DX125	1	
5	UPS	APC 600VA	32	
		BPE 600VA	1	
		FUJI 600VA	2	
		On-line UPS APC-5KVA	1	
6	LAN	NHSRC LAN	With approx. 150 ports	
		Cisco 24 Port SG-350-28	1	

7	Switches	Cisco-08 Port	1	
		CISCO-24 Port	8	
		D-Link 08 Port	4	
		D-Link 24 Port	2	
		D-Link KVM Switch 4 Port	2	
		HP 1420-2SFP Unmananged-24 Port	1	
		Netgear 8-Port PoE for CCTV	1	
		Netgear GS110TP-8 Port PoE for CCTV	1	
TOTAL				

- * The cost quoted shall not be liable to change and shall be firm and final.
- * Goods supplied shall be as manufacturer specifications and have a guarantee period of 1 Year and be accompanied with relevant certificates as applicable.

Scope of work	Consolidated CAMC cost (INR.) (Exclusive of all taxes)
The Contract shall be on a comprehensive maintenance service and shall cover both preventive as well as corrective maintenance of all IT equipment's (viz PCs, Laptops, UPS, Servers, Scanners, Printers, LAN, Switches)	
Two Resident Engineer / Technical Staff (at least Graduate with Diploma from IT background with five-year experience)	
TOTAL Consolidated CAMC cost	

- * The grant of the contract will be based on the Total Consolidated CAMC cost (INR.)
- * Service tax, if applicable shall be paid extra.
- * The cost quoted shall not be liable to change and shall be firm and final.
- * Goods supplied shall be as manufacturer specifications and have a guarantee period of 1 Year and be accompanied with relevant certificates as applicable.

TOR for Resident Engineer/Technical staff

1. To make network/LAN functional, RE shall provide prompt Network support.
2. RE must have hands on experience to provide support on Domain/NAS/MS Exchange/Office 365 users, configuration of roaming user profile/outlook, mapping of drives etc.
3. To provide support in planned conferences inside/outside the office
4. RE shall take Data backup of user data at a regular interval on secondary storage/external HDD/CDs/ DVDs.
5. RE shall maintain adequate stock of items and its parts mentioned in **appendix-II** to provide immediate standby arrangement. In case of any major fault/repair identified by RE and requiring more time, the RE must replace the faulty equipment by standby stock of similar configuration and quality and make it operative as original.
6. RE shall make the inventory of all the systems with proper specifications.
7. The RE shall maintain the confidentiality of all the data/ information stored in the Commission's systems. In case of failure, the NHSRC has right to take action against the firm and RE.
8. The Systems which are already in warranty or covered by any contract, the RE shall provide First level support with co-ordination with covering party till call resolution.
9. Keeping users informed of their complaint status and progress.