

***e-tender ID No. 2023_UTDNH_6683_1 Comprehensive Maintenance Contract (CMC)
for Digital Information Network in Health Facilities of D&NH under Rogi Kalyan Samiti, Silvassa.***

On Line Tender Notice No.60 of 2023
Administration of Dadra & Nagar Haveli, U.T.,
Office of the Member Secretary (RKS),
Shri Vinoba Bhave Civil Hospital
“Tel.No.0260-2642940, 2640615”
email ID: svbch.sil@gmail.com

No.MS/RKS/P&T/CMC/DIN/2023-24/187/1260

Silvassa.

Date: 11/09/2023

e-Tender Notice

The Member Secretary of Rogi Kalyan Samiti, Silvassa on behalf of President of India, invites online tender on <https://dnhtenders.gov.in/nicgep/app> from the Authorized Dealers/Agencies for Comprehensive Maintenance Contract (CMC) of Digital Information Network in health facilities of D&NH under Rogi Kalyan Samiti, Silvassa.

Sr. No.	Particulars	(E.M.D.) Earnest Money Deposit	Tender Fees (Non-Refundable)	e-Tender ID No.
1.	Comprehensive Maintenance Contract (CMC) of Digital Information Network under RKS, Silvassa.	₹.85,000/-	₹.1,000/-	2023_UTDNH_6683_1

Bid document downloading Start Date : **11.09.2023**
Bid document downloading End Date : **03.10.2023, 12:00 Hrs.**
Last Date & Time for receipt of Bid : **03.10.2023, 14.00 Hrs.**
Preliminary Stage Bid Opening Date : **03.10.2023, 15.00 Hrs.**

Bidders have to submit Technical Bid and Price Bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission. Technical Bid and Price Bid in Physical format shall not be accepted in any case.

Bid submission should be done along with tender Fees and EMD in original by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tenders can be downloaded from www.dnhtenders.gov.in, www.dnh.nic.in and www.vbch.dnh.nic.in.

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1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of A/c Payee Demand Draft/ A/c Payee Bankers Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.
3. The EMD will be accepted in form of FDR / A/c Payee Demand Draft / Bankers Cheque / Bank Guarantee or e-Bank Guarantee from any Commercial Banks in an acceptable form payable at Silvassa in favor of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in), Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: www.dnhtenders.gov.in.

Sd/-

Member Secretary

Rogi Kalyan Samiti

“Tel.No.0260-2642940, 26420615”

e-mail ID : svbch.sil@gmail.com

Copy to :-

- 1) CPO, DNH/DD for wide publicity in Newspapers.
- 2) Director General, Indian Trade Journal, Kolkata for publication on Newspaper.
- 3) I.T. Department, D&NH, Silvassa with a request to publish in Website.
- 4) Accounts Section, RKS, Silvassa for information.
- 5) P&T Department, DMHS, Silvassa for information.

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Terms and Conditions for the “Comprehensive Maintenance Contract (CMC) of Digital Information Network in Health Facilities of D&NH under Rogi Kalyan Samiti Silvassa.”

❖ Instructions to Bidders :

- 1) All Tender Documents can be downloaded free from the website <https://dnhtenders.gov.in/nicgep/app>
- 2) All bids should be submitted online on the website <https://dnhtenders.gov.in/nicgep/app>
- 3) The user can get a copy of instructions to online participation from the website <https://dnhtenders.gov.in/nicgep/app>
- 4) The bidder should register on the website through the “New Supplier” link provided at the home page, the registration on the site should not be taken as registration or empanelment or any other form of registration with the tendering authority.
- 5) The application for training and issue of digital signature certificates should be made at least 72 hours in advance to the due date and time of tender submission.
- 6) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:

**The Member Secretary,
Rogi Kalyan Samiti,
Shri Vinoba Bhawe Civil Hospital Campus,
U.T. of Dadra & Nagar Haveli, Silvassa - 396 230.
Tel: 0260-2642940, 2640615, 2630102, Fax: 0260-2642961**
- 7) All documents scanned/attached should be legible/ readable. A hard copy of the same may be send which the department will be use if required. Uploading the required documents in <https://dnhtenders.gov.in/nicgep/app> is essential.
- 8) The Bidder has to give compliance for each quoted product for any false/misleading statement in compliance found any time during the procurement process, the bid shall be outrightly rejected & EMD shall be forfeited.

Keydates:

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The Tenders shall be submitted in two-bid system, wherein the Technical bid and Commercial Bid is to be filled online on <https://dnhtenders.gov.in/nicgep/app> and the EMD and Tender Fee has to be submitted in Tender Box along with a covering letter. The envelope should be super scribing as “**e-Tender - Sealed Cover of Bid for Comprehensive Maintenance Contract (CMC) of Digital Information Network in Health Facilities of D&NH under Rogi Kalyan Samiti Silvassa**”. The EMD and Tender Fees should only be enclosed in the cover.

❖ **Tender Fees (Non Refundable) ₹.1,000/- :**

- a. The Tender Fees should not be forwarded by cash.
- b. The Tender Fees (Non Refundable) will be accepted only in form of A/c payee Demand Draft/ A/c payee Cheque in favor of “**Member Secretary, Rogi Kalyan Samiti, Silvassa**” from any Nationalized or Scheduled Bank of India payable in Silvassa.
- c. All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

❖ **Earnest Money Deposit ₹.85,000/- :**

- a. All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.
- b. Any firm desires to consider exemption from payment of Earnest Money Deposit, valid and certified copies of its Registration with D.G.S. & D. should be attached to their tenders.
- c. EMD can be paid in either of the form of following:
 - i. A/c payee Demand Draft
 - ii. Fixed Deposit Receipts
 - iii. Bank Guarantee
 - iv. e-Bank Guarantee

In favor of “**Member Secretary, Rogi Kalyan Samiti, Silvassa**” from any Nationalized or Scheduled Bank authorized by RBI to undertake Government Business.

- d. EMD should be valid upto **12 (Twelve Months)** from the date of its issuance.
- e. EMD in any other forms will not be accepted.
- f. EMD/Security Deposit shall be liable to be forfeited in following circumstances:
 - i. Tender is rejected due to failure of supply the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.

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- ii. In case, the contractor does not execute the supply order placed with him within stipulated time, the EMD of the contractor will be forfeited to the Government and the contract for the supply shall be terminated with no further liabilities on either party to the contract.
- iii. Tenderer fails to replace the parts declared to be not of standard quality or not conforming to acceptable standards or found to be decayed/spoilt.
- g. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above ₹.200/-) drawn on any Nationalized or Scheduled Bank payable at Silvassa where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.
- h. Only on satisfactory completion of the supply order for and on payment of all bills of the agency, as to be admitted for payment, the amount of Security Deposit/Earnest Money will be refunded after expiry of guarantee/warranty period, if any, or any such date/period as may be mutually agreed upon.
- i. The Earnest Money(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Earnest Money required by these conditions.

❖ **Security Deposit: (SD)**

- a. The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of articles, which may be ordered, as the amount of security deposit.
- b. Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
- c. However in case if any articles are received for which the Security Deposit may not have been deposited, the full Security Deposit as may be due from the agency will be recovered from the bill(s) for such articles.
- d. In case of failure to replace the accepted and rejected articles from the supplies made, as mentioned in the conditions the loss undergone by the Government will be recovered from the agency Security Deposit or payment due of any bill(s) to the extent required.
- e. The Security Deposit(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Security Deposit required by these conditions.
- f. The tender inviting officer will consider extension of time for remitting the Security Deposit as demanded. However, in case of denial to consider such extension the agency is bound to abide by the limit given and liable to make good for the loss made to the Government on account of his failure to abide by the time limit.

❖ **Conditions of Contract :**

1. ACCEPTANCE OF TENDER:

- a. The tender is liable for rejection due to any of the reasons mentioned below :
 - i. Non-Submission of tender within stipulated time online.
 - ii. Submission of tender physically in the Office, but not submitted online on <https://dnhtenders.gov.in/nicgep/app>
 - iii. Tender is unsigned or not initialed on each pages or with unauthenticated corrections.
 - iv. Non-payment of Tender Fee.
 - v. Non-payment of Earnest Money Deposit (if not exempted).
 - vi. Non-Submission of required documents as mentioned in schedule.
 - vii. Conditional/vague offers.
 - viii. Unsatisfactory past performance of the tenderer.
 - ix. Items with major changes/ deviations in specifications/standard/grade/packing/ quality offered.
 - x. Submission of misleading/ contradictory/ false statement or information and fabricated/ invalid documents.
 - xi. Tenders not filled up properly.
 - xii. The documents attached by the bidder online if found not readable will not be considered for bid evaluation.
- b. Any discount which the bidder wants to give has to be considered and total final bid amount has to be mentioned clearly in the price bid form on www.dnhtenders.gov.in.
- c. Discount offered after price bid opening will not be considered.
- d. The consolidated rates inclusive of all taxes, GST, freight charges, etc should be **entered online only** and it will be taken in to account for preparing price statements. However the tender who is found technically acceptable as well as lowest in terms of evaluated rates only is considered for placing the order.
- e. The Director of Medical and Health Services may seek any clarifications/ explanation/ documentary evidence related to offer at any stage from tenderers if required.
- f. **The rate quoted should be inclusive of all taxes no extra charges will be paid and should be valid upto Three Years from the date of issue of work order.**
- g. All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. within and/or outside the state shall be payable by the agency.
- h. The decision of the Tender Inviting Officer for acceptance/rejection of any articles supplied including the decision for equivalent specifications, standard and quality etc. of articles shall be final.
- i. The right to accept or reject without assigning any reasons or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.
- j. No separate agreement will be required to be signed by the successful tender(s) for the purpose of this contract. Rates tendered/ offered in response to the concerned Tender Notice shall be considered as acceptance of all above terms and conditions for supply of parts for all legal purpose.

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- k. The rate(s) quoted should be strictly for free delivery (including labor and transportation) in health facilities of D&NH (like District Hospital, Sub-District Hospital, Medical College, CHC's, PHCs's & HWC) and will be valid and operative for orders issued within one year from the commencement of work.

1. The tenderer should attached scanned copies of Mandatory Documents as follows:

Sr. No.	Documents / Certificate	Uploaded & Enclosed (Yes/No)	Attached at Page No.
1.	PAN Number		
2.	GST Registration No		
3.	Income Tax Returns of last 03 Years		
4.	Certificate of Company Registration / Limited Liability Partnership / Proprietary Partnership		
5.	The bidder should have completed/implemented minimum 2 or more Linux/Ubuntu based Digital Information Network projects in any organization of the central govt/govt boards/any government organization/ municipality/state govt. A proper proof in the form of work order and completion certificate from the respective government organization must be attached.		
6.	The bidder should have implemented LINUX/UBUNTU based Digital Information Network projects in any of the govt organization in 2 ways- a.Lan Based - (Work order / completion certificate required) b.Internet Based - (work order / completion certificate required)		
7.	The bidder shall also have provided tech/digital service to government department and the certificate of satisfactory work completed		
8.	Terms & Conditions of tender documents duly stamped and signed on each pages.		
9.	Schedule of Specification (Scope of Work) duly stamped and signed on each pages.		
10.	An Undertaking on stamp paper of ₹.50/- duly signed by authorised person of the firm that the firm is not black listed anywhere.		

2. TERMS OF SUPPLY :

- The rate and contract will be valid for the period of One Year and based on the performance and the contract will be extended for 02 more years. Contract type will be Comprehensive Annual Maintenance Contract and the rate will be valid till the next tender is finalized.
- Agency shall inform in advance to Hospital Authority and IT In-Charge regarding scheduled preventive Maintenance visit OR whenever emergency work will be being carried out.

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3. The CMC will cover service of all respective parts and replaceable components to be provided without any extra charges, which can be seen as under :

➤ **Parts :**

- **DIN Display 43”:** Nextview, Prizor, Okie or “equivalent make”.
- **Motherboard :** biostar, Avertak or “equivalent make”.
- **HDMI Cable :** Uport, Adnet or “equivalent make”.
- **SSD 128gn 256bg : Crucial :** Adnet, Diginet or “equivalent make”.
- **RAM 4gb :** Samsang, Hynex, Crucial or “equivalent make”.
- **SMPX :** Livetek, Avertak, Artis, Intex or “equivalent make”.
- **LAN Cable (Crimping) :** Digisol, D-link, Sterlight or “equivalent make”.
- **GBU (Processor) :** Intel, Geegabyte or “equivalent make”.
- **Digital Timer :** Standard Make
- **Power Adaptor :** Standard Make
- **CMOS Cell :** Standard Make

(Any other parts required apart from above listed items will also be in the scope of the bidder).

➤ **Services :**

- a) Timely cleaning and updating of the SMPx2 Media Player.
- b) Updating/ Repairing / Replacement of Server.
- c) Changing of time settings as and when required.
- d) Updating of contents whenever required which is on average 20-21 times in a week.
- e) Customization of software as per requirement ex-Patients Table, achievement and birthday schedules, etc.
- f) Two/Four Preventive Maintenance Check up is required annually for each DIN.

[Total Number of 90 DIN’s installed in various health facilities like (1) 45 Nos. at SVBCH, Silvassa (2) 08 Nos. at SDH, Khanvel (3) 05 Nos. at NAMO (MERI), Sayli (4) 04 Nos. at CHC’s (5) 21 Nos. at PHC’s and (6) 07 Nos. at HWC, D&NH].

4. Deployment of technical staff for smooth functioning of Digital Information Network on a regular basis and during emergency also.
5. The cost for transportation, transit insurance etc. for any spare parts will be borne by Agency, no additional payment will be given by the department.
6. In case of the system to be taken out of the premises for further repairing purpose or may be required couples of days for further repairing. It would be advisable to provide use standby unit or part would help us in the routine operation. (i) Any failure of spare parts will be replaced within 24-48hrs (ii) Any major overhauling like Replacement of Display Unit, Motherboard and other technical work will be notified well in advance for time to be taken to complete the work.
7. The procedure of payment rules and regulations of the institute will be binding as per government of Dadra and Nagar Haveli and TDS will be deducted as per government norms.
8. Existing Software knows how is the responsibility of the bidder.
9. Addition / Deletion of any functionality in the existing software to be done by bidder as per direction, time to time.
10. Content Management to be done by bidder.

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11. Security of content being displayed on DIN units are the responsibilities of the bidder.
12. In case of emergency, technical staff has to reach within 4 hours.
13. In case of Visits and Inspection, technical guy has to pre-audit the entire systems in each district hospital, sub-district hospital, PHCs and CHCs, the technical staff has to be also present during the visits/ Inspections.
14. Conversion of LAN network to internet based network is the responsibility of the bidder with no additional cost.
15. Weekly reports to be provided by the bidder on weekly basis.
16. The Bidder shall mandatorily have their office within 30 kms radius of Silvassa, to ensure the timely service.
17. Bidder needs to give demonstration of digital information network if required.

3. Bid Evaluation Methodology :

A. **Preliminary Evaluation:** Tender fee, EMD Submission.

B. **Technical Evaluation:**

- Scrutiny of technical specifications and other relevant documents as asked by the department with the quoted specification.
- Scrutiny of Compliance Statement given by the bidder.
- Demonstration of DIN (if required).

C. **Financial Evaluation:** Lowest quoted offered by Technically Qualified Bidders.

4. PAYMENT TERMS :

- a. Payment terms would be 50% payment against 1st Invoice after completion of six months and balance 50% after completion of another six months of CMC Period against 2nd Invoice.
- b. Price escalation clause will not be entertained under any circumstances.
- c. All bills should be in **TRIPPLICATE** and should invariably mention the number and date of supply order.
- d. All bills for amount above ₹.5000/- should be pre-receipted on a Revenue Stamp of proper value. Bills for amount exceeding ₹.5000/- not pre-receipted on Revenue Stamp of proper value will not be accepted for payment.
- e. Each bill in which GST/Service Tax is charged must contain the following certificates on the body of the bill: **“CERTIFIED”** that the service on which Tax has been charged have not been exempted under the Central Sale Tax Act or the Rules made there under and the amount charged on account of Service Tax on these service provided is not more than what is payable under the provisions of relevant Act or Rules made there under”.

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- f. No extra charge for insurance etc. will be paid on the rates quoted.
- g. The rates should be quoted only for the service specified in the scope of work.
- h. Rates quoted for services other than the required specification will not be considered.
- i. Penalty Clause :**

If the agency fails to perform the services within the time period(s) specified in the contract, the Agency shall, without prejudice to its other remedies under the contract, deduct from the contract price as liquidated damages, a **penalty of 0.5% of the total value of the order** per week will be imposed subject to a **maximum of 10%** of the total value of the order. Once the maximum is reached, the agency may consider termination of the contract.

Signature of Agency
With Rubber Stamp

Sd/-
Member Secretary
Rogi Kalyan Samiti
“Tel.No.0260-2642940, 26420615”
e-mail ID : svbch.sil@gmail.com

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❖ **SCOPE OF WORK:**

Schedule of Requirements, Specifications and Allied Technical Details :

**Comprehensive Maintenance Contract (CMC) of Digital Information Network
in Health Facilities of D&NH under Rogi Kalyan Samiti, Silvassa.**

Sr. No.	Particulars	No. of DINs	Compliance Yes/No
01.	<p>Comprehensive Maintenance Contract (CMC) of Digital Information Network :</p> <ul style="list-style-type: none"> • DIN Display 43”: Nextview, Prizor, Okie or “equivalent make”. • Motherboard : biostar, Avertak or “equivalent make”. • HDMI Cable : Uport, Adnet or “equivalent make”. • SSD 128gn 256bg : Crucial : Adnet, Diginet or “equivalent make”. • RAM 4gb : Samsang, Hynex, Crucial or “equivalent make”. • SMPX : Livetek, Avertak, Artis, Intex or “equivalent make”. • LAN Cable (Crimping) : Digisol, D-link, Sterlight or “equivalent make”. • GBU (Processor) : Intel, Geegabyte or “equivalent make”. • Digital Timer : Standard Make • Power Adaptor : Standard Make • CMOS Cell : Standard Make <p>g) Timely cleaning and updating of the SMPx2 Media Player.</p> <p>h) Updating/ Repairing / Replacement of Server</p> <p>i) Changing of time settings as and when required</p> <p>j) Updating of contents whenever required which is on average 20-21 times in a week.</p> <p>k) Customization of software as per requirement ex- Patients Table, achievement and birthday schedules etc.</p> <p>l) Two/Four Preventive Maintenance Check up is required annually for each DIN.</p>	90	

Signature of Agency
With Rubber Stamp

Sd/-
Member Secretary
Rogi Kalyan Samiti
“Tel.No.0260-2642940, 26420615”
e-mail ID : svbch.sil@gmail.com

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❖ **Price Bid :**

**Comprehensive Maintenance Contract (CMC) of Digital Information Network
in Health Facilities of D&NH under Rogi Kalyan Samiti, Silvassa.**

Sr. No.	Particulars	Unit/ Rate	CMC Rate per DIN per Year (including of all taxes)	No. of DINs	Total Amount
01.	<p>Comprehensive Maintenance Contract (CMC) of Digital Information Network :</p> <ul style="list-style-type: none"> • DIN Display 43”: Nextview, Prizor, Okie or “equivalent make”. • Motherboard : biostar, Avertak or “equivalent make”. • HDMI Cable : Uport, Adnet or “equivalent make”. • SSD 128gn 256bg : Crucial : Adnet, Dignet or “equivalent make”. • RAM 4gb : Samsang, Hynex, Crucial or “equivalent make”. • SMPX : Livetek, Avertak, Artis, Intex or “equivalent make”. • LAN Cable (Crimping) : Digsol, D-link, Sterlight or “equivalent make”. • GBU (Processor) : Intel, Geegabyte or “equivalent make”. • Digital Timer : Standard Make • Power Adaptor : Standard Make • CMOS Cell : Standard Make <p>m) Timely cleaning and updating of the SMPx2 Media Player.</p> <p>n) Updating/ Repairing / Replacement of Server</p> <p>o) Changing of time settings as and when required</p> <p>p) Updating of contents whenever required which is on average 20-21 times in a week.</p> <p>q) Customization of software as per requirement ex- Patients Table, achievement and birthday schedules etc.</p> <p>r) Two/Four Preventive Maintenance Check up is required annually for each DIN.</p>	1 No.		90	

Note : Rate to be quoted online only.

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Member Secretary
 Rogi Kalyan Samiti
 “Tel.No.0260-2642940, 26420615”
 e-mail ID : svbch.sil@gmail.com