



राज्य स्वास्थ्य समिति, बिहार



NOTICE INVITING TENDER

e-tender (NIT) Reference No.: 12/SHSB/Virtual Classroom/ 2020-21

Notice Inviting Tender for Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing

e-Procurement Mode only

<https://www.eproc.bihar.gov.in/BELTRON>

NOTICE INVITING TENDERS

1. The State Health Society, Bihar (SHSB), Patna intends to select agency-via-tendering for Supply, Installation & Integration, Management & Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing, and invites bid from eligible organisations/ suppliers.
2. To participate in the e-tendering process, the bidder/ agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://www.eproc.bihar.gov.in/BELTRON>, shall contact the helpdesk at the following address, “e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link “Vendor Info” at <https://www.eproc.bihar.gov.in/BELTRON>.

3. **Schedule of Events**

S.No.	Event Description	Timeline
3.1	Date & time of downloading the RFP	Till 21/10/2020 (Wednesday) up to 05:00 PM, on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON).
3.2	Last date & time for submission (upload) of online bidding document.	22/10/2020 (Thursday) till 05:00 PM, on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON)
3.3	Last date & time for submission of EMD in Hard (Physical) Copies (Offline Mode)	27/10/2020 (Tuesday) by 05:00 PM, to “The Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014”
3.4	Time, Date of opening of Technical Bid	28/10/2020 (Wednesday) at 11:00 AM on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON)
3.5	Time, Date of opening of Financial Bid	25/11/2020 (Wednesday) at 11:00 AM on the e-Procurement Portal (https://www.eproc.bihar.gov.in/BELTRON)
3.6	Pre-bid meeting (Date & time)	05/10/2020 (Monday) at 11:00 AM
3.7	Pre- bid meeting venue	Conference Hall, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014

Note – i) Interested tenderers may obtain further information about this Notice Inviting Tender (NIT) from the office of State Health Society, Bihar.

ii) No tender will be accepted after closing date and time in any circumstances.

4. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for the State Health Society, Bihar the EMD/ Tenders will be received/ opened on the next working day at the scheduled time.
5. The interested bidders may download the tender documents (a complete set of documents is available on website) from e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) and submit its tender by using the downloaded document.
6. The tender must be accompanied by Earnest Money Deposit (EMD) of **Rs. 5,00,000/- (Five lakh Rupees only)** in the shape of Demand Draft from any Schedule Bank in favour of “The Executive Director, State Health Society, Bihar” payable at Patna.
7. Tender Processing Fee (TPF) amount for the sum of Rs. 1,180/- (One thousand one hundred and eighty rupees only) to be paid by the agency through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/ Debit Card) only, to the agency empanelled by Government of Bihar for centralized e-Procurement.

8. The technical and financial bids must be submitted through e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) on or before the specified date and time as per **Clause 3** aforesaid. The SHSB doesn't take any responsibility for the delay/ Non-Submission of Tender/ Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic/ Holidays or any other reason."
9. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document in the online standard formats given in e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>) at the respective stage(s) only.
10. The Bidding documents shall be submitted in the mode as mentioned below:

(a) Earnest Money Deposit (EMD)	Physical (Offline Mode) <i>Note: EMD should not have been issued on a date later than the last date for submission of online bidding document i.e., 27/10/2020 (Tuesday)</i>
(b) Technical Bid	Online (Cover-Technical Stage)
(c) Financial Bid	Online (Cover-Cost Bid Stage)

11. All prospective tenderers may attend the Pre-Tender meeting. The venue, date and time are indicated in Schedule of Events as in **Clause 3** above.
12. The hard (Physical) copy of the Earnest Money Deposit (EMD) should be sent to 'The Executive Director, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014' by Registered Post/ Speed Post or by hand. It must reach the above said address on or before the closing date & time indicated in **Clause 3** above, failing which the tenders will be treated as late tender and would be summarily rejected. All Tenders must be accompanied by EMD and samples as mentioned. No bidder is exempted from submitting of EMD as mentioned in the tender document.
13. SHSB reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.
14. For further enquiry and information, please contact to the following officer during office hours 10:00 AM to 6:00 PM – Dr. Y.N Pathak, SPO Nursing Cell (9470003829)
15. All further notifications/ Corrigendum/ Addendum, if any shall be posted on e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>), and shall be binding upon all bidders.

“Disclaimer: Please note, in the “Estimated value box” on the e-Procurement Portal (<https://www.eproc.bihar.gov.in/BELTRON>), “Zero” has been mentioned, by State Health Society, Bihar(SHSB). The actual value of the project depends on the L1 rate decided by this tender and therefore due to this, it has been mentioned “Zero”. However, the estimated value of work is approximately 210 lakh per annum. The bidders are requested to quote the bids based on the terms and conditions mentioned in the tender document.”

**Executive Director
State Health Society, Bihar**

INSTRUCTIONS TO BIDDER (ITB)

1. General Instructions

- 1.1. The bidder should prepare and submit its offer as per instructions given in this section.
- 1.2. Instructions/ Guidelines for tenders for electronic submission of bids online have been mentioned below for assisting the prospective bidders to participate in e-tendering.
 - 1.2.1. **Registration of Bidders:** To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement Portal, i.e., <https://www.eproc.bihar.gov.in/BELTRON>, shall contact the helpdesk at the following address, “e-Procurement HELP DESK, 1st Floor, M/22, Bank of India Building, Road No. 25, Shree Krishna Nagar, Patna- 800001, Phone No. 0612 – 2523006, Mob. No 7542028164 (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link “Vendor Info” at <https://www.eproc.bihar.gov.in/BELTRON> and also inform this to SHSB. The prospective bidder is required to click on the link for e-Tendering site as given on the SHSB web portal.
 - 1.2.2. **Digital Signature certificate (DSC):** Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) .
 - 1.2.3. The bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON> using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
 - 1.2.4. **Submission of bids:** Bids are to be submitted through online mode to the eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON> at a time for following activities – one while uploading documents for submission of technical bid & the other at the time of submission of Financial bid before the prescribed date & time as mentioned in **Clause 3** in Notice Inviting Tender(NIT) using the Digital Signature Certificate (DSC). The documents will get encrypted (transformed into non-readable formats).
 - 1.2.5. Before preparing the tender and submitting the same on <https://www.eproc.bihar.gov.in/BELTRON>, the bidder should read and examine all the terms & conditions, instructions, checklist etc. contained in the Tender Documents. Failure to provide required information or to comply with the instructions incorporated in these Tender Documents may result in rejection of tender(s) submitted by bidders.
 - 1.2.6. The tenders which are for only a portion of the components of the job /service shall not be accepted. (The tenders /bids should be for all components of the job /service.)
 - 1.2.7. The discounted rate (price) quoted shall be firm and inclusive of all applicable taxes and duties, **excluding Goods & Services Tax (GST)**. This shall be quoted in the online mode only. GST if applicable, will be paid by SHSB or the authorities decided by SHSB, as per the prevailing rates/rules.
 - 1.2.8. The technical bid (technical and financial details of the bidder/agency) shall be submitted along with a forwarding letter as per **Annexure ‘A’** before the last date of submission in online mode only. Tenders submitted after the stipulated date & time (closing date and time for uploading the tender and submission of hard copy (Physical) of EMD as mentioned in **Clause 3, Notice Inviting Tender (NIT)**) shall not be considered and would summarily be rejected.

2. Tendering Expense

The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and subsequently processing the same. The State Health Society, Bihar (SHSB) will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

3. Language of the tender

The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

4. Amendments to Tender Documents

4.1 At any time prior to the deadline for submission of tenders, the SHSB may, for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.

4.2 Such an amendment will be notified on eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON> and the same shall be binding to all prospective Bidders.

4.3 Any bidder who has downloaded the tender document should watch for amendment, if any, issued on the above eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON>. and the SHSB will not issue separate communication to them. The SHSB shall not be responsible in any manner if prospective Bidders miss any notifications placed on mentioned eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON>.

5. Pre-Bid Meeting

5.1 In order to provide response to any doubt regarding terms and conditions, scope of work and any other matter given in the tender document, a pre-bid meeting has been scheduled to be held in the office of SHSB as per details given hereunder:

Date & Time	05/10/2020 (Monday) at 11:00 AM
Venue	Conference Hall, State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna
Contact persons	Dr. Y.N Pathak, SPO Nursing Cell (9470003829)

5.2 During the pre-bid meeting, the clarification sought by representative of prospective bidders shall be responded appropriately. However, they shall clarify and will be asked to submit their written request by close of office next day. The State Health Society, Bihar (SHSB) shall upload written response on the eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON> to such requests for clarifications, without identifying its source. In case required, amendments, in terms of **Clause 4, Section II (ITB)** above shall be issued, which shall be binding on all prospective bidders.

6. Clarifications to Tender Documents

6.1 A prospective bidder requiring any clarification regarding terms & conditions, technical specifications etc. given in the Tender Documents may submit written request for clarifications to Nursing Cell, SHSB by email (email ID: shsbnursingcell@gmail.com) within 1 (one) day of date of pre-tender meeting.

6.2 In the event, of the above-mentioned day being declared as a holiday/ closed day for the State Health Society, Bihar (SHSB), the prospective bidders can submit written request for clarifications, by 1800 hrs on the next working day.

6.3 All the prospective bidders will be notified of response to clarifications only through eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON>. Any bidder who has downloaded the tender

document should watch for clarifications, if any, issued on the above-mentioned website and SHSB will not issue separate communication to them.

6.4 The SHSB shall not be responsible in any manner if a prospective bidder fails to notice any notifications relating to the present NIT placed on the eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON> for any purposes.

7. Earnest Money Deposit (EMD)

7.1 The tender shall be accompanied by **Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Five Lakh Rupees only)** in the shape of Demand Draft from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. It has to be submitted in offline (Physical form) only, as per the terms and conditions mentioned in this document.

7.2 It may be noted that no bidder is exempted from deposit of EMD. Tenders submitted without EMD shall be summarily rejected.

7.3 The EMD of unsuccessful bidder will be returned to them without any interest, after conclusion of the resultant contract. The EMD of the successful bidder will be returned without any interest, after receipt of performance security as per the terms of contract.

7.4 Earnest money is required to protect the SHSB against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD.

7.5 The EMD/ Bid Security shall be forfeited by the SHSB hereunder or otherwise, under the following conditions:

7.5.1 If a Bidder submits a non-responsive Bid;

7.5.2 If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice

7.5.3 If a Bidder withdraws its Bid during the period of bid validity as specified in this RFP and as extended by the SHSB from time to time;

7.5.4 In the case of Selected Bidder, if it fails within the specified time limit:

a) to sign the contract and/or

b) to furnish the Performance Security(PS) within the period prescribed in the Letter of Intent (LoI)

8. Preparation of Tender

8.1 The Bidding documents shall be submitted in the mode as mentioned below: -

(1) Earnest Money Deposit (EMD)	Physical (Offline Mode) <i>Note: EMD should not have been issued on a date later than the last date for submission of online bidding document</i>
(2) Technical Bid	Online (Cover-Technical Stage)
(3) Financial Bid	Online (Cover-Cost Bid Stage)

8.2 **Bidders are requested NOT to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted, the tender shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.**

8.3 The tender shall be duly signed by the authorised person duly approved by the appropriate authority in terms of '**Annexure B**' at the appropriate places as indicated in the tender documents and all other pages of the tender including printed literature, if any shall be initialled by the same person(s) signing the tender. The tender shall not contain any erasure or overwriting, except as necessary to correct any error made by the bidder and, if there is any such correction; the same shall be initialled by the person(s)

signing the tender.

- 8.4 A person signing (manually or digitally) the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the SHSB may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.
- 8.5 **Prices** are to be quoted in the financial Bid format in online mode only. The financial bid submitted in any other format will be treated as non-responsive. The bidder will be required to download the financial bid file, from e-tendering portal and quote the prices in prescribed format before uploading it. The bidder shall quote prices in all necessary formats. All blue areas of the financial bid sheet shall be filled by the bidder. The white areas of the financial bid shall not be modified/edited by the bidder. The bidder(s) shall not rename the financial bid files downloaded.
- 8.6 The **Earnest Money Deposit (EMD) shall be submitted in physical form (offline mode)** as mentioned above.
- 8.7 The envelope containing Earnest Money Deposit(EMD), shall be marked in bold letter as ***“Supply, Installation & Integration, Management & Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing”***, which shall contain the Earnest Money Deposit (EMD) furnished in accordance with above “Clause 7, Section II (ITB)”;
- 8.8 Following required evaluation criteria must be submitted through online mode on eProcurement Portal <https://www.eproc.bihar.gov.in/BELTRON>:
- a) Forwarding Letter for Technical Bid, as per **“Annexure-A”**
 - b) Authorization Letter for Signing of the Proposal (Power of Attorney), as per **“Annexure-B”**
 - c) Particulars of the bidders, as per **“Annexure-C”**
 - d) ‘Invoice along with Work Order/MoU/Contract’ OR ‘Experience certificate issued by employers’ (Central/ State Govt./ PSUs/semi-government) during the last 3 years, as on September 30, 2019
 - e) Self-attested copy of establishment of the entity under Companies Act 1956/ 2013, OR LLP Act 2008, OR Partnership Act 1932, OR Societies Registration Act 1860; OR Indian Trust Act 1882
 - f) Self-attested copy of audited financial statements i.e. Income & Expenditure account (if the bidder is registered under Societies Registration Act 1860 & Indian Trust Act 1882) and audited Profit & Loss Account (if the bidder is registered under Companies Act 1956/2013 or Limited Liability Partnership (LLP) Act 2008 or Partnership Act 1932), along with audited balance sheet, as mentioned in the Eligibility criteria along with all Appendix’s for FY 2016-17, FY 2017-18 and FY 2018-19
 - g) Resume along with payslip & bank-statement of salary transfer to minimum 5 technical experts on payroll during FY 2018-19
 - h) Self-attested copy of the Income Tax Returns (ITR) for Assessment Year (AY) **2017-18, 2018-19 and 2019-20**
 - i) Self-attested copy of the certificate of registration of GST, EPF, ESI, and PAN issued by the appropriate authority valid as on date of submission of tender documents must be submitted
 - j) A duly notarized declaration of the bidder in the format given in the **‘Annexure-D’**

9. Tender Submission

- 9.1 The State Health Society, Bihar (SHSB) will open the tenders at the date and time as indicated in **Clause 3 of the Notice Inviting Tender (NIT)**. In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the State Health Society, Bihar (SHSB), the tenders will be opened in online mode, on the next working day.
- 9.2 Technical evaluation of the Bid will be done on the basis of technical qualification criteria and documents mentioned (TECHNICAL BID) in Mandatory Documents Link present in the e-Procurement

Portal <https://www.eproc.bihar.gov.in/BELTRON> failing which the bid will not be considered for technical evaluation.

- 9.3 The technical evaluation shall be done only on the basis of documents/ papers submitted by the bidder on e-Procurement Portal <http://www.eproc.bihar.gov.in/BELTRON>
- 9.4 The financial bids of bidders whose Technical bids are found technically responsive and comply with the bid documents will only be considered for financial evaluation. The date of opening of financial bids shall be communicated to such bidders, who are technically qualified.
- (a) No bidder can place more than one bid in any form.
 - (b) The Bidder cannot bid for an individual district or a group of districts but has to give a single bid taking into consideration all the districts, subject to requirement of all the conditions as laid down in this tender document.
- 9.5 The date fixed for opening of financial bids, if subsequently declared as holiday by the SHSB, the revised date of schedule will be notified on the e-Procurement Portal <http://www.eproc.bihar.gov.in/BELTRON>. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

SECTION III

ELIGIBILITY CRITERIA

1. This invitation for tenders is open to firms, companies registered under Companies Act, Limited Liability Partnership (LLP) Act 2008 OR Partnership Act 1932 OR Indian Societies Registration Act 1860 OR Indian Trust Act 1882 in Jurisdiction of India, who fulfil the eligibility and qualification criteria specified hereunder. (The bidder cannot be an individual & consortium is not allowed)
2. The eligibility criteria and Supporting Documents to be submitted by the bidders are as follows: -

S.No	Eligibility criteria for Bidders	Mandatory Documents
2.1	The Bidder should be an established entity under Companies Act 1956/ 2013; OR Partnership Act 1932; OR Limited Liability Partnership (LLP) Act 2008; OR Societies Registration Act 1860; OR Indian Trust Act 1882.	For Company - Self attested copy of certificate of registration under Companies Act 1956/2013. For Society/Trust – Self attested copy of certificate of registration under Societies Registration Act 1860, Indian Trust Act 1882. For Partnership firm - Certificate issued under Partnership Act 1932 or Partnership Deed, along with registration under Shops and Establishment Act. For Limited Liability Partnership firm - Certificate issued under Limited Liability Partnership (LLP) Act 2008.
2.2	The Bidder should have experience of completing atleast 2 (two) IT infrastructure projects (hardware, networking and software) with Central/ State govt/ PSUs/ semi-government during the last 3 years, as on Sep 30, 2019	<ul style="list-style-type: none"> • “Experience certificate” issued by employers, OR • “Invoice” along with “Work Order OR MoU OR Contract” <p><i>These documents should highlight the scope of work undertaken by the bidder.</i></p>
2.3	The bidder’s average annual turnover must be atleast Rs. 1 Crore during <i>FY 2016-17, FY 2017-18</i> and <i>FY 2018-19</i> , as evidenced by the audited accounts of the bidder	<ol style="list-style-type: none"> 1. Audited balance sheet for the <i>FY 2016-17, FY 2017-18</i> and <i>FY 2018-19</i> 2.a. Statement of Profit & loss account - <i>if the bidder is registered under Companies Act 1956/2013 OR Partnership Act 1932 OR Limited Liability Partnership (LLP) Act 2008</i> for the <i>FY 2016-17, FY 2017-18</i> and <i>FY 2018-19</i> 2.b. Income & expenditure account – <i>if the bidder is registered under Societies Registration Act 1860 OR Indian Trust Act 1882</i> for the <i>FY 2016-17, FY 2017-18</i> and <i>FY 2018-19</i>
2.4	The bidder must provide self-attested scanned copies for (i) PAN Card, (ii) Income Tax Returns (ITR) of three assessment years <i>AY 2017-18, AY 2018-19 & AY 2019-20</i> , (iii) GST Registration Certificate, and (iv) ESI & EPF registration certificate	Self-attested copies of <ol style="list-style-type: none"> 1) PAN Card 2) GST Registration Certificate 3) Copy of Income Tax Return filed and submitted by the bidder for <i>AY 2017-18, AY 2018-19 & AY 2019-20</i>

S.No	Eligibility criteria for Bidders	Mandatory Documents
		4) ESI & EPF registration certificate
2.5	The bidder must have atleast 5 technical experts on its payroll during last financial year (FY 2018-19)	<ul style="list-style-type: none"> • Resume of employees • Payslips and bank statements highlighting transfer of salaries during FY 2018-19
2.6	<p>The bidder must not be:</p> <p>(i) Blacklisted/ banned/ convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on the date of submission of the bid documents</p> <p>(ii) The bidder shall declare all ongoing litigations, it is involved in with any Government Agency/ State/ central department/ PSU.</p>	Affidavit sworn before Public Notary/ Executive Magistrate as per “ Annexure - D ”

2. The Technical proposals of all bidders which meet the above eligibility criteria, and basic requirements (i.e. timely submission, deposit of EMD/ bid security etc.), will move to the next stage of sample evaluation – Financial Bid Evaluation.
3. To facilitate evaluation of bids, the SHSB may, at its sole discretion, seek clarifications in writing from any bidder regarding its submitted bid. Such clarification(s) shall be provided within the time specified by the SHSB for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing
4. If any bidder does not provide clarifications sought within the prescribed time, the SHSB may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of the SHSB
5. The financial bids of only the technically qualified bidder(s) (matching eligibility criteria) will be opened and the bidder with the lowest rate shall be selected as the agency to source, install, integrate and maintain the equipment/software for all virtual classrooms under this contract.
6. In case L1 fails to provide services within prescribed timeframe, the authority shall be at freedom to procure the same from L2, L3..... (in this order) responsive bidders at L1 rate

EVALUATION OF TENDERS

1. Scrutiny of Tenders

The tenders will be scrutinized by the Technical committee appointed by the authority to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the Tender Enquiry Documents. The bids, which do not meet the aforesaid requirements are liable to be treated as non-responsive and may be ignored. The decision of the SHSB as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders shall be considered and opened, who qualify on technical bid.

2. Infirmary/Non-Conformity

The SHSB may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the SHSB as to whether the deviation is material or not, shall be final and binding on the bidders.

3. Discrepancies in Prices

- 3.1 If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.
- 3.2 If, as per the judgment of the SHSB, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the bidder by speed post/e-mail. If the bidder does not agree to the observation of the SHSB, the tender is liable to be ignored.

4. Contacting the State Health Society, Bihar (SHSB)

- 4.1 From the time of submission of tender to the time of awarding the contract, if a bidder needs to contact the SHSB for any reason relating to its tender, it should do so only in writing.
- 4.2 In case a bidder attempts to influence the SHSB, on the SHSB's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the bidder shall be liable for rejection and it may also lead to forfeiture of EMD in addition to appropriate administrative and coercive actions being taken against that bidder, as deemed fit by the SHSB.

5. Bid Clarification

- 5.1. To facilitate evaluation of Proposals, the SHSB may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal. Notwithstanding anything contained in the Notice Inviting Tender (NIT), the SHSB reserves the right not to take into consideration any such clarifications sought for evaluation of the Proposal.
- 5.2. At any point in time during the bidding process, if required by the SHSB, it is the Bidders' responsibility to provide required evidence of their eligibility as per the terms of the NIT, to the satisfaction of the SHSB. If no response is received by this date, the SHSB shall evaluate the offer as per available information. The technical evaluation committee in the SHSB can verify the facts and figures quoted in the proposal. The SHSB reserves the right to conduct detailed due diligence of the information provided by the Bidders for qualification and financial evaluation.

6. Fraud and Corrupt Practices

- 6.1 The bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, the SHSB may reject a bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Selection Process
- 6.2 Without prejudice to the rights of the SHSB hereinabove, if a bidder is found by the SHSB to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, such bidder shall not be eligible to participate in any tender or RFP issued by the SHSB during a period of 5 (Five) years from the date such bidder is found by the SHSB to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 6.3 For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:
- 6.3.1 **“Corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the SHSB who is or has been associated in any manner, directly or indirectly, with the Selection Process.
- 6.3.2 **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process.
- 6.3.3 **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Selection Process.
- 6.3.4 **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the SHSB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest, and
- 6.3.5 **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Award of Contract

- 7.1 The SHSB reserves the right to accept in part or in full any tender or reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s)
- 7.2 The bidder shall give his acceptance within 7 days of issue of the Letter of Intent (LoI)
- 7.3 The final selection of the agency shall be the one who quotes the lowest rate for sourcing, installation & integration, operation and maintenance of equipment for Virtual classrooms at hub (IGIMS Nursing school) and spokes (Nursing schools), subject to all the conditions as laid down in this tender document, provided the bidder meets the eligibility criteria as per **Section III** read with other requirements floated from this tender document
- 7.4 The selected agency will solely responsible for undertaking maintenance of all the equipment/software installed under this project.
- 7.5 The SHSB reserves the right at the time of Contract award and/or during validity of contract, to increase or decrease the scope of services without any change in unit price or other terms and conditions

- 7.6 The SHSB will notify the successful bidder(s) in writing by issuing a Letter of Intent (LoI), that its tender has been accepted, briefly indicating there in the essential details like description of services and corresponding prices accepted, subject to the contract agreement to be signed between the parties *“floated from this NIT”* having the terms and conditions etc., therein
- 7.7 The successful bidder must furnish to the SHSB the required Performance Security (PS), before executing the contract/signing of the contract document positively failing which the EMD will be forfeited and the award will be cancelled, and bidder may be blacklisted. Relevant details about the performance security have been provided under **Clause 7 (Section VI)**
- 7.8 The contract agreement will be signed between State Health Society, Bihar (SHSB) and the selected service provider, which will be required to be signed within 21 days of the issue of the Letter of Intent (LoI) given by the selected agency. The stamp duty and registration charges, as applicable, payable on the Agreement will be borne by the selected service provider/bidder

SCOPE OF WORK (SoW)**1.0 Background**

Bihar became the first Indian state to experiment with the idea of setting up Virtual Classrooms for strengthening nursing institutions in the state. It was necessitated due to lack of teachers in nursing education coupled with lack of adequate infrastructure.

Patna-based Indira Gandhi Institute of Medical Sciences (IGIMS) College of Nursing was selected as the State Nodal Centre for Nursing Service Excellence in Bihar. IGIMS serves as the Instructor Location for 43 nursing schools in Bihar spread across 32 ANM Schools and 11 GNM Schools. The instructor location at IGIMS has three branches, including one for Virtual Classroom, another for the State Nodal Centre, the third for the Skills Lab for demonstration using anatomic models.

The Virtual Classrooms schedule is a package currently covering 42 midwifery topics which may increase in the future. Generally, the Virtual Classrooms run for one to two hours daily. On a routine basis around five faculty members of the IGIMS are involved in conducting classes for Virtual Classrooms. Established virtual classrooms shall also be used to conduct sessions other than for midwifery topics and shall be informed to the agency 24 hr in advance.

Virtual Classrooms have been designed to improve teaching skills, especially the midwifery subjects for ANM and GNM students. Faculty can easily deliver the message to the students through audio-visual aids, which are effective in catching the attention of students during a Virtual Class.

In the case of students, it's not just their attendance, but also their attention, which is of vital importance. Since there is supervision by cameras, students try to be more attentive as they are aware of being noticed by other students and teachers present across the state. The scope of cross learning is vast. Since a large number of students are taught in one go, the opportunity of interaction is on a larger canvass spread across many institutions and it offers the students the chance to clear their doubts and raise queries. They can even interact with fellow students and learn from each other's queries.

Virtual Classrooms are equally helpful for teachers. Individually teachers have limited knowledge, but collectively they can demonstrate much more skills. More knowledge is exchanged through Virtual Classrooms.

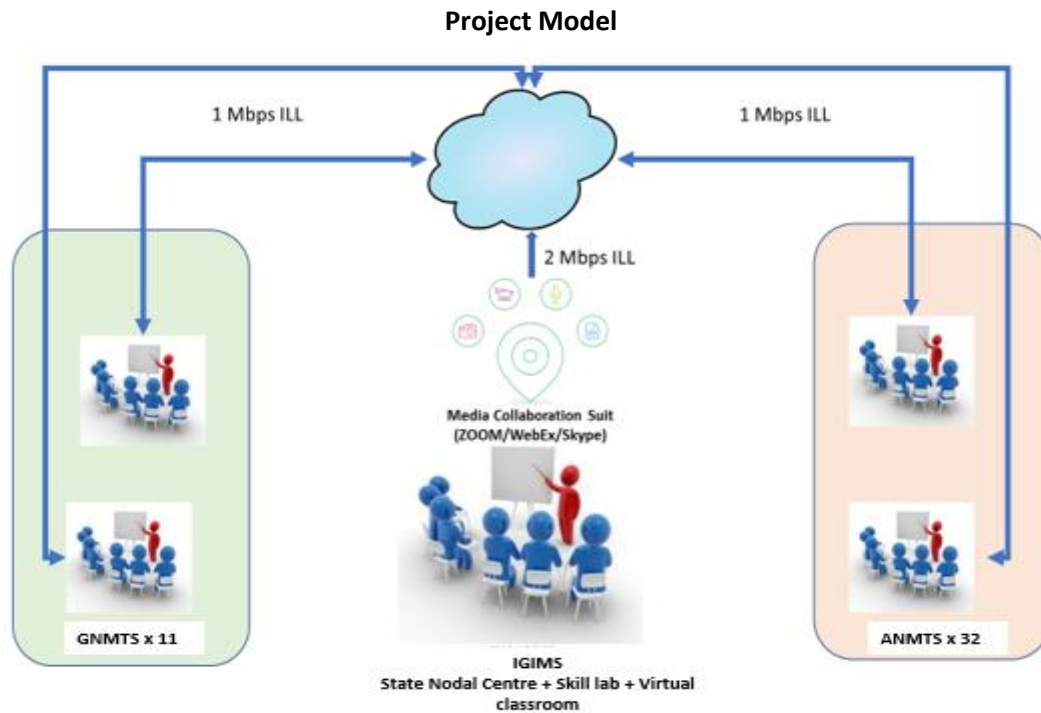
Virtual Classrooms also help in identifying gaps in the educational package to make teaching more fruitful. While attending Virtual Classrooms, students are equipped with microphones for interaction, and classrooms proceedings are recorded for future research and improvement and also to highlight grievances.

2.0 Project Overview

The IGIMS college of nursing will serve as the Instructor Location for 32 ANM Schools and 11 GNM Schools. The content being used is covering 42 midwifery topics using a Media Collaborative Suit for e.g. Zoom/WebEx/Lync etc.

This project shall be rolled-out in 43+1 centres (a hub and 43 spokes), and may be further extended across all ANMTC/ GNMTTC, based on the availability of funds and satisfactory performance of the selected Agency. Teachers and students would be able to run the modules and Interact with IGIMS State Nodal Centre.

The estimated value for the project (a hub and 43 spokes) is approximately 210 lakh (excluding GST) per annum. GST rate shall be paid by SHSB as per prevalent rate



3.0 Scope of Work (SoW)

The selected Agency shall be required to do undertake these responsibilities:

1. Sourcing, installation & integration, operation and maintenance of required Equipment/Software to IGIMS Patna and 43 government Nursing Institutions. (**These equipment will be sourced on rental basis, and their ownership will remain with the Agency*)

A. IGIMS – State Nodal centre for the Virtual Training Network

S.No	DESCRIPTION	QTY
1	Media Collaboration Suit Pro (Zoom/Skype/WebEx) 1Year License	1
2	HD PTZ Camera & Accessories	1
3	PC/Laptop – i5,4GB,1TB + 4TB External HDD	2
4	86" IFP Touch Panel with Stylus / Digital Pen	1
5	Online UPS of atleast 5KVA	1
6	Audio System (MIKE, AMPLIFIER & SPEAKERS)	1
7	Webcam	1
8	ILL COST with Customer Premise Equipment for 1 Year (2 MBPS)	1
9	Installation and integration, alongwith all additional installation/networking equipment/ wiring/ any necessary accessory for functioning of the set-up	1

The agency shall install a PC/laptop and a Webcam in Skill lab while the rest of the equipment in State nodal office at IGIMS.

B. GNMITS & ANMITS (Nursing Schools)

S.No	DESCRIPTION	Qty.
1	HD PTZ Camera & Accessories	43
2	PC/Laptop – i5,4GB,1TB + 4TB External HDD	43
3	3000 Lumens Long Throw Projector + Screen	43
4	Online UPS of atleast 3KVA	43

5	Audio System (MIKE, AMPLIFIER & SPEAKERS)	43
6	ILL COST with Customer Premise Equipment for 1 Year (1 MBPS)	43
7	Installation and integration, alongwith all additional installation/networking equipment/ wiring/ any necessary accessory for functioning of the set-up	43

Detailed specification provided in Appendix 1.

Media Collaboration Suit (Zoom/ WebEx/ Skype etc.) including participant capacity up to 100 and cloud recording.

2. Installation of Equipment and Commissioning of Services

- 2.1. Installation, Configuration and Customization of the supplied equipment inside the centralised hub of Virtual Training Network (IGIMS) and all the virtual classrooms (Nursing Schools)
- 2.2. Setup Network Connectivity (ILL) at each school & Studios to run the virtual classroom.
- 2.3. Neat installation of the equipment and interconnecting and integration of the installed equipment
- 2.4. The agency will be responsible to ensure that installation, configuration and commissioning are conducted with proper safety provision and SHSB shall not be liable in case of any mishaps.
- 2.5. Installation of licensed MEDIA COLLABORATION SUIT in PC/Laptop – (ZOOM / WebEx / SKYPE etc) is essential including participant capacity up to 100 and cloud recording.
- 2.6. Setup Network Connectivity (Internet /MPLS) from tier 1 ISP at each school and IGIMS college of nursing to organise virtual classes.
- 2.7. The agency shall undertake any/ all internal LAN connection/fitting and accessories requirements at the site (Hub and Spokes).
- 2.8. Conducting pre-launch audit of the installed equipment and software
- 2.9. Conduct comprehensive user training of the designated personnel at the centralised hub and all nursing schools – to operate the installed equipment and undertake basic maintenance.
- 2.10. During the currency of the contract, the agency may be asked to re-locate virtual classroom setup. For which, the agency needs to uninstall the equipment from the current location & re-install and commission to the new location as advised by SHSB.
- 2.11. The ownership of the equipment will remain with the Agency upon completion of the contract duration.

3. Operation & Maintenance

- 3.1. The installed virtual classroom network should be able to Stream live and recorded lectures.
- 3.2. The Agency shall submit 'Standard Operating Procedure', detailing the procure for operations, Grievance redressal, Maintenance, and for the user to operate the equipment. Further, the agency shall submit Risk Mitigation plan in the given format:

Risk Scenario	Impact on Duration	Impact on Cost	Corrective Action	Responsibility Centre	Completion Date	Status

- 3.3. Provide regular support during virtual classroom sessions through virtual networking, i.e. agency will depute a technical professional (B.Tech from reputed firm, and having minimum 5 years' experience) at the central hub of the network (IGIMS) during the day of a virtual classroom session, in order to ensure smooth initiation/functioning of session, and provide any technical support required at any of the

spokes (nursing schools). The authority will share the list of scheduled virtual classroom sessions with the agency, or else notify the agency with min. 24 hours' notice of a scheduled virtual class session. Further, the agency will depute technical manpower at all the 9 divisions to provide technical/maintenance support for the spokes (ANM/GNM nursing schools).

- 3.4. The Agency will assign a single point of contact for all discussions between SHSB/Nursing Schools and the Agency. The Agency may choose the technical professional deputed at IGIMS as this point-person.
- 3.5. Undertake preventive, repair maintenance and replacement of hardware and software components during the contract duration.
- 3.6. Establish a centralized Helpdesk and Incident Management Support throughout the project duration. The helpdesk application should provide the system generated call log number and also be able to provide call log and call closed details (date, time, problem details, etc.)
- 3.7. A comprehensive warranty support and on-site free service warranty for the entire contract period from the date of Operational Acceptance.
- 3.8. In case of technical issue in internet-lease line (ILL) from ISP's end, the Agency will provide alternate source of high-speed internet, through dongle or mobile hotspot, to ensure smooth transmission/receipt of internet during virtual classroom sessions.

4. Spares & After Sales Service

The bidder shall confirm adequate availability of spare parts and after sales service in Bihar for these equipment supplied by the bidder.

Mean Time between Failures (MTBF) – If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the IA at no cost to the department. For any delay in making available the replacement and repaired equipment for inspection, delivery of equipment or for commissioning of the systems or for acceptance tests/checks on per site basis, the department reserves the right to charge a penalty.

5. Insurance

Transit Insurance, till delivery/ acceptance of equipment at facility premises, shall be arranged by the successful bidder at its own cost. Successful bidder shall be responsible till the ordered quantity of all equipment arrive in safe and sound condition at destination as specified in this tender document, complying with all statutory requirements.

6. Delivery

- 6.1 The installation/integration of all equipment across all the centres is to be completed within the contracted delivery schedule of 90 days from the date of signing of the contract. If the Agency fails to complete install and operate virtual classrooms at all nursing schools with this timeline, the SHSB may impose penalty as per the provisions defined in this tender document.
- 6.2 The Agency shall ensure that that the complete set of all different equipment are delivered to each virtual classroom centre, and the delivery for concerned virtual classroom centre shall be considered complete only upon submission of report of equipment installation and operational audit receipt, counter-signed by virtual classroom in-charge of concerned facility. Partial delivery/installation of equipment will not be considered complete, and hence the payment shall not be released for any equipment till the receipt/installation of all equipment.

7. Transition

If the SHSB decides to, in future, to develop/procure a comprehensive software (such as LMS) for developing online audio/video library, standardising student/teacher attendance etc., the agency will

provide the license of media collaboration suite (availed under this project) to the SHSB, for integration with this software.

Further, the agency will support the transition process, from Media Collaboration suite to SHSB's new software, and continue to provide the equipment maintenance, technical support and other support as defined in the scope of work under this tender/contract.

TERMS AND CONDITIONS

1. Use of contract documents and information

- 1.1 The Service Provider shall not, without the SHSB's prior written consent, disclose the contract or any provision thereof or any information furnished by or on behalf of the SHSB in connection therewith, to any person other than the person(s) employed by the Service Provider in the performance of the contract emanating from this Tender Document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- 1.2 Further, the Service Provider shall not, without the SHSB's prior written consent, make use of any document or information mentioned in sub-clause 1.1 above (Section VI) except for the sole purpose of performing this contract.
- 1.3 Except the contract issued to the Service Provider, each and every other document mentioned in sub-clause 1.1 above (Section VI) shall remain the property of the SHSB and, if advised by the SHSB, all copies of all such documents shall be returned to the SHSB upon completion of the Service Provider's performance and obligations under this contract.

2. Maintenance/ Warranty Conditions

- a) The successful Bidder must warrant that the Goods supplied under this Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract.
- b) The successful Bidder further must warrant that the 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 Tender Inviting Authority's specifications) or from any act or omission of the successful Bidder, that may develop under normal use of the supplied goods.
- c) All the equipment including the accessories supplied as per the technical specification as mentioned in the bidding document should carry comprehensive warranty (including all spares, accessories and consumables) for a period mentioned in this document in the first instance. During this period, the successful Bidder shall replace all defective parts/ accessories and attend to all repairs/ break downs. The cost of spare parts for these replacements has to be borne by the successful Bidder during the period of contract.
- d) The Bidder shall attend any number of break down/repair calls as and when informed by the concerned institute authority.
- e) Upon receipt of such notice for repair/ breakdown from the facility, the successful bidder shall, within 72 hours, and with all reasonable speed, repair or replace the defective goods or parts thereof, without cost to the Tender Inviting Authority (if applicable).
- f) If the successful Bidder, having been notified, fails to rectify the defect(s) within the period specified mentioned in this document, the Tender Inviting Authority may proceed to take such remedial action as may be deemed necessary, at the successful Bidder's risk and cost and without prejudice to any other rights which the Tender Inviting Authority may have against the successful Bidder under the contract.
- g) Failure to attend the repairs in time or failure to attend the stipulated service under warranty or failure to replace the defective equipment or to provide stand by equipment if the fault/down time exceeds the stipulated period or to ensure the stipulated up-time in an year shall lead to forfeiture of the performance security and/or may lead to blacklisting/debarring of the defaulting Bidder.
- h) The equipment which requires quality assurance test shall be done at free of cost immediately after installation, by the demand of User and also when major spares are replaced.
- i) The offered warranty shall include:

- i. Quality Assurance tests (if applicable).
 - ii. Coordination with the OEM in case of equipment being under warranty by the OEM.
 - iii. The cost of labour for all repairs/ and all spares required for replacement during repairs all kinds of accessories, Probes wherever applicable and also the accessories and other devices supplied along with the equipment, if applicable, which forms part of the equipment system, without which it cannot perform satisfactorily.
 - iv. The exclusion of warranty of any vital equipment parts will be compared with offers of other Bidders during evaluation of the bids and this may be taken into consideration in deciding the successful Bidder on the basis of expert advice.
- j) Supplier will submit undertaking for ensuring uninterrupted supply of spares during the total life span of the equipment.
- k) In order to fully and optimally utilize the equipment, training to the equipment users at nursing schools (medical/ paramedical staff) should be provided by the agency at the time of installation/delivery. In continuation to this training, separate maintenance training for the machine and the sub systems should also be given to the designated equipment maintenance official at the facility. All the financial commitments in this regard shall be met by the bidder(s).

3. Project Duration

- 3.1. The financial bid submitted by the Agency shall remain firm for the entire duration of the project.
- 3.2. The Project will be awarded for a period of Five (5) years from the date of agreement and may be extended for 2 more years based on the requirements, availability of funds under National Health Mission (NHM) or any other source, and based on satisfactory performance of work done by the agency and any other conditions mutually agreed by the service provider and SHSB. Any extension shall not be the right of the agency.
- 3.3. The Service Provider will be obliged to manage and undertake the recruitment process in accordance with the provisions of the Contract Agreement and terms and conditions therein, failing which the service provider will be liable for consequential action in terms of the contract or under existing law when warrants the law.

4. Payments

- 4.1. The payment will be made on monthly basis to the agency by the SHSB, against the invoices (As prescribed under GST Act) raised for sourcing, installation, operation and maintenance of the required equipment at the nursing schools. If applicable, GST on amount payable by the Authority will be paid by the State Health Society Bihar (SHSB), as per the prevailing rates.
- 4.2. The bidder/agency will raise its invoices (As prescribed under GST Act) on completion of services during the month and the invoices must be submitted to State Health Society Bihar (SHSB) on-or-before the 7th day of the next month, along-with supporting documents in the formats shared by the SHSB. The submission after 7th day of the month will be considered for payment along with next month's invoice. The payment will be subject to TDS as per Income Tax Rules and other statutory deductions as per applicable laws.
- 4.3. The payments will be made through RTGS/ NEFT by 20th of the month, after necessary verifications & deducting penalties (if any). In case the payment is delayed in document verification, beyond 20th of the month, after receipt of claims with relevant documentary evidences signed by the nursing schools, in the format as shared by the SHSB, 80% of the payment shall be released by default on 21st day of the month, and the remaining payment shall be released on quarterly basis after verification of the documents, and deduction of any applicable penalties.

- 4.4. In case of delay in payments beyond these timelines due to failure on part of SHSB (mentioned in above clause), the agency will be paid an interest of 0.5% per month on the payable amount by the defaulting authority – Nursing school/SHSB. In case Invoice is raised beyond set timeline, then delay in payment is due to fault of the agency, no penalty shall be paid by SHSB.
- 4.5. The procedures and guidelines regarding the documentation and evidences to be submitted with the invoices shall be issued separately after selection of the agency.

5. Penalty provisions

5.1. Signing of the contract

The agreement between SHSB and the selected agency should be executed within 21 days of the issue of the Letter of Intent (LoI). The selected agency will have to submit the Performance Security (PS), as applicable before signing of the agreement. Non-fulfilment of this condition will result in cancellation of the award and forfeiture of the EMD with consequential action if so desire.

5.2. Liquidated damage

5.2.1. If the Agency fails to install the equipment and operate the virtual classroom in full-conformity with this tender/ contract agreement at the nursing school, within the delivery period(s) specified in the contract, the Authority shall, without prejudice to other remedies under the contract, levy/ deduct per estimated liquidated damages as follows:

- a) Rs. 5,000/- per nursing school per week, where the Agency has failed to install and operate the virtual classroom in full-conformity to the contract, within the defined timeline of 90 days from the date of signing of the contract.
- b) Rs. 10,000/- per nursing school per week, where the Agency has failed to install and operate the virtual classroom in full-conformity to the contract, within 150 days from the date of signing of the contract.

Partial delivery or installation of equipment will not be considered.

If the selected agency fails to start the services in all designated nursing schools within 240 days, the contract may be terminated, and the selected agency may be blacklisted alongwith forfeiture of performance security to which, the selected agency shall have no claims.

5.2.2. If the Agency fails to repair/replace an equipment within 72 hours of receipt of written complaint from concerned facility's authorized representative, the Authority may decide to impose a penalty of Rs. 1000/- per facility for delay of every 24 hours. This penalty shall be deducted from the monthly payment from SHSB to the Agency, based on submitted invoices.

5.2.3. If the technical specialist is not available at IGIMS nursing school on the date of scheduled virtual class session, the Authority may impose a penalty of Rs. 5,000/- per day.

6. Modification to Contract

The contract when executed by the parties shall constitute the entire contract between the parties in connection with the jobs / services and shall be binding upon the parties. Modification, if any, to the contract shall be in writing and with the consent of the parties.

7. Performance Security

7.1. The successful bidder/agency shall have to furnish a performance security in the shape of a Bank Guarantee issued by a scheduled Bank in favour of SHSB for an amount of **Rs. 15,00,000/- (Fifteen Lakh rupees only)**. The Bank guarantee shall be as per proforma at "**Annexure-E**" and remain valid for a period, which is six months beyond the date of expiry of the contract. This shall be submitted before signing of the contract, failing which the EMD may be forfeited and the award of contract may be cancelled.

- 7.2. If the bidder/agency violates or commits breach of any of the terms and conditions of contract floated from this tender document, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the SHSB and the contract may also be cancelled.
- 7.3. The SHSB will release the Performance Security without any interest to the agency on successful completion of contractual obligations.

8. Income Tax Deduction at Source

Income tax deduction at source shall be made at the prescribed rates from the bidder's bills under the prevailing law.

9. Termination of Contract

- 9.1 Any bidder/agency found to be involved in fraudulent practices (misrepresentation or omission of facts or suppression/hiding of facts or disclosure of incomplete facts), in order to secure eligibility to the bidding process during the submission of bid or after release of Letter of Intent (LoI) or agreement formalization, shall be liable for punitive action amounting to blacklisting of the bidder upto 5 (five) years including the forfeiture of concerned EMD (Bid Security) and/or Performance Security also.
- 9.2 The SHSB, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the agency/ bidder, terminate the contract in whole or in part, if the bidder/agency fails to perform services or for any breach/ violation of any terms as specified in the present contract or any other contractual obligations within the time period specified in the contract and the bidder/agency shall also be blacklisted, consequently the performance security may be forfeited with other consequential action warrants under the law.
- 9.3 In the event the SHSB terminates the contract in whole or in part, the SHSB may carry out risk purchase of services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the bidder/agency shall be liable to the SHSB / DHS for the extra expenditure, if any, incurred by the SHSB/ DHS for arranging such services.

10. Termination for Insolvency

If the bidder/ agency becomes bankrupt or otherwise insolvent, it shall inform to the SHSB within 30 days, with written notice to terminate the contract. The SHSB reserves the right to terminate, without any compensation, whatsoever, to the bidder/agency, and the SHSB may forfeit the performance security.

11. Termination by Mutual Consent

In the event the SHSB & bidder/agency mutually agrees to the terminate the contract, either party shall give 30 days' written notice to the other party and after the consent of both parties' agreement may be terminated.

12. Force Majeure

- 12.1 Notwithstanding the provisions contained in clauses 9 and 10, the bidder/agency shall not be liable for imposition of any such sanction so long the delay and/or failure of the bidder/agency in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- 12.2 For purposes of this clause, Force Majeure means an event beyond the control of the bidder/agency and not involving the bidder/agency's fault or negligence, and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, earthquake, epidemics, quarantine

restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

- 12.3 If a Force Majeure situation arises, the bidder or agency shall promptly notify the SHSB in writing of such conditions and the cause thereof within seven days of occurrence of such event. Unless otherwise directed by the bidder or agency in writing, the bidder/agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 12.4 If there is delay in fulfilment of obligations of the contract due to force majeure, then for the next 60 days from the day of reporting of force majeure, no penalty will be levied on the bidder/agency. However, this period may be extended by mutual agreement with SHSB, for a maximum of 90 days.
- 12.5 In case due to a Force Majeure event the bidder or agency is unable to fulfil its contractual commitment and responsibility, the SHSB will notify the bidder or agency accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

13. Notices

Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by e-mail or facsimile or post. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

14. Resolution of disputes

- 14.1. Any dispute or difference or claim arising out of or in relation to this Agreement, will be settled by reaching a mutual understanding between the parties
- 14.2. If any further dispute arises between the parties thereupon, the same will be settled as per the existing law of land through the competent court of law under the territorial jurisdiction of Patna only.

15. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

**Executive Director
State Health Society Bihar**

Annexure: A – Forwarding Letter for Technical Bid

(To be submitted by the bidder/agency on their letter head)

Date:.....

To,
The Executive Director,
State Health Society, Bihar

Sub: Tender for selection of agency for Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing

Sir,

We are submitting, herewith our tender for *“Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing”*

We are enclosing Bank Draft No..... Dated..... (Amount.....) towards Earnest Money Deposit (EMD), drawn on..... Bank in favour of *“The Executive Director, State Health Society, Bihar”*.

We agree to accept all the terms and condition stipulated in your tender enquiry. We also agree to submit Performance Security as per **Clause 7 - Section VI** of Tender document.

We agree to keep our offer valid for the period of 180 days from the bid due date as specified in the tender document.

Enclosures:

- 1.
- 2.
- 3.

Signature of the Tenderer.....

Seal of the Tenderer.....

Annexure: B – Authorization Letter for Signing of Proposal

(On Non – judicial stamp paper of Rs 1000/- duly attested by notary public)

POWER OF ATTORNEY

Know all men by these present, we _____ *<name and address of the registered office of the Single Entity>* do hereby constitute, appoint and authorize Mr. / Ms. _____ R/o _____ *<name and address of residence>* who is presently employed with us and holding the position of _____ as our authorized representative, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid of the firm/ organization, _____ for **“Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing”** (the **“Project”**), including signing and submission of all documents and providing information/ responses to State Health Society Bihar (SHSB), representing us in all matters in connection with our bid for the said Project.

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. Dated this the day of 2019.

For
(Name, Designation and address)

Accepted
..... (Signature)
(Name, title and address of the Attorney)

Date:

Note:

- (i) The mode of execution of the Power of Attorney (PoA) should be in accordance with the procedure, if any, laid down, by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- (ii) In case, an authorized director of the bidder/agency signs the bid, a certified copy of the appropriate resolution/document conveying such authority may be enclosed in lieu of the Power of Attorney (PoA).

Annexure: C – Particulars of the Bidder’s Organisation

1. Name :
2. Registered Address
3. Phone/Fax/Mail id
4. Type of Organization : Manufacturer/ Authorised Dealer
5. Registered under : Companies Act/Partnership Act/ Limited Liability Partnership Act/ Societies Registration Act/ Indian Trust Act

6. Address of the office of Bidder:

7. Registration. Nos.

- (a) EPF
- (b) ESI
- (c) Goods & Services Tax (GST)
- (d) PAN No.

8. Brief write-up about the firm / company. (use extra sheet if necessary)

Signature of Bidders

Date:

Name

Place:

Office Seal

Annexure: D – Declaration by Bidder

**Format for Affidavit certifying that Entity/ Promoter(s)/ Director(s)/ Members of Entity are not
Blacklisted**
(On a Stamp Paper of INR 1000/-)

Affidavit

I, M/s _____ *<enter names and addresses of the registered office>* _____ hereby certify and confirm that we or any of our promoter(s)/ director(s) are not blacklisted/ barred/ convicted by any court of law for any criminal or civil offences/ declared ineligible by State Health Society Bihar/DHS or any other entity of GoB or any entity of state government or Govt. of India, or any local self-government body or public undertaking in India for participating in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons, as on date of submission (upload) of online bidding document.

And that we are hereby, declaring all ongoing litigations where our promoter(s)/ director(s) are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

We understand that our bid for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of....., 2020

Name of the Bidder/agency.....

Signature of the Authorized Person:.....

Name of the Authorized Person:.....

Designation of the Authorized Person:.....

Annexure: E – Performa for Bank Guarantee for Performance Security

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.:

Date:

To

The Executive Director,
State Health Society, Bihar,
Pariwar Kalyan Bhawan,
Sheikhpura, Patna-14

Dear Sir,

WHEREAS _____ <Name and address of the Service Provider> (Hereinafter called “the Service provider” has undertaken, in pursuance of Lol vide Memo No..... dated (Herein after “the contract”) for “Notice Inviting Tender for Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing”.

AND WHEREAS it has been stipulated in the said contract that the service provider shall furnish a Bank Guarantee (“ the Guarantee”) from a scheduled bank for the project/ performance of the “Notice Inviting Tender for Supply, Installation & Integration, Management and Maintenance of Equipment for Virtual classrooms at ANM/GNM Schools and IGIMS College of Nursing”, as per the contract. WHEREAS we (“the bank”, which expression shall be deemed to include its successors and permitted assigns) have agreed to give the State Health Society, Bihar (SHSB) the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. (as applicable), to the State Health Society, Bihar (SHSB), under the terms of the contract, on account of full or partial non-performance/ non-implementation and/or delayed or defective performance/ implementation. Provided, however, that the maximum liability of the Bank towards SHSB, under this Guarantee shall not, under any circumstances, exceed the aggregate.
2. In pursuance of the Guarantee, the Bank shall, immediately upon the receipt of a written notice from SHSB, stating full or partial non-implementation and/or delayed and/or defective implementation, which shall not be called in question , in that behalf and without delay/ demur or set-off, pay to SHSB any and all sums demanded by SHSB under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from SHSB to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr _____ <Mention the official address of the bidder> .
3. The Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 66 months from the date of execution of the contract.
4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged or otherwise affected by:
 - 4.1 Any change or amendment to the terms and conditions of the contract or the execution of any further contracts/ Agreements.
 - 4.2 Any breach or non-compliance by the bidder with any of the terms and conditions of any contracts/ credit arrangement, present or future, between the bidder and the bank.

5. The Bank also agrees that the SHSB at its option, shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against agency and not withstanding any security or other guarantee that SHSB may have in relation to the bidder's liabilities.
6. The Bank shall not be released of its obligations under these presents by reasons of any act of omission or commission on the part of the SHSB or any other indulgence shown by SHSB or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
7. This guarantee shall be governed by the laws of India and only the courts of Patna, shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Date this the Day of 2020.

Witness 1:

Name :

(Signature)

Witness 2:

Name :

(Signature)

Annexure F: Information Regarding Financial Bid

- 1) The financial price quoted by the bidder shall be inclusive of cost of procurement, installation & integration, operation and maintenance of required equipment/software, as per terms defined in the tender document.
- 2) The quoted financial bid shall be firm and inclusive of all the factors like product rent, installation & integration, internet Lease Line Connection, Human Resource, software license etc. and all applicable taxes and duties, **excluding Goods & Services Tax (GST)**. GST if applicable, will be paid by SHSB or the authorities decided by SHSB, as per the prevailing rates/ rules. The Agency will provide services at contracted rates.
- 3) An indicative form of the financial bid (available on eproc.bihar.gov.in/BELTRON) is as given:

Item	Cost per unit per month <i>(in Rs.)</i>	Units	Total Cost per month <i>(in Rs.)</i>	Total Cost per annum <i>(in Rs.)</i>
	<i>(a)</i>	<i>(b)</i>	<i>c = a x b</i>	<i>d = c x 12</i>
Virtual Classroom at Hub – IGIMS Nursing School		1		
Virtual Classroom at Spokes – Nursing Schools at districts		43		
Total Financial Quote				

**Fill in sections highlighted in 'Orange'*

Hub: IGIMS – State Nodal centre for the Virtual Training Network; **Spoke:** GNMTS & ANMTS (Nursing Schools).

- 4) Installation and integration will be inclusive of all wirings, fittings, labour cost etc. required for complete set-up of the virtual classroom set-up at hub (IGIMS) and spokes (Nursing schools).
- 5) **'Total Financial Quote'** will be inclusive of the equipment procurement, installation & integration, operation and maintenance, technical support, human resource (deputation of a technical expert at the hub (IGIMS Nursing School)) for all scheduled days of virtual classroom sessions, operation of a centralised Grievance Management System, customer care centre etc. Further, the Agency should depute teams at other locations in Bihar to provide the required technical and maintenance support at spokes – on a floater basis.
- 6) The aforementioned **'Total Financial Quote'** will be inclusive of all taxes, excluding GST. GST if applicable will be paid directly by the SHSB at prevailing rate.
- 7) The current requirement of virtual classrooms is in 44 nursing schools (1 hub + 43 spokes); however, the count for spokes may be further increased, and the Agency will provide similar service for the additional virtual classrooms at the contracted rate, during the currency of the contract agreement.
- 8) The rate quoted for **'Total Financial Quote'** shall be used to identify the L1 bidder for sourcing the equipment and providing system integration and support in operation and maintenance as per the terms defined in the tender document. The bidder quoting the lowest price will be selected as the L1 bidder.

Note:

- a) In case L-1 bidder denies/ fails to honour the contract/ Lol, fails to provide services within prescribed timeframe, the authority shall be at freedom to negotiate with L2, L3 (in this order) responsive bidders (L3 if L2 denies), with their consent to enter into an agreement with the authority to provide services at the rates offered by L1 bidder.
- b) The quoted rate is for sourcing, installation & integration, operation and maintenance of equipment at virtual classrooms at hub (IGIMS) and spokes (nursing schools) across Bihar. The quoted rates shall be firm and inclusive of all the factors like insurance, transportation cost, management cost, and all applicable taxes & duties, **excluding Goods & Services Tax (GST). GST if applicable, will be paid by the SHSB or the authorities decided by SHSB, as per the prevailing rates/ rules.** The Agency will provide services at contracted rates.
- c) The financial bid has to be submitted in “online mode” only, and as per the terms and conditions mentioned in the tender document.
- d) Bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted the tender shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.

This is just an indicative format of the financial bid, to be used for information purpose ONLY. Actual financial bid format is available on <https://www.eproc.bihar.gov.in/BELTRON>, and has to be submitted online through the eproc portal only. Any submissions in hard-copy will lead to rejection of the submitted bid.

Appendix 1 – Technical Specification of Equipment/ Software

1. DESKTOP PC OR EQUIVALENT SPECIFICATIONS:

Component	Technical Specification
Processor	Intel i5/AMD A10, X86 Architecture, with 4 dedicated cores or more with Min. 3.3 Ghz and 4 MB Cache or higher
Motherboard	Compatible Chipset on OEM Motherboard
Memory	4 GB DDR3 1600 MHz or higher upgradeable to 16GB or more
Hard-Disk	1 TB SATA, 7200 RPM
Monitor	Minimum 17 inch or higher from same OEM. TCO 05.
Mouse	Two Button PS/2 or USB Optical Scroll Mouse (same OEM make/Brand as system)
Key-Board	PS/2 or USB Key-Board (same OEM make/Brand as system)
Optical Drive	16x OR 8X DVD RW or higher
I/O Port	4(fu) or more USB 2.0 ports (at least 2 in front) ; 1Ethernet (RJ45); 1 VGA Out; minimum 1, External Speakers, HDMI minimum 1
OS & Media	Window 10 Pro Operating System with latest browser, Flash Player
Certification	Windows license for the quoted model
OEM	ISO 9001 and 14001

2. 86" IFP Touch Panel with Stylus / Digital Pen

S No	Parameter	Min. Technical qualifications
1	A touch panel that supports OFS from Outside device and inside inbuilt system	
2	Size	86"
3	Resolution	3840x2160
4	Screen Size	1895.04x1065.96
5	Aspect Ratio	16:9
6	Brightness	330 cd/m2
7	Contrast	1100:1 or above
8	Colour	10 bit
9	View Angle	178 degrees
10	Support Resolution	1280*960/1280*1024/1360*768/1440*900/1600*1200/1920*1080/3840*2160 @60HZ
11	Front Ports	Should have essential ports like HDMI, USB, USB Touch, Composite, VGA, RJ45, Audio Out (3.5mm), Built In OPS kit and SPDIF
12	Back Ports	Should have essential ports like HDMI, USB, USB Touch, Composite, VGA, RJ45, Audio Out (3.5mm), Built In OPS kit and SPDIF
13	Outputs	Should have essential ports like HDMI, USB, USB Touch, Composite, VGA, RJ45, Audio Out (3.5mm), Built In OPS kit and SPDIF
14	Voltage	AC(100~240)V-50/60HZ
15	Rated Power	Below 500W

16	Touch Technology	Infrared
17	Touch Points	20
18	Accuracy	<2mm
19	Response Time	8 milliseconds or less
20	Operating System supports	Windows/Linux/Android/Mac
21	Working Temperature	0-40 deg C

Installation should be completed with cabling as required in VC to connect to all required devices.

3. Long Through Projector

Features	Technical Specifications
Technology	DLP/LCD
Brightness	3000 ANSI Lumens
Resolution	Minimum WXGA (1280 x 800)
Light Source	Laser/ LED/ Laser & LED Hybrid
Lamp Life in ECO mode	20,000 hours
Contrast Ratio	20000:1 or better
Projection Ratio	0.52 or better
Projected Image size	30-300 inches
Warranty on Light Source	5 years or 10000 hours
Warranty on Projector Unit	3 years
Dust Resistant Design	Yes
Connectivity	RGB, HDMI, Audio In, Audio Out
Instant On/Off/Restart	Yes
Life	Up to 20,000 hours If the Projector having with 10,000 hours, then the bidder should provide extra lamp to meet the specification of 20000 hours lamp life
Ports	D-sub (VGA), HDMI and Audio in & out 3.5 mm stereo jacks
Ceiling Mounting Kit	Yes. With necessary accessories to fix on ceiling/wall and required cables
Remote Controller	Yes. With batteries
Screen	6 X 8 feet Wall Mount Screen with necessary accessories
Accessories	With all necessary accessories and cables to make the projector functional. The bidder should supply Power cable to connect projector when ceiling/wall mounted.

4. White Board: Non-Glossy board with stand of 6 ft x 4 ft at 43 spoke locations. Branded product.

5. PTZ Camera

Features	Technical Specification
Sensor	1/2.8" 2 MP CMOS
Video Output	USB:YUV2 and MJPEG format, 1080p 30 / 25 fps, 720p 30 / 25 fps
Optical Zoom	12x

Digital Room	12x (HDMI Out)
Panning Angle	-100° ~ +100°
Tilting Angle	-30° ~ +30°
Preset Positions	128
Video Output (HD) Interface	USB 2.0 / 3.0 and HDMI
Camera Control Interface/Protocol	USB, RS-232 In / Out, RJ45
Video S/N Ratio	> 50dB
Focal Length	f = 3.92 ~ 47.32 mm
Shutter Speed	1/1 ~ 1/10,000 sec
Viewing Angle	74°(H) 82°(D)
Aperture	F1.8 ~ 2.8
Minimum illumination	1.6lux (F1.8, 50IRE, 60fps)
Minimum Object Distance	500(Wide) ~ 1200(Tele) mm
Gain Control	Auto, manual
White Balance	Auto, one-push, manual
Exposure Control	Auto, manual
Focus System	Auto, manual

6.a. Online UPS Device

Item Particulars	Specifications	Complied/ Not Complied	Remarks
5 KVA Online UPS			
Capacity (in kVA / kW)	5kVA/5kW 1-Phase Input / 1-Phase Output		
Technology and Capability			
Type	True Online configuration with double conversion UPS & Zero transfer time.		
Technology	DSP based control with advanced technology is Mandatory		
Voltage Range	Input voltage range from (100 ~ 280VAC)		
Feature	Auto restart capability with the Independent battery bank operation of the UPS.		
Design	UPS should be designed at Rated PF of 1 i.e. 5kVA/5kW UPS rating.		
Generator & Cold start compatibility	Generator compatibility with cold start and AC start features.		
Fully Rated Power	Fully rated power (kVA=kW) for maximum power availability is mandatory		
Redundancy / Parallel System	Possibility of enhancing UPS capacity / redundancy by operating UPS in N+X Parallel. Redundant Configuration upto 4 units is mandatory		
Feature	UPS should have topology for both PFC (power factor correction) & inverter based technology		
Input			
Input facility -Phases / Wires	Single-Phase / 2-Wire & Gnd (1Phase & Neutral + Ground)		
Nominal Voltage	200/208/220/230/240 VAC		

Nominal Voltage Range	200/208 (de-rating to 90%) : 100VAC~280 VAC 220/230/240 : 100Vac~280 VAC		
Nominal Input Frequency	50/60Hz ± 10Hz (Auto Selectable)		
Input Frequency Range	40 to 70 Hz		
Input Power Factor	> 0.99(full load)		
Generator Compatibility	Compatibility to genset supply required		
Input Protection	Should be provided at the input of the UPS suitable for the full rated capacity of the UPS.		
Output			
Nominal Output voltage	200/208/220/230/240 VAC		
Output Voltage Regulation	± 1% for linear load		
Nominal Output Frequency	50/60Hz ±0.05 Hz		
Output Frequency Regulation	± 0.1Hz		
Output Frequency Slew Rate	< 1Hz/sec		
Output Wave Form	Pure sine wave		
Output Voltage Distortion (THDu)	< 3% for linear load.		
Crest Factor	3:1 On Full Load (Minimum)		
Output Short circuit Protection	Electronic Protection		
Transfer Time			
Transfer Time (Mode of operation)	Zero ms from Mains mode to Battery Mode Zero ms from Battery Mode to Mains mode		
Transfer Time (Inverter to Bypass/ Bypass to Inverter)	2~4ms		
Automatic Bypass switch	UPS should be capable of automatic change.		
Efficiency (At Nominal Voltage & Resistive Load up to kW rating of UPS)			
Overall Efficiency (AC to AC) - Online (Double Conversion)	Upto 95% (on 100% load)		
ECO Mode Efficiency	98%		
Overload			
Inverter Overload capacity	<105%for Continuous,<105~<125 for 2Min, <125~<150 for 30 Sec		
Display Panel (In-built LC Display & LED)			
Measurements (On LCD)	Input: Voltage & Frequency, Bypass: Voltage & Frequency, Output: Voltage, frequency, Kilowatt & KVA, Battery: Remaining time & Battery Level Indicator, Load Percentage & Load Level Indicator, Ambient temperature.		
Fault Indication (On LCD)	Abnormal I/P,I/P Fuse blown, Rectifier Abnormal, BUS start abnormal, Battery start abnormal, BUS start abnormal in battery mode, +BUS voltage too high & low, -BUS voltage too high & low, Inverter O/P voltage abnormal, Overload shutdown, Charge voltage too high, Damaged Batteries, Battery missing, Battery voltage to low & Over temperature Protection.		
Indications (LED)	For output & Fault) to be present		
Selectable data through (LCD)	Inverter Voltage, Inverter Frequency, Frequency converter, ECO Mode, Overload alarm, Buzzer, Charging current, Battery		

	Capacity, Battery String & Parallel ID		
Alarms			
Audible Alarms	Replace Battery, Overload warning & shutdown, High Temp, Low Battery, High Temp warning & shutdown		
Battery Bank 12V x No. of Battery x Battery AH	Minimum Bank AHC of 4975 AHC (12V x No. of Battery x Battery AH		
Battery Rating & Count	Bidder to specify Individual Battery Rating and Qty of Battery being offered.		
Battery Type	Sealed Maintenance Free (SMF) Valve Regulated Lead Acid (VRLA)		
Individual Battery Voltage	12 V		
Charging Rate	13.5 to 13.8V		
Eco Friendly	Non Fuming Type		
Features	Low Self Discharge Rate and Long Service Life Deep Discharge Recovery Leak Proof Construction		
Battery Life	Battery should have life of minimum 5 years		
Interconnects	The Battery Bank shall be provided with suitable size interconnect copper Flexible cables with connectors and leads till FCBC.		
Compliance	ISO 9001:2008, JIS C 8702-1:2009/ Battery of renowned brands only of make Exide, Amaron Quanta, Rocket, Panasonic, SF, HBL		
Battery Bank Voltage	Min 192 Volt or higher as per OEM Design		
Minimum Charger Rating (Including internal / external)	The charger should be able to deliver charging current equivalent to 10% of Battery Ah rating offered.(In case of external chargers, suitable monitoring of the chargers should be provided in the UPS. Also all external chargers taking AC input must have PFC - Power factor correction)		
Charger type / Charging Method & Charging Voltages	Float Cum Boost Voltage Solid state SMPS charger		
Battery recharge time (After complete discharge) to 90% capacity	3hour to 90%		
Battery Housing	Should be compact and space saving MS steel open racks complete with interconnectors		
Battery End Cell Voltage	1.75 V/cell		
Interfaces			
Serial Communication	RS232 Port should be provided as standard in the UPS.		
USB port	USB Port should be provided as standard in the UPS.		
REPO	REPO Port should be provided as standard in the UPS.		
SNMP	SNMP Port for UPS Monitoring should be provided as standard in the UPS.		
Interface to BMS	ModBus Card for connecting to UPS to BMS thru RS485 & monitoring thru BMS should be supported as optional purchase.		

Interface to DCS (Distributed Control System)	Relay I/O Card or PFC (Potential free contacts) for connecting to UPS to DCS / PLC / SCADA system for communicating UPS operating status should be supported as optional purchase.		
Restart / Testing Capability			
Cold Start	UPS should start up On AC Supply (Mains) without DC Supply (Batteries) On DC Supply (Batteries) without AC Supply (Mains)		
Automatic Restart	UPS should start up automatically on mains resumption after battery low shutdown		
Self-Diagnosis	UPS should be capable to carry out self-test of Rectifier / Charger /Battery & Inverter module during start-up		
Physical			
Normal Operating Temperature	0 to 40 deg C		
Storage Temperature	-15 to 50 deg C		
Operating Humidity	5% ~ 95%RH (No Condensing)		
Operating Altitude	0-1000m		
Type of Cooling	Forced Air		
Noise Level should reduce with Load (Mandatory)	< 50 dbA at 1 meter distance		
Form Factor	Tower mountable		
Standard Package of UPS to include the following minimum accessories	1. USB Cable 2. UPS to Battery Bank Cable 3. Battery Interlink Cable 4. Fuse Box 5. User Manual Print / CD		
Grounding	UPS should have grounding arrangement.		
Manufacturer Certifications & Compliance (Mandatory)	QMS: As per ISO 9001: 2008 EMS: As per ISO 14001: 2004 OSHAS: As per ISO 18001: 2007		
Product Safety Certifications (Mandatory)	IEC 62040-1:2008 ESD: IEC61000-4-2: level4 RS : IEC61000-4-3: level3 EFT: IEC61000-4-4:level4 SURGE: IEC61000-4-5:level4 CS: IEC61000-4-6: level3 IEC61000-4-8 IEC 61000-2-2 EN 62040-2:2006 EN 61000-3-2:2009 EN 61000-3-3:2013		
ROHS compliance	UPS should be ROHS compliance		
Service Support	Three Years Warranty PAN India Service Support of OEM should be available		
Bidder Compliance	Tender specific Authorisation from OEM to be provided. Bidder to be ISO 9001 Certified		

6.b. Online 3KVA UPS

Particulars	Specifications	Complied / Not Complied	Remarks
Online UPS 3 kVA			
Capacity (in kVA / kW)	3kVA/2.4kW 1-Phase Input / 1-Phase Output		
Technology and Capability	a) True Online configuration with double conversion UPS & Zero transfer time. b) DSP based control with advanced technology. c) Wide Input voltage range from (80 ~ 280VAC) d) Auto restart capability with the Independent battery bank operation of the UPS. e) UPS should be designed at Rated PF of 0.8 i.e. 3kVA/2.4kW UPS rating. f) Generator compatibility with cold start and AC start features.		
3kVA /2.4kW	Make / Model / Part No to be specified by the vendor		
Input facility -Phases / Wires	Single-Phase / 2-Wire & Gnd (1Phase & Neutral + Ground)		
Input Voltage Range	220/230/240VAC Range (Full Load) 175~280VAC Range (Derating to 50%-100% Load) 80~175VAC		
Nominal Input Frequency	50/60Hz ± 10Hz		
Input Frequency Range	40 to 70 Hz		
Input Power Factor	> 0.99(full load)		
Generator Compatibility	Compatibility to genset supply required		
Input Protection	Should be provided at the input of the UPS suitable for the full rated capacity of the UPS.		
Nominal Output voltage	220/230/240 VAC		
Output Voltage Regulation	± 2% for linear load & ± 3% for non-linear load.		
Nominal Output Frequency	50 or 60Hz		
Output Frequency Regulation	± 0.1Hz		
Output Frequency Slew Rate	< 1Hz/sec		
Output Wave Form	Pure sine wave		
Output Voltage Distortion (THDu)	< 3% for linear load & < 5% for non-linear load.		
Crest Factor	3:1 On Full Load (Minimum)		
Output Short circuit Protection	Electronic Protection		
Transfer Time (Mode of operation)	Zero ms from Mains mode to Battery Mode Zero ms from Battery Mode to Mains mode		
Transfer Time (Inverter to Bypass / Bypass to Inverter)	2~4ms		
Automatic Bypass switch	UPS should be capable of automatic change over to bypass.		
Overall Efficiency (AC to AC) - Online (Double Conversion)	Upto 93% (at 100% load)		
Inverter Overload capacity	<105%for Continuous,<105~<125for 1Min,<125~<150for 30Sec		
Measurements (On LCD)	Input: Voltage & Frequency, Bypass: Voltage &		

	Frequency, Output: Voltage, frequency, Kilowatt & kVA, Battery: Remaining time & Battery Level Indicator, Load Percentage & Load Level Indicator, Ambient temperature.		
Fault Indication (On LCD)	Charger Fault, Temperature out of Range,+/-DC bus High/Low, Inverter Fault, DC-DC fault, Abnormal output/Inverter voltage, output short, RPO shutdown & Battery low shutdown		
Indications (LED)	Green & Red		
Setable data	Inverter Voltage, Inverter Frequency, Bypass Range, Buzzer & Overload alarm		
Audible Alarms	Replace Battery, Overload warning & shutdown, High Temp, Low Battery, High Temp warning & shutdown		
Battery Bank Voltage	72 V DC or as per OEM design		
Battery Bank 12V x No. of Battery x Battery AH	Minimum Bank AHC of 3000 AHC (12V x No. of Battery x Battery AH		
Batteries Type	Sealed Maintenance Free (SMF) - 12V Cells, VRLA, GEL		
Battery Makes	Amara Raja / Exide / HBL / Rocket		
Number of Battery Banks	Single Bank system.		
Minimum Charger Rating (Including internal / external)	The charger should be able to deliver charging current equivalent to 10% of Battery Ah rating offered.(In case of external chargers, suitable monitoring of the chargers should be provided in the UPS. Also, all external chargers taking AC input must have PFC - Power factor correction)		
Charger type / Charging Method & Charging Voltages	Constant Voltage Constant Current Solid state SMPS charger Float Charge 81.9V Boost Charge 84.0V		
External charger board	Additionally, install the 4A charger board to increase the charge current to reach at maximum 8A.		
Battery recharge time (After complete discharge) to 90% capacity	3 hour to 90%		
Battery Housing (Vendor to provide the GA drawings of the offered Battery Rack)	Should be compact and space saving MS steel open racks complete with interconnectors		
Battery End Cell Voltage	1.75 V/cell		
USB Port should be available (Mandatory)	There should be provision for USB port also in the UPS.		
Interface to Mini TVSS card	This card enable the UPS with the surge protection (OPTIONAL)		
Interface to BMS (Building Management System) - To be quoted as option	ModBus Card for connecting to UPS to BMS thru RS485 & monitoring thru BMS (OPTIONAL)		
Interface to DCS (Distributed Control System) - To be quoted as	Relay I/O Card or PFC (Potential free contacts) for connecting to UPS to DCS / PLC / SCADA system for communicating UPS operating status (OPTIONAL)		

option			
Cold Start	UPS should start up On AC Supply (Mains) without DC Supply (Batteries) On DC Supply (Batteries) without AC Supply (Mains)		
Automatic Restart	UPS should start up automatically on mains resumption after battery low shutdown		
Self-Diagnosis	UPS should be capable to carry out self-test of Rectifier / Charger /Battery & Inverter module during start-up		
Physical			
Operating Temperature	0 to 40 deg C		
Storage Temperature	-15 to 50 deg C		
Operating Humidity	5% ~ 95%RH (No Condensing)		
Operating Altitude	0-1000m		
Type of Cooling	Forced Air		
Noise Level	< 48 dbA at 1 meter distance		
Form Factor	Tower mountable		
Air Filters	UPS should have internal anticorrosion air filters for dust filtration(OPTIONAL)		
Dimension (w x d x h) in mm	To be furnished by the vendor		
Weight - in kg	To be furnished by the vendor		
Reliability	MTBF greater than 100000 hours		
Packaging Material / Vibration Withstand & Drop Test	Recyclable (No CFC) & 1. Vibration testing as per ISTA -1G Non-operational with Packing		
Standard Package of UPS to include the following minimum accessories	1. UPS 2. CD - Monitoring Software 3. RS232 Cable 4. Tower Stand - For use as Tower 5. Brackets for mounting in 19" IT Server / Networking Rack 6. UPS to Battery bank connecting Cable 7. User Manual		
Grounding	UPS should have grounding arrangement.		
Manufacturer Certifications	QMS: As per ISO 9001: 2008 EMS: As per ISO 14001: 2004 OSHAS: As per ISO 18001: 2007		
Product Safety Certifications (Mandatory)	BIS Certification IEC 62040-1:2008 ESD:IEC61000-4-2: level4 RS : IEC61000-4-3: level3 EFT: IEC61000-4-4:level4 SURGE: IEC61000-4-5:level4 CS: IEC61000-4-6: level3 IEC61000-4-8 IEC 61000-2-2 EN 62040-2:2006 EN 61000-3-2:2009 EN 61000-3-3:2013		
ROHS compliance	UPS should be ROHS compliance		

Service Support	Three Years Warranty PAN India Service Support of OEM should be available		
Bidder Compliance	Tender specific Authorisation from OEM to be provided. Bidder to be ISO 9001 Certified		

7. UHF Wireless Mic System

S.No.	Specifications	Compliance (Y/N)
1	Complete set must have Base System, Mic and Receiver	
2	Should support automatic frequency Scan to find out the cleanest frequency point for the receiver	
3	Should support 18 or more channels and should have automatic interference management	
	Base System	
4	Frequency Range: 1880 – 1930 MHz, free frequency band for interference free communication	
5	Number of Channel: 18 or more channels	
6	Up to 100 Meter working distance	
8	S/N Ratio: >90 dB(A)	
9	Sensitivity: 1.6 mV/Pa	
	Receiver	
10	Should support LED Display	
11	Balanced Output: Max. +18 dBu	
12	Non-balanced Output: Max. +6 dBu	
	Mic	
13	Frequency Range: 1880 - 1930 MHz, free frequency band for interference free communication	
14	Output Power: 100 mW or more	
16	Maximum Input: 152 dB SPL	
17	Power supply mode: 2200 mAh, output voltage 3.6V, should be USB chargeable	

8. 120W Mixer Amplifier with multiple audio sources

S.No	Specifications	Complied (Y/N)
1	Should support Bluetooth, MP3 & Tuner with remote control function	
2	Input Ports: 1 EMC, 4 MIC & 2 AUX or more	
3	Each channel should support Volume, Master Volume, Bass/Treble tone control function	
4	Should support indicators for level, protection and overload	
5	Should support digital screen display	
6	Should support 70V & 100V output terminals with 120W output power	
7	S/N Ratio: 2.80dB to 3.66dB	
8	Channel Crosstalk Attenuation: >=50dB	
9	Should have protection for short circuit, over-load & over-heat etc.	
10	Maximum power consumption: 180W	

9. 45W Wall Mount Speaker

S.No	Specifications	Compliance (Y/N)
1	Should support two-way speaker unit – drive size should be 4.5” or better	
2	Should support built-in 70v/100v transformer to reduce line losses at longer distance	
3	Should support parallel connections of multiple loudspeakers	
4	Should support at least RMS 45 watts power output @ 100V and at least 22.5W @ 70V	
5	Sensitivity of the loudspeakers should be 88 dB SPL or better	
6	Should support frequency response (\pm 3dB) 80Hz - 17kHz	
7	Impedance: 4-8 Ohm	
8	Should have Steel Grill and ABS Enclosure	

10. Webcam

Component	Technical Specification
Key Features	Designed for business, a 1080p webcam with wide field of view and digital zoom
OS Support	Windows 10 Pro, Mac OS X 10.7 or higher
Compatibility	All UVC apps
Certifications	At least Certified for Skype for Business, Zoom, WebEx, Microsoft Teams, Cisco Jabber, BlueJeans and Broadsoft.
Video compression	H.264
Field of view	90°
Zoom to	4X in 1080p
External Privacy Shutter	Yes, Easy lens enclosure for added privacy and security
Multiple mounting options	Should have tripod embedded thread.
Plug-and-play USB connectivity	Easily connects to a PC or Mac® with no additional software required.
Pan, tilt and zoom option	Pan, tilt and zoom within the 90-degree field-of view scene for focused viewing during desktop video conferences
Tripod	Compatible tripod

11. MEDIA COLLABORATION SUIT (ZOOM / WebEx / SKYPE etc) including participant capacity up to 100 and cloud recording.

Appendix 2 – Nursing Schools (Hub & Spoke)

1. Hub: IGIMS Nursing College Patna

2. Spoke: ANMTC/GNMTC

2.a List of ANM Nursing Schools

Sl. No	Name of Institute (ANMTC) /GNMTC)
1	ANM Training School, Begusarai
2	ANM Training School, Bhagalpur
3	ANM Training School, Bhojpur
4	ANM Training School, Motihari (East Champaran)
5	ANM Training School, Prabhawati Janana Hospital Gaya
6	ANM Training School, Hathua (Gopalganj)
7	ANM Training School, Katihar
8	ANM Training School, Kishanganj
9	ANM Training School, Madhubani
10	ANM Training School, Munger
11	ANM Training School, Muzaffarpur
12	ANM Training School, Islampur, Nalanda
13	ANM Training School, Biharsharif
14	ANM Training School, Barh (Patna)
15	ANM Training School, Guru Govind Singh Hospital, Patna City, Patna
16	ANM Training School, Purnia
17	ANM Training School, Saharsa
18	ANM Training School, Samastipur
19	ANM Training School, Saran (Chhapra)
20	ANM Training School, Sitamarhi
21	ANM Training School, Vaishali (Hazipur)
22	ANM Training School, MJK Hospital, Betia (W. Champaran)
23	ANM School Daudnagar, Aurangabad
24	ANM School Jale. Darbhanga
25	ANM School Laksmipur, Jamui
26	ANM School Kaimur
27	ANM School Khagaria
28	ANM School Lakhisarai
29	ANM School Rajauli, Nawada
30	ANM School Sheohar

31	ANM School Mairwa, Siwan
32	ANM School Triveniganj, Supaul

2.b List of GNM nursing schools

Sl. No	Name of Institute (ANMTC) /GNMTC)
1	GNM Training School, ANMMCH, Gaya
2	GNM Training School, PMCH, Patna
3	GNM Training School, NMCH, Patna
4	GNM Training School, DMCH, Darbhanga
5	GNM Training School, SKMCH, Muzaffarpur
6	GNM Training School, JLMCH, Bhagalpur
7	GNM Training School Sasaram
8	GNM Training School Jehanabad
9	GNM Training School Sheikhpura
10	GNM Training School Saharsa
11	GNM Training School Banka

Further, additional ANM/GNM nursing schools may also be included, subject to requirement, fund availability and satisfactory performance.