

**REQUEST FOR PROPOSAL**  
**INTERNET CONNECTIVITY AT BLOCK PHC**

**NOT TRANSFERABLE**



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL RURAL HEALTH MISSION, ASSAM  
SAIKIA COMMERCIAL COMPLEX,  
G. S. ROAD, CHRISTIANBASTI, GUWAHATI - 781005**

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL RURAL HEALTH MISSION, ASSAM**  
**Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005**  
**Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238**  
Website : [www.nrhmassam.in](http://www.nrhmassam.in) E\_mail ID : [misnrhm.assam@gmail.com](mailto:misnrhm.assam@gmail.com)

No: NRHM/MIS/INTERNET/918/2012-13/19782

Dated 19<sup>th</sup> November 2012

## **Request for Proposal – Internet Connectivity at Block PHC**

### **NOT TRANSFERABLE**

TENDER REFERENCE : NRHM/MIS/INTERNET/918/2012-13/19782  
Dated 16/11/2012

DATE OF COMMENCEMENT OF SALE OF RFP DOCUMENT : 19/11/2012

DATE OF PRE BID MEETING : 29/11/2012, 2:00 PM

LAST DATE & TIME OF RECEIPT OF BID : 12/12/2012, 2:00 PM

TIME & DATE OF OPENING OF BID (TECHNICAL BID) : 12/12/2012, 3:00 PM

PLACE OF OPENING OF BID : Office of the Mission Director  
National Rural Health Mission, Assam  
Saikia Commercial Complex  
G. S. Road, Christianbasti,  
Guwahati - 781005

ADDRESS FOR COMMUNICATION : Office of the Mission Director  
National Rural Health Mission, Assam  
Saikia Commercial Complex  
G. S. Road, Christianbasti,  
Guwahati – 781005

COST OF RFP DOCUMENT : Rs. 1,000/- (Rupees one thousand only)

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL RURAL HEALTH MISSION, ASSAM**  
**Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005**  
**Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238**  
Website : [www.nrhmassam.in](http://www.nrhmassam.in) E\_mail ID : [misnrhm.assam@gmail.com](mailto:misnrhm.assam@gmail.com)

---

**STATE HEALTH SOCIETY, ASSAM  
GUWAHATI: ASSAM**

No: NRHM/MIS/INTERNET/918/2012-13/19782

Dated 19/11/2012

## **Request for Proposal – Internet Connectivity at Block PHC**

Request for proposal in two bid system – Technical Bid and Price Bid are invited, from reputed Telecommunication Service Provider companies for providing Internet Connectivity to (Approx) 149 Block PHCs under National Rural Health Mission, Department of Health & Family Welfare, Govt. of Assam.

**1. General:**

National Rural Health Mission, Assam under Department of Health & Family Welfare, Govt. of Assam has decided to establish Internet Connectivity in each of the 149 Block PHCs of Assam through VSAT / Radio Frequency.

The main objective of the scheme is to provide uninterrupted Internet connectivity at Block PHCs so that, data can be transmitted from Block PHCs. It will be mainly used for data entry in the “Mother & Child Tracking System (MCTS)”, “HMIS Web Portal” and “Proposed Integrated MIS & GIS System of NRHM, Assam”.

**The final proposal should be a complete solution with Supply, Installation, Commissioning, Monthly Rental and Post Sale Service for Uninterrupted Internet Connectivity.**

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

## **General Conditions**

- RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees one thousand only) in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 19/11/2012 To 11/12/2012. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam ([www.nrhmassam.in](http://www.nrhmassam.in)) from 19/11/2012 to 11/12/2012. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees one thousand only) (non-refundable) in the form of Demand Draft/Bankers Cheque in favour of “State Health Society, Assam”, along with the bid.
- At any time prior to the date of submission of bid, the authority inviting RFP may, for any reason, whatever at his own initiative or in response to a clarification from a prospective bidder in writing, modify the RFP Document by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, the authority inviting RFP, may at its discretion, extend the date and time of submission of bids.
- Bids shall be opened in presence of bidders or their representatives who intend to witness the opening, on the specified date and time.
- All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the Bid Document and Court Fee Stamp of Rs. 8.25/-.
- The bid and correspondence and documents shall be in the English language.
- The RFP Document is not transferable.
- The proposal document shall be signed by the proposer in all the pages with official seal.
- Measurement, Inspection, Testing and Acceptance Testing
  - NRHM, Assam will release payment on the basis of all accounts of quantities of work and bill of material supplied by the vendor. Representative of NRHM Assam will verify necessary details with outcomes as per normal expectations and terms and conditions of the RFP.
  - The Vendor shall warrant that the material supplied for the work shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications.
  - NRHM Assam will provide List of locations to successful bidder for delivery of items and services mentioned in the RFP.
  - The successful bidder shall have to agree to a service level of 98% or higher uptime and sign an agreement for the same (SLA). Certificate of at least 98% uptime of each location should be enclosed along with bill for payment.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

- In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.
- NRHM, Assam will not bear any expenses for conducting feasibility study in the locations. Bidder has to do the feasibility study at their own cost.
- Interested eligible bidders, if they so desire, may obtain further information from the Office of the Authority inviting RFP.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

### **2. Deliverables:**

- a) Delivery and installation of VSAT/ Radio Frequency Link at approximately 149 locations (As per list mentioned in Annexure A).
  - i. Bidder can offer separate provision of VSAT/ Radio Frequency in each location based on availability of services in the locations mentioned in Annexure A.
  - ii. The idea is to get best solution in each location.
  - iii. Preference will be given to Radio Frequency connectivity.
  - iv. Selection will be done separately for each location.
- b) Minimum 256 Kbps Internet Bandwidth dedicated 1:1 bandwidth in each location.
- c) 98% or higher uptime
- d) Monitoring tool for usage of bandwidth use (from State HQ as well as from the user site)
- e) Delivery and Installation of 24 Port Switches.
- f) Delivery and installation of 1 KVA online UPS (Make: Emersion/ APC/ Liebert) with minimum 30 minutes backup and Earthing at every site.
- g) Testing, Integration and commissioning of VSAT/RF in the existing LAN at every site.
- h) The VSAT link should be Ext C-band.
- i) Provide uninterrupted internet Connectivity for 5 years
- j) Post Sale Service for equipments and connectivity

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

### 3. Pre-qualification criterion and Documents to be submitted:

Bidder/ all consortium partners will have to provide the following particulars and should meet the following criterion:

| SI | Pre-qualification criterion for the Bidder   | Documents to be submitted   |
|----|--|---|
| 1  | <ul style="list-style-type: none"> <li>➤ Should be registered body under the Company Registration Act/Indian Societies Registration Act or their state counterparts with at least 5 years of experience in Telecommunication Service.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per <b>Annexure B</b>.</li> <li>➤ Attested/Notarized copy of the registration certificate.</li> <li>➤ Attested/Notarized copy of the updated valid VAT Registration certificate</li> <li>➤ Attested/Notarized copy of the Up-to-date Trade license</li> <li>➤ Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).</li> <li>➤ Self Certificate regarding date of operation of Telecommunication Service (Internet Service) in India</li> </ul> |
| 2  | <ul style="list-style-type: none"> <li>➤ The Service Provider must have completed minimum 3 Years of continuous Operation in Assam</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Self Certificate regarding Date of operation of Telecommunication Service (Internet Service) in Assam</li> <li>➤ Complete Office Address of Guwahati/ Assam Office as mentioned in <b>Annexure B</b></li> <li>➤ Year wise breakup of Number of Customers should be included</li> </ul>   |
| 3  | <ul style="list-style-type: none"> <li>➤ The bidder should have made profits in last 3 financial years. i.e 2009-10, 2010-11 and 2011-12.</li> </ul>   | <ul style="list-style-type: none"> <li>➤ A copy of last three financial years' relevant audited balance sheets/ Profit &amp; Loss account should be submitted with the offer. If the audit of 2011-2012 year is not</li> </ul>  |

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

| SI | Pre-qualification criterion for the Bidder  | Documents to be submitted  |
|----|---|--|
|    | <ul style="list-style-type: none"> <li>➤ Average Annual Turnover of the Bidder during last five financial years shall not be less than 2 Crore.</li> </ul>  | <p>completed then provisional balance sheet/ profit &amp; loss account signed by Chartered Accountant &amp; CEO/CFO should be enclosed.</p> <ul style="list-style-type: none"> <li>➤ Annual Turnover of last 5 years (year wise break up need to be provided) as per <b>Annexure C</b></li> </ul>  |
| 4  | <ul style="list-style-type: none"> <li>➤ The bidder should not have been blacklisted by any government organization.</li> </ul>   | <ul style="list-style-type: none"> <li>➤ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization.</li> <li>➤ Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.</li> </ul>   |
| 5  | <ul style="list-style-type: none"> <li>➤ The Operator should have 24x7 Customer Service support with Call centre</li> </ul>   | <ul style="list-style-type: none"> <li>➤ List of Customer Support facilities should be provided along with the proposal.</li> <li>➤ Details of Call Centre facilities with support of Regional Languages of Assam must be submitted</li> </ul>   |
| 6  | <ul style="list-style-type: none"> <li>➤ The manufacturer of the hardware shall have market standing continuously for the past 3 years in supplying VSAT/ RF, UPS, Switch, etc to customers' satisfaction.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Authorization certificate of the Manufacturer should be submitted to participate in the bid.</li> <li>➤ No objection certificate of the manufacturer should be submitted stating that they have no objection about the bidder submitting the proposal.</li> <li>➤ Certificate of the Manufacturer regarding Post Sale Service to be included in the proposal.</li> <li>➤ Customer list of the manufacturer for last 3 years (Give separate list for NE states and other States).</li> </ul> |

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

| SI | Pre-qualification criterion for the Bidder   | Documents to be submitted  |
|----|--|--|
|    |  | <ul style="list-style-type: none"> <li>➤ Annual Turnover of the Manufacturer for last 3 years should also be submitted as per <b>Annexure C</b></li> </ul>   |
| 7  | <ul style="list-style-type: none"> <li>➤ The bidder should have a VSAT license in Ku band /Ex-C Band for providing VSAT service in India. Bidder should have been in business of providing VSAT services for last 3 years.</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Attested/Notarized copy of the License should be provided along with the proposal.</li> <li>➤ Attested/Notarized copy of the certificate of ISO 27001</li> <li>➤ Client list along with copies of the orders executed during last 3 years</li> </ul>  |
| 8  | <ul style="list-style-type: none"> <li>➤ The bidder should be T L 9000 Certified Company for Quality Management System</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Attested/Notarized copy of the TL 9000 Certificate should be enclosed</li> </ul>  |
| 9  | <ul style="list-style-type: none"> <li>➤ Bidder should be a “Category A” ISP licensed service.</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Attested/Notarized copy of the Certificate must be enclosed</li> </ul>  |
| 10 | <ul style="list-style-type: none"> <li>➤ Bidder should have minimum upstream Internet bandwidth of 100Gbps on multiple cable systems.</li> <li>➤ The Bidder should have installed a minimum of 10,000 VSATs/RF in India on their shared hub service.</li> <li>➤ The proposed for VSAT technology, should be in use by at least 2 VSAT service providers in the country and should not be proprietary in nature, so that it protects the upfront hardware investment made by the purchaser in the event of migration / alternate / multiple service provider selection. Also, the VSAT technology proposed should be used by at least five Govt Dept./ PSU/Banks in India.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Attested/Notarized copy of the Certificate must be enclosed</li> <li>➤ The bidder shall enclose the report with proof of installed VSAT/ RF link locations.</li> <li>➤ The PO and completion certificate or customer satisfaction letter should be submitted with the bid.</li> <li>➤ List of Govt. Department/ PSU/ Banks/ etc using the proposed VSAT technology should be included.</li> </ul> |

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

| SI | Pre-qualification criterion for the Bidder   | Documents to be submitted  |
|----|--|--|
|    | <ul style="list-style-type: none"> <li>➤ The bidder in the last 3 yrs. should have implemented at least one complex turnkey project of 200 or more sites on the shared hub for any State or Central Government / PSU Bank or financial institute.</li> <li>➤ Bidder should have executed single order of Internet Bandwidth of 50 Mbps.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Copy of work order of Turnkey projects should be submitted</li> <li>➤ Copy of the work order should be submitted</li> </ul>   |
| 11 | Other Documents (to be submitted by the bidder along with the proposal)  | <ul style="list-style-type: none"> <li>➤ Non refundable court fee stamp of Rs.8.25 (Rupees eight &amp; paisa twenty five) only.</li> <li>➤ Bids must be accompanied by Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers Cheque in favour of <b>State Health Society, Assam</b>. EMD submitted in any other form or bids without EMD shall not be entertained. <b>The amount of EMD shall be Rs. 7 Lakhs</b> (Rupees seven lakhs only). The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.</li> <li>➤ <b>The proposal document shall be signed by the proposer in all the pages with official seal.</b></li> <li>➤ List of equipments along with and other works (including Civil Works if any) should</li> </ul> |

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

| SI | Pre-qualification criterion for the Bidder | Documents to be submitted   |
|----|--|---|
|    |  | be mentioned as per <b>Annexure D</b> <ul style="list-style-type: none"><li>➤ Value added services that will be included free of cost along with the Connectivity</li><li>➤ Any other information, which may be useful in the process of evaluation</li></ul> |

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

## **4. Technical Bid: Cover – A**

All the documents mentioned in “**3. Pre-qualification criterion and Documents to be submitted**” should be put in a separate sealed envelope and marked as “Technical Bid: Cover – A”.

## **Technical Specification**

**Detail Technical Specification of the following to be included:**

- a) Technical Specification of the VSAT**
- b) Technical Specification of the Radio Frequency Device**
- c) Technical Specification of the Firewall cum UTM device**
- d) Technical Specification of the 1 KVA online UPS with 30 minutes backup**
- e) Internet Bandwidth**

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

### 5. Price Bid: Cover - B

Price Bid should be submitted as per format mentioned below in a separate sealed envelope marked as “Price Bid: Cover – B”:

|                     |  |
|---------------------|--|
| Name of the Company |  |
| Complete Address    |  |
| PAN No              |  |
| CST/ VAT No         |  |
| Service Tax No      |  |

### Location wise Price Bid

| S<br>I | Locati<br>on | Mode of<br>Connecti<br>on<br>(VSAT/<br>RF) | Name of the<br>Equipm<br>ent | Make<br>&<br>Mode<br>l No<br>of<br>the<br>Devic<br>es | Warran<br>ty<br>Period<br>(Minim<br>um 1<br>year on<br>site<br>Warran<br>ty) | CAPEX (Including<br>Supply and<br>Installation of<br>VSAT/RF Device, 1<br>KVA Online UPS<br>with 30 Min<br>Backup, Firewall,<br>Networking, Any<br>other Charge, etc) |                           |                  | OPEX (Internet<br>Bandwidth Charge<br>256 Kbps 1:1 per<br>location for 1<br>Year, Onsite<br>maintenance of<br>equipments, any<br>other charge, etc) |                           |                  | AMC (After 1 year<br>of warranty<br>period) |                           |                  | Total Cost<br>Involvement for<br>the Location |                           |                  | Remar<br>ks |
|--------|--------------|--|------------------------------|---|--|---|---------------------------|------------------|---|---------------------------|------------------|---|---------------------------|------------------|---|---------------------------|------------------|-------------|
|        |              |  |                              |   |  | Bas<br>e<br>Pric<br>e   | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e   | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e                       | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e                         | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e |             |
| 1      |              |  |                              |   |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |
|        |              |  |                              |   |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |
|        |              |  |                              |   |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |
|        |              |  |                              |   |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |

## REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

| S<br>I | Locati<br>on | Mode of<br>Connecti<br>on<br>(VSAT/<br>RF) | Name<br>of the<br>Equipm<br>ent | Make<br>&<br>Mode<br>l No<br>of the<br>Devic<br>es | Warran<br>ty<br>Period<br>(Minim<br>um 1<br>year on<br>site<br>Warran<br>ty) | CAPEX (Including<br>Supply and<br>Installation of<br>VSAT/RF Device, 1<br>KVA Online UPS<br>with 30 Min<br>Backup, Firewall,<br>Networking, Any<br>other Charge, etc) |                           |                  | OPEX (Internet<br>Bandwidth Charge<br>256 Kbps 1:1 per<br>location for 1<br>Year, Onsite<br>maintenance of<br>equipments, any<br>other charge, etc) |                           |                  | AMC (After 1 year<br>of warranty<br>period) |                           |                  | Total Cost<br>Involvement for<br>the Location |                           |                  | Remar<br>ks |  |  |
|--------|--------------|--|---------------------------------|--|--|---|---------------------------|------------------|---|---------------------------|------------------|---|---------------------------|------------------|---|---------------------------|------------------|-------------|--|--|
|        |              |  |                                 |  |  | Bas<br>e<br>Pric<br>e   | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e   | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e                       | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e | Bas<br>e<br>Pric<br>e                         | Taxab<br>le<br>Amou<br>nt | Net<br>Pric<br>e |             |  |  |
| 2      |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
| 3      |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |
|        |              |  |                                 |  |  |   |                           |                  |   |                           |                  |   |                           |                  |   |                           |                  |             |  |  |

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

## **6. Selection Criteria**

- Financial bids will be opened for technically qualified bidders only.
- Short listed parties may be invited for presentation of technology that will be used before opening the price bid
- Selection will be made based on lowest bid quoted for each location provided the bidder qualified in the Technical Committee.

### **Total Cost of the Location = CAPEX + OPEX + AMC (After 1 Year)**

Whereas

CAPEX = Supply and Installation of VSAT/RF Device, 1 KVA Online UPS with 30 Min Backup, Switch, Networking, Civil Works if any, Any other Charge, etc

OPEX = Internet Bandwidth Charge 256 Kbps 1:1 per location for 1 Year, Onsite maintenance of equipments, any other charge, etc

AMC = Cost involved for maintenance after 1 year completion of service

- Lowest Price will be calculated for each Location separately and contracts will be awarded.
- Mission Director, NRHM, Assam reserves right to reject any bid without showing any reason.
- Selected parties will have to sign a service level agreement after issue of the work order.

## **7. Other Terms & Conditions**

### **i) AGREEMENT**

The successful bidder shall execute an agreement on a non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the bidder) within 10 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted or within 10 days from the date of issue of purchase order

### **ii) SECURITY DEPOSIT**

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 10 % of the order value in the form of Bank Guarantee (BG) from any Indian

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

Scheduled-A Bank in favour of the Tender Inviting Authority valid for a period of 3 months from the date of supply. However, if the supplier fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

### **iii) SUPPLY CONDITIONS**

#### **a) Purchase Order**

Purchase order will be placed on the successful bidder at the discretion of the Tender Inviting Authority.

#### **b) Specifications and Quality**

The items supplied by the successful bidder shall be of the best quality and shall comply with specifications, stipulations and conditions specified

#### **c) Delivery Period**

All requisite equipments & facilities should be made available at the specified locations well in advance so that services can commence within 45 days from the date of order.

#### **d) Delivery Point/Destination**

Items should be delivered at Destination i.e. locations specified at **Annexure-A**

#### **e) Penalty for Delayed Delivery**

(i) In case there is delay in delivery beyond the stipulated period as mentioned in the purchase order, there shall be reduction in price @ 0.5% of the value of delayed goods per week of delay or part thereof subject to a maximum of 10% of the total order value.

(ii) Once the maximum price reduction is reached, termination of the contract may be considered. Non-performance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender for the next 5 years, in addition to forfeiture of Security Deposit and other penal actions.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

- f) Alternative Purchase  
If the successful bidder/supplier fails to execute the order within the stipulated time, the Tender Inviting Authority will be at liberty to make alternative arrangement for purchase of the items for which the purchase order has been placed, from any other source or from the open market, at the risk and cost of the supplier. This would be in addition to all other penalties including forfeiture of security deposit.
- g) Guarantee  
Supplier shall give guarantee against any and all defects in design, workmanship of material and performance for a period of 12 months (or as specified in the PO) from the date of commissioning/installation. Should any defects develop during the guarantee period, it should be remedied promptly free of cost by the supplier and all expenses for transportation of goods necessitated for such repairs or replacement shall be borne by the supplier. The guarantee period for such repaired/replaced goods shall again be 12 months from the date of commissioning/installation.
- h) Shortage & Damage  
It shall be the responsibility of the successful bidder/supplier for any shortages/damages at the time of receipt in Delivery Point. Tender Inviting Authority will not be responsible for any stock of product received, for which no order has been placed
- iv) **FORCE MAJEURE**  
The above conditions of delivery period, price reduction & termination etc. are subject to force majeure conditions which are beyond the control of the supplier, do not involve fault or negligence of the supplier and are not anticipated. Such events may include but are not limited to riots, mutinies, war, fire, storm, tempest, flood, earthquakes, epidemics, or other exceptional causes like quarantine restrictions, freight embargoes. On specific request made by the bidder the time period of supply may be extended by the Tender Inviting Authority at his discretion for such period as may be considered reasonable. However, the condition shall not include scarcity of raw materials, power cut, labour dispute, failure of sub-vendor and increase in cost of raw material.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

### **v) PAYMENT PROVISIONS**

- a) No advance payments will be made to the successful bidder.
- b) Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority. Full payment will be made only after satisfactory completion of supply of entire ordered quantity and subject to furnishing of requisite Bank Guarantees.
- c) On completion of supplies/services, bills/ invoices should be raised in triplicate in the name of the Tender Inviting Authority.
- d) If at any time during the period of contract, the price of tendered items is reduced or brought down by any Law or Act of the Central or State Government or by the bidder himself, the bidder shall be bound to inform Tender Inviting Authority immediately about such reduction in the contracted prices. Tender Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the bidder fails to notify or fails to agree to such reduction in rates.
- e) In case of any enhancement in excise duty due to notification of the Government after the date of submission of bids and during the validity period of contract, the quantum of additional excise duty so levied will be allowed to be charged extra as a separate item without any change in price structure of the product approved under the tender. For claiming the additional cost on account of the increase in excise duty, the bidder should produce a letter from the concerned Excise Authority confirming payment of additional excise duty on the goods supplied to the Tender Inviting Authority and also must claim the same in the invoice separately.
- f) Tender Inviting Authority will have the right to receive supply even after expiry of contractual delivery date and in such case, price reduction as specified under Clause No.16 e (i) will be applicable.
- g) If the supply is received in damaged condition it shall not be accepted. In case of damage in the packing, the supply will be accepted only after levying penalty as decided by the Tender Inviting Authority on the total value of supply to that particular warehouse.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

**vi) ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD**

Failure of the successful bidder to comply with the requirements of signing of agreement and / or submission of security deposit within the time schedule as stipulated above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security/EMD. Under such a situation, the proposal may be reviewed for award of the contract on the next lowest evaluated technically qualified bidder or go for a fresh bid depending on the circumstance. In case it is decided to go for the next lowest bidder, negotiation may be considered to bring down their price nearer to the originally evaluated lowest bid.

**vii) ARBITRATION**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Mission Director, National Rural Health Mission, Assam or to the sole arbitration of some person nominated by him. There shall be no objection if the arbitrator so appointed happens to be an employee of National Rural Health Mission, Assam. The award of the arbitrator shall be final, conclusive and binding on all parties.

**viii) LAWS GOVERNING THE CONTRACT & JURISDICTION**

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the tender such dispute would be subject to the jurisdiction of the Court within the city of Guwahati only.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

8. **Technical Bid: Cover – A” and “Price Bid: Cover- B” should be put in two separate sealed envelopes and they should be put in a bigger sealed envelope. On the top of which, it should be written as “RFP – Internet Connectivity at Block PHC”.**

Last date of submission of proposal in sealed envelope is **2:00 PM** of **12/12/2012**. The proposal may be submitted to:

**The Mission Director  
National Rural Health Mission, Assam  
Saikia Commercial Complex  
G. S. Road, Christianbasti  
Guwahati – 781005, Assam**

Incomplete application form or application submitted by organizations that do not fulfill eligible criteria will be rejected.

**-sd/-  
Mission Director  
NRHM, Assam**

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

## **Undertaking by the vendor**

I have read all the terms, conditions, enclosures and the whole revised tender document (No..... ) Dated from( page no 1 to page no..... ) and understood the contents. As a token of acceptance of all the terms of tender, I am here by submitting the entire tender document in physical format. I am designated and authorized by my firm to fill in this tender and therefore I am submitting this in the form of undertaking. My authorisation letter is also attached herewith.

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

### **Annexure A** **List of Locations**

| <b>Sl</b> | <b>District</b> | <b>BPHC Name</b>  |
|-----------|-----------------|-------------------|
| 1         | Baksa           | Barama BPHC       |
| 2         | Baksa           | Golagaon BPHC     |
| 3         | Baksa           | Jalah BPHC        |
| 4         | Baksa           | Mushalpur BPHC    |
| 5         | Baksa           | Nizkaurbaha BPHC  |
| 6         | Baksa           | Tamulpur BPHC     |
| 7         | Barpeta         | Barpeta Road BPHC |
| 8         | Barpeta         | Bhawanipur BPHC   |
| 9         | Barpeta         | Chenga BPHC       |
| 10        | Barpeta         | Kalgachia BPHC    |
| 11        | Barpeta         | Mandia BPHC       |
| 12        | Barpeta         | Nagaon BPHC       |
| 13        | Barpeta         | Nityananda BPHC   |
| 14        | Bongaigaon      | Boitamari BPHC    |
| 15        | Bongaigaon      | Bongaigaon BPHC   |
| 16        | Bongaigaon      | Manikpur BPHC     |
| 17        | Bongaigaon      | Srijangram BPHC   |
| 18        | Cachar          | Bikrampur BPHC    |
| 19        | Cachar          | Borkhola BPHC     |
| 20        | Cachar          | Dholai BPHC       |
| 21        | Cachar          | Harinagar BPHC    |
| 22        | Cachar          | Jalalpur BPHC     |
| 23        | Cachar          | Lakhipur BPHC     |
| 24        | Cachar          | Sonai BPHC        |
| 25        | Cachar          | Udharbond BPHC    |
| 26        | Chirang         | Ballamguri BPHC   |
| 27        | Chirang         | Sidli BPHC        |
| 28        | Darrang         | Jaljali BPHC      |
| 29        | Darrang         | Kharupetia BPHC   |
| 30        | Darrang         | Patharighat BPHC  |
| 31        | Darrang         | Sipajhar BPHC     |
| 32        | Dhemaji         | Begenagorah BPHC  |
| 33        | Dhemaji         | Dhemaji BPHC      |
| 34        | Dhemaji         | Gogamukh BPHC     |
| 35        | Dhemaji         | Jonai BPHC        |
| 36        | Dhemaji         | Sissiborgaon BPHC |
| 37        | Dhubri          | Chapor BPHC       |
| 38        | Dhubri          | Dharmasala BPHC   |

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

| <b>SI</b> | <b>District</b> | <b>BPHC Name</b>     |
|-----------|-----------------|----------------------|
| 39        | Dhubri          | Gazarikandi BPHC     |
| 40        | Dhubri          | Golakganj BPHC       |
| 41        | Dhubri          | Halakura BPHC        |
| 42        | Dhubri          | Raniganj BPHC        |
| 43        | Dhubri          | South Salmara BPHC   |
| 44        | Dibrugarh       | Barbaruah BPHC       |
| 45        | Dibrugarh       | Khowang BPHC         |
| 46        | Dibrugarh       | Lahowal BPHC         |
| 47        | Dibrugarh       | Naharani BPHC        |
| 48        | Dibrugarh       | Panitola BPHC        |
| 49        | Dibrugarh       | Tengakhat BPHC       |
| 50        | Dima hasao      | Gunjung BPHC         |
| 51        | Dima hasao      | Langting BPHC        |
| 52        | Dima hasao      | Mahur BPHC           |
| 53        | Goalpara        | Agia BPHC            |
| 54        | Goalpara        | Lakhipur BPHC        |
| 55        | Goalpara        | Matia BPHC           |
| 56        | Goalpara        | Mornoj BPHC          |
| 57        | Goalpara        | Rangjuli BPHC        |
| 58        | Golaghat        | Bokakhat BPHC        |
| 59        | Golaghat        | Charingia BPHC       |
| 60        | Golaghat        | Kamarbondha Ali BPHC |
| 61        | Golaghat        | Missamora BPHC       |
| 62        | Golaghat        | Sarupathar BPHC      |
| 63        | Hailakandi      | Algapur BPHC         |
| 64        | Hailakandi      | Kalinager BPHC       |
| 65        | Hailakandi      | Katlicherra BPHC     |
| 66        | Hailakandi      | Lala BPHC            |
| 67        | Jorhat          | Baghchung BPHC       |
| 68        | Jorhat          | Bhogamukh BPHC       |
| 69        | Jorhat          | Kakojan BPHC         |
| 70        | Jorhat          | Kamalabari BPHC      |
| 71        | Jorhat          | Nakachari BPHC       |
| 72        | Jorhat          | Solmora BPHC         |
| 73        | Jorhat          | Titabor BPHC         |
| 74        | Kamrup          | Azara BPHC           |
| 75        | Kamrup          | Bihdia BPHC          |
| 76        | Kamrup          | Boko BPHC            |
| 77        | Kamrup          | Chaygaon BPHC        |
| 78        | Kamrup          | Hajo BPHC            |
| 79        | Kamrup          | Kamalpur BPHC        |

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

| <b>SI</b> | <b>District</b> | <b>BPHC Name</b>       |
|-----------|-----------------|------------------------|
| 80        | Kamrup          | Nagarbera BPHC         |
| 81        | Kamrup          | North Guwahati BPHC    |
| 82        | Kamrup          | Rampur BPHC            |
| 83        | Kamrup          | Rangia BPHC            |
| 84        | Kamrup          | Sualkuchi BPHC         |
| 85        | Kamrup          | Uparhali BPHC          |
| 86        | Kamrup(M)       | Sonapur BPHC           |
| 87        | Karbi anglong   | Boithalangso BPHC      |
| 88        | Karbi anglong   | Bokajan BPHC           |
| 89        | Karbi anglong   | Chowkiholo BPHC        |
| 90        | Karbi anglong   | Donkamokam BPHC        |
| 91        | Karbi anglong   | Howraghat BPHC         |
| 92        | Karbi anglong   | Manja BPHC             |
| 93        | Karbi anglong   | Umpanai BPHC           |
| 94        | Karbi anglong   | Zirikindeng BPHC       |
| 95        | Karimganj       | Girishganj BPHC        |
| 96        | Karimganj       | Kachuadam BPHC         |
| 97        | Karimganj       | Nilambazar BPHC        |
| 98        | Karimganj       | Patherkandi BPHC       |
| 99        | Karimganj       | Ram Krishna Nagar BPHC |
| 100       | Kokrajhar       | Balajan BPHC           |
| 101       | Kokrajhar       | Dotma BPHC             |
| 102       | Kokrajhar       | Gossaigaon BPHC        |
| 103       | Kokrajhar       | Kachugaon BPHC         |
| 104       | Lakhimpur       | Bihpuria BPHC          |
| 105       | Lakhimpur       | Boginodi BPHC          |
| 106       | Lakhimpur       | Dhakuakhana BPHC       |
| 107       | Lakhimpur       | Dhalpur BPHC           |
| 108       | Lakhimpur       | Ghilamora BPHC         |
| 109       | Lakhimpur       | Nawboicha BPHC         |
| 110       | Morigaon        | Bhurbandha BPHC        |
| 111       | Morigaon        | Jhargaon BPHC          |
| 112       | Morigaon        | Laharighat BPHC        |
| 113       | Nagaon          | Barapujia BPHC         |
| 114       | Nagaon          | Buragohaitan BPHC      |
| 115       | Nagaon          | Dagaon BPHC            |
| 116       | Nagaon          | Dhing BPHC             |
| 117       | Nagaon          | Jakhalabandha BPHC     |
| 118       | Nagaon          | Jugijan BPHC           |
| 119       | Nagaon          | Kathiatoli BPHC        |
| 120       | Nagaon          | Lanka BPHC             |

## **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

| <b>SI</b> | <b>District</b> | <b>BPHC Name</b>         |
|-----------|-----------------|--------------------------|
| 121       | Nagaon          | Samaguri BPHC            |
| 122       | Nagaon          | Simonabasti BPHC         |
| 123       | Nagaon          | Singimari BPHC           |
| 124       | Nalbari         | Chamata BPHC             |
| 125       | Nalbari         | Ghograpar BPHC           |
| 126       | Nalbari         | Kamarkuchi BPHC          |
| 127       | Nalbari         | Mukalmua BPHC            |
| 128       | Sivasagar       | Demow BPHC               |
| 129       | Sivasagar       | Galekey BPHC             |
| 130       | Sivasagar       | Gourisagar BPHC          |
| 131       | Sivasagar       | Kaloogaon BPHC           |
| 132       | Sivasagar       | Khelua BPHC              |
| 133       | Sivasagar       | Morabazar BPHC           |
| 134       | Sivasagar       | Patsaku BPHC             |
| 135       | Sivasagar       | Sapekhati BPHC           |
| 136       | Sonitpur        | Balipara BPHC            |
| 137       | Sonitpur        | Behali BPHC              |
| 138       | Sonitpur        | Bihaguri BPHC            |
| 139       | Sonitpur        | Bishwanath Chariali BPHC |
| 140       | Sonitpur        | Dhekiajuli BPHC          |
| 141       | Sonitpur        | Gohpur BPHC              |
| 142       | Sonitpur        | North Jamuguri BPHC      |
| 143       | Tinsukia        | Hapjan BPHC              |
| 144       | Tinsukia        | Kakopathar BPHC          |
| 145       | Tinsukia        | Ketetong BPHC            |
| 146       | Tinsukia        | Na-Sadiya BPHC           |
| 147       | Udalguri        | Khoirabari BPHC          |
| 148       | Udalguri        | Orang BPHC               |
| 149       | Udalguri        | Udalguri BPHC            |

# REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

## Annexure B Information of the Bidder

| Sl |   |  |
|----|---|--|
| 1  | Name of the Bidder  |  |
| 2  | Registration No and Valid Up to   |  |
| 3  | Address of the Registered Office  |  |
|    | Phone No:   |  |
|    | Fax No:   |  |
|    | Official Email ID:  |  |
| 4  | Year of Establishment   |  |
| 5  | Type of Organization (Govt. Undertaking/<br>Corporation/ Public Limited/ Private Limited) |  |
| 6  | Name & Designation of the Authorized<br>Signatory   |  |
| 7  | Contact Person  |  |
|    | Name:   |  |
|    | Designation:  |  |
|    | Phone No:   |  |
|    | Fax No:   |  |
|    | Mobile No:  |  |
|    | Email ID:   |  |
| 5  | Website   |  |
| 6  | Address of Guwahati/ Assam Office   |  |
| 7  | Contact Person of Guwahati, Assam Office  |  |
|    | Name:   |  |
|    | Designation:  |  |
|    | Phone No:   |  |
|    | Fax No:   |  |
|    | Mobile No:  |  |
|    | Email ID:   |  |
| 8  | Date of Operational of Telecommunication<br>Service in India                              |  |
| 9  | Date of Operational of Telecommunication<br>Service in Assam                              |  |
| 10 | Brief Description of the organization   |  |

# REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC

## Annexure C

### Annual Turnover Statement

The Annual Turnover of M/s \_\_\_\_\_ for the past five years and concurrent commitment for the current financial year are given below and certified that the statement is true and correct.

| Sl                                | Year    | Turnover (Rs. In Lakh) |
|-----------------------------------|---------|------------------------|
| 1                                 | 2007-08 |                        |
| 2                                 | 2008-09 |                        |
| 3                                 | 2009-10 |                        |
| 4                                 | 2010-11 |                        |
| 5                                 | 2011-12 |                        |
| <b>Total</b>                      |         |                        |
| <b>Average turnover per annum</b> |         |                        |

### Concurrent Commitment

| Sl. No. | Contract Ref. | Purchaser | Total Contract Value | outstanding Value | Estimated Delay in completion date |
|---------|---------------|-----------|----------------------|-------------------|------------------------------------|
|         |               |           |                      |                   |                                    |
|         |               |           |                      |                   |                                    |
|         |               |           |                      |                   |                                    |

Date :

Signature of Auditor/

Chartered Accountant

Seal :

(Name in Capital)

# **REQUEST FOR PROPOSAL – INTERNET CONNECTIVITY AT BLOCK PHC**

## **Annexure D**

### **Details of Deliverables (Equipments/ Other Works/ Civil Works)**

| <b>Sl</b> | <b>Particulars / Item</b> | <b>Make/ Model</b> | <b>Warranty</b> |
|-----------|---------------------------|--------------------|-----------------|
| 1         |                           |                    |                 |
| 2         |                           |                    |                 |
| 3         |                           |                    |                 |
| 4         |                           |                    |                 |
| 5         |                           |                    |                 |
| 6         |                           |                    |                 |
| 7         |                           |                    |                 |
| 8         |                           |                    |                 |
| 9         |                           |                    |                 |
| 10        |                           |                    |                 |
|           |                           |                    |                 |