



Government of Karnataka

NATIONAL HEALTH MISSION
HEALTH AND FAMILY WELFARE SERVICES
AROGYA SOUDHA, MAGADI ROAD, BENGALURU-560023, KARNATAKA
STATE

Phone: 080-23295626, Email: ddehospital-hfws@karnataka.gov.in

Tender Ref. No: **NHM/2025-26/IND0034**

**Tender for Supply, Installation, Testing and Commissioning of ICT
Equipment for the Implementation of the e-Hospital Program in 84 Health
Facilities in the State of Karnataka.**

TENDER SCHEDULE:

Tender Reference	NHM/2025-26/IND0034
Date of commencement to download of tender / RFP document from website. https://kppp.karnataka.gov.in/	12/09/2025
Date and time of pre-bid meeting	As per Tender Doc
Last date and time for uploading online queries in e-procurement portal	As per Tender Doc
Last date and time for Receipt of tenders/ online submission in e-procurement portal	As per Tender Doc
Date and time for opening of Technical Bid ¹	As per Tender Doc
Date and time for opening of Financial Bid (on or after)	As per Tender Doc
Date and time of demonstration/verification of original documents	<will be intimated>
Place and address for communication.	Deputy Director (e-Health),
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	Phone: 080-23295626
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SECTION I. INVITATION FOR TENDERS (IFT)

IFT No.: NRHM/2025-26/IND

Date:28/08/2025

The Project Director RCH, National health Mission, Health and Family Welfare Services invites tenders from eligible tenderers for the supply of the COMPUTER SYSTEMS AND ACCESSORIES FOR IMPLEMENTATION OF E HOSPITAL PHASE 2 (Third call) in package.

Computer Systems listed below:

Sl. No.	ITEM OF WORK	UoM	Total quantity
I. PASSIVE COMPONENTS			
1	Supply and Installation of CAT 6 cable	Mtrs	84500
2	Supply and Installation of 24 Port, Cat 6 Jack Panel	No's	84
3	Supply and Installation of Single port Cat 6 UTP Information outlet with British/American style Face Plate	No's	1006
4	Supply and Installation of 1U Horizontal cable manager	No's	84
5	Supply and Installation of 2 Meter Dual Ended Mounting UTP Cat 6 patch Cord	No's	1006
6	Supply and Installation of 19" 9U Wall Mount rack with necessary accessories	No's	84
7	Supply and Installation of Cable Tie (100mm size)	No's	84
8	Labelling and Dressing of Cat 6 Patch cords	No's	1644
9	Supplying and installation of heavy gauge PVC conduit pipe		
a)	25mm dia 2mm thick	Mtr	25190
b)	40 mm dia 2.5mm thick	Mtr	31758
10	Supplying and installation of PVC/GI flexible conduit pipe)		
a)	25mm	Mtr	4630
b)	32mm	Mtr	4610
11	Supplying and fixing surface/flush mounting unbreakable PVC modular box - 4 Way (Surface Mount Box)	Each	1045
12	Supplying and fixing superior quality modular switch mounting - 4 Module	Each	1045
13	Testing, Certification and Documentation Cat 6 Cable	Each	1645
14	Site Survey and Initial Designing, Cost of Logistics to location for Cabling of Nodes, Installation of LIU, HDPE conduit and other related Civil Works	Each	83.5
II. NETWORK COMPONENTS			

Sl. No.	ITEM OF WORK	UoM	Total quantity
15	Supply and Installation of Access Switch: Gigabit 24 Port POE+ L2 Switch with 3-year warranty	No's	84
16	Supply and Installation of Access Switch: Gigabit 24 Port L2 Switch with 3-year warranty	No's	77
17	Supply and Installation of SFP Module with 3-year warranty	No's	167
18	Supply and Installation of Access Point with 3-year warranty	No's	639
III. COMPUTERS & PERIPHERALS			
19	Supply and Installation of Desktop computer with 3-year warranty	No's	174
20	Supply and Installation of All-in-one Desktop with 3-year warranty	No's	84
21	Supply and Installation of Mono Laser Printer with 3-year warranty	No's	176
22	Supply and Installation of Bar Code Writer with 3-year warranty	No's	161
23	Supply and Installation of Bar Code Reader with 3-year warranty	No's	490
24	Supply and Installation of UPS 1KVA with 60 min Backup with 3-year warranty	No's	160
25	Supply and Installation of UPS 3KVA with 60 min Backup with 3-year warranty	No's	248
IV. ELECTRICAL WORKS			
26	Supplying and installation of heavy gauge PVC conduit pipe 25mm dia 2mm thick	Mtr	4080
27	Supplying and fixing surface/flush mounting unbreakable PVC modular box		
a)	4-5 Way	Each	3480
b)	8 Way	Each	3480
28	Supplying and fixing superior quality modular switch mounting polycarbonate plate		
a)	4 Module	Each	3480
b)	8 Module	Each	3480
29	Supplying and fixing of modular switch & connected		
a)	6Amps one way Switch	Each	3518
b)	6Amps 3way socket	Each	3518
30	Supplying, fixing, wiring, earth electrode for grounding conduits, I.C. cutouts	Nos.	3462
31	Supplying and running of GI/Copper strips for grounding connections, using necessary fixing materials as required - 25x3mm GI strip	Mtr	3650
32	Supplying and running GI/Copper conductor: 8 SWG GI Wire	Mtr	4105

Sl. No.	ITEM OF WORK	UoM	Total quantity
33	Wiring for lighting/power circuit using one of FRLS PVC insulated 1100V grade,		
a)	1.5 sqmm	Mtr.	3780
b)	2.5 sqmm	Mtr.	4105
34	Laptops	Nos.	31
35	Access Point Controller	Nos.	1
36	AMC Annual Maintenance charges		
37	Laptops		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
38	Access Point Controller		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
39	Access Switch: Gigabit 24 Port POE+ L2 Switch		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
40	Access Switch: Gigabit 24 Port L2 Switch		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
41	Desktop computer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
42	Access Point		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
43	All in one Desktop		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
44	Mono Laser Printer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
45	Bar Code Writer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
46	Bar Code Reader		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
47	UPS 1KVA with 60 min Backup		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
48	UPS 3KVA with 60 min Backup		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1

1. Tenderers may submit bids for all the computer systems listed above. It is advised that tenderers carefully review the qualification criteria provided in **Section VII** to be eligible for award of the contract.
2. Tender documents can be downloaded from the Karnataka e-Procurement portal: <http://eproc.karnataka.gov.in>. For further information or clarification, interested tenderers may contact the Deputy Director (e-Hospital), Aarogya Soudha, 6th Floor, Magadi Road, Bangalore – 560023.
3. Tenderers are required to pay the Earnest Money Deposit (EMD) as specified in the tender document, through the Karnataka e-Procurement portal. The EMD must remain valid for at least 45 days beyond the validity period of the tender.
4. Tenders must be uploaded along with the required documents in e-procurement portal on or before --/07/2025, 05.30 pm hours and same will be opened on the 00/07/2025, 10.30 am in the presence of the tenderers or their authorized representatives who wish to attend. If the office happens to be closed on the date of receipt of the tenders as specified, the tenders will be received and opened on the next working day at the same time and venue.
5. Other details can be seen in the tender documents.

SECTION II: INSTRUCTIONS TO TENDERERS

A. Introduction

1. Eligible Tenderers

- 1.1 Tenderers should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation of Tenders.
- 1.2 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Karnataka

2. Cost of Tendering

- 2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and The Commissioner of Health and Family Welfare Services hereinafter referred to as "the Purchaser", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

B. The Tender Documents

3. Contents of Tender Documents

- 3.1 The goods required, tendering procedures and contract terms are prescribed in the tender documents. In addition to the Invitation for Tenders, the tender documents include:
 - (a) Instruction to Tenderers (ITT);
 - (b) General Conditions of Contract (GCC);
 - (c) Special Conditions of Contract (SCC);
 - (d) Schedule of Requirements;
 - (e) Technical Specifications;
 - (f) Tender Form and Price Schedules;
 - (g) Earnest Money Deposit Form;
 - (h) Contract Form;
 - (i) Performance Security Form;
 - (j) Performance Statement Form;
 - (k) Manufacturer's Authorization Form;
 - (l) Bank Guarantee for Advance Payment Form; and
 - (m) Capability Statement Form
- 3.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to upload all information required by

the tender documents or submission of a tender not substantially responsive to the tender documents in every respect will be at the Tenderer's risk and may result in rejection of its tender.

4. Clarification of Tender Documents

- 4.1 A prospective Tenderer requiring any clarification of the tender documents may notify the Purchaser by uploading the queries online within the specified timelines as per the tender document in the e-Procurement portal <https://kppp.karnataka.gov.in/> . The Department will respond to such requests by uploading responses in the e-procurement portal no later than 15 days prior to the deadline for submission of tenders prescribed by the Purchaser.

5. Amendment of Tender Documents

- 5.1 At any time prior to the deadline for uploading of tenders, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender documents by amendment.
- 5.2 All prospective tenderers who have received the tender documents will be notified of the amendment in e procurement portal.
- 5.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Purchaser, at its discretion, may extend the deadline for the submission of tenders.

6. Scope of Work

- 6.1 The vendor shall mandatorily conduct a site visit to each identified Hospital prior to submission of the bid.
- 6.2 The department has made all attempts to ensure that all the passive and active components required for establishing the LAN connectivity at the identified locations are included in the bid document.
- 6.3 The bidder should ensure that any components both active and passive that have been missed out by the tenderer and required to establish the LAN connectivity as per the latest industry standards and best practices should be included by the bidder as part of the supply in this tender.
- 6.4 The site survey shall include:
- (a) Assessment of hospital building layout and identification of LAN points.
 - (b) Estimation of total cable lengths required for each institution.
 - (c) Estimate the required length of Ethernet cabling, number of LAN points, wall-mount sockets, patch cables and location of the network rack and switch.
 - (d) Submission of a site survey report with estimated quantities of equipment and cabling before initiating the installation activities.
- 6.5 The selected vendor shall be responsible for the following installation activities:
- (a) Installation and configuration of the Layer-2 Gigabit Ethernet switch in the supplied 9U wall-mounted rack.
 - (b) Termination of cables at patch panels and sockets.

- (c) Carry out proper cable laying using casings, conduits, junction box and saddles, cable trace / raceway (wherever applicable) to ensure safety, neatness, and long-term durability.
 - (d) Wall-mount RJ45 sockets with patch cables.
 - (e) Terminate UTP cables at wall-mounted sockets and patch panels, ensuring proper crimping and compliance with CAT6 standards.
 - (f) Label all sockets, patch panels, and cables for easy identification and maintenance.
 - (g) Ensure that all networking components are securely mounted and integrated in the rack with proper cable management.
 - (h) Testing of each cable run using LAN testers to ensure Gigabit Ethernet compliance.
 - (i) Integration and connectivity testing of laptops at each LAN point.
- 6.6 The bidder shall unpack, configure and install the supplied laptops, All-in-one PCs and Desktops at the identified stations / locations and ensure that they are fully operational.
 - 6.7 The bidder shall ensure that all the active network components namely the Layer 2 Switches (SPFs, Pig tails, LIUs, etc.), Access points and the Wireless Controllers are unpacked, configured and made fully functional.
 - 6.8 The bidder shall ensure that the supplied UPS and the battery bank (Installed in battery racks) are unpacked, installed and configured for operations. The supplied active network components and the Desktops and All-in-one PCs are connected to the output of the UPS.
 - 6.9 The bidder shall ensure that all the Bar code readers and Printers are unpacked, configured, connected to the respective PCs/Terminals and made fully functional.
 - 6.10 The bidder shall ensure that all the electrical components supplied under this tender are installed in coordination with the hospitals, ensuring that the existing operational electrical components are undisturbed and should function uninterrupted.
 - 6.11 The bidder shall ensure that wherever any kind of drilling in the walls, are required to route cables (data/electrical) should be done with minimum damage to the walls and the bidder should also ensure that the appropriate tools are used to undertake the activities.
 - 6.12 The bidder shall ensure that the civil building structure of the institution is not damaged in any manner while taking up the installation activities. Any such damage caused to the institution shall be rectified by the bidder at no additional cause to the Hospitals/Department.
 - 6.13 Document all test results and submit a cable certification report.
 - 6.14 All installed equipment must be powered on and demonstrated to be functional.
 - 6.15 Demonstrate network connectivity and performance to the hospital's designated IT/administrative team.
 - 6.16 Joint User Acceptance Test (UAT) will be conducted by hospital authorities and the vendor prior to final acceptance.
 - 6.17 Address any issues/defects identified during UAT and rectify them before final acceptance.
 - 6.18 Prepare and submit detailed documentation including user manuals of the supplied equipment, test reports, and warranty details.
 - 6.19 The bidder shall arrange and bring all necessary tools, instruments, testing devices, ladders, safety gear, and other equipment required to carry out the installation, cabling, configuration, and testing activities at the hospital premises.

- 6.20 The Hospital / Department shall not provide any tools, equipment, or installation accessories.
- 6.21 The bidder shall ensure safe handling and usage of such tools and equipment during execution of work, and the Hospital shall in no way be held responsible for any loss, damage, or accident arising therefrom.
- 6.22 All installation services shall carry a warranty for a period of one year from the date of successful completion of user acceptance tests.
- 6.23 The bidder shall ensure that all the identified staffs/ personnel at the hospitals/ Institution shall be trained in operating the supplied network equipment and registering complaints with the bidder/OEM in case any support needs to be availed.
- 6.24 The bidder shall ensure that all types of after sales support during the warranty as well as the AMC period shall be provided onsite at the institution where the equipment has been supplied.
- 6.25 The bidder shall provide a one-year warranty on the workmanship of all passive components, commencing from the date of signing the UAT report.

C. Preparation of Tenders

7. Language of Tender

- 7.1 The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Purchaser, shall be written in English language. Supporting documents and printed literature furnished by the Tenderer may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Tender, the translation shall govern.

8. Documents Constituting the Tender

- 8.1 The tender prepared by the Tenderer shall comprise the following components:
 - (a) A Tender Form and a Price Schedule completed in accordance with ITT Clauses 8, 9 and 10;
 - (b) Documentary evidence established in accordance with ITT Clause 11 that the Tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
 - (c) Documentary evidence established in accordance with ITT Clause 12 that the goods and ancillary services to be supplied by the Tenderer are eligible goods and services and conform to the tender documents; and
 - (d) Tender security furnished in accordance with ITT Clause 13.

9. Tender Form

- 9.1 The Tenderer shall complete the Tender Form and the appropriate Price Schedule furnished in the tender documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity and prices.

10. Tender Prices

10.1 The Tenderer shall indicate on the Price Schedule the unit prices and total tender prices of the goods it proposes to supply under the Contract. To this end, the tenderers are allowed the option to submit the tenders for any one or more schedules specified in the 'Schedule of Requirements' and to offer discounts for combined schedules. However, tenderers shall quote for the complete requirement of goods and services specified under each schedule on a single responsibility basis, failing which such tenders will not be taken into account for evaluation and will not be considered for award.

10.2 Prices indicated on the Price Schedule shall be entered separately in the following manner:

- a. the price of the goods, quoted (ex-works, ex-factory, ex-showroom, ex-warehouse, or off-the-shelf, as applicable), including all duties and sales and other taxes already paid or payable. On components and raw material used in the manufacture or assembly of goods quoted ex-works or ex-factory; or
- b. On the previously imported goods of foreign origin quoted ex-showroom, ex-warehouse or off-the-shelf.
- c. Any Indian duties, sales and other taxes which will be payable on the goods if this Contract is awarded;
- d. The price for inland transportation, insurance and other local costs incidental to delivery of the goods to their final destination; and
- e. The price of other incidental services listed in Clause 4 of the Special Conditions of Contract including the price for annual maintenance services for three years after expiry of Warranty as indicated in GCC Clause 14.

10.3 The Tenderer's separation of the price components in accordance with ITT Clause 9.2 above will be solely for the purpose of facilitating the comparison of tenders by the Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered.

10.4 Prices quoted by the Tenderer shall be fixed during the Tenderer's performance of the Contract and not subject to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITT Clause 22.

11. Tender Currency

11.1 Prices shall be quoted in Indian Rupees:

12. Documents Establishing Tenderer's Eligibility and Qualifications

12.1 Pursuant to ITT Clause 7, the Tenderer shall furnish, as part of its Tender, documents establishing the Tenderer's eligibility to tender and its qualifications to perform the Contract if its tender is accepted

12.2 The documentary evidence of the Tenderer's qualifications to perform the Contract if its tender is accepted, shall establish to the Purchaser's satisfaction:

- (a) That, in the case of a Tenderer offering to supply goods under the contract which the Tenderer did not manufacture or otherwise produce, the Tenderer has been duly authorized (as per authorization form in Section XIII) by the goods' Manufacturer or producer to supply the goods in India.

The item or items for which Manufacturer's Authorization is required are specified below:

1. Desktop computers
2. All in one Desktop
3. Network Switches
4. Access Points
5. SFP Module
6. Wireless LAN Controller
7. UPS
8. Printers
9. Barcode reader
10. Bar code writer
11. Laptop
12. Racks

[Note: Supplies for any particular item in each schedule of the tender should be from one manufacturer only. Tenders from agents offering supplies from different manufacturers for the same item of the schedule in the tender will be treated as non-responsive.]

- (b) That the Tenderer has the financial, technical, and production capability necessary to perform the Contract and meets the criteria outlined in the Qualification requirements specified in Section VII. To this end, all tenders submitted shall include the following information:

- (i) The legal status, place of registration and principal place of business of the company or firm or partnership, etc.;
- (ii) Details of experience and past performance of the tenderer on equipment offered and on those of similar nature within the past three years and details of current contracts in hand and other commitments (suggested proforma given in Section XII);

13. Documents Establishing Goods' Eligibility and Conformity to Tender Documents

13.1 Pursuant to ITB Clause 7, the Tenderer shall furnish, as part of its tender, documents establishing the eligibility and conformity to the tender documents of all goods and services which the tenderer proposes to supply under the contract.

13.2 The documentary evidence of conformity of the goods and services to the tender documents may be in the form of literature, drawings and data, and shall consist of :

- (a) A detailed description of the essential technical and performance characteristics

of the goods;

- (b) A list giving full particulars, including available sources and current prices, of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period of two years, following commencement of the use of the goods by the Purchaser; and
 - (c) An item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.
 - (d) a confirmation that, if the tenderer offers system and/or other software developed by another company, such software operates effectively on the system offered by the tenderer; and the tenderer is willing to accept responsibility for its successful operations; and
 - (e) a confirmation that the tenderer is either the owner of the Intellectual Property Rights in the hardware and software items offered, or it has the proper authorization and/or license from the owner to offer them. Willful misrepresentation of these facts will lead to the cancellation of the Contract without prejudice of other remedies that the Purchaser may take.
- 13.3 For purposes of the commentary to be furnished pursuant to ITT Clause 12.2(c) above, the Tenderer shall note that standards for workmanship, material and equipment, and references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications are intended to be descriptive only and not restrictive. The Tenderer may substitute alternative standards, brand names and/or catalogue numbers in its tender, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

14. Earnest Money Deposit:

- 14.1 Pursuant to ITT Clause 7, the Tenderer shall furnish, as part of its tender, a earnest money deposit in the amount as specified in Section-V - Schedule of Requirements.
- 14.2 The earnest money deposit is required to protect the Purchaser against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 13.7.
- 14.3 The earnest money deposit shall be denominated in Indian Rupees and shall:
- (a) At the tenderer's option, as mentioned in e procurement portal;
 - (b) Be substantially in accordance with one of the forms of earnest money deposit included in Section VIII or other form approved by the Purchaser prior to tender submission;
 - (c) Be payable promptly upon written demand by the Purchaser in case any of the

conditions listed in ITT Clause 13.7 are invoked;

- (d) Be submitted in its original form; copies will not be accepted; and
 - (e) Remain valid for a period of 45 days **beyond** the original validity period of tenders, or beyond any period of extension subsequently requested under ITT Clause 14.2.
- 14.4 Any tender not secured in accordance with ITT Clauses 13.1 and 13.3 above will be rejected by the Purchaser as non-responsive, pursuant to ITT Clause 22.
- 14.5 Unsuccessful Tenderer's tender securities will be discharged/returned as promptly as possible but not later than 30 days after the expiration of the period of tender validity prescribed by the Purchaser, pursuant to ITT Clause 14.
- 14.6 The successful Tenderer's tender security will be discharged upon the Tenderer signing the Contract, pursuant to ITT Clause 30, and furnishing the performance security, pursuant to ITB Clause 31.
- 14.7 The tender security may be forfeited:
- (a) If a Tenderer (i) withdraws its tender during the period of tender validity specified by the Tenderer on the Tender Form; or (ii) does not accept the correction of errors pursuant to ITT Clause 22.2; or
 - (b) In case of a successful Tenderer, if the Tenderer fails:
 - (i) To sign the Contract in accordance with ITT Clause 30; or
 - (ii) To furnish performance security in accordance with ITT Clause 31.

15. Period of Validity of Tenders

- 15.1 Tenders shall remain valid for 90 days after the deadline for submission of tenders prescribed by the Purchaser, pursuant to ITB Clause 17. A tender valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 15.2 In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by cable or telex or fax). The earnest money deposit provided under ITT Clause 13 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

16. Format and Signing of Tender

- 16.1 The Tenderer shall upload the required document in appropriate. In the event of any discrepancy between them, the original shall govern. The bidder is required to submit a duly notarized Affidavit as per Appendix 04. Additionally, other documents must be submitted with proper certification by the authorized signatory.
- 16.2 The original and all copies of the tender shall be signed by the Tenderer or a person

or persons duly authorized to bind the tenderer to the Contract. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

- 16.3 Any interlineations, erasures or overwriting shall be valid only if they are initialed by the persons or persons signing the tender.

D. Submission of Tenders

17. Sealing and Marking of Tenders

17.1 Point deleted.

17.2 Point deleted:

(a) Point deleted.

(b) Point deleted

17.3 Point deleted.

17.4 Point deleted.

17.5 Telex, cable or facsimile tenders will be rejected.

18. Deadline for Submission of Tenders

18.1 Tenders must be uploaded to e procurement portal no later than the time and date specified in the Invitation for Tenders (Section I). In the event of the specified date for the submission of Tenders being declared a holiday for the Purchaser, will inform the next extended date in e procurement portal.

18.2 The Purchaser may, at its discretion, extend this deadline for submission of tenders by amending the tender documents in accordance with ITB Clause 5, in which case all rights and obligations of the Purchaser and Tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.

19. Late Tenders

19.1 Any tender received by the Purchaser after the deadline for submission of tenders prescribed by the Purchaser, pursuant to ITT Clause 17, will be rejected.

20. Modification and Withdrawal of Tenders

20.1 The Tenderer may modify or withdraw its tender before the tender's submission in procurement portal, prior to the deadline prescribed for submission of tenders.

20.2 The Tenderer's withdrawal notice shall be informed by mail or written notice to purchaser. A withdrawal notice may also be sent by telex or cable or fax but followed

by a signed confirmation copy, post marked not later than the deadline for submission of tenders.

20.3 No tender may be modified subsequent to the deadline for submission of tenders.

20.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the Tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its earnest money deposit, pursuant to ITT Clause 13.7.

E. Tender Opening and Evaluation of Tenders

21. Opening of Tenders by the Purchaser

21.1 The Purchaser will open all tenders online, as per timelines and e-portal norms

22. Clarification of Tenders

22.1 During evaluation of tenders, the Purchaser may, at its discretion, ask the Tenderer for a clarification of its tender. The request for clarification and the response shall be in writing and no change in prices or substance of the tender shall be sought, offered or permitted.

23. Preliminary Examination

23.1 The Purchaser will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order. Tenders from Agents, without proper authorization from the manufacturer as per Section XIII, shall be treated as non-responsive.

22.1.1 Where the Tenderer has quoted for more than one schedule, if the tender security furnished is inadequate for all the schedules, the Purchaser shall take the price tender into account only to the extent the tender is secured. For this purpose, the extent to which the tender is secured shall be determined by evaluating the requirement of tender security to be furnished for the schedule included in the tender (offer) in the serial order of the Schedule of Requirements of the Tender document.

23.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the lowest of the two will prevail. If the supplier does not accept the correction of errors, its tender will be rejected and its tender security may be forfeited.

23.3 The Purchaser may waive any minor informality or non-conformity or irregularity in

a tender which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Tenderer.

23.4 Prior to the detailed evaluation, pursuant to ITB Clause 23, the Purchaser will determine the substantial responsiveness of each tender to the tender documents. For purposes of these Clauses, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Performance Security (GCC Clause 6), Warranty (GCC Clause 14), Force Majeure (GCC Clause 24), Limitation of liability (GCC Clause 28), Applicable law (GCC Clause 30), and Taxes & Duties (GCC Clause 32) will be deemed to be a material deviation. The Purchaser's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

23.5 If a tender is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Tenderer by correction of the non-conformity.

24. Evaluation and Comparison of Tenders

23.1 The Purchaser will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to ITT Clause 22 for each schedule separately. No tender will be considered if the complete requirements covered in the schedule is not included in the tender. However, as stated in ITT Clause 9, Tenderers are allowed the option to tender for any one or more schedules and to offer discounts for combined schedules. These discounts will be taken into account in the evaluation of the tenders so as to determine the tender or combination of tenders offering the lowest evaluated cost for the Purchaser in deciding award(s) for each schedule.

23.2 The Purchaser's evaluation of a tender will exclude and not take into account:

(a) In the case of goods manufactured in India or goods of foreign origin already located in India, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the Tenderer;

(b) Any allowance for price adjustment during the period of execution of the Contract, if provided in the tender.

23.3 The Purchaser's evaluation of a tender will take into account, in addition to the tender price (Ex-factory/ex- warehouse/off-the-shelf price of the goods offered from within India, such price to include all costs as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the goods, GST and price of incidental services, the following factors, in the manner and to the extent indicated in ITT Clause 23.4 and in the Technical Specifications:

(a) Cost of inland transportation, insurance and other costs within India incidental to the delivery of the goods to their final destination;

(b) Delivery schedule offered in the tender;

(c) Deviations in payment schedule from that specified in the Special Conditions of Contract;

(d) The availability in India of spare parts and after-sales services for the goods / equipment offered in the tender;

23.4 Pursuant to ITT Clause 23.3, one or more of the following evaluation methods will be applied:

(a) *Inland Transportation, Insurance and Incidentals:*

(i) Inland transportation, insurance and other incidentals for delivery of goods to the final destination as stated in ITT Clause 9.2 (iii).

The above costs will be added to the tender price.

(b) *Delivery Schedule:*

(i) The Purchaser requires that the goods under the Invitation for Tenders shall be delivered at the time specified in the Schedule of Requirements. The estimated time of arrival of the goods at the project site should be calculated for each tender after allowing for reasonable transportation time. Treating the date as per schedule of requirements as the base, a delivery "adjustment" will be calculated for other tenders at 2% of the ex-factory price including excise duty for each month of delay beyond the base and this will be added to the tender price for evaluation. No credit will be given to earlier deliveries and tenders offering delivery, installation and commissioning beyond 6 months of stipulated delivery period will be treated as unresponsive.

(c) *Deviation in Payment Schedule:*

(i) The Special Conditions of Contract stipulate the payment schedule offered by the Purchaser. If a tender deviates from the schedule and if such deviation is considered acceptable to the Purchaser, the tender will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the tender as compared to those stipulated in this invitation, at a rate of prevailing bank interest in Nationalized banks percent per annum.

(d) *Spare Parts and After Sales Service Facilities in India:*

The cost to the Purchaser of establishing the minimum service facilities and parts inventories, as outlined elsewhere in the tender documents, if quoted separately, shall be added to the tender price.

25. Contacting the Purchaser

25.1 Subject to ITT Clause 21, no Tenderer shall contact the Purchaser on any matter relating to its tender, from the time of the tender opening to the time the Contract is awarded. If the tenderer wishes to bring additional information to the notice of the purchaser, it should do so in writing.

- 25.2 Any effort by a Tenderer to influence the Purchaser in its decisions on tender evaluation, tender comparison or contract award may result in rejection of the Tenderer's tender.

F. Award of Contract

26. Post qualification

- 26.1 In the absence of prequalification, the Purchaser will determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated responsive tender meets the criteria specified in ITB Clause 11.32(b) and is qualified to perform the contract satisfactorily.
- 26.2 The determination will take into account the Tenderer's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT Clause 11, as well as such other information as the Purchaser deems necessary and appropriate.
- 26.3 An affirmative determination will be a prerequisite for award of the Contract to the Tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Purchaser will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform the contract satisfactorily.

27. Award Criteria

- 27.1 Subject to ITT Clause 28, the Purchaser will award the Contract to the successful Tenderer whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated tender, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily.

28. Purchaser's right to vary Quantities at Time of Award

- 28.1 The Purchaser reserves the right at the time of Contract award to increase or decrease by up to 25 percent of the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

29. Purchaser's Right to Accept Any Tender and to Reject Any or All Tenders

- 29.1 The Purchaser reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected Tenderer or Tenderers.

30. Notification of Award

- 30.1 Prior to the expiration of the period of tender validity, the Purchaser will notify the successful tenderer in writing by registered letter or by cable/telex or fax, to be confirmed in writing by registered letter, that its tender has been accepted.
- 30.2 The notification of award will constitute the formation of the Contract.
- 30.3 Upon the successful Tenderer's furnishing of performance security pursuant to ITT Clause 31, the Purchaser will promptly notify the name of the winning Tenderer to each unsuccessful Tenderer and will discharge its earnest money deposit, pursuant to ITT Clause 13.
- 30.4 If, after notification of award, a Tenderer wishes to ascertain the grounds on which its tender was not selected, it should address its request to the Purchaser. The Purchaser will promptly respond in writing to the unsuccessful Tenderer.

31. Signing of Contract

- 31.1 At the same time as the Purchaser notifies the successful tenderer that its tender has been accepted, the Purchaser will send the Tenderer the Contract Form provided in the tender documents, incorporating all agreements between the parties.
- 31.2 Within 21 days of receipt of the Contract Form, the successful Tenderer shall sign and date the Contract and return it to the Purchaser.

32. Performance Security

- 32.1 Within 21 days of the receipt of notification of award from the Purchaser, the successful Tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents or in another form acceptable to the Purchaser.
- 32.2 Failure of the successful Tenderer to comply with the requirement of ITT Clause 30.2 or ITT Clause 31.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the earnest money deposit, in which event the Purchaser may make the award to the next lowest evaluated Tenderer or call for new tenders.

33. Corrupt or Fraudulent Practices

- 33.1 The Government requires that Tenderers/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of Government financed contracts. In pursuance of this policy, the Government:
 - (a) defines, for the purposes of this provision, the terms set forth as follows:
 - (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

- (ii) “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Government, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Government of the benefits of free and open competition;
 - (b) will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
 - (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a government financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a government financed contract.
- 33.2 Furthermore, Tenderers shall be aware of the provision stated in sub-clause 4.4 and sub-clause 23.1 of the General Conditions of Contract

SECTION III – GENERAL CONDITIONS OF CONTRACT

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- (c) "The Goods" means all the equipment, machinery, and/or other materials which the Supplier is required to supply to the Purchaser under the Contract;
- (d) "Services" means services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other obligations of the Supplier covered under the Contract;
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Purchaser" means the organization purchasing the Goods, as named in SCC.
- (h) "The Purchaser's country" is the country named in SCC.
- (i) "The Supplier" means the individual or firm supplying the Goods and Services under this Contract.
- (j) "The Government" means the Government of Karnataka State.
- (k) "The Project Site", where applicable, means the place or places named in SCC.
- (l) "Day" means calendar day.

2. Application

2.1 These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. Standards

3.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the

authoritative standard appropriate to the Goods' country of origin and such standards shall be the latest issued by the concerned institution.

4. Use of Contract Documents and Information; Inspection and Audit by the Government

- 4.1 The Supplier shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Supplier in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 4.2 The Supplier shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in GCC Clause 4.1 except for purposes of performing the Contract.
- 4.3 Any document, other than the Contract itself, enumerated in GCC Clause 4.1 shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Supplier's performance under the Contract if so required by the Purchaser.
- 4.4 The supplier shall permit the Government to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Government, if so required by the Government.

5. Patent Rights

- 5.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

6. Performance Security

- 6.1 Within 21 days of receipt of the notification of contract award, the Supplier shall furnish Performance Security to the Purchaser for an amount of 5% of the Contract Value excluding annual Maintenance Cost, valid upto 60 days after the date of completion of performance obligations including Warranty obligations. In the event of any correction of defects or replacement of defective material during the Warranty period, the Warranty for the corrected/replaced material shall be extended to a further period of 36 months and the Performance Bank Guarantee for proportionate value shall be extended 60 days over and above the initial Warranty period.
- 6.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 6.3 The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:

- (a) A Bank guarantee or irrevocable Letter of Credit, issued by a nationalized/scheduled bank in the form provided in the tender documents or another form acceptable to the Purchaser; or
- (b) A cashier's check or Banker's certified check, or crossed demand draft or pay order drawn in favour of the Purchaser.; or
- (c) Specified small savings instruments pledged to the Purchaser.

- 6.4 The Performance Security will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of completion of the Supplier's performance obligations, including any Warranty obligations, under the Contract Upon receiving the performance guarantee equivalent to 5 percent of the contract value, applicable solely for the three-year warranty period.
- 6.5 In the event of any contract amendment, the Supplier shall, within 20 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including Warranty obligations.
- 6.6 Failure to submit the bank guarantee for annual maintenance service in the period specified above will constitute sufficient ground for forfeiture of the performance guarantee.

7. Inspections and Tests

- 7.1 The Purchaser or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Purchaser. SCC and the Technical Specifications shall specify what inspections and tests the Purchaser requires and where they are to be conducted. The Purchaser shall notify the Supplier in writing in a timely manner of the identity of any representatives retained for these purposes.
- 7.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and/or at the Goods final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data - shall be furnished to the inspectors at no charge to the Purchaser.
- 7.3 Should any inspected or tested Goods fail to conform to the specifications, the Purchaser may reject the goods and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Purchaser.
- 7.4 The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at Project Site shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.
- 7.5 Nothing in GCC Clause 7 shall in any way release the Supplier from any warranty or

other obligations under this Contract.

7.6 Manuals and Drawings

7.6.1 Before the goods and equipment are taken over by the Purchaser, the Supplier shall supply operation and maintenance manuals together with drawings of the goods and equipment. These shall be in such detail as will enable the Purchaser to operate, maintain, adjust and repair all parts of the equipment as stated in the specifications.

7.6.2 The manuals and drawings shall be in the ruling language (English) and in such form and numbers as stated in the contract.

7.6.3 Unless and otherwise agreed, the goods and equipment shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the Purchaser.

7.7 For the System & Other Software the following will apply:

The Supplier shall provide complete and legal documentation of hardware, all sub-systems, operating systems, compiler, system software and the other software. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The supplier shall also indemnify the purchaser against any levies/penalties on account of any default in this regard.

7.8 Acceptance Certificates:

7.8.1 On successful completion of acceptability test, receipt of deliverables etc, and after the purchaser is satisfied with the working of the system, the acceptance certificate signed by the supplier and the representative of the purchaser will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

7.8.2 The training as per Clause 24 of Special Conditions of Contract shall be conducted on the dates mutually agreed upon and within two months from the date of acceptance of supply.

8. Packing

8.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

8.2 The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be provided for in the Contract including additional requirements, if any, specified in SCC and in any subsequent

instructions ordered by the Purchaser.

8.3 Packing Instructions: The Supplier will be required to make separate packages for each Consignee. Each Package will be marked on three sides with proper paint/indelible ink the following:

i) Project, ii) Contract No., iii) Suppliers Name, and iv) Packing List Reference number.

9. Delivery and Documents

9.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified by the Purchaser in the Notification of Award. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10. Insurance

10.1 The Goods supplied under the Contract shall be fully insured in Indian Rupees against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. For delivery of goods at site, the insurance shall be obtained by the Supplier in an amount equal to 110% of the value of the goods from "warehouse to warehouse" (final destinations) on "All Risks" basis including War risks and Strikes.

11. Transportation

11.1 Where the Supplier is required under the Contract to transport the Goods to a specified place of destination within India defined as Project site, transport to such place of destination in India including insurance, as shall be specified in the Contract, shall be arranged by the Supplier, and the related cost shall be included in the Contract Price

12. Incidental Services

12.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of the on-site assembly and/or start-up of the supplied Goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;
- (d) performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
- (e) training of the Purchaser's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied Goods.

12.2 Prices charged by the Supplier for incidental services, if not included in the Contract

Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

13. Spare Parts

13.1 As specified in the SCC, the Supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

- (a) such spare parts as the Purchaser may elect to purchase from the Supplier, providing that this election shall not relieve the Supplier of any warranty obligations under the Contract; and
- (b) In the event of termination of production of the spare parts:
 - (i) advance notification to the Purchaser of the pending termination, in sufficient time to permit the Purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the Purchaser, the blueprints, drawings and specifications of the spare parts, if requested.

13.2 The Supplier shall carry sufficient inventories to assure ex-stock supply of consumable spares for the Goods, such as gaskets, plugs, washers, belts etc. Other spare parts and components shall be supplied as promptly as possible but in any case, within 3 months of placement of order.

14. Warranty

14.1 The Supplier warrants that the Goods supplied under this Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Purchaser's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

14.2 This warranty shall remain valid for 36 months after the Goods or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for 39 months after the date of shipment from the place of loading whichever period concludes earlier. The Supplier shall, in addition, comply with the performance and/or consumption guarantees specified under the Contract. If for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall at its discretion either:

- (a) make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with SCC4; OR
- (b) pay liquidated damages to the Purchaser with respect to the failure to meet the

contractual guarantees. The rate of these liquidated damages shall be as specified in the Technical Specifications.

14.3 The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty.

14.4 Upon receipt of such notice, the Supplier shall, within the period of 2 days and with all reasonable speed, repair or replace the defective Goods or parts thereof, free of cost at the ultimate destination. The Supplier shall take over the replaced parts/goods at the time of their replacement. No claim whatsoever, shall lie on the Purchaser for the replaced parts/goods thereafter. In the event of any correction of defects or replacement of defective material during the Warranty period, the Warranty for the corrected or replaced material shall be extended to a further period of 36 months.

14.5 If the Supplier, having been notified, fails to remedy the defect(s) within 3 days, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

14.6 The Supplier shall guarantee a 90% uptime of computer systems/peripherals.

14.7 If any computer system (s) gives continuous trouble, say six times in a month during the Warranty period, the Supplier shall replace the system(s) with new system(s) without any additional cost to the Purchaser.

14.8 Maintenance Service:

- (i) Free maintenance services shall be provided by the Supplier during the period of warranty. After warranty period, for next three years, annual maintenance and repairs of the entire system including supply of spares etc. will be done by the Supplier. The annual maintenance and repair cost (after warranty period) shall be paid in equal quarterly installments at the end of each quarter from the date of completion of the warranty subject to satisfactory services rendered as specified in the bid document and the resultant contract as per the rates quoted in the price schedule.
- (ii) The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirements, time required for suppliers' maintenance engineer to report at the installation after a request call is made or letter is written shall not exceed 48 hours.
- ii) It is expected that the average downtime of the item (system) will be less than half the maximum downtime (i.e. defined as number of days for which an item of equipment is not usable because of inability of the supplier to repair it) as mentioned in the form of technical details. In case an item is not usable beyond the stipulated maximum downtime the supplier will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for a penalty as per SLA. The amount of penalty will be recovered from the Performance Security guarantee during warranty period.

- (iv) The Purchaser reserves the right to terminate maintenance and repairs contract, after warranty period, at any time without assigning any reasons and the Supplier cannot claim any compensation in this respect.

15. Payment

- 15.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in the SCC.
- 15.2 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and the Services performed, and by documents, submitted pursuant to GCC Clause 9, and upon fulfillment of other obligations stipulated in the contract.
- 15.3 Payments shall be made promptly by the Purchaser but in no case later than sixty (60) days after submission of the invoice, along with all the supporting documents proving the completion of the Supply, Installation, Testing and Commissioning of ICT Equipment for the Implementation of the e-Hospital Program.
- 15.4 Payment shall be made in Indian Rupees.

16. Prices

- 16.1 Prices payable to the supplier as stated in the contract shall be firm during the performance of the contract.

17. Change Orders

- 17.1 The Purchaser may at any time, by written order given to the Supplier pursuant to GCC Clause 31, make changes within the general scope of the Contract in any one or more of the following:
- (a) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - (b) the method of shipping or packing;
 - (c) the place of delivery; and/or
 - (d) the Services to be provided by the Supplier.
- 17.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

18. Contract Amendments

18.1 Subject to GCC Clause 17, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

19. Assignment

19.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

20. Subcontracts

20.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in his original tender or later, shall not relieve the Supplier from any liability or obligation under the Contract. Sub-contracts shall be only for bought out items and sub- assemblies.

20.2 Subcontracts must comply with the provisions of GCC Clause 2.

21. Delays in the Supplier's Performance

21.1 Delivery of the Goods and performance of the Services shall be made by the Supplier in accordance with the time schedule specified by the Purchaser in the Schedule of Requirements.

21.2 If at any time during performance of the Contract, the Supplier or its sub-contractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

21.3 Except as provided under GCC Clause 24, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of liquidated damages.

22. Liquidated Damages

22.1 Subject to GCC Clause 24, if the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to GCC Clause 23.

23. Termination for Default

23.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part:

- (a) If the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 21; or
- (b) If the Supplier fails to perform any other obligation(s) under the Contract.
- (c) If the Supplier, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this Clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

23.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 23.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

24. Force Majeure

24.1 Notwithstanding the provisions of GCC Clauses 21, 22, 23, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

24.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

24.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative

means for performance not prevented by the Force Majeure event.

25. Termination for Insolvency

25.1 The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

26. Termination for Convenience

26.1 The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

26.2 The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- (a) To have any portion completed and delivered at the Contract terms and prices; and/or
- (b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and for materials and parts previously procured by the Supplier.

27. Settlement of Disputes

27.1 The Purchaser and the supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

27.2.1 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract.

27.2.2 Arbitration proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.3 Notwithstanding any reference to arbitration herein,

- (a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
- (b) The Purchaser shall pay the Supplier any monies due the Supplier.

28. Limitation of Liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 5,

- (a) The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- (b) The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing Language

29.1 The contract shall be written in English language. Subject to GCC Clause 30, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

30. Applicable Law

30.1 The Contract shall be interpreted in accordance with the laws of the Union of India.

31. Notices

31.1 Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by cable, telex or facsimile and confirmed in writing to the other Party's address specified in SCC.

31.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

32. Taxes and Duties

32.1 Suppliers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted Goods to the Purchaser.

SECTION IV: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the General Conditions is indicated in parentheses.

1. Definitions (GCC Clause 1)

- (a) The Purchaser is "The Commissioner of Health and Family Welfare Services"
- (b) The Supplier is

2. Inspection and Tests (GCC Clause 7)

Inspection and tests prior to shipment of Goods and at final acceptance are as follows:

- (i) The inspection of the Goods shall be carried out to check whether the Goods are in conformity with the technical specifications attached to the contract and shall be in line with the inspection/test procedures laid down in the Technical Specifications and the General Conditions of contract. Following broad test procedure will generally be followed for inspection and testing of machine. The supplier will dispatch the goods to the ultimate consignee after internal inspection testing along with the supplier's inspection report and manufacturer's warranty certificate. The purchaser will test the equipment after completion of the installation and commissioning at the site of the installation. For site preparation, as stated in Clause 21 of S.C.C. the supplier should furnish all details to the purchaser sufficiently in advance so as to get the works completed before receipt of the equipment. Complete hardware and software as specified in Section V should be supplied, installed and commissioned properly by the supplier prior to commencement of performance tests.
- (ii) The acceptance test will be conducted by the purchaser/their consultant or any other person nominated by the purchaser, at its option. The acceptance will involve trouble-free operation for seven consecutive days. There shall not be any additional charges for carrying out acceptance tests. No malfunction, partial or complete failure of any part of hardware or excessive heating of motors attached to printers, drivers etc. or bugs in the software should occur. All the software should be complete and no missing modules/sections will be allowed. The supplier shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the purchaser, the successful completion of the test specified. An average uptake efficiency of 90% for the duration of test period shall be considered as satisfactory.

- (iii) In the event of the hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the purchaser reserves the rights to get the equipment replaced by the supplier at no extra cost to the purchaser.
- (iv) Third party Inspection to be done prior to shipment of Goods and at final acceptance as per 2(i), (ii), (iii).

3. Delivery and Documents (GCC Clause 9)

Upon delivery of the Goods, the supplier shall notify the purchaser and the insurance company by cable/telex/fax the full details of the shipment including contract number, railway receipt number and date, description of goods, quantity, name of the consignee etc. The supplier shall mail the following documents to the purchaser with a copy to the insurance company:

- (i) Four Copies of the Supplier invoice showing contract number, goods' description, quantity, unit price, total amount;
- (ii) Railway receipt/acknowledgment of receipt of goods from the consignee(s);
- (iii) Four Copies of packing list identifying the contents of each package;
- (iv) Insurance Certificate;
- (v) Manufacturer's/Supplier's warranty certificate;
- (vi) Inspection Certificate issued by the nominated inspection agency, and the Supplier's factory inspection report; and

The above documents shall be received by the Purchaser before arrival of the Goods (except where the Goods have been delivered directly to the Consignee with all documents) and, if not received, the Supplier will be responsible for any consequent expenses.

4. Incidental Services (GCC Clause 12)

The following services shall be furnished and the cost shall be included in the contract price:

- a. Performance of the on-site assembly, commissioning and start-up of the equipment.
- b. Furnishing the detailed operation and maintenance manuals for each item of supply at each location.
- c. Training of the Purchaser's personnel at the Supplier's office or other facility, in the installation and operation of the computer hardware, utilities and all contracted software, as specified in the Clause 16 of S.C.C.

- d. Maintenance and repair of the equipment at each location during the warranty period including supply of all spares. This shall not relieve the supplier of any warranty obligations under this contract.
- e. To be read as Maintenance and or repairs of the supplied goods for a period of **three years** during the warranty period.
- f. The Warranty from the Manufacturer shall be comprehensive and shall cover the cost of all the spare parts required for replacement/repair of the computer system except consumable items like printer-bands, printer-ribbons, printer-heads, stationery etc. The Warranty may be on regular basis to ensure the minimum downtime of the system. In other words, Warranty should assure 90% uptime of all computer systems/peripherals.

5. **Payment (GCC Clause 15)**

- (i) *On Delivery*: Eighty percent of the contract price shall be paid on receipt of Goods and upon submission of the documents specified in SCC Clause 3 above; and
- (ii) *On Final Acceptance*: the remaining twenty percent of the Contract Price shall be paid to the supplier within 30 days after the date of the installation and completion certificate issued by the Purchaser's representative for the respective delivery, commissioning and training.

6. **Settlement of Disputes (Clause 27)**

The dispute settlement mechanism to be applied pursuant to GCC Clause 27.2.2 shall be as follows:

- (a) In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Council of Arbitration/President of the Institution of Engineers (India)/The International Centre for Alternative Dispute Resolution (India). A certified copy of the appointment Order shall be supplied to each of the Parties.
- (b) Arbitration proceedings shall be held at Bangalore, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (c) The decision of the Arbitrator shall be final and binding upon both parties. The

cost and expenses of Arbitration proceedings will be paid as determined by the Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings shall be borne by each party itself.

7. Notices (Clause 31)

For the purpose of all notices, the following shall be the address of the Purchaser and Supplier. Purchaser:

Mission Director

National Health Mission
Aarogya Soudha, Magadi Road,
Bangalore 560023

Supplier: (To be filled in at the time of
Contract signature)

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8. Progress of Supply:

Supplier shall regularly intimate progress of supply, in writing, to the Purchaser as under:

- Quantity offered for inspection and date;
- Quantity accepted/rejected by inspecting agency and date;
- Quantity dispatched /delivered to consignees and date;
- Quantity where incidental services have been satisfactorily completed with date;
- Quantity where rectification /repair/ replacement effected /completed on receipt of any communication from consignee/Purchaser with date;
- Date of completion of entire Contract including incidental services, if any; and

9. Right to use defective equipment:

Date of receipt of entire payments under the Contract (in case of stage-wise inspection, details required may also be specified). Right to use defective equipment:

If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such equipment until rectifications of defects, errors or omissions by repair or by partial or complete replacement is made without interfering with the Purchaser's operation.

10. Supplier Integrity:

The supplier is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

11. Supplier's Obligations:

The Supplier is obliged to work closely with the Purchaser's staff, act within its own authority and abide by directives issued by the Purchaser and implementation activities.

The Supplier will abide by the job safety measures prevalent in India and will free the Purchaser from all demands or responsibilities arising from accidents or loss of life the cause of which is the Supplier's negligence. The Supplier will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.

The Supplier is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

The Supplier will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

12. Patent Rights:

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in the Purchaser's country, the supplier shall act expeditiously to extinguish such claim. If the supplier fails to comply and the Purchaser is required to pay compensation to a third party resulting from such infringement, the supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Purchaser will give notice to the supplier of such claim, if it is made, without delay.

13. Site Preparation and Installation:

The Purchaser is solely responsible for the construction of the hardware sites in compliance with the technical and environmental specifications defined by the Supplier. The Purchaser will designate the installation sites before the scheduled installation date to allow the Supplier to perform a site inspection to verify the appropriateness of the sites before the installation of the hardware.

14. Hardware Installation:

The Supplier is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware units and connecting to power supplies. The Supplier will test all hardware operations and accomplish all adjustments necessary for

successful and continuous operation of the hardware at all installation sites.

15. **Hardware Maintenance:**

The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98% uptime for 24 hours a day, 7 days a week of operation of the machine worked on a quarterly basis.

If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost.

The Supplier will respond to a site visit and commence repair work on the equipment within 24 hours of being notified of equipment malfunction.

16. **Training:**

For each hardware and software component installed, the Supplier is required to train the designated Purchaser's technical and end-user personnel to enable them to effectively operate the total system. The training schedule will be agreed to by both parties during the performance of the Contract.

17. **Technical Documentation:**

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

SECTION – V: SCHEDULE OF REQUIREMENTS

1. The Bidder has to pay an Earnest Money Deposit of Rs.20 lakhs through e-procurement portal. A proof of document for submitting the EMD also be uploaded in the same portal.
2. The table below provides a list of ICT equipment along with their quantities to be supplied by the Bidder. Detailed specifications for this equipment are outlined in Section-VI of this document.

e-Hospital phase-II tender ICT equipment list

Sl. No.	ITEM OF WORK	UoM	Total quantity
I. PASSIVE COMPONENTS			
1	Supply and Installation of CAT 6 cable	Mtrs	84500
2	Supply and Installation of 24 Port, Cat 6 Jack Panel	No's	84
3	Supply and Installation of Single port Cat 6 UTP Information outlet with British/American style Face Plate	No's	1006
4	Supply and Installation of 1U Horizontal cable manager	No's	84
5	Supply and Installation of 2 Meter Dual Ended Mounting UTP Cat 6 patch Cord	No's	1006
6	Supply and Installation of 19" 9U Wall Mount rack with necessary accessories	No's	84
7	Supply and Installation of Cable Tie (100mm size)	No's	84
8	Labelling and Dressing of Cat 6 Patch cords	No's	1644
9	Supplying and installation of heavy gauge PVC conduit pipe		
a)	25mm dia 2mm thick	Mtr	25190
b)	40 mm dia 2.5mm thick	Mtr	31758
10	Supplying and installation of PVC/GI flexible conduit pipe)		
a)	25mm	Mtr	4630
b)	32mm	Mtr	4610
11	Supplying and fixing surface/flush mounting unbreakable PVC modular box - 4 Way (Surface Mount Box)	Each	1045
12	Supplying and fixing superior quality modular switch mounting - 4 Module	Each	1045
13	Testing, Certification and Documentation Cat 6 Cable	Each	1645

Sl. No.	ITEM OF WORK	UoM	Total quantity
14	Site Survey and Initial Designing, Cost of Logistics to location for Cabling of Nodes, Installation of LIU, HDPE conduit and other related Civil Works	Each	83.5
II. ACTIVE COMPONENTS			
15	Supply and Installation of Access Switch: Gigabit 24 Port POE+ L2 Switch with 3-year warranty	No's	84
16	Supply and Installation of Access Switch: Gigabit 24 Port L2 Switch with 3-year warranty	No's	77
17	Supply and Installation of SFP Module with 3-year warranty	No's	167
18	Supply and Installation of Access Point with 3 year warranty	No's	639
III. COMPUTERS & PERIPHERALS			
19	Supply and Installation of Desktop computer with 3-year warranty	No's	174
20	Supply and Installation of All-in-one Desktop with 3 year warranty	No's	84
21	Supply and Installation of Mono Laser Printer with 3-year warranty	No's	176
22	Supply and Installation of Bar Code Writer with 3-year warranty	No's	161
23	Supply and Installation of Bar Code Reader with 3-year warranty	No's	490
24	Supply and Installation of UPS 1KVA with 60 min Backup with 3-year warranty	No's	160
25	Supply and Installation of UPS 3KVA with 60 min Backup with 3-year warranty	No's	248
IV. ELECTRICAL WORKS			
26	Supplying and installation of heavy gauge PVC conduit pipe 25mm dia 2mm thick	Mtr	4080
27	Supplying and fixing surface/flush mounting unbreakable PVC modular box		
a)	4-5 Way	Each	3480
b)	8 Way	Each	3480
28	Supplying and fixing superior quality modular switch mounting polycarbonate plate		
a)	4 Module	Each	3480
b)	8 Module	Each	3480
29	Supplying and fixing of modular switch & connected		
a)	6Amps one way Switch	Each	3518
b)	6Amps 3way socket	Each	3518

Sl. No.	ITEM OF WORK	UoM	Total quantity
30	Supplying, fixing, wiring, earth electrode for grounding conduits, I.C. cutouts	Nos.	3462
31	Supplying and running of GI/Copper strips for grounding connections, using necessary fixing materials as required - 25x3mm GI strip	Mtr	3650
32	Supplying and running GI/Copper conductor: 8 SWG GI Wire	Mtr	4105
33	Wiring for lighting/power circuit using one of FRLS PVC insulated 1100V grade,		
a)	1.5 sqmm	Mtr.	3780
b)	2.5 sqmm	Mtr.	4105
34	Laptops	Nos.	31
35	Access Point Controller	Nos.	1
V. AMC Annual Maintenance charges			
36	Laptops		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
37	Access Point Controller		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
38	Access Switch: Gigabit 24 Port POE+ L2 Switch		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
39	Access Switch: Gigabit 24 Port L2 Switch		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
40	Desktop computer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
41	Access Point		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
42	All in one Desktop		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
43	Mono Laser Printer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
44	Bar Code Writer		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
45	Bar Code Reader		

Sl. No.	ITEM OF WORK	UoM	Total quantity
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
46	UPS 1KVA with 60 min Backup		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1
47	UPS 3KVA with 60 min Backup		
a)	AMC for Year 4	Year	1
b)	AMC for Year 5	Year	1

Note:

1. The quantities mentioned in the schedule of requirements are indicative.
2. The purchaser at its own discretion may increase or decrease the quantities mentioned against each line item.
3. The purchaser shall issue the purchase order for the Annual Maintenance Charges before the expiry of the warranty period.
4. **It is mandatory for the bidder to quote for all the line items mentioned in the schedule of requirements as this is bulk purchase tender.**
5. **The bidder should not combine the Annual Maintenance Charges along with the equipment and should quote separately for year four and five as provided in the SOR.**
6. **The Bidder should submit detailed Break up of the quoted rates as provided in the SOR as and when instructed by the Tender Inviting Authority post opening of Financial Bids.**

SECTION – VI: SERVICE LEVEL AGREEMENT (SLA)

Definitions:

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful Bidder to Health & Family Welfare Services (HFWS) for the duration of the Contract.

Interpretations:

- The working hours are from 9:00 AM to 6:00 PM on all working days and 9:00 AM to 1:00 PM on Sundays and Government holidays observed by HFWS. The Selected bidder however recognizes the fact that the HFWS offices will require to work beyond the working hours on need basis called as extended hours.
- The SLA parameters shall be monitored on a quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of HFWS or an agency designated by them, then HFW will have the right to take appropriate disciplinary actions including termination of the contract.
- A Service Level violation will occur if the Selected Bidder fails to meet Minimum Service Levels, to be measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a quarterly basis for the purpose of Service Level reporting. An “Availability and Performance Report” shall be provided by the Selected Bidder on quarterly basis in the format finalized in consultation with HFWS.
- The selected Bidder is expected to provide the following service levels. Payments to the Selected Bidder are linked to the compliance with the SLA metrics laid down in the sections below. The penalties will be computed and calculated as per the computation explained in the following sections:

1. Delivery Schedule:

T0 = Issue of Work Order.

SI No	Phase	Project Deliverable	(T0=Date of issue of Work Order)	Basis of measurement	Violation of Delivery timeline	Deductions / Penalty
1	Phase-0	Hospital wise Need Assessment	T1=T0+45	Phase-0 deliverables completed and sign off provided by the respective AMO of the hospital. Note: The bidder must ensure that	Delay after 45 days from the date of Work Order	As per the LD Clause in GCC Section 22
		Hospital wise ICT/Network equipment supply Plan				
		Risk Management Plan				
		Preparation of Technical Architecture for N/W and H/W				

SI No	Phase	Project Deliverable	(T0=Date of issue of Work Order)	Basis of measurement	Violation of Delivery timeline	Deductions / Penalty
		Resources Planning and Deployment		the required signoff template be approved by the central Project Director RCH.		
		Detailed Plan on Execution				
		Escalation matrix				
2	Phase-1 (Supply, Installation, Testing and Commissioning)	Supply of list of Hardware/Network/Other components as per RFP	T2=T1+45 days	Phase-1 deliverables completed and Satisfaction letter from hospital AMO to be submitted to the Deputy Director (e-Health) HFWS	Delay after 90 days from the date of Work Order	
		Structure cabling and Electrical works				
		IT and Non-IT Infrastructure/Equipment Installation				
		Commissioning of ICT equipment to make it Operational				
		Integration Testing				
		UAT is mandatory for each hospital and self-declaration on completion should be submitted to department.				
		User manuals				
		Training completion				
		Implementation full functionality as per the proposed solution				

Delay after 90 days from the date of Work Order will be charged with penalty of 0.5% of the corresponding milestone value and for all the subsequent weeks delay or part thereof, subject to a maximum of 10% of the Contract Value (LD Clause in GCC Section 22). **Note:** Any risks/issues foreseen by the Successful Bidder shall be brought to the notice of the Deputy Director (e-Health) within 7 days of the Work Order. If no such issues/risks are highlighted by the successful bidder, then it is expected that no delays will be there in the implementation schedule. If there is delay from the successful Bidder for whatsoever the reason the penalty will be imposed as per the above table.

2. Working Hours:

The Hospital working hours on working days, Sundays and Government holidays are as below:

S No	Description	Timings
1	Working days	9:00AM to 6:00PM
2	Sundays/Government Holidays	9:00AM to 1:00PM

3. Operation & Maintenance:

Sl. No	Points	Maximum Allowed Resolution Duration from the time of registration of ticket in the system	Penalty applicable beyond the Maximum Allowed Resolution Duration
1	SLAs for LAN Points	48 hours	Rs. 20/Case/Day
2	SLAs for Network Equipment:		
a	One or More Active Network Component not working	48 hours	Rs. 1500 / Case /Day
b	Entire Hospital Network not working	48 hours	Rs. 1500 / Case /Day
3	SLAs for Desktops, UPS and Peripherals	48 hours	Rs.100/Case/Day

4. Downtime experienced due to electricity failure:

- If any electricity failure occurs, UPS shall provide power supply to all the ICT equipment for the duration as stipulated in the technical specification.
- If any electricity failure occurs, UPS provide power supply for duration equal or greater than the tender stipulated duration, and power failure extends beyond this tender stipulated duration, no penalty will be applicable.
- If any electricity failure occurs, if one or more UPS fails to provide power supply up to the stipulated duration, penalty shall be applicable for such UPS(s) for the duration from the time of downtime calculated until the stipulated duration.

5. Aggregate Penalty

The Total Penalty for a year during the Contract period shall be capped to 2.5% of Annual Payment for the respective year. If the Total Penalty exceeds 2.5 % of the Annual Payment for the respective year, then HFWS shall have the right to forfeit the PBG and blacklist the Bidder.

SECTION VII - TECHNICAL SPECIFICATIONS

1. Access Switch: Gigabit 24 Port POE+
2. Access Switch: Gigabit 24 Port
3. Access point: Wi-Fi 6
4. Wireless LAN Controller (WLC)
5. Desktop
6. All-in-One Desktop Computers for Laboratory Auto Analyzer Integration Purpose
7. Laptop
8. Mono Laser Printer (Automatic Duplex)
9. UPS 3 KVA with 60 minutes Battery Backup
10. UPS 1 KVA with 60 minutes Battery Backup
11. Bar Code Writer/Printer
12. Bar Code Reader
13. CAT 6 UTP cable Box (305 Mtrs roll)
14. 24 Port, Cat 6 Jack Panel (Loaded with UTP I/O)
15. 1U Horizontal cable manger
16. 2 Meter Dual Ended Mounting UTP Cat 6 patch Cord
17. 1 Meter Dual Ended Mounting UTP Cat 6 patch Cord
18. 19" 9U Wall Mount rack with necessary accessories
19. 19" 12U Wall Mount rack with necessary accessories
20. 19" 18U Floor Mount rack with necessary accessories
21. Single port Cat 6 UTP information outlet with British/American style Face Plate.
22. 6 Core outdoor armoured cable- SM (OS2)
23. LC to LC Fiber Duplex Patch Cord (OLS2)
24. 12 Port Rack Mount LIU loaded with Splice Tray, pigtails, Couplers , Labels and Cable spool
25. 24 Port Rack Mount LIU loaded with Splice Tray, pigtails , Couplers , Labels and Cable spool
26. Pigtail LC SM (OS2) – 1.5 Mtr
27. SFP Module
28. Electrical Cable, Earthing, Electrical switches and sockets

In the below sections the minimum technical specifications for the equipment to be supplied have been provided. The bidders may propose equipment which have similar or higher specifications.

I . ICT Equipment specifications for implementation HMIS.

1. Access Switch: Gigabit 24 Port POE+

Sl. No.	24 port POE+ L2 Switch
1	The proposed switch should support a switching bandwidth of 128 Gbps or more
2	The switch should support a minimum of 6MB of packet buffer, 512Mb of flash memory and 1Gb of RAM.
3	The proposed switch hardware and software configuration should be capable of handling the traffic growth over the contract period or next five years from the date of installation or whichever is later, and any hardware or software upgrades required over the contract period or next five years from

Sl. No.	24 port POE+ L2 Switch
	the date of installation or whichever is later shall be done by the SI at no additional cost.
4	The switch hardware and software configuration should be sized to accommodate the initial Day-1 specified traffic in this RFP and accommodate the growth requirements for the entire period of the contract or five years from the date of installation or whichever is later. Any resource enhancement/upgrade or replacement over the contract period or five years from the date of installation or whichever is later shall be performed by the SI at no additional cost.
5	The Switch should support 500 VLAN or above & should support 4000 VLANs id's
6	The Switch should support a Maximum transmission unit (MTU):9198bytes
7	The Switch should support Unicast MAC addresses:8000
8	The Switch should have 24 x 10/100/1000 Base T ports
9	The Switch should have 4x 1/10 Gb SFP+ Optical ports.
10	The Switch should support IEEE 802.1s/w Rapid Spanning Tree Protocol (RSTP) and Multiple Spanning Tree Protocol (MSTP) provide rapid spanning-tree convergence independent of spanning-tree timers and also offer the benefit of Layer 2 load balancing and distributed processing.
11	The switch should support PoE+ from day 1 on a minimum 50% of the interfaces
12	The Switch should support Auto-negotiation on all ports automatically selects half- or full-duplex transmission mode to optimize bandwidth.
13	Should support Link Aggregation Control Protocol (LACP), that allows the creation of ethernet channeling with devices that conform to IEEE 802.3ad.
14	The Switch should support Internet Group Management Protocol (IGMP) Snooping for IPv4 and IPv6 MLD v1 and v2
15	The switch should be able to block/control broadcast, multicast, and unicast storms
16	The Switch should support Voice VLAN, Dynamic VLANs/MVRP,
17	The Switch should support the Remote Switch Port Analyzer (RSPAN)/ Port Mirroring
18	The Switch should support four RMON groups (history, statistics, alarms, and events).
19	The Switch should support traceroute, Ping
20	The Switch should support Trivial File Transfer Protocol (TFTP), NTP,
21	The Switch should support limit the number of learned MAC addresses to deny MAC address flooding on each I2 ports
22	The Switch should support Port-based ACLs
23	The Switch should support Secure Shell (SSH) Protocol, and Simple Network Management Protocol Version 3 (SNMPv3)
24	The Switch should support centralized control of the switch and restrict unauthorized users from altering the configuration.
25	The Switch should support Multilevel security on console access and should not be SMB grade.
26	The Switch should support multiple authentication mechanisms including 802.1X, MAC Authentication, and web authentication using a single, consistent configuration

Sl. No.	24 port POE+ L2 Switch
27	The Switch should support individual policies available per Fast Ethernet or GbE port and 256 ACLs per switch
28	The Switch should support Four egress queues per port
29	The switch should support VLAN Assignment – dynamically assign VLAN assigned based on the client role.
30	The switch should support Downloadable (dACL)/local ACLs.
31	The switch should have integrated Trusted Platform Module (TPM) chip or equivalent.
32	The proposed switch should be IPv6-ready from day-1.
33	5-year comprehensive, onsite support warranty including part replacement/repairs within NBD of reporting, and software support for updates, upgrades, patches, and bug fixes for supplied software from OEM 8 X 5 X NBD days. The proposed bidder will need to ensure support of the product and change of components at no additional cost.
34	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

2. Access Switch: Gigabit 24 Port

Sl. No.	24 port L2 Switch
1	The proposed switch should support a switching bandwidth of 128 Gbps or more
2	The switch should support a minimum of 6MB of packet buffer, 512Mb of flash memory, and 1Gb of RAM.
3	The proposed switch hardware and software configuration should be capable of handling the traffic growth over the contract period or next five years from the date of installation or whichever is later, and any hardware or software upgrades required over the contract period or next five years from the date of installation or whichever is later shall be done by the SI at no additional cost.
4	The switch hardware and software configuration should be sized to accommodate the initial Day-1 specified traffic in this RFP and accommodate the growth requirements for the entire period of the contract or five years from the date of installation or whichever is later. Any resource enhancement/upgrade or replacement over the contract period or five years from the date of installation or whichever is later shall be performed by the SI at no additional cost.
5	The Switch should support 500 VLAN or above & should support 4000 VLAN id's
6	The Switch should support a Maximum transmission unit (MTU):9198bytes
7	The Switch should support Unicast MAC addresses:8000
8	The Switch should have 24 x 10/100/1000 Base T ports
9	The Switch should have 4x 1/10 Gb SFP+ Optical ports.

Sl. No.	24 port L2 Switch
10	The Switch should support IEEE 802.1s/w Rapid Spanning Tree Protocol (RSTP) and Multiple Spanning Tree Protocol (MSTP) provide rapid spanning-tree convergence independent of spanning-tree timers and also offer the benefit of Layer 2 load balancing and distributed processing.
11	The Switch should support Auto-negotiation on all ports automatically selects half- or full-duplex transmission mode to optimize bandwidth.
12	Should support Link Aggregation Control Protocol (LACP), that allows the creation of ethernet channeling with devices that conform to IEEE 802.3ad.
13	The Switch should support Internet Group Management Protocol (IGMP) Snooping for IPv4 and IPv6 MLD v1 and v2
14	The switch should be able to block/control broadcast, multicast, and unicast storms.
15	The Switch should support Voice VLAN, Dynamic VLANs/MVRP,
16	The Switch should support the Remote Switch Port Analyzer (RSPAN)/ Port Mirroring
17	The Switch should support four RMON groups (history, statistics, alarms, and events).
18	The Switch should support traceroute, Ping
19	The Switch should support Trivial File Transfer Protocol (TFTP), NTP, etc.
20	The Switch should support limit the number of learned MAC addresses to deny MAC address flooding on each I2 ports
21	The Switch should support Port-based ACLs
22	The Switch should support Secure Shell (SSH) Protocol, and Simple Network Management Protocol Version 3 (SNMPv3)
23	The Switch should support centralized control of the switch and restrict unauthorized users from altering the configuration.
24	The Switch should support Multilevel security on console access and should not be SMB grade.
25	The Switch should support multiple authentication mechanisms including 802.1X, MAC Authentication, and web authentication using a single, consistent configuration
26	The Switch should support individual policies available per Fast Ethernet or GbE port and 256 ACLs per switch
27	The Switch should support Four egress queues per port
28	The switch should support VLAN Assignment – dynamically assign VLAN assigned based on the client role.
29	The switch should support Downloadable (dACL)/local ACLs.
30	The switch should have integrated Trusted Platform Module (TPM) chip or equivalent.
31	The proposed switch should be IPv6-ready from day-1.
32	5-year comprehensive, onsite support warranty including part replacement/repairs within NBD of reporting, and software support for updates, upgrades, patches, and bug fixes for supplied software from OEM 8 X 5 X NBD days. The proposed bidder will need to ensure support of the

Sl. No.	24 port L2 Switch
	product and change of components at no additional cost.
33	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

3. Access Point: Wi-Fi 6

Sl. NO.	Specification
1	Access Point radio should be 2x2 MU-MIMO with 2 spatial streams on 802.11ax with Both 2.4 GHz & 5 GHz Bands. Access Point should have dual Wi-Fi radio.
2	Must support internal antenna with peak antenna gain of 3 dBi in 2.4 GHz & 5 dBi in 5 GHz.
3	Access points must support flexible Dynamic Frequency Selection across 20Mhz, 40Mhz, 80Mhz, and 160Mhz wide channels to combat performance problems due to wireless interference.
5	Access Point should support a minimum of 1.4 Gbps or above in 5 GHz
6	Must support Power over Ethernet
7	Must have -90dB or better receiver sensitivity
8	Access Points should be able to do the spectrum scanning for Wi-Fi and non-Wi-Fi interference for both on-channel and off-channel at all 20Mhz, 40Mhz, 80Mhz and 160Mhz channels
9	Must support Reliable Multicast to Unicast conversion to maintain video quality at AP level
10	Must support QoS and Video Call Admission Control capabilities.
11	AP should operate in either controller (Instant) or controller-based mode.
12	OFDMA and MU-MIMO for enhanced multi-user efficiency
13	AP should support Dynamic Frequency Selection for Optimized use of available RF spectrum.
14	AP should support Low-Density Parity Check.
15	IOT-ready Bluetooth 5
16	AP should support WPA3 security
17	AP should have integrated Trusted Platform Module (TPM) chip or equivalent
18	AP should be Wi-Fi 6 certified by the Wi-fi Alliance.
19	The Max transmit power of the AP + Antenna should be as per WPC norms for indoor Access Points. OEM is to give an undertaking letter stating that the AP will be configured as per WPC guidelines for indoor AP and also submit the WPC certificate showing approval.
20	5 Years support with minimum 8 X 5 X NBD support.
21	The proposed hardware and software solution shall not be declared End of

	Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.
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4. Wireless LAN Controller (WLC)

Sl. No.	Specification
A	Hardware Specifications
1	The proposed architecture should be based on the centralized controller with thin AP deployment. APs should download the OS and configuration from the controller. Must be compliant with IEEE CAPWAP or equivalent for controller-based WLANs.
2	Should have at least 4 x 1/10 Gigabit interfaces. Minimum overall 20 Gbps aggregated throughput for the system.
3	Should support both centralized as well as distributed traffic forwarding architecture with end-to-end encryption and L3 roaming support from day 1. Should have IPv6 ready from day one.
4	The controller should have hot-swappable internal redundant power supplies.
5	The controller should support a minimum of 10,000 end devices/clients.
6	WLAN controller should support 1000 Access points from day 1.
7	AP must securely download images from WLC and should be configured from WLC
8	WLAN controller should provide Application visibility. Admin should have the option to create policies to allow or deny access based on applications.
9	WLC should support AP License Migration from Primary WLC to secondary in case of failure of primary WLC.
10	Should support a minimum of 4000 VLANs
11	WLC must support TFTP, FTP, and SFTP transfer modes.
B	Wireless Controller Features
1	Must support stateful switchover between active: active or active: standby controller in a sub-second time frame. In case of failure of any controller, all clients should migrate seamlessly to other controller. At any point of time, controller load should not be more than 50%. In case load is more than 50% bidder has to supply additional controllers.
2	WLC should support L2 and L3 roaming for IPv4 and IPv6 clients
3	WLC should support guest-access functionality for IPv6 clients.
4	Should support IEEE 802.1p priority tag.
5	Should ensure WLAN reliability by proactively determining and adjusting to changing RF conditions.
6	Should provide real-time radio power adjustments based on changing environmental conditions and signal coverage adjustments.
7	Should support automatic radio channel adjustments for intelligent channel switching and real-time interference detection.
8	Should support client load balancing to balance the number of clients across multiple APs to optimize AP and client throughput.

9	Should support dynamic bandwidth selection among 20Mhz, 40Mhz, and 80Mhz channels, ensuring one access point on 20Mhz and another on 80Mhz channel connected on the same controller at the same WLAN group.
10	Should support a minimum of 500 WLANs
11	Should support dynamic VLAN assignment
12	Should support Hot Spot 2.0
13	To deliver optimal bandwidth usage, a reliable multicast must use a single session between AP and Wireless Controller.
14	Should be able to do dynamic channel bonding based on interference detected on a particular channel.
15	Must support coverage whole detection and correction that can be adjusted on a per
16	Must support RF Management with 40 MHz and 80 Mhz channels with 802.11ac &
17	Should provide visibility to Network airtime in order to set the airtime policy enforcement or equivalent.
18	Must support dynamic Airtime allocation on a Per WLAN/Per AP/Per AP group basis.
19	Must be able to restrict the number of logins per user.
C	Security
1	Should support web-based authentication to provide a browser-based environment to authenticate clients that do not support the IEEE 802.1X
2	Should support port-based and SSID-based IEEE 802.1X authentication.
3	Should support MAC authentication to provide simple authentication based on a user's MAC address.
4	WLC should be able to exclude clients based on excessive/multiple authentication failures.
5	Shall support AES or TKIP encryption to secure the data integrity of wireless
6	Shall able to provide an air quality index or equivalent to ensure better
7	Shall able to provide real-time chart showing interference per access point on per radio/per-channel basis.
8	Should support AP location-based user access to control the locations where a wireless user can access the network
9	Should support Public Key Infrastructure (PKI) to control access
10	Must be able to set a maximum per-user bandwidth limit on a per-SSID basis.
11	WLC Shall support WIDS/WIPS, and spectrum analysis from day 1.
12	LC should detect if someone connects a Rogue Access Point in the network and be able to take appropriate action to contain the rogue Access point.
13	WLC should detect and protect an Ad-hoc connection when a connected user forms a network with other systems without an AP or try enabling bridging between two interfaces
14	WLC should detect and take appropriate containment action if a smartphone user using tethering to connect to other devices.
15	WLC should detect and protect if a user tries to spoof the MAC address of a valid client
16	WLC should detect if a user trying to do internet sharing through a valid system to an unauthorized device.
D	Management &QoS

1	Should support SNMPv3, SSHv2, and SSL for secure management.
2	Should support encrypted mechanism to securely upload/download software image to and from Wireless controller.
3	Should support AP Plug and Play (PnP) deployment with zero-configuration capability
4	Should support AP grouping to enable the administrator to easily apply AP-based or radio-based configurations to all the APs in the same group
5	Should have a suitable serial console port.
6	Should have Voice and Video Call Admission and Stream prioritization for preferential QOS
7	The controller should support deep packet inspection for all user traffic across Layer 4-7 network to analyze information about application usage, and peak network usage times for all access points from day one.
8	Should support visibility and control based on the type of applications
9	The Controller must support an ability to dynamically adjust channel and power settings based on the RF environment. The access point must support the necessary spectrum analysis functionality to achieve this.
10	The Controller must support interference detection and avoidance for both Wi-Fi and non-Wi-Fi interference. The access point must support the necessary spectrum analysis functionality to achieve this.
11	The Controller can be upgraded to 1500 APs support with 15,000 end devices/clients without any hardware change.
E	Safety, Temperature, and other compliances
1	Must have temperature support of 0° to 40°C
2	5 Years support with minimum 8 X 5 X NBD support.
3	The proposed solution should have all the active components from the same
4	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

5. DESKTOP

Sl. No	Particulars	Technical Specifications
1	Processor	X86 based processor Intel Core i5 12th gen or AMD Ryzen 5 5000 Series, Hexacore 3.3GHz. 16 MB Cache or latest generation available with the OEM's or Higher
2	Chipset	Compatible Chipset
3	Motherboard	OEM Motherboard with TPM 2.0 or higher
4	Display	21.0" HD, Anti-glare, LED backlight display or higher
5	RAM	8 GB DDR4 or Higher expandable up to 16 GB

Sl. No	Particulars	Technical Specifications
6	Hard Drive	1 TB SATA HDD or higher
7	Audio	Integrated HD Audio with Stereo Speakers
8	Connectivity	Wireless LAN 802.11 ac with Bluetooth 5.0 or higher 6/40
9	Network Interface	Integrated Gigabit Ethernet (10/100/1000 Mbps)
10	Graphics controller	Integrated HD Graphics
11	Keyboard & Mouse	USB Keyboard and Mouse same make as PC
12	Interfaces	5 USB ports or higher (minimum 2 USB 3.0/3.1), 1 Ethernet (RJ-45) HDMI/DP Port/VGA, headphone/microphone combo jack
13	Cabinet	MT
14	Webcam & Fingerprint	Integrated HD Webcam, Integrated Fingerprint Reader (Optional)
15	Security Features	Power-on password, Hard Disk password. Supervisor password
16	Operating	Preloaded Microsoft Windows 11 Pro 64 Bit
	MS Office	MS office standard 2021 volume license
17	Certifications	Windows 11 FCC, Energy Star, BIS
		For OEM: ISO 9001, ISO 14001 or latest
18	Accessories	With required accessories, connecting cables and AC Adaptor should be supplied
19	Antivirus	Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro Microsoft Defender with 3 Years License
20	Warranty	3 Years onsite comprehensive warranty

6. Mono Laser Printer (Automatic Duplex)

Sl. No	Particulars	Technical Specifications
1	Recommended Monthly Print Volume	Recommended Monthly Print Volume: 2000 or higher
2	Duty Cycle (monthly, A4)	Duty Cycle (monthly, A4): 10,000 or higher
3	Processor speed	Processor Speed: 400 MHz or higher
4	Memory	Memory - 64MB or higher
5	Toner technology	Composite Toner
6	Print speed	A4: 25 ppm or above in Simplex
7	Duplex Printing	Automatic Duplex Printing: 496 Nos
8	Print Resolution	600 x 600 dpi or better
9	Input Tray	150 sheets or above
10	Output Tray	100 sheets or above

Sl. No	Particulars	Technical Specifications
11	Paper Sizes	A4, B5, A5, Legal, Letter, Executive and Envelope
12	Paper Types	“Paper Types Plain paper and Envelope Index card”.
13	Interface	Printing with USB 2.0 High Speed Ethernet & Wireless
14	Operating Systems Support	Windows 8.x (32 / 64-bit), Windows 10 (32 / 64-bit), Linux or latest
15	Operating Temperature	15 deg C to 32 deg C
16	Power	220 - 240V, 50 / 60Hz
17	Accessories	Should be supplied with power chord (Indian), USB connector
18	Certification	RoHS compliant Energy Star / EPEAT India / UL / BIS
19	Warranty	3 Years Onsite Comprehensive Warranty
20	Others	OEM or The Partner organization or Second party shall submit last 3-year Client satisfactory certificate from at least 3 Government organization/PSU/Private Organization with purchase orders.

7. UPS 3 KVA with 60 minutes Battery Backup

Sl no	Particulars	Specifications
1	Type	Online-Single phase input & single-phase output
2	Capacity	3 KVA
3	Backup time	60 Minutes or Higher
4	Input frequency	50 Hz +/- 5%
5	Input voltage	160V – 270 V
6	Output Voltage	230V +/- 1%V
7	Output Frequency	50Hz +/- 0.2Hz
8	Input Power Factor	>0.9
9	Output Power Factor	0.8 lag to unity PF
10	Waveform	Pure Sine Wave
11	Alarm	On Battery, Low Battery, UPS Over Load
12	Battery make	Preferred Brands: Panasonic/Southern/Prime/Racket/YUASA/Exide/CSB/Amaron/Relicell/SF Sonic (ISO/TUV Certified) / / RAION Lithium / Emercion RAYS/ Sakti Accumulators.
13	Battery Type	Tabular C-10 Rating Only
14	Battery VAH	4800 VAH or Higher
15	No.of Batteries	Please specify

Sl no	Particulars	Specifications
16	DC voltage (input)	Please specify
17	Overload Capacity	150% for 1 minute, 125% for 10 minutes
18	Inverter Efficiency	90%
19	Overall Efficiency	90%
20	Crest Factor	3:01
21	Regulation	+/-1%
22	Switching Frequency	Above 20 KHz
23	Technology	IGBT based PWM technology with isolation transformer
24	Warranty	3 years onsite comprehensive including batteries
25	Protection	Automatic discharge protection with self-test features, Overload Surge protection, Input fault, Cold start, Low Battery, Battery Over charge, output short circuit, Charging current circuit, inverter over temperature
26	LCD Display	Output Voltage, Output Current, Load%, output frequency, Input voltage, Battery voltage
27	Load test	At 100% Load on resistive load
28	THD	<3% for Linear, <5% for non linear
29	Certification	ISO 14001:2015, 9001:2015, 45001:2018 BIS CERTIFICATION
30	EoL/EoS	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

Note: Column 15,16, it should be filled by the vendor as per their UPS design and match the VAH.

8. UPS 1 KVA with 60 minutes Battery Backup

Sl. No	Particulars	Technical Specifications
1	Type	Online-Single phase input & single-phase output
2	Capacity	1KVA
3	Backup time	1 hour
4	Input frequency	50 Hz +/- 5%
5	Input voltage	160V – 270 V
6	Output Voltage	230V +/- 1%V
7	Output Frequency	50Hz +/- 0.2Hz
8	Input Power Factor	>0.90

Sl. No	Particulars	Technical Specifications
9	Output Power Factor	0.8 lag to unity PF
10	Waveform	Pure Sine Wave
11	Alarm	On Battery, Low Battery, UPS Over Load
12	Technology	IGBT based PWM technology with isolation transformer
13	Battery make	Preferred Brands: Panasonic/Southern/Prime/Racket/YUASA/Exide/CSB /Amaron/Relicell/SF Sonic (ISO/TUV Certified) / / RAION Lithium / Emercion RAYS/ Sakti Accumulators.
14	Battery Type	Please specify
15	Battery AH	Please specify
16	No.of Batteries	Please specify
17	DC voltage (input)	Please specify
18	VAH	>1600 VAH
19	Overload Capacity	150% for 1 minute, 125% for 10 minutes
b20	Inverter Efficiency	90%
21	Overall Efficiency	90%
22	Crest Factor	3:01
23	Regulation	+/-1%
24	THD	<2%
25	Protection	Automatic discharge protection with self-test features, Overload Surge protection, Input fault, Cold start, Low Battery, Battery Over charge, output short circuit , Charging current circuit , inverter over temperature
26	LCD Display	Output Voltage, Output Current, Load%, output frequency, Input voltage, Battery voltage
27	Load test	At 100% Load on resistive load
29	Certification	ISO 14001:2015, 9001:2015, 45001:2018 BIS CERTIFICATION
30	EoL/EoS	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

Note: Column 14,15,16,17 it should be filled by the vendor as per their UPS design and match the VAH.

9. Bar Code Writer/Printer

Sl. No	Particulars	Technical Specifications
1.	Print Method	Thermal Transfer approx. more than 6 months viability); wax ribbon type; normal paper/label
2.	Resolution	203 dpi (8 dots/mm)
3.	Print Speed	5IPS and above
4.	Print Width	4.09" (104mm) or above
5.	Print Length	Max. 1000 mm or higher
6.	Processor	32 Bit RISC CPU or better
7.	Processor speed	350 MHz or higher
8.	Memory	8MB Flash (4MB for user storage) / 64 MB SDRAM or Higher
9.	Sensor Type	Adjustable reflective sensor, fixed trans missive sensors
10.	Ribbon types	Should support ribbon type of 300 meters on 1" core
		1:4 One ribbon roll per 4 rolls of media (300 meter)
11.	Power	Auto Switching 110-240VAC, 50-60Hz
12.	Interface types	USB + Serial + Parallel
13.	Warranty	3 Years Onsite Comprehensive Warranty
14.	Compliance	BIS
15.	Environmental spec	Should operate in 5-degree C to 41-degree C. 20% to 90% non-condensing R.H.

10. Bar Code Reader

Sl. No	Particulars	Technical Specifications
1.	Interface Types	USB
2.	Indicator Buzzer	Programmable Tone
3.	Indicator LED	For Good read
4.	Power Consumption	55 mA~120mA(max) or better
5.	Light Source	Optical - Red LED (610nm-640nm)
6.	Resolution	Up to 4mil scannable from Min. 10" inch
7.	Scanning Engine	100 Scans/sec or higher
8.	Warranty	3 Years Onsite Comprehensive Warranty
9.	Certification	BIS
10.	Print Contrast	Min 20% and above

Sl. No	Particulars	Technical Specifications
11.	Ambient light immunity	Should be operational in 3000 lux to 5000 lux

11. SFP Module

Sl. No	Particulars	Technical Specifications
1.	Centre Wavelength range	Centre Wavelength range: 1260 to 1310nm
2.	Distance	Up to 1 KM
3.	Form Factor	Must be SFP
4.	Transmitter Characteristics	
	Line rate (nominal)	1GBASE
5	Receiver Characteristics	
	Line rate (nominal)	1GBASE
6	Warranty	3 Years Onsite Comprehensive Warranty
7	SFP	SFP must be from the same OEM as switch
8	EoL/EoS	The proposed hardware and software solution shall not be declared End of Life or End of Support by the OEM for a minimum duration of 7 years from the date of supply of the hardware. In the event EoL or EoS declared by the OEM, the replacement solution shall be provided at no additional cost.

12. Passive Components

Sl. No	Component	Technical Specifications
1.	CAT 6 UTP Cable Box (305 Mtr roll)	Unshielded Twisted Pair, Category 6, TIA / EIA 568-C.2, 23 AWG solid bare copper conductor, LSZH Jacket as per UL listing standard or IEC ISO/IEC 11801 IEC 61156-5 2nd ed, Standard Cross- member fluted member pair separator, 4 connector channel ETL/3P verify report for cable performance or UL listed for fire safety, -20 Deg. C to +60 Deg. C Operating temperature, Frequency tested CAT 6 UTP cable should be tested up to Data transmission frequencies of up to 250 MHz with 4 connector ETL/3P verification, Box of 305 meters Packing, 45ns MAX. Delay Skew, 100 Ohms + /- 15 ohms for 1 to 250 MHz Impedance, Pair- to- pair and PS NEXT, ELFEXT and PSELFEXT, Return Loss, ACR and PS ACR Performance

Sl. No	Component	Technical Specifications
		characteristics to be provided, Attenuation(dB/100m) - 32.8MAX at 250MHz.
2.	24 Port, Cat 6 Jack Panel (Loaded with UTP I/O)	Type - 24-port, Unshielded Twisted Pair, Category 6, TIA / EIA Modular, Unshielded Twisted pair, category 6, EIA/TIA-568-C2, The modules should be UL94 VO rated, 110 IDC Termination 180 or 90- or 45-degree Punch, allowing wires between 22 – 26 AWG sizes, Meets or Exceeds EIA/TIA –568–C.2 Category 6 connecting ICT Components specification, RJ45 (8P8C) T568A/T568B Colour coding termination. Cable Guide way or support bar to guide the cable on the rear side, 1U size for 6/12/24 Ports and 2U for 48 Ports or higher side Jack Panel should be RoHS Complaint.
3.	1U Horizontal cable manger	It should be Finger Duct type single- and double-sided Cable Manager to simplify routing of high-density cabling with hinged lock assembly
4.	1 Meter Dual Ended Mounting UTP Cat 6 patch Cord	UTP, Category 6, TIA / EIA 568-C.2 Conductor 24-26 AWG stranded copper. Slim line transparent snag-less or higher, boot to maintain bend radius, Tensile strength 50 Newton, Plug Housing Clear polycarbonate 94V-0 rate, Terminals Phosphor Bronze with gold plating , 50 micron" gold over nickel, Load bar polycarbonate, Jacket FRPVC, Insulation Flame Retardant Polyethylene, End point connector Factory standard connector, Approvals UL (UL certificate should be submitted), ETL or 3P certificates. Material ROHS compliant (ETL report should be submitted)
5.	2 Meter Dual Ended Mounting UTP Cat 6 patch Cord	UTP, Category 6, TIA / EIA 568-C.2 Conductor 24-26 AWG stranded copper. Slim line transparent snag-less, boot to maintain bend radius, Tensile strength 50 Newton, Plug Housing Clear polycarbonate 94V-0 rate, Terminals Phosphor Bronze with gold plating, 50 microns" gold over nickel, Load bar polycarbonate, Jacket FRPVC, Insulation Flame Retardant Polyethylene, End point connector Factory standard connector, Approvals UL (UL certificate should be submitted), ETL or 3P certificates. Material ROHS compliant (ETL report should be submitted)
6.	19" 9U Wall Mount rack with necessary accessories	9U /600mmD with front glass door, lock, 6 x 5Amps with MCB and 1.5 Mtr. Feed cable and 3pin plug, shelf 255mm, 2 fans 230V 90 CFM,cable manager 1U PVC Loops, ICT Components Pkt. Of 10, load carrying capacity 40Kgs, rack earthing kit.
7.	19" 12U Wall Mount rack with necessary accessories	12U /600mmD with front glass door, lock, 6 x 5Amps with MCB and 1.5 Mtr. Feed cable and 3pin plug, shelf 255mm, 2 fans 230V 90CFM, cable manager 1U PVC Loops, ICT Components Pkt. Of 10, load carrying capacity 40Kgs, rack earthing kit.

Sl. No	Component	Technical Specifications
8.	19" 18U Floor Mount rack with necessary accessories	19" 18U 600x800 Aluminum extruded profile floor mount rack with vented front glass door with a fully vented rear steel door, Side Panels - 18U/ 800D , Front MS Door (Tinted glass) 18U/600W ,Rear MS Door (Fully Perforated - Mesh) 18U/600W, 2 x PDU 5 Sockets 5/15Amps with 16A MCB , Fan 90CFM 230V AC, 4" dia , Castors with Brake (set of 4), Cable manager 1U MS with Loops , Mounting ICT Components (Pack of 10), with wheels, rack earthing kit.
9.	Single port Cat 6 UTP Information outlet with British/American style Face Plate	UTP Jack, Durability Modular Jack 750 with mating cycles, Wire terminal 200 termination cycles, Accessories Strain relief and bend-limiting boot for cable, Approval UL or ETL or 3P. Housing Polyphenylene oxide, 94V-0 rated Wiring blocks Polycarbonate, 94V-0 rated, Jack contacts : Beryllium copper with thick gold and minimum thick nickel under plate, Performance Characteristics Attenuation, NEXT, PS NEXT, FEXT and Return Loss, IDC Contact: Phosphor bronze 50m" gold: ROHS compliant, 3rd party from bodies like ETL verified (ETL report should be submitted) Faceplate 1-port with shutter , High Impact Plastic Body ABS material 86mm x 86mm with label and label covers
10.	6 Core outdoor armored cable – SM (OS2)	9/ 125, ITU-T 652.D Compliance Cable, Construction BELLCORE GR 20 / IEC 794-1 Attenuation @1310nm <= 0.34 dB/Km @1550nm, <= 0.22 dB/Km Coating / Cladding <= 9 microns non-circularity Zero Dispersion Slope <= 0.086 ps / sqnm-km Max (chromatic) <5.3 ps/nm- km @1270-1340 nm <3.5 ps/nm-km @1285-1330 nm <185 ps/nm-km @1550 nm Max Tensile Resistance 1500 N , Max Crush Resistance 2000 N, Armour Corrugated Steel tape Armour, Outer jacket LSZH or HDPE. Aramid yarn as a strength member, Gel filled Loose Tube, minimum installation bend radius- 200mm, Fiber Core should be Silica Glass or equivalent- Fiber Core, standard factory length and can be supplied is max 4 Kms- Length of cable drum, RoHS compliant, Core should be Silica Glass or equivalent. Length of cable drum standard factory length and can be supplied is max 4 Kms.
11.	LC to LC Fiber Duplex Patch Cord (OS2)	Cable: 9/125 µm, OS2 SM, Duplex Zip cord. Connectors: The optical fiber patch leads shall comprise of multi-mode 9/125µm OS2 fiber with 2XSC/LC/ST type fiber connectors terminated at one end and 2XSC/LC/ST/MTRJ type Fiber connectors at another end of the patch cord. Cordage O.D :(Duplex): Buffer Diameter: 900µ tight buffer Strength Member: Aramid Yarn Jacket Material: LSZH (Low Smoke Zero Halogen) Type. Connector Loss: 0.30dB(max)

Sl. No	Component	Technical Specifications
12.	12 Port Rack Mount LIU loaded with Splice Tray, pigtails, Couplers, Labels and Cable spool	12 Port Fiber management rack mount enclosures loaded with 6 Pak duplex LC MM/SM Adapters Plates, pigtails, splice trays & labels. Height: 1 U, 1.75 inches Cable Management rings: Management rings within the system to accommodate excess fiber cordage behind the through adapters and maintain fiber bend radius. Drawer/Sliding Style: The LIU must be of Drawer/Sliding style for easy maintenance and troubleshooting.
13.	24 Port Rack Mount LIU loaded with Splice Tray, pigtails, Couplers, Labels and Cable spool	24 Port Fiber management rack mount enclosures loaded with 6/12 Pak duplex LC MM/SM Adapters Plates, pigtails, splice trays & labels. Height: 1 U, 1.75 inches Cable Management rings: Management rings within the system to accommodate excess fiber cordage behind the through adapters and maintain fiber bend radius. Drawer/Sliding Style: The LIU must be of Drawer/Sliding style for easy maintenance and troubleshooting.
14.	Pigtail LC SM (OS2) - 1.5 Mtr	Type: 9/125-micron SM OS2 fiber Pigtail with LC Connector. Buffer Diameter: 900µm Primary Coating: 245µm Jacket Material: LSZH (Low Smoke Zero Halogen). Connector/ Insertion Loss: 0.30dB (Max)

13. Electrical Cable, Earthing, Electrical Switches & Sockets

Sl. No	Technical Specifications
1.	It is the responsibility of the supplier to supply, install, test and commission all the electrical and its requirements (including but not limited to fire proof electrical cables, earthing, switches, sockets, MCB, MCCB, ELCB, Fuses, required civil works, etc.)

14. Laptop

Sl.No	Particulars	Technical Specification
1	Processor	X86 based processor Intel Core i5 12th Gen or AMD Ryzen 5 5000 Series or latest generation available with the OEM's, with min base clock frequency of 1.2 GHz, Hexa Core, 11 MB cache or higher.
2	Chipset	Compatible Chipset
3	Motherboard	OEM Motherboard with TPM 2.0 or higher
4	Display	14.0" HD, Anti-glare, LED backlight display or higher, non-touch
5	RAM	8 GB DDR4 or Higher expandable up to 16 GB
6	Hard Drive	512GB SSD or Higher (with Virtual partition of 1X256GB and 1X256GB)
7	Audio	Integrated HD Audio with Stereo Speakers

Sl.No	Particulars	Technical Specification
8	Laptop Casing	Strong hinges with PC/ABS Casing for longer durability and stability for good quality support structure
9	Connectivity	Wireless LAN 802.11 ac with Bluetooth 5.0 or higher
10	Network Interface	Integrated Gigabit Ethernet (10/100/1000 Mbps)
11	Graphics controller	Integrated HD Graphics
12	Keyboard & Touch Pad	Keyboard with Touch Pad
13	Battery	Integrated Battery with Minimum 6 Hours Backup or Higher
14	Webcam & Fingerprint	Integrated HD Webcam, Integrated Fingerprint Reader (Optional).
15	Security Features	Power-on password, Hard Disk password, Supervisor password, Lock Slot
16	Operating System and MS Office	Preloaded Microsoft Windows 11 pro 64 bit
17	MS Office	MS office standard 2021 volume license
18	Weight	Less than 2.0 kg including battery
19	Certifications	For Laptop-Windows 11 FCC, Energy Star, BIS
20		For OEM: ISO 9001, ISO 14001 or latest
21	Accessories	With required accessories, connecting cables and AC Adaptor should be supplied.
22	Antivirus	Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro Microsoft Defender with 3 Years License
23	warranty	3 Years onsite comprehensive warranty

15. All-in-One Desktop Computers for Laboratory Auto Analyzer Integration Purpose

Sl. No	Particulars	Technical Specifications
1	Processor	Hexacore Processor having 2.0 Ghz clock frequency and 8 MB cache or higher, of either intel Core i5 12th Gen or Higher or AMD Ryzen 5 5000 Series or better latest generation available with the OEM'S
2	Chipset	Compatible Chipset
3	Motherboard	OEM Motherboard with TPM 2.0 or higher
4	Display	23.5" FHD (1920x1080) Antiglare Display or higher
5	RAM	8 GB DDR4 or Higher expandable up to 16 GB
6	Hard Drive	1 TB SATA HDD or higher (with Virtual partition of 1X250GB 1X750GB)
7	Audio	Integrated HD Audio with Stereo Speakers
8	Connectivity	Wireless LAN 802.11 ac with Bluetooth 5.0 or higher
9	Network Interface	Integrated Gigabit Ethernet (10/100/1000 Mbps)
10	Graphics controller	Integrated Intel HD Graphics

Sl. No	Particulars	Technical Specifications
11	Keyboard & Mouse	USB Keyboard and Mouse same make as PC
12	Interfaces	4 USB ports or higher (minimum 2 USB 3.0/3.1), 1 Ethernet (RJ-45), 1 HDMI/DP Port, headphone/microphone combo jack
13	Webcam and fingerprint	Integrated HD Webcam, Integrated Fingerprint Reader (Optional)
14	Security Features	Power-on password, Hard Disk Password, Supervisor Password
15	Operating	Preloaded Microsoft Windows 11 pro 64 bit
16	MS Office	MS office standard 2021 volume license
17	Certifications	Windows 11 FCC, Energy Star, BIS
18	Weight	For OEM: ISO 9001, 1S0 14001 or latest
19	Accessories	With required accessories connecting cables and AC Adaptor should be supplied
20	Antivirus	Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro/excluding Microsoft Defender with 3 Years License
21	Warranty	3 Years onsite comprehensive warranty
22	Interfaces	4 USB ports or higher (minimum 2 USB 3.0/3.1), 1 Ethernet (RJ-45), 1 HDMI/DP Port, 2 RS232 Ports, headphone/microphone combo jack.

SECTION VIII: QUALIFICATION CRITERIA

1. Qualification Criteria:

The Qualification Criteria are the mandatory requirements to be met / complied by the Bidder(s) and Original Equipment Manufacturers (OEMs) in order to qualify the Qualification stage.

1.
 - a. The tenderer should be a manufacturer who must have manufactured, tested and supplied the equipment (s) similar to the type specified in the 'Schedule of Requirements' up to at least 80 % of the quantity required in any one of the last 3 years. However, will be 40% with respect to Micro and Small Enterprises) of the quantity required in any one of the last 3 Years (2 years for Micro and Small Enterprises). The equipment offered for supply must be of the most recent series models incorporating the latest improvements in design. The models should have been released minimum of 18 months back from the date of publishing tender and be in satisfactory operation for 12 months as on date of tender opening.
 - b. Tenders of tenderers quoting as authorized representative of a manufacturer, meeting with the above requirement in full, can also be considered provided:
 - i. the manufacturer furnishes authorization in the prescribed format assuring full guarantee and warranty obligations as per GCC and SCC; and
 - ii. these installations must have been in satisfactory operation for a minimum of 12 months as of the tender opening date, for the aforementioned computer installations anywhere in India.
2. The tenderer should furnish the information on all past supplies and satisfactory performance for both (a) and (b) above, in proforma under Section XII.
3. The tenderer should furnish details of Service Centres and information on service support facilities that would be provided after the warranty period [in the Service Support Form given in Section XV].

2. Pre-Qualification Criteria for the bidders:

S No	Particulars	Criteria	Proof / Documents Required
1	Bidder(s) Company Registration	The bidder must be a company registered in India (IT service provider) under Indian Companies act 1956 or Limited Liability Partnership and should have been in operation for a period	<ul style="list-style-type: none">• Certificate of Incorporation from RoC.• Power of Attorney (PoA) from Company Authorizing Person for signing Bid.• Permanent Account Number (PAN)

S No	Particulars	Criteria	Proof / Documents Required
		of at least 5 years as on 31st March 2025.	<ul style="list-style-type: none"> • Copy of GST Registration and recent Filing and Payment Receipts (Returns filed upto March 2025) • Proof of Address Proof of Address for having a Registered Office/Branch Office in India with the condition that the selected bidder must establish a registered office prior to receiving the work order in Bengaluru. <p>Note: The Bidder should submit a valid PoA accepted by the Government Organizations.</p>
2	Annual Turnover Balance Sheet Statement Profit & Loss Account Statement IT Returns	<ul style="list-style-type: none"> • Average Turnover is considered over last 5 years ending up to 2024-25 (2020-21, 2021-22, 2022-23, 2023-24, 2024-25). • Average Annual turnover shall not be less than Rs. 40 crore (Forty crores) • For Micro and Small Enterprises, the Average Annual turnover shall not be less than Rs 10 crore during last 2 preceding financial years. 	<ul style="list-style-type: none"> • Certificate by Statutory Auditor of the Company / Chartered Accountant: <ul style="list-style-type: none"> ▪ Annual Turnover (As per Appendix-05) ▪ Positive Net worth statement certified by CA. ▪ Balance Sheet Statement (Unaudited Balance sheet of FY 2024-25 is acceptable and to be submitted) ▪ Profit & Loss Account Statement • IT Returns: All previous three years documents to be submitted.
3	Relevant Experience	The bidder should have supplied, installed, tested and commissioned the equipment similar to the type specified in the schedule of requirement in this bid document in all the below-mentioned	<ul style="list-style-type: none"> • The bidder should furnish the proof [Work Order/ Purchase Order/ Contract Agreement (in case of multiple POs/WOs) issued in the

S No	Particulars	Criteria	Proof / Documents Required
		<p>components of value equaling to at least Rs. 5.87 crores (Five crores Eighty-Seven lakhs) in any one of the last three years.</p> <p>List of components:</p> <ol style="list-style-type: none"> 1. Structured LAN network 2. PCs (Desktop, All in one, Laptop computers) 3. Network Switches with SFP Module 4. Access Points 5. Wireless LAN Controller 	<p>name of the bidder which is the bidding entity of this RFP, only shall be accepted] of similar experience on all past supplies</p> <ul style="list-style-type: none"> • And satisfactory performance certificate issued by the Purchaser (Competent authority) as per Appendix-09. • In the cases of WOs / POs, where the work is still under progress / implementation, in such cases the portion of the work which has been completed only shall be accepted as relevant experience. This should be clearly indicated in Appendix-09 and also the satisfactory performance certificate issued by the purchaser (Competent authority).
4	Non-Black Listing	The Bidder should not be blacklisted by any of the Central/State Government/ PSUs or any Government agencies as on the date of bid submission	Declaration by the Authorized Signatory of the Bidder on Rs. 200/- stamp paper dully filled and notarized as per Appendix - 06 .
5	Compliance to Technical Specifications, Terms and Conditions	The Bidder (s) shall comply with the Technical Specifications, terms and conditions provided in this RFP.	Compliance Statement in the format specified to all the Technical Specifications, terms and conditions as per Appendix 08 .
6	OEM Authorization	The Bidder should submit valid letter from the OEMs confirming the following:	<ul style="list-style-type: none"> • OEM Support Letter Manufacturer's Authorization Form (MAF) as per Appendix 18.

S No	Particulars	Criteria	Proof / Documents Required
		<ul style="list-style-type: none"> • Authorization for the bidder to participate in this tender. • Authorization for Bidder to confirm that the products quoted are not end of life / support products within next 7 years. • Undertake that the after sales support including spares, patches for the quoted products shall be available for next 7 years. 	<ul style="list-style-type: none"> • Manufacturer Authorization Form can also be issued by the Indian Subsidiary company of the Primary Manufacturer located outside India. <p>If OEM Factory is located outside India and Manufacturer Authorization Form is issued by the Indian Subsidiary company, then the Indian Subsidiary company shall submit a self – declaration stating the relationship between the Indian Subsidiary and the Parent company.</p>
7	Affidavit	The sole bidder must submit Affidavit on INR 200 Stamp Paper dully filled and notarized.	Affidavit as per Appendix-04 provided in the RFP.
8	EMD	Rs.20 Lakh through e-Procurement portal	Proof of Document for submitting the EMD as per SECTION IX.
9	Quality Certification	The Bidder should hold a valid ISO 9001:2015 and ISO 20000-1:2018 certificate.	Self-attested copies of the valid ISO Certificates to be submitted.
10	Land Border Clause certificate.	Compliance to Government order no. FD 455 Exp-12 2020 Bengaluru w.r.t. Land Border Clause to be submitted by the bidder.	A certificate for having complied to the Government Order no. FD 455 Exp-12 2020 Bengaluru w.r.t. Land Border Clause as per the format provided in Appendix 19 is required to be submitted by the bidder.

3. Pre-qualification Criteria for the OEM

S No	Particulars	Criteria	Proof / Documents Required
1	Presence in India	The OEM should be Incorporated in India under the Companies Act 2013 / Limited Liability Partnership Act 2008 for at least for 5 years.	Certificate of Incorporation from RoC
2	Non-Black-Listing	The OEM should not be blacklisted by any of the Central / State Government / PSUs or any Government Agencies as on the date of Bid submission.	Declaration by the Authorized Signatory of the OEM as per Appendix 06.
3	Relevant Experience	<p>The OEM should have manufactured and supplied any one or more of the below listed components:</p> <ol style="list-style-type: none"> 1. Structured LAN network 2. PCs (Desktop, All in one, Laptop computers) 3. Network Switches with SFP Module 4. Access Points 5. Wireless LAN Controller <p>in any of the Central Govt. / State Govt./ PSU or any Government Organizations or reputed Private Organizations/Companies in India during the last 3 (three) Financial Years (Last 2 years for Micro and Small Enterprises).</p>	To be submitted by the OEMs. In case where the OEM has not directly supplied the specified components to the end user, copies of Purchase Orders, Work Orders, or Contract Agreements issued by the end users to the OEM's authorized partner(bidder), clearly specifying the make and model of the supplied ICT components shall be accepted as valid proof of the OEM's relevant experience.
4	Quality Certification	The OEM should be an ISO 9001 or higher certified organization for their proposed products.	Self-attested copies of the valid ISO Certificates to be submitted.
5	Land Border Clause certificate	Compliance to Government order no. FD 455 Exp-12 2020 Bengaluru w.r.t. Land Border Clause to be submitted by the OEMs.	A certificate for having complied to the Government Order no. FD 455 Exp-12 2020

S No	Particulars	Criteria	Proof / Documents Required
			Bengaluru w.r.t. Land Border Clause as per the format provided in Appendix 19 is required to be submitted by the OEM.

SECTION IX: TENDER FORM

Date:

IFT No:.....

TO: (Name and address of purchaser)

Gentlemen and/or Ladies:

Having examined the Tender Documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver..... *(Description of Goods and Services)* in conformity with the said tender documents for the sum of *(Total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this tender.

We undertake, if our tender is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this tender for the Tender validity period specified in Clause 14.1 of the ITT and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any tender you may receive.

We clarify/confirm that we comply with the eligibility requirements as per ITT Clause 1 of the tender documents. Dated this day of 19

(signature) (in the capacity of)

Duly authorized to sign Tender for and on behalf of

SECTION X: EARNEST MONEY DEPOSIT BANK GUARANTEE FORM

Whereas¹ (*hereinafter called "the Tenderer"*) has submitted its tender dated (*date of submission of tender*) for the supply of (*name and/or description of the goods*) (*hereinafter called "the Tender"*).

KNOW ALL PEOPLE by these presents that WE (*name of bank*) of (name of country), having our registered office at (*address of bank*) (*hereinafter called "the Bank"*), are bound unto (*name of Purchaser*) (*hereinafter called "the Purchaser"*) in the sum of Rs.____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of ____ 20____

THE CONDITIONS of this obligation are:

1. If the Tenderer
 - (a) withdraws its Tender during the period of tender validity specified by the Tenderer on the TenderForm; or
 - (b) does not accept the correction of errors in accordance with the ITT; or
2. If the Tenderer, having been notified of the acceptance of its tender by the Purchaser during the period of tender validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Tenderers.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty-five (45) days after the period of the tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the Bank)

¹ *Name of tenderer*

SECTION XI: CONTRACT FORM

THIS AGREEMENT made theday of....., 20... Between (*Name of purchaser*) of (*Country of Purchaser*) (hereinafter called "the Purchaser") of the one part and (*Name of Supplier*) of (*City and Country of Supplier*) (hereinafter called "theSupplier") of the other part:

WHEREAS the Purchaser is desirous that certain Goods and ancillary services viz., (*Brief Description of Goods and Services*) and has accepted a tender by the Supplier for the supply of those goods and services in the sum of (*Contract Price in Words and Figures*) (hereinafter called "the ContractPrice").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Tender Form and the Price Schedule submitted by the Tenderer.
 - (b) the Schedule of Requirements.
 - (c) the Technical Specifications.
 - (d) the General Conditions of Contract.
 - (e) the Special Conditions of Contract; and
 - (f) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein; the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

SI No	Brief description of goods and services	Quantity to be supplied	Unit price	Total Price	Delivery terms

TOTAL VALUE:

**DELIVERY
SCHEDULE:**

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said (For the Purchaser)

in the presence of:

Signed, Sealed and Delivered by the

said (For the Supplier)

in the presence of:

SECTION XI - 1. PERFORMANCE SECURITY BANK
GUARANTEE FORM

To: ____ (Name of Purchaser) **WHEREAS** (Name of Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of Contract No..... dated, 20... to supply (Description of Goods and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of

..... (Amount of Guarantee) as aforesaid, without your needing to prove or to showgrounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....
.....
.....

Date.....20....

Address:

.....
.....

SECTION XI - 2- ANNUAL MAINTENANCE SECURITY BANK
GUARANTEE FORM

(To be stamped in accordance with Stamp Act if any, of the

Country of the Issuing Bank) Bank Guarantee No..... Date:

.....

To..... (Name of the Purchaser)

Whereas (Name of the Purchaser) hereinafter called "the Supplier" has undertaken, in pursuance of contract No..... dated..... 20. to supply (Description of Goods and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Supplier's performance obligations under the contract for Annual Maintenance and Repairs of the entire system including cost of spares after warranty period for next five years.

AND WHEREAS we have agreed to give the Supplier a Guarantee.

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you on behalf of the Supplier, up to a total of Rs. (Amount of guarantee in words and figures) being 2.5% of the total cost of equipment and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until day of 20.....

Signature and Seal of Guarantors

.....

.....

..... Date:

..... 20.....

NOTE:

1. SUPPLIERS SHOULD ENSURE THAT SEAL AND CODE No. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF

THE BANK GUARANTEE

SECTION XII - QUALITY CONTROL EMPLOYED BY THE MANUFACTURER

[Refer ITT]

**PROFORMA FOR EQUIPMENT AND QUALITY CONTROL EMPLOYED BY THE
MANUFACTURER**

IFT No. _____

Date: ____/____/____

NAME OF THE TENDERER:

(Note: All details should relate to the manufacturer for the items offered for supply)

- 1) Name & full address of the Manufacturer
- 2) Contact Details
 - a) Telephone & Fax No _____ Office/Factory/Works
 - b) Telex No. _____ Office/Factory/Works
 - c) Telegraphic address: _____
- 3) Location of the manufacturing factory.
- 4) Details of Industrial License, wherever required as per statutory regulations.
- 5) Details of important Plant & Machinery functioning in each dept. (Monographs & description pamphlets be supplied if available).
- 6) Details of the process of manufacture in the factory.
- 7) Details & stocks of raw materials held.
- 8) Production capacity of item(s) quoted for, with the existing Plant & Machinery
 - a) Normal
 - b) Maximum
- 9) Details of arrangement for quality control of products such as laboratory, testing equipment etc.
- 10) Details of staff:
 - a) Details of technical supervisory staff in charge of production & quality control.
 - b) Skilled labour employed.
 - c) Unskilled labour employed.
 - d) Maximum No. of workers (skilled & unskilled) employed on any day during the 18 months preceding the date of Tender.
- 11) Whether Goods are tested to any standard specification? If so, copies of original test certificates should be uploaded in triplicate.
- 12) Is the Manufacturer registered with the Directorate General of Supplies and Disposals, New Delhi 110 001, India? If so, furnish full particulars of registration, period of currency etc. with a copy of the certificate of registration.

Date:
Place:
Company Seal:

Manufacture's Signature:
Name:
Designation:

Appendix 01 – Company Profile
[to be submitted on company's letterhead]

A. Brief Company Profile

SI No	Particulars	Description or Details
1	Name of Bidder	
2	Legal Status of Bidder (Company/Pvt. Ltd., etc.)	
3	Main Business of the Bidder	
4	Registered Office Address	
5	Incorporation Date and Number	
6	GST Registration	
7	PAN Details	
8	Primary Contact Person (Name, Designation, address, mobile number, email etc.)	
9	Secondary Contact Person (Name, Designation, address, mobile number, email etc.)	

B. Certificate of Incorporation

[Attach following documents along with Company profile]

- Copy of Certificate of Incorporation
- Copy of GST Registration and Recent Filing and Payment Receipts
- Copy of PAN Card

Appendix 02 - Details of Bidder
[to be submitted on company's letterhead]

Particulars	Details				
Company Name					
Address of Registered Office					
Contact Details	Landline				
	Mobile				
	Fax				
	Email				
Director / CEO Details	Name				
	Landline				
	Mobile				
	Fax				
	Email				
Authorized Signatory for this RFP	Name				
	Landline				
	Mobile				
	Fax				
	Email				
	[If authorized signatory is different from Director / CEO, then Bidder should submit Power of Attorney (PoA) authorizing to submit proposal and to represent the company for this RFP]				
Branch Offices	S	City	State	Address	Landline
	I.				
	1.				
	2.				
	3.				
Total Number of Staff Employed on Bid submission date	S	Designation	No of Staff Employed		
	I.				
	1.				
	2.				
	3.				
	Total				
Expertise in the area related to Supply, Installation, Testing & Commissioning of ICT/Network Equipment	S	Name of the Organization	Nature of Work		
	I.				
	1.				
	2.				
	3.				

Authorized Signature:	
Name:	
Title:	
Company Seal:	

Appendix 03 – Power of Attorney

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. < name of the Firm or Company with address of the registered office> hereby constitute, appoint and authorize Mr./Ms. < Name and Residential Address> who is presently employed with us and holding the position of <Designation>, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project <name of the Project>, including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Purchaser or any other Government Agency or any person, in connection with the works until culmination of the process of Bidding till the Project Agreement is entered into with <Name of the Purchaser> and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the Firm Signatory for the Company)

Seal of Firm / Company

Witness 1:

Witness 2:

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Appendix 04 – FORMAT OF AFFIDAVIT

[To be submitted by bidder on Stamp Paper of Rs. 500/-]

[The affidavit shall be notarized]

AFFIDAVIT

This affidavit is executed by M/s. _____ on day _____,
Year _____, for the tender of Health & Family Welfare Services, for the tender
_____ vide Reference

No. _____.

We/I hereby declare and undertake on oath as follows:

- 1) We / I that all the documents, testimonials, certificates, etc., submitted by us for the above-mentioned tender are all correct and genuine.
- 2) We / I declare that the Purchase Order, Invoices, Certifications, proof of payment, submitted by us as proof for 80% Performance Criteria and 30% Performance Criteria are correct and genuine.
- 3) We / I declare that our firm / company M/s. _____ is not blacklisted or de-registered by any Government / Quasi Government / and other organization.
- 4) We / I declare that we / I will not supply End of Life and / or refurbished equipment / items.
- 5) We / I declare that the items quoted by us shall be in commercial production and support by the manufacturer for a period of Warranty as stated in the Tender.
- 6) We / I are aware that if one or more of the above declarations and undertakings are found to have been violated/breached, then We / I shall be blacklisted by Authorities of Tender Inviting Authority, Department of Health & Family Welfare Services, Govt of Karnataka, for the period of five years.

Identified by me:

Deponent

Advocate

Name: _____

Title: _____

Company: _____

Date: _____

Place: _____

Appendix 05 - Bidder's Annual Turnover
(on Bidder(s) Statutory Auditor's letterhead)

Date:
<.....>

This is to certify that we M/s. <.....Name of Bidder(s) Statutory Auditor.....> are the statutory Auditors of M/s <..... Name of the Bidder.....> and that the below mentioned calculations are true as per the Audited Financial Statements of M/s <..... Name of the Bidder.....> for the below mentioned years in <..... Nature of Business>

S. No	Turnover	2020-21	2021-22	2022-23
1	Total Turnover			
2	Net Worth			

Appendix 06 – Declaration of Non-Blacklisting

(to be provided on the Company's letterhead by the Bidder)

This is to certify that <... Name of the Bidder ...> is not blacklisted by the Government of Karnataka or any of its agencies for any reasons whatsoever and not blacklisted by Central / any other State/UT Government / PSUs or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices and not backed out from executing the work after award of the work as on the <DD> of <MONTH>< YYYY>

Authorized Signatory

Name of Signatory:

Bidder Name:

Date

Place

Appendix 07 – Proforma for Bidder(s) Compliance to Technical Specifications

[to be submitted on the Company's letterhead]

Note : The Bidder(s) should provide the Compliance of Technical Specifications of every item /product mentioned in their Proposal, in the following format:

Name of the Item/Product:

Brand:

Model and Make:

Year of Manufacture:

Sl. No	Description	Technical Specifications	Compliance (Yes / No)	Remarks
1				
2				
3				
...				
...				
N				

Authorized Signatory
Name, Designation & Address with Seal

Appendix 08- Bidder(s) Compliance / Acceptance to Tender Requirements, Terms and Conditions

[to be submitted on the Company's letterhead]

To,

Date:

<.....Name and Address of the Purchaser.....>

Dear Madam/Sir,

Subject:<..... Name of their Assignment/Project.....>

Reference: Tender No: <..... Tender No..... > dated <dd-mm-yyyy>

- a. I/We have read all the terms and conditions of the Tender Document including the requirements, Scope of Work, Terms and Conditions, all Sections, Appendices, Addendum(s), Corrigendum(s) etc., which shall form part of the Contract Agreement and I/we undertake to abide by all the Terms and Conditions contained therein.
- b. I/ We hereby unconditionally accept all the terms and conditions of above-mentioned Tender document and corrigendum(s) in its totality / entirety.
- c. I/ We certify / confirm that we comply with the eligibility requirements as per Tender documents.

Yours faithfully,

(Authorized Signature)

Printed Name

Designation

Seal

Date:

Address:

Appendix 09 - Format for relevant experience

(Please see Clause 11.2 (b) (ii) of the Instructions to Tenderers)

Proforma for Performance Statement for the last three years

IFT No..... Date of Opening.....Time Hours

Name of the Firm:

.....

Orders placed by (Full address of Purchaser)	Order No and Date	Description and Quantity of Goods ordered	Value of Order	Date of Completion of Delivery As per contract / Actual quantity delivered as on date	Remarks indicating reasons for late delivery, if any	Status of project (Completed / under progress)
1	2	3	4	5	6	7

Signature and Seal of the Tenderer:

Appendix 10 - No Deviation Certificate
[to be submitted by Bidder and on letterhead]

This is to certify that our offer is exactly in-line with your Request for Proposal (including amendments) No. <.....RFP No.....> dated <...date....>, and our offer contains “No Deviation” with respect to requirements, terms and conditions, Technical Specification, Hardware Specification, Functional Requirement and Scope of Work stated in Request for Proposal.

(Authorized Signatory)

Signature:
Name:
Designation:
Address:

Seal:

Date:

Appendix 11 - Total Responsibility Certificate
[to be submitted by Bidder and on letterhead]

This is to certify that we undertake the Total Responsibility for the Defect Free operation of the proposed solutions as per the requirement, terms and conditions specified in the Request for Proposal for the duration mentioned in all the sections of the Request for Proposal No. <.....RFP No.....> dated <...date....>.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date

Appendix 12 - Anti-Collusion Certificate
[to be submitted by Bidder and on letterhead]

We hereby certify and confirm that in the preparation and submission of our Bid for Request for Proposal for <..... Name of the Project> against the RFP issued by Health & Family Welfare Services, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant Bid.

(Signature of the Bidder)

Name Designation

Seal

Date

Place

Business Address

Appendix 13 – Non-Disclosure Agreement

WHEREAS, we the undersigned Bidder <..... Name of the Bidder.....> having our Principal Place of Business or Registered Office at <..... Address of the Office>, are desirous of bidding for the Request for Proposal No. <..... RFP No.....> dated <...date...> for <..... Name of the Project/Assignment.....> (hereinafter called the said 'RFP') to the "Health & Family Welfare Services", hereinafter referred to as 'HFWS')

AND,

WHEREAS, the Bidder is aware and confirms that the HFWS's business or operations, information, application or software, hardware, business data, architecture schematics, designs, storage media and other information or documents made available by the HFWS in the RFP document during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and or proprietary to the HFWS. NOW THEREFORE, in consideration of disclosure of confidential information, and in order to ensure the HFWS grant to the Bidder of specific access to HFWS's confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

The confidential information to be disclosed by the HFWS under this Agreement ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, security or zoning strategies & policies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the HFWS.

Confidential Information does not include information which:

- The Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- Information in the public domain as a matter of law;
- Is obtained by the Bidder from a third party without any obligation of confidentiality;
- The Bidder is required to disclose by order of a competent court or regulatory HFWS;
- Is released from confidentiality with the written consent of the HFWS.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event a degree of confidentiality less than the Bidder uses to protect its own confidential and proprietary information.

The Bidder also agrees:

- To maintain and use the Confidential Information only for the purposes of bidding for this RFP and thereafter only as expressly permitted herein.

- To only make copies as specifically authorized by the prior written consent of the HFWS and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Confidential Information to their employees, agents and representatives strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
- To treat Confidential Information as confidential unless and until HFWS expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.

Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the HFWS or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the HFWS while on or off premises of the HFWS. It is understood that it would be impractical for the HFWS to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information.

Therefore, the Bidder shall disclose or allow access to the Confidential Information only to those personnel of the Bidder who need to know it for the proper performance of their duties in relation to this project, and then only to the extent reasonably necessary. The Bidder will take appropriate steps to ensure that all personnel to whom access to the Confidential Information is given are aware of the Bidder's confidentiality obligation. Further, the Bidder shall procure that all personnel of the Bidder are bound by confidentiality obligation in relation to all proprietary and Confidential Information received by them which is no less onerous than the confidentiality obligation under this agreement.

The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorized access to it.

The Bidder agrees that upon termination or expiry of this Agreement or at any time during its currency, at the request of the HFWS, the Bidder shall promptly deliver to the HFWS the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Confidential Information shall at all times remain the sole and exclusive property of the HFWS. Upon completion of the Tendering process and or termination of the contract or at any time during its currency, at the request of the HFWS, the Bidder shall promptly deliver to the HFWS the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the HFWS. Without prejudice to the above the Bidder shall promptly certify to the HFWS, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the HFWS in respect of the Confidential Information.

In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall give sufficient notice and render best effort assistance to the HFWS to enable the HFWS to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential Information or the contents of this RFP without the prior written consent of the HFWS. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.

For and on behalf of: (Bidder)

Authorized Signatory

Office Seal: Name:

Place:

Designation:

Date:

Appendix 14 - Technical Proposal
[to be submitted on company letterhead]

Date: <.... -..... ->

To,

The Deputy Director (e-Health)
Health & Family Welfare Services
Arogya Soudha, Magadi Road
Bengaluru-560023 Karnataka State,

Sir/Madam,

RFP Ref.
No.:
Subject: Technical Proposal for

We, the undersigned, offer to provide the Service of "Supply, Installation, Testing and Commissioning of ICT equipment for e-Hospital Programme" in accordance with your Request for Proposal dated <date>. We are hereby submitting our Proposal, which includes this Technical Proposal in accordance with the Request for Proposal document.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. If negotiations are held during the period of validity of the Proposal as stated in the Request for Proposal (Data Sheet), we undertake to negotiate on the basis of this Proposal. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the activities related to the assignment not later than the date indicated Data Sheet section of this Request for Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:(in full and initials)	
Name and Title of the Signatory	
Title	
Name of the Company / Firm	
Address	

Appendix 15 – ICT Equipment / Components Offered by the Bidder – BoM

[BoM for all components to be submitted]

Sl. No	Name of the Item / Product	Details of the Product			OEM (Name and Address)	Detailed Specification Reference
		Brand	Make	Model		
1						
2						
3						
...						
...						
N						

Authorized Signature:(in full and initials)	
Name and Title of the Signatory	
Title	
Name of the Company / Firm	
Address	

Appendix 16 – Financial Proposal / Bid Format

S No	Item / Product Name	UoM	Quantity (Nos) (a)	Unit Price (INR) (b)	GST (%)	GST (INR) (c)	Other Taxes (INR) (d)	Total Cost (INR) $e=a*(b+c+d)$
1								
2								
3								
...								
...								
N								
	Total							

Instructions Regarding Financial Bid Submission

1. Lump Sum Quotation:

The Financial Bid must be quoted as a **single consolidated amount, inclusive of all applicable taxes and duties.**

2. Breakup of Financial Bid:

A **detailed cost breakup** shall be submitted **only upon request** from the Tender Inviting Authority **after the opening of Financial Bids.**

3. Prohibition on Early Submission:

Under no circumstances should the detailed financial breakup be uploaded or included as part of the **Technical Bid.**

- **Non-compliance will lead to outright rejection** of the bid **without prior notice.**

Appendix 17 – Proposed Approach, Methodology and Project Work Schedule

The Bidder should submit their Proposed Approach, Methodology and Project Work Schedule

Authorized Signature:(in full and initials)	
Name and Title of the Signatory	
Title	
Name of the Company / Firm	
Address	

Appendix 18 - MANUFACTURERS' AUTHORIZATION FORM*

(Please see Clause 11.2(a) of Instructions to Tenderers)

No. ___ dated

To

Dear Sir:

IFT No.

We ___ who are established and reputable manufacturers of _____
_ (*name and description of goods offered*) having factories at _ (*address of factory*)
do hereby authorize M/s ___ (*Name and address of Agent*) to submit a tender, and
sign the contract on our behalf with you for the goods manufactured by us against
the above IFT.

No company or firm or individual other than M/s _____ are
authorized to bid in this tender, and conclude the contract for the above goods
manufactured by us, against this specific IFT.

We hereby extend our full guarantee and warranty as per Clause 14 of the
General Conditions of Contract for the goods and services offered for supply by the
above firm against this IFT.

We further undertake to provide comprehensive onsite support for all supplied
products during the warranty period and post warranty AMC period. We also confirm
that we will provide for all software patches, budge fixes, security updates and version
upgrades without any additional cost to the purchaser for the entire five-year period
from the date of signing of the UAT.

We further confirm that the products quoted shall not be declared end of life or
support for the next 7 years from the date of signing of the UAT.

Yours faithfully,

(Name)

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and
should be signed by a person competent and having the power of attorney to
legally bind the manufacturer. It should be included by the Tenderer in its tender.

* Modify this format suitably in case where manufacturer's warranty and
guarantee are not applicable for the items for which bids are invited.

Appendix 19 - Land Border Clause Certificate

(To be submitted by Bidder /OEM and on letter head)

Date: <.... - ->

To,

The Project Director (e-Health)
Health & Family Welfare Services
Arogya Soudha, Magadi Road
Bengaluru-560023 Karnataka State,

Sir/Madam,

Subject: Reg Compliance certificate for GO. No. FD 455 Exp-12 2020, Bengaluru,
Dated:25.08.2020 land border clause.

I <..... Name of the Bidder/ OEM.....> have read the clause of the Government Order no. FD455 Exp-12 2020, Bengaluru, Dated: 25.08.2020 regarding restrictions on procurement from <..... Name of the Bidder/ OEM.....> of a country which shares a land border with India; I Certify that we are not from such a country or, if from such a country, has been registered with the competent authority. I hereby certify that we fulfill all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached).

Thanking you,

Yours sincerely,

Signature of bidder or OEM :(in full and initials)
Name and designation of the Signatory
Title
Name of the Company / Firm
Address

Appendix 20 - DECLARATION FOR PERFORMANCE OF QUOTED MODEL

IFT No. _____

Date: ____/____/____

To,
District Health & Family Welfare Services,
_____ Dist.

Dear Sir,

We who are established and reputable manufacturers of (name and description of goods offered) having factories at (address of factory) do hereby declare that the quoted model _____ is performing satisfactorily for the past 12 months.

Date:

Place:

Company Seal:

Manufacture's Signature:

Name:

Designation:

Note:

- 1) This letter of declaration should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Tenderer in its tender.

Hospital list

District hospital list			
Sl.No	District Name	Taluk Name	Facility Name
1	BALLARI	BALLARI	BALLARI DISTRICT HOSPITAL
2	MYSURU	MYSURU	MYSURU DISTRICT HOSPITAL

Taluk hospital list			
Sl.No	District Name	Taluk Name	Facility Name
1	BALLARI	SANDUR	FRU SANDUR TALUK HOSPITAL
2	BELAGAVI	ATHNI	FRU ATHANI TALUK HOSPITAL
3	BELAGAVI	GOKAK	FRU GOKAK TALUK HOSPITAL
4	BELAGAVI	HUKERI	FRU HUKKERI TALUK HOSPITAL
5	BENGALURU RURAL	DODDA BALLAPUR	FRU DODDABALLAPUR TALUK HOSPITAL
6	BENGALURU RURAL	NELAMANGALA	FRU NELAMANGALA TALUK HOSPITAL
7	BENGALURU RURAL	DEVANAHALLI	FRU DEVANAHALLI TALUK HOSPITAL
8	BENGALURU URBAN	BENGALURU NORTH	ESI PEENYA
9	BENGALURU URBAN	BENGALURU EAST	FRU BANGALORE EAST TALUK HOSPITAL
10	BENGALURU URBAN	BENGALURU NORTH	FRU BANGALORE NORTH TALUK HOSPITAL
11	BENGALURU URBAN	ANEKAL	FRU ANEKAL TALUK HOSPITAL
12	BIDAR	HOMNABAD	FRU HUMNABAD TALUK HOSPITAL
13	BIDAR	BHALKI	FRU BHALKI TALUK HOSPITAL
14	CHIKKABALLAPURA	SIDLAGHATTA	FRU SIDLUGHATTA TALUK HOSPITAL
15	CHIKKABALLAPURA	CHINTAMANI	FRU CHINTAMANI TALUK HOSPITAL
16	CHIKKABALLAPURA	BAGEPALLI	FRU BAGEPALLI TALUK HOSPITAL
17	CHIKKABALLAPURA	GAURIBIDANUR	FRU GOURIBIDANUR TALUK HOSPITAL
18	CHIKKAMAGALURU	TARIKERE	FRU TARIKERE TALUKA HOSPITAL
19	CHIKKAMAGALURU	KOPPA	FRU KOPPA TALUKA HOSPITAL
20	CHITRADURGA	CHALLAKERE	FRU CHALLKERE TALUK HOSPITAL
21	CHITRADURGA	HOSDURGA	FRU HOSADURGA TALUK HOSPITAL

22	CHITRADURGA	HOLALKERE	FRU HOLALKERE TALUK HOSPITAL
23	CHITRADURGA	HIRIYUR	FRU HIRIYUR TALUK HOSPITAL
24	CHITRADURGA	MOLAKALMURU	FRU MOLAKALMURU TALUK HOSPITAL
25	DAKSHINA KANNADA	PUTTUR	FRU PUTTUR TALUKA HOSPITAL
26	DAKSHINA KANNADA	BANTVAL	FRU BANTVAL TALUKA HOSPITAL
27	DAVANGERE	JAGALUR	FRU JAGLUR TALUK HOSPITAL
28	DAVANGERE	HONNALI	FRU HONNAL TALUK HOSPITAL
29	DAVANGERE	HARIHAR	FRU HARIHARA TALUK HOSPITAL
30	DAVANGERE	CHANNAGIRI	FRU CHANNAGIRI TALUK HOSPITAL
31	DHARWAD	KALGHATGI	FRU KALGHATAGI TALUK HOSPITAL
32	GADAG	MUNDARGI	FRU MUNDARGI TALUK HOSPITAL
33	HASSAN	HOLE NARSIPUR	FRU HOLENARASIPUR TALUKA HOSPITAL
34	HASSAN	BELUR	FRU BELUR TALUKA HOSPITAL
35	HASSAN	CHANNARAYAPATNA	FRU CHANNARAYAPATNA TALUKA HOSPITAL
36	HASSAN	ALUR	FRU ALUR TALUKA HOSPITAL
37	HASSAN	ARSIKERE	FRU ARASIKERE TALUKA HOSPITAL
38	HAVERI	HANGAL	FRU HANGAL TALUK HOSPITAL
39	HAVERI	RANIBENNUR	FRU RANIBENNUR TALUK HOSPITAL
40	HAVERI	BYADGI	FRU BYADGI TALUK HOSPITAL
41	HAVERI	HIREKERUR	FRU HIREKERUR TALUK HOSPITAL
42	KALABURAGI	SEDAM	FRU SEDAM TALUK HOSPITAL
43	KODAGU	VIRAJPET	FRU VIRAJPET TALUKA HOSPITAL
44	KOLAR	BANGARAPET	FRU KGF WOMEN AND CHILDREN Hospital
45	MANDYA	NAGAMANGALA	FRU NAGAMANGALA TALUK HOSPITAL
46	MANDYA	PANDAVAPURA	FRU PANDAVAPURA TALUK HOSPITAL
47	MANDYA	MALAVALLI	FRU MALAVALLI TALUK HOSPITAL

48	MANDYA	KRISHNARAJPET	FRU KRISHNARAJPET TALUK HOSPITAL
49	MYSURU	NANJANGUD	FRU NANJANGUD TALUK HOSPITAL
50	MYSURU	KRISHNARAJANAGARA	FRU KRISHNARAJANAGARA TALUKA HOSPITAL
51	MYSURU	HEGGADADEVANKOTE	FRU HEGGADADEVANKOTE TALUKA HOSPITAL
52	MYSURU	PIRIYAPATNA	FRU PERIYAPATNA Taluk Hospital
53	MYSURU	HUNSUR	FRU HUNSUR TALUK HOSPITAL
54	RAICHUR	SINDHNUR	FRU SINDHANOOR TALUKA HOSPITAL
55	RAICHUR	LINGSUGUR	FRU LINGSAGUR TALUKA HOSPITAL
56	RAICHUR	DEVADURGA	FRU DEVADURGA TALUKA HOSPITAL
57	RAMANAGARA	CHANNAPATNA	FRU CHANNAPATNA TALUK HOSPITAL
58	RAMANAGARA	MAGADI	FRU MAGADI TALUK HOSPITAL
59	RAMANAGARA	KANAKAPURA	FRU KANAKAPURA TALUK HOSPITAL
60	SHIVAMOGGA	SAGAR	FRU SAGAR TALUK HOSPITAL
61	SHIVAMOGGA	BHADRAVATHI	FRU BHADRAVATHI TALUK HOSPITAL
62	SHIVAMOGGA	SHIKARPUR	FRU SHIKARIPURA TALUK HOSPITAL
63	SHIVAMOGGA	TIRTHAHALLI	FRU THIRTHAHALLI TALUK HOSPITAL
64	SHIVAMOGGA	SORAB	FRU SORABA TALUK HOSPITAL
65	TUMAKURU	TIPTUR	FRU TIPTUR TALUK HOSPITAL
66	TUMAKURU	SIRA	FRU SIRA TALUK HOSPITAL
67	TUMAKURU	TURUVEKERE	FRU TURUVEKERE TALUK HOSPITAL
68	TUMAKURU	PAVAGADA	FRU PAVAGADA TALUK HOSPITAL
69	TUMAKURU	KORATAGERE	FRU KORATAGERE TALUK HOSPITAL
70	UTTARA KANNADA	BHATKAL	FRU BHATKAL TALUK HOSPITAL
71	UTTARA KANNADA	SIRSI	FRU SIRSI TALUK HOSPITAL
72	UTTARA KANNADA	KUMTA	FRU KUMTA TALUK HOSPITAL
73	VIJAYANAGAR	HOSAPETE	FRU HOSPET TALUK HOSPITAL
74	VIJAYANAGAR	HARAPANAHALLI	FRU HARAPANAHALLI TALUK HOSPITAL

75	VIJAYAPURA	BASAVANA BAGEVADI	FRU BASAVANABAGEVADI TALUK HOSPITAL
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CHC list			
Sl No	District Name	Taluk name	CHC name
1	DAKSHINA KANNADA	DAKSHINA KANNADA	CHC UPPINA ANGADI
2	KOLAR	BANGARPETE	CHC BETHAMANGALA
3	VIJAYAPURA	INDI	CHC PADAVALAGA
4	TUMKUR	KUNIGAL	CHC AMRUTHUR
5	UDUPI	KUNDAPURA	CHC BYNDOOR
6	BALLARI	BALLARI	CHC MOKA
PHC list			
Sl No	District Name	Taluk name	PHC name
1	DHARWAD	KALAGHATAGI	PHC AMEENABHAVI

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Corrigendum for Tender for Supply, Installation, Testing and Commissioning of ICT Equipment for the Implementation of the e-Hospital Program in 84 Health Facilities in the State of Karnataka.

Tender Ref. No: NHM/2025-26/IND0034

Sl No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
1.	Page 64, 9. Bar Code Writer, Printer, Sl.No 12	12 Interface types USB , Serial , Parallel	Please consider USB Serial and Ethernet, as the parallel port is old technology / obsolete and have been stopped making by most of the OEMS	The clause to be read as: Interface types USB/Serial and Ethernet
2.	Pg no 66/ Sl. No 7 1 12U Wall Mount rack	12U /600mmD with front glass door, lock, 6 x 5Amps with MCB and 1.5 Mtr. Feed cable and 3pin plug, shelf 255mm, 2 fans 230V 90CFM, cable manager 1U PVC Loops, ICT Components Pkt. Of 10, load carrying capacity 40Kgs, rack earthing kit.	Please consider 550mm Width & 600mm Depth with Shelf depth of 250mm which is standard & 6 SOCKETS 5/15AMP With 16Amp MCB. Please consider shelf depth of 250mm which is standard and 6 Sockets x 5/15Amps with 16Amp MCB offering protection for more robust electrical systems for network devices that may require more power and better protection	SECTION-VII, clause 12, line item 7 and 8 is deleted.
3.	Page Number 33	14 dot 8 Maintenance Service i Free maintenance services shall be provided by the Supplier during the period of warranty After warranty period for next three years annual maintenance and repairs of the entire system	As per the terms indicated it is 3 years warranty period and after that 3 years AMC which is total 6 years instead of 3 years warranty and 2 years AMC thereafter Request the department to correct this anomaly by stating 2 years AMC after 3 years warranty and thus total 5 years	The clause to be read as: Free maintenance services shall be provided by the Supplier during the period of warranty (5 years).



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
		including supply of spares etc will be done by the Supplier		
4.	Page Number 70 Technical Specification All in One	4 USB ports or higher minimum 2 USB 3.0 or 3.1 Ethernet RJ 45 1 HDMI DP Port 2 RS232 Ports headphone or microphone combo jack	Amend as RS232 Port (optional)	The clause to be read as: - 4 USB ports or higher - minimum 2 USB 3.0 or 3.1 - 1 Ethernet RJ 45 - 1 HDMI DP Port - headphone or microphone combo jack
5.	Page No 60-61	6 Mono Laser Printer (Automatic Duplex)- 2 Duty Cycle (monthly, A4)-Duty Cycle (monthly, A4) 10000 or higher, 4-Memory - 64MB or higher, 6- Print speed- A4 25 ppm or above in Simplex, 7-Duplex Printing- Automatic Duplex Printing 496 Nos, 18- Certification- RoHS compliant Energy Star / EPEAT India / UL / BIS	Need to change- 2-Increase to 20,000 or higher, 4-Increase to 256 MB or higher, 6- Increase to 29 PPM or higher, 7- Please take confirmation from customer on the required quantity as its mentioned as 176 Nos. in Tender document and 496 Nos. 18- Energy Star / EPEAT india / UL-NOT applicable for printers in INDIA. Please delete.	The clause to be read as: Mono Laser Printer (Automatic Duplex) — Duty Cycle (monthly, A4): Minimum 10,000 pages or higher; Memory: 128 MB or higher; Print speed (A4): 25 ppm or above in Simplex; Duplex Printing: Automatic; Certifications: Mandatory – RoHS and BIS; Optional – Energy Star (if available).
6.	Pg no 60 , Mono Laser Printer, Sl. No 7	Automatic Duplex Printing 496 Nos	Please take confirmation on required qty,	The clause to be read as: Built-in automatic.



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
7.	45 to 66	General query about the quantity and mis matching BOQ	The quantity given is not as per the delivery locations. please provide location wise quantity. 9 U rack is asked but size of the rack will not be sufficient for all the hardwares to get accomodated. so reccommend at least 12 U rack. OFC cable qty requirement is not mentioned,	SECTION-VII, clause 12, line item 7 and 8 is deleted. The detailed BoM facility wise has been provided as Annexure-A of the corrigendum.
8.	Page Number 69 Technical Specification Laptop	Integrated Gigabit Ethernet 10 or 100 or 1000 Mbps	Change request Integrated Gigabit Ethernet 10 or 100 or 1000 Mbps or RJ 45 Adapter Justification LAN ports are removed globally by the notebook manufacturers	The clause to be read as: Gigabit Ethernet connectivity (10/100/1000 Mbps) shall be supported either through an integrated port or via an OEM-supplied USB 3.0/USB-C to Gigabit Ethernet adapter.
9.	Pg No 57, Wireless control features, Sl. No 1	Must support stateful switchover between active, active or active, standby controller in a sub-second time frame. In case of failure of any controller, all clients should migrate seamlessly to other controller. At any point of time, controller load should not be more than 50 percent . In case load is more than 50 percent bidder has to supply additional controllers.	Please add The AP should continue to work in case of failure of WLC. Different vendors achieve HA in different ways. Moreover Local forwarding ensures continuity. Moreover only 1 controller is requested in the tender	The clause to be read as: The solution must support the feature of statefull switchover between active-active or active-standby wireless controllers in a sub-second time frame. In the event of a controller failure, all connected clients should be able to migrate seamlessly to an alternate controller, if deployed in the future. The bidder, however, is required to supply only one wireless controller



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
				under this tender. No additional controllers are to be supplied as part of the present scope.
10.	Page Number 61 Mono laser printer	OEM or The Partner organization or Second party shall submit last 3 year Client satisfactory certificate from at least 3 Government organization or PSU or Private Organization with purchase orders	To be removed as discussed in pre bid meeting	Clause is deleted.
11.	Page Number 49 SLA	Phase 0 Deliverables 45 days	Please consider 60 days as we need to visit all remote hospitals	The clause to be read as: (T0=Date of issue of Work Order) T1=T0+60 days T2=T1+60 days
12.	Pg no 60 / Mono Laser Printer/ Sl. No 18	RoHS compliant Energy Star / EPEAT India / UL / BIS	Energy Star / EPEAT India / UL NOT applicable for printers in INDIA. Energy Star / EPEAT India / UL to be removed	The clause to be read as: The printer shall be RoHS compliant and certified as per BIS requirements for India.
13.	Page59 Technical Spec Wireless LAN Controller	Should have a suitable serial console port	Change request Should have a suitable serial or RJ 45 or USB console port Justification The console port type may vary across devices and OEMs We therefore request that this clause be amended	The clause to be read as: Should have a suitable serial or RJ 45 or USB console port



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
			to allow flexibility in supporting different console port interface types	
14.	Pg No 59, WLC Management & QoS, SI. No 1	Should support SNMPv3, SSHv2, and SSL for secure management.	Please add Should support SNMPv3, SSHv2, SSL or Web based (Browser) based management. WLC is not a standard SNMP device like switch. Hence browser based configuration is preferred	The clause to be read as: Should support SNMPv3, SSHv2, SSL or Web based (Browser) based management.
15.	Page 71	SL 1- Bidder Company Registration- The bidder must be a company registered in India (IT service provider) under Indian Companies act 1956 or Limited Liability Partnership and should have been in operation for a period of at least 5 years as on 31st March 2025	Requesting you to add/allow under Partnership Registration act 1932/Proprietorship/partnership deed certificates with the supporting documents	No change.



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
16.	Page Number 35 Subcontracts	Sub contracts shall be only for bought out items and sub assemblies.	Please include labour part also in sub contracting	<p>The clause to be read as:</p> <p>The Bidder shall not subcontract any part of the scope of work without prior intimation to the Department. Subcontracting shall be permitted only upon the Bidder submitting a written intimation to the Department clearly specifying the nature of activities being subcontracted, along with details of the subcontractor. The Department reserves the right to seek clarification, impose conditions, or disallow subcontracting of any activity if deemed necessary in the interest of the project. The Bidder/Service Provider shall remain solely responsible for the due performance of the contract, irrespective of any such subcontracting.</p>
17.	Page 74. Section VIII Qualification Criteria	The bidder should furnish the proof Work Order/ Purchase Order/ Contract Agreement in case of multiple POs/WOs issued in the name of the bidder which is the bidding entity of this	Request you to please clarify that That multiple Purchase order can be considered to fulfil the criteria wherein the order value asked in the criteria will be cumulative also we would want a clarification if the order	<p>The clause to be read as:</p> <p>The bidder shall be permitted to demonstrate the required relevant experience by submitting Purchase Orders</p>



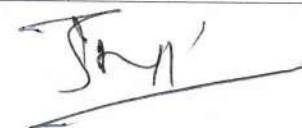
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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
		RFP, only shall be accepted of similar experience on all past supplies And satisfactory performance certificate issued by the Purchaser (Competent authority) as per Appendix-09. In the cases of WOs / POs, where the work is still under progress / implementation, in such cases the portion of the work which has been completed only shall be accepted as relevant experience. This should be clearly indicated in Appendix-09 and also the satisfactory performance certificate issued by the purchaser.	from any organization can be considered against this criteria.	<p>(POs) from multiple projects executed during any of the last three (3) financial years.</p> <p>However, the submitted Purchase Orders must necessarily cover work executed in all of the following five (5) categories:</p> <ol style="list-style-type: none"> 1. Structured LAN Network 2. PCs (Desktop, All-in-One, and Laptop Computers) 3. Network Switches 4. Access Points 5. Wireless LAN Controller <p>The bidder may submit separate Purchase Orders from different projects to collectively fulfill these category requirements, provided that all POs are within the stipulated three-year period and are supported by satisfactory completion certificates or equivalent documentary evidence.</p>



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
18.	73 and 74	The bidder should have supplied installed tested and commissioned the equipment similar to the type specified in the schedule of requirement in this bid document in all the below mentioned components of value equalling to at least Rs 5.87 crores Five crores Eighty Seven lakhs in any one of the last three years	We request clarification on whether the bidder must have executed a single project covering all listed components with a cumulative value of Rs.5.87 crores or if multiple projects executed in any one of the last three years each covering different components can be considered collectively to meet the value and scope requirement. Kindly confirm if documentary evidence from multiple projects will be acceptable	Clarified in S.No.17 above.
19.	Pg No 56, Access Point Wi-Fi 6, Sl. No 19	The Max transmit power of the AP plus Antenna should be as per WPC norms for indoor Access Points. OEM is to give an undertaking letter stating that the AP will be configured as per WPC guidelines for indoor AP and also submit the WPC certificate showing approval.	Please add AP should be MTCTE certified. Certificate should be submitted. MTCTE ensures compliance with Indian telecom rules, critical for hospital regulatory approval.	To clause to be read as: The AP plus antenna must comply with WPC norms for indoor Access Points. The OEM shall submit an undertaking stating that the AP will be configured as per WPC guidelines, along with the WPC approval certificate. In addition, the AP should be MTCTE certified, and a copy of the MTCTE certificate should be submitted to ensure compliance with Indian telecom regulations



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
20.	Page 54	The switch should support a minimum of 6MB of packet buffer, 512Mb of flash memory and 1Gb of RAM.	<p>The switch should support a minimum of 1.5MB of packet buffer, 512Mb of flash memory and 1Gb of RAM. Justification-As per the given specifications and features, a 1.5MB buffer is technically sufficient to meet the performance requirements. The condition of mandating a 6MB buffer appears to be restrictive and may unduly favor a specific OEM, thereby limiting fair competition. To ensure neutrality and a level playing field for all bidders, it is recommended that the Department adopt a performance-based utilization criterion instead of prescribing fixed memory size. Suggested Clause-The System Integrator (SI) should propose the equipment such that RAM/Memory utilization does not exceed 70 Percentage (average over a continuous period of 7 days), keeping in view the future expansion extension mentioned in the RFP, during the project duration. If RAM Memory utilization goes beyond 70 Percentage (average over a continuous period of 7 days) for the equipment during the project duration, the RAM/Memory shall be</p>	<p>The clause to be read as:</p> <p>The switch should support a minimum of 1.5 MB of packet buffer, 512Mb of flash memory and 1Gb of RAM.</p>



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
			upgraded or the equipment replaced, as applicable, without any additional cost to the Department. If RAM Memory utilization exceeds 70 Percentage due to additional expansions extensions beyond those mentioned in the RFP, the RAM/Memory shall be upgraded or the equipment replaced at a mutually agreed price between the Department and the selected SI.	
21.	Pg - 53- 24 port POE L2 Switch - S.No 26	The Switch should support multiple authentication mechanisms including 802.1X, MAC Authentication, and web authentication using a single, consistent configuration	<p>Modify as</p> <p>The Switch should support multiple authentication mechanisms including 802.1X, MAC Authentication, and web authentication using a single, consistent configuration. The Switch should support Radius Change of Authorization (CoA). Radius CoA allows secure and flexible control of user/device access in hospital networks.</p>	<p>The clause to be read as:</p> <p>The Switch should support multiple authentication mechanisms including 802.1X, MAC Authentication, and web authentication using a single, consistent configuration. In addition, the Switch should support RADIUS Change of Authorization (CoA) to allow secure and flexible dynamic control of user and device access in hospital networks.</p>



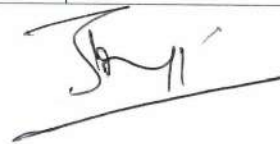
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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
22.	Pg No 57, Wireless LAN Controller (WLC), Sl. No 11	WLC must support TFTP, FTP, and SFTP transfer modes.	Please add WLC must support TFTP, FTP, and SFTP transfer modes or browser (Web) based upgradation. WLC is not a standard SNMP device like switch. Hence browser based configuration is preferred	The clause to be read as: WLC must support TFTP, FTP, and SFTP transfer modes or browser (Web) based upgradation.
23.	Pg - 105 Appendix 18 - MANUFACTURE RS' AUTHORIZATION FORM	Amendment in clause	No company or firm or individual other than M/s _____ are authorized to bid in this tender, and conclude the contract for the above goods manufactured by us, against this specific IFT.	M/s _____ are authorized to bid in this tender, and conclude the contract for the above goods manufactured by us, against this specific IFT.
24.	Pg - 73-SECTION VIII: QUALIFICATION CRITERIA 2. Pre- Qualification Criteria for the bidders	Amendment in clause	The bidder should have supplied, installed, tested and commissioned the equipment similar to the type specified in the schedule of requirement in this bid document in all the below-mentioned components of value equaling to at least Rs. 5.87 crores (Five crores Eighty-Seven lakhs) in any one of the last three years. List of components: 1. Structured LAN network 2. PCs (Desktop, All in one, Laptop computers) 3. Network Switches with SFP Module	To clause to be read as: The bidder should have supplied, installed, tested and commissioned the equipment similar to the type specified in the schedule of requirement in this bid document in all the below-mentioned components of value equaling to at least Rs. 5.87 crores (Five crores Eighty-Seven lakhs) in any one of the last three years. List of components:



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
			4. Access Points 5. Wireless LAN Controller	<p>1. Structured LAN network 2. PCs (Desktop, All in one, Laptop computers) 3. Network Switches 4. Access Points 5. Wireless LAN Controller</p> <p>in any of the Central Govt. / State Govt./ PSU or any Government Organizations or reputed Private Organizations/Companies in India during the last 3 (three) Financial Years (Last 2 years for Micro and Small Enterprises).</p>
25.	Amendment in clause	Amendment in clause	Amendment in clause	Annexure - A provided in this Corrigendum containing the bill of material of the Passive, Active, Electrical components required at each District, Taluk, CHC and PHC.



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
26.	SECTION – V: SCHEDULE OF REQUIREMENTS	Amendment in clause	Amendment in clause	To be read as : Annexure - B provided in this Corrigendum.
27.	SECTION VII - TECHNICAL SPECIFICATIONS , 1. DESKTOP	19. Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro Microsoft Defender with 3 Years License 20. Warranty 3 Years onsite comprehensive warranty	Amendment in clause	To be read as: 19. Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/ eTrust / eScan / Trend Micro excluding Microsoft Defender with 5 Years License. 20. Warranty 5 Years onsite comprehensive warranty.
28.	SECTION VII - TECHNICAL SPECIFICATIONS , 6. Mono Laser Printer (Automatic Duplex)	19. Warranty 3 Years Onsite Comprehensive Warranty	Amendment in clause	To be read as: 19. Warranty 5 Years Onsite Comprehensive Warranty.

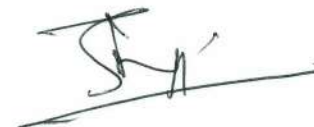


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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
29.	SECTION VII - TECHNICAL SPECIFICATIONS , 6.Mono Laser Printer (Automatic Duplex)	20 Others OEM or The Partner organization or Second party shall submit last 3-year Client satisfactory certificate from at least 3 Government organization/PSU/Private Organization with purchase orders.	Amendment in clause	Clause deleted.
30.	SECTION VII - TECHNICAL SPECIFICATIONS , 7.UPS 3 KVA with 60 minutes Battery Backup	24. Warranty 3 years onsite comprehensive including batteries	Amendment in clause	To be read as: 24. Warranty 5 years onsite comprehensive including batteries.
31.	SECTION VII - TECHNICAL SPECIFICATIONS , 8.UPS 1 KVA with 60 minutes Battery Backup	31. Warranty 3 years onsite comprehensive including batteries.	Amendment in clause	To be read as: 31. Warranty 5 years onsite comprehensive including batteries.
32.	SECTION VII - TECHNICAL SPECIFICATIONS , 9. Bar Code Writer/Printer	13. Warranty 3 Years Onsite Comprehensive Warranty	Amendment in clause	To be read as: 13. Warranty 5 Years Onsite Comprehensive Warranty

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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
33.	SECTION VII - TECHNICAL SPECIFICATIONS , 10.Bar Code Reader	8. Warranty 3 Years Onsite Comprehensive Warranty	Amendment in clause	To be read as: 8. Warranty 5 Years Onsite Comprehensive Warranty
34.	SECTION VII - TECHNICAL SPECIFICATIONS 11.SFP Module	6 Warranty 3 Years Onsite Comprehensive Warranty	Amendment in clause	To be read as: 6. Warranty 5 Years Onsite Comprehensive Warranty
35.	SECTION VII - TECHNICAL SPECIFICATIONS , 14. Laptop	22 Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro Microsoft Defender with 3 Years License 23 warranty 3 Years onsite comprehensive warranty	Amendment in clause	To be read as: 22 Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro excluding Microsoft Defender with 5 Years License. 23 warranty 5 Years onsite comprehensive warranty.



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SI No	Page no & clause no.	Existing Clause	Query from bidder	Response from department
36.	SECTION VII - TECHNICAL SPECIFICATIONS 15.All-in-One Desktop Computers for Laboratory Auto Analyzer Integration Purpose	20. Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro/excluding Microsoft Defender with 3 Years License 21. Warranty 3 Years onsite comprehensive warranty	Amendment in clause	To be read as: 20. Antivirus Pre-Loaded with Latest version of Antivirus Symantec/MacAfee/eTrust/eScan/Trend Micro excluding Microsoft Defender with 5 Years License. 21. Warranty 5 Years onsite comprehensive warranty.



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Annexure - A

Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
I. PASSIVE COMPONENTS						
1	Supply and Installation of CAT 6 cable	Mtrs	2400	1000	200	750
2	Supply and Installation of 24 Port, Cat 6 Jack Panel	No's	1	1	1	1
3	Supply and Installation of Single port Cat 6 UTP Information outlet Taluk hospital British/American style Face Plate	No's	14	12	6	12
4	Supply and Installation of 1U Horizontal cable manager	No's	1	1	1	1
5	Supply and Installation of 2 Meter Dual Ended Mounting UTP Cat 6 patch Cord	No's	14	12	6	12
6	Supply and Installation of 19" 9U Wall Mount rack wiTaluk hospital necessary accessories	No's	1	1	1	1
7	Supply and Installation of Cable Tie (100mm size)	No's	1	1	1	1
8	Labelling and Dressing of Cat 6 Patch cords	No's	24	20	6	15
9	Supplying and installation of heavy gauge PVC conduit pipe					



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Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
a)	25mm dia 2mm thick	Mtr	920	300	100	125
b)	40 mm dia 2.5mm thick	Mtr	504	400	0	125
10	Supplying and installation of PVC/GI flexible conduit pipe)					
a)	25mm	Mtr	300	50	40	40
b)	32mm	Mtr	310	50	0	40
11	Supplying and fixing surface/flush mounting unbreakable PVC modular box - 4 Way (Surface Mount Box)	Each	24	12	7	15
12	Supplying and fixing superior quality modular switch mounting - 4 Module	Each	24	12	7	15
13	Testing, Certification and Documentation Cat 6 Cable	Each	24	20	7	15
14	Site Survey and Initial Designing, Cost of Logistics to the location of installation for Cabling of Nodes, Installation of LIU, HDPE conduit, and other related Civil Works as applicable, along with the supply and provision of all associated accessories, fixtures, consumables, and	Each	1	1	0.5	1



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Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
	materials necessary for proper installation and commissioning.					
II. ACTIVE COMPONENTS						
15	Supply and Installation of Access Switch: Gigabit 24 Port POE+ L2 Switch with 5 year warranty	No's	1	1	1	1
16	Supply and Installation of Access Switch: Gigabit 24 Port L2 Switch with 5 year warranty	No's	1	1	0	0
17	Supply and Installation of SFP Module with 5 year warranty	No's	2	2	1	2
18	Supply and Installation of Access Point with 5 year warranty	No's	10	8	1	3
III. COMPUTERS & PERIPHERALS						
19	Supply and Installation of Desktop computer with 5 year warranty	No's	2	2	2	3
20	Supply and Installation of All in one Desktop with 5 year warranty	No's	1	1	1	1

[Handwritten Signature]

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Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
21	Supply and Installation of Mono Laser Printer with 5 year warranty	No's	3	2	2	3
22	Supply and Installation of Bar Code Writer with 5 year warranty	No's	2	2	1	1
23	Supply and Installation of Bar Code Reader with 5 year warranty	No's	10	6	2	3
24	Supply and Installation of UPS 1KVA with 60 min Backup with 5 year warranty	No's	2	2	0	1
25	Supply and Installation of UPS 3KVA with 60 min Backup with 5 year warranty	No's	2	3	1	3
IV. ELECTRICAL WORKS						
26	Supplying and installation of heavy gauge PVC conduit pipe 25mm dia 2mm thick	Mtr	40	45	25	100
27	Supplying and fixing surface/flush mounting unbreakable PVC modular box					
a)	4-5 Way	Each	40	45	1	4
b)	8 Way	Each	40	45	1	4



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Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
28	Supplying and fixing superior quality modular switch mounting polycarbonate plate					
a)	4 Module	Each	40	45	1	4
b)	8 Module	Each	40	45	1	4
29	Supplying and fixing of modular switch & connected					
a)	6Amps one way Switch	Each	40	45	3	10
b)	6Amps 3way socket	Each	40	45	3	10
30	Supplying, fixing, wiring, earth electrode for grounding conduits, I.C. cutouts	Nos.	40	45	1	1
31	Supplying and running of GI/Copper strips for grounding connections, using necessary fixing materials as required - 25x3mm GI strip	Mtr	40	45	15	30
32	Supplying and running GI/Copper conductor: 8 SWG GI Wire	Mtr	40	45	50	100
33	Wiring for lighting/power circuit using one of FRLS PVC insulated 1100V grade,					

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Bill Of Material						
Sl. No.	ITEM OF WORK	UoM	Quantity per District Hospital	Quantity per Taluk hospital	Quantity for 1 PHC	Quantity for 1 CHC
a)	1.5 sqmm	Mtr.	40	45	25	50
b)	2.5 sqmm	Mtr.	40	45	50	100



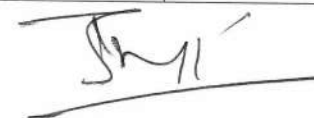
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Annexure- B

Sl. No.	ITEM OF WORK	UoM	Total quantity
	I. PASSIVE COMPONENTS		
1	Supply and Installation of CAT 6 cable	Mtrs	84500
2	Supply and Installation of 24 Port, Cat 6 Jack Panel	No's	84
3	Supply and Installation of Single port Cat 6 UTP Information outlet with British/American style Face Plate	No's	1006
4	Supply and Installation of 1U Horizontal cable manager	No's	84
5	Supply and Installation of 2 Meter Dual Ended Mounting UTP Cat 6 patch Cord	No's	1006
6	Supply and Installation of 19" 9U Wall Mount rack with necessary accessories	No's	84
7	Supply and Installation of Cable Tie (100mm size)	No's	84
8	Labelling and Dressing of Cat 6 Patch cords	No's	1644
9	Supplying and installation of heavy gauge PVC conduit pipe		
a)	25mm dia 2mm thick	Mtr	25190
b)	40 mm dia 2.5mm thick	Mtr	31758
10	Supplying and installation of PVC/GI flexible conduit pipe)		
a)	25mm	Mtr	4630

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Sl. No.	ITEM OF WORK	UoM	Total quantity
b)	32mm	Mtr	4610
11	Supplying and fixing surface/flush mounting unbreakable PVC modular box - 4 Way (Surface Mount Box)	Each	1045
12	Supplying and fixing superior quality modular switch mounting - 4 Module	Each	1045
13	Testing, Certification and Documentation Cat 6 Cable	Each	1645
14	Site Survey and Initial Designing, Cost of Logistics to location for Cabling of Nodes, Installation of LIU, HDPE conduit and other related Civil Works	Each	83.5
II. ACTIVE COMPONENTS			
15	Supply and Installation of Access Switch: Gigabit 24 Port POE+ L2 Switch with 5-year warranty	No's	84
16	Supply and Installation of Access Switch: Gigabit 24 Port L2 Switch with 5-year warranty	No's	77
17	Supply and Installation of SFP Module with 5-year warranty	No's	167
18	Supply and Installation of Access Point with 5 year warranty	No's	639
III. COMPUTERS & PERIPHERALS			
19	Supply and Installation of Desktop computer with 5-year warranty	No's	174



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Sl. No.	ITEM OF WORK	UoM	Total quantity
20	Supply and Installation of All-in-one Desktop with 5 year warranty	No's	84
21	Supply and Installation of Mono Laser Printer with 5-year warranty	No's	176
22	Supply and Installation of Bar Code Writer with 5-year warranty	No's	161
23	Supply and Installation of Bar Code Reader with 5-year warranty	No's	490
24	Supply and Installation of UPS 1KVA with 60 min Backup with 5-year warranty	No's	160
25	Supply and Installation of UPS 3KVA with 60 min Backup with 5-year warranty	No's	248
IV. ELECTRICAL WORKS			
26	Supplying and installation of heavy gauge PVC conduit pipe 25mm dia 2mm thick	Mtr	4080
27	Supplying and fixing surface/flush mounting unbreakable PVC modular box		
a)	4-5 Way	Each	3480
b)	8 Way	Each	3480
28	Supplying and fixing superior quality modular switch mounting polycarbonate plate		
a)	4 Module	Each	3480
b)	8 Module	Each	3480
29	Supplying and fixing of modular switch & connected		



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Sl. No.	ITEM OF WORK	UoM	Total quantity
a)	6Amps one way Switch	Each	3518
b)	6Amps 3way socket	Each	3518
30	Supplying, fixing, wiring, earth electrode for grounding conduits, I.C. cutouts	Nos.	3462
31	Supplying and running of GI/Copper strips for grounding connections, using necessary fixing materials as required - 25x3mm GI strip	Mtr	3650
32	Supplying and running GI/Copper conductor: 8 SWG GI Wire	Mtr	4105
33	Wiring for lighting/power circuit using one of FRLS PVC insulated 1100V grade,		
a)	1.5 sqmm	Mtr.	3780
b)	2.5 sqmm	Mtr.	4105
34	Laptops	Nos.	31
35	Access Point Controller	Nos.	1

All queries requiring clarification or resulting in amendments to the provisions of the RFP have been duly addressed and incorporated in this Corrigendum. Queries that did not warrant any change to the RFP, or for which the existing provisions were deemed adequate, have not been included in this document.


Director

Karnataka Digital Health Society

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Clarifications, Corrigendum and Addendum for Tender for Supply, Installation, Testing and Commissioning of ICT Equipment for the Implementation of the e-Hospital Program in 84 Health Facilities in the State of Karnataka.

Tender Ref. No: NHM/2025-26/IND0034

SI No	Page no & clause no.	Existing Clause	Query	Response from department
1.	SECTION VII - TECHNICAL SPECIFICATIONS 4. Wireless LAN Controller (WLC) B Wireless Controller Features	9. Should support dynamic bandwidth selection among 20Mhz, 40Mhz, and 80Mhz channels, ensuring one access point on 20Mhz and another on 80Mhz channel connected on the same controller at the same WLAN group.	Whether support for dynamic bandwidth selection for 160 Mhz Channels to be provided?	Clause 9 to be read as: 9. Should support dynamic bandwidth selection among 20Mhz, 40Mhz, 80Mhz, and 160Mhz channels, ensuring one access point on 20Mhz and another on 80Mhz channel connected on the same controller at the same WLAN group.
2.	SECTION VII - TECHNICAL SPECIFICATIONS 4. Wireless LAN Controller (WLC) B Wireless Controller Features	16. Must support RF Management with 40 MHz and 80 Mhz channels with 802.11ac &	Whether support for 160 Mhz Channels to be provided?	Clause 16 to be read as: 16. Must support RF Management with 40 MHz, 80 Mhz, and 160 Mhz channels with 802.11ac & 802.11ax (Wi-Fi 6).
3.	Page 64, 9. Bar Code	12. Interface types USB/Serial and Ethernet	Please consider USB Serial and Ethernet, as the parallel port is old	The clause 12 to be read as:

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SI No	Page no & clause no.	Existing Clause	Query	Response from department
	Writer, Printer, SI.No 12		technology / obsolete and have been stopped making by most of the OEMS	Interface type : USB
4.	SECTION VII - TECHNICAL SPECIFICATIONS 5. DESKTOP	14. Webcam & Fingerprint: Integrated HD Webcam, Integrated Fingerprint Reader (Optional)	Webcam can be external and an additional item	The clause is deleted.

All queries requiring clarification or resulting in amendments to the provisions of the RFP have been duly addressed and incorporated in this Corrigendum. Queries that did not warrant any change to the RFP, or for which the existing provisions were deemed adequate, have not been included in this document.


Director
Karnataka Digital Health Society