



**OFFICE OF THE MISSION DIRECTOR,
NATIONAL HEALTH MISSION, ASSAM**

Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005

Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238

Website : www.nrhmassam.in E_mail ID : misnrhm.assam@gmail.com

No: NHM/MIS/SERVER/1742/2013-14/1181

Dated: 19/04/2017

**STATE HEALTH SOCIETY, ASSAM
NATIONAL HEALTH MISSION, ASSAM**

**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT
MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS**

Tender Reference No	:	NHM/MIS/SERVER/1742/2013-14/1181 Dated 19/04/2017
Date of uploading of Tender Documents	:	20/04/2017
Date of Pre-Bid Meeting	:	28/04/2017
Last Date and Time of receipt of Tender	:	15/05/2017 up to 2.00 pm
Date and Time of opening Tender	:	15/05/2017 at 2.30 pm
Place of opening Tender	:	Office of the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam
Address for Communication	:	Office of the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam
Cost of Tender Documents in Demand Draft	:	Rs 2000/- (Rupees Two Thousand) only in the form of Demand Draft in favour of "State Health Society, Assam"



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**TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT
MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS**

Sealed tenders in **TWO BID SYSTEM** affixing Court Fee Stamp of Rs 8.25 (or IPO of Rs 10.00 for bidders based outside Assam) only are invited by National Health Mission, Assam, from reputed Manufacturer/ Dealer/ Distributor/ Firm for Maintenance of Server, Storage, UTM, OS and Antivirus available at Office of the Mission Director National Health Mission, Assam, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam as per specification mentioned in Annexure -A. Interested bidders are requested to submit their tender along with the specified documents which will be received till 15th May 2017 up to 2.00 P.M. The tender may be sent by Speed Post / Registered Post / Courier Services / in person in sealed cover addressed to **“Mission Director, National Health Mission (NHM), Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.”** Tender received after the closing date & time shall not be entertained. The Mission Director NHM Assam shall not be responsible for any postal delay.

1. LAST DATE FOR RECEIPT OF TENDERS.

Sealed Tenders in two separate covers {Technical Bid (Cover “A”) and Price Bid (Cover “B”)} will be received till 15th May 2017 up to 2.00 PM by the Mission Director, National Health Mission, Assam, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005.

2. ELIGIBILITY CRITERIA & DOCUMENTS TO BE SUBMITTED

The Eligibility Criteria and the documents required thereof are given in the table below:

Sl. No.	Eligibility Criteria	Documents to be submitted
1	<ul style="list-style-type: none"> ➤ Bidder should be a reputed Registered Manufacturer/ Dealer/ Distributor / Service Centre/ Firm for maintenance of Server, Storage, UTM, Antivirus for at least 3 years. ➤ The Bidder should be an OEM or authorized supplier/ service centre of OEM of the Hardware items. The bidder should submit back to back support agreement with OEM after receiving AMC order. ➤ Bidder should have experience of maintenance of server, UTM, Storage and Anti Virus. Bidder should execute at least 2 similar works in last 3 years. 	<ul style="list-style-type: none"> ➤ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per Annexure B. ➤ Self Attested copy of the registration certificate. ➤ Self Attested copy of the updated valid VAT Registration certificate. ➤ Self Attested copy of the Service Tax Registration certificate. ➤ Self Attested copy of the Up-to-date Trade license ➤ Self Attested photo copy of PAN Card. ➤ Self Attested copies of purchase orders executed for Govt. organizations/Public sector undertaking during the last three financial years along with performance/completion certificate from clients. ➤ List of successful projects for Supply, installation, Maintenance of “Server, Storage, UTM, Antivirus, Server Operating System” in the last 3 years along with customer names to be included. ➤ Authorization certificate from OEM for each item as per Annexure - F.
2	<ul style="list-style-type: none"> ➤ The bidder should have Service Centre at Guwahati duly equipped with adequate technical staff and equipment for repair work so as to ensure at immediate service. ➤ Bidder should have Server & Network certified engineer 	<ul style="list-style-type: none"> ➤ Self Certificate regarding availability of registered service centre at Guwahati with complete address and contact number. ➤ List of Service Engineers posted at Guwahati along with qualification, certification and experience should be submitted.

Sl. No.	Eligibility Criteria	Documents to be submitted
	posted at Guwahati for quick service.	
3	Bidder should have an average annual turnover of at least 25 Lakhs during the last 3 financial years.	<ul style="list-style-type: none"> ➤ Average annual turnover statement of last 3 financial years in the prescribed format (Annexure-C).
4	The bidder should not have been blacklisted by any government organization.	<ul style="list-style-type: none"> ➤ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization. ➤ Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.
5	Other Documents (to be submitted by the bidder along with the proposal)	<ul style="list-style-type: none"> ➤ Non refundable Court Fee Stamp of Rs 8.25 (or IPO of Rs 10.00 for bidders based outside Assam) in favour of "State Health Society, Assam" only. ➤ Bids must be accompanied by Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers Cheque in favour of "State Health Society, Assam". EMD submitted in any other form or bids without EMD shall not be entertained. The amount of EMD shall be Rs. 6,000/- (Rupees Six thousand only). The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 60 days after the finalization of the bid. ➤ Undertaking as per Annexure D

Sl. No.	Eligibility Criteria	Documents to be submitted
		<ul style="list-style-type: none"> ➤ The proposal document shall be signed by the proposer in all the pages with official seal. ➤ Any other information, which may be useful in the process of evaluation. ➤ Any deviations to our enquiry specifications/conditions shall be mentioned clearly in the offer. Otherwise it will be presumed that enquiry specification/conditions are acceptable to you in its entirety and no changes will be allowed after placement of order. The technical & commercial requirements, wherever applicable, are specified in the attached questionnaire titled "Agreed Terms & Conditions" (Annexure-E) which should be filled in, signed & stamped on each page and shall be enclosed with your Technical Bid. Bids received without duly filled in questionnaire shall not be considered for evaluation.

3. GENERAL CONDITIONS.

- a) The bid document may be obtained from Office of the Mission Director on payment of bid document fee of Rs.2000/- by DD in favour of State Health Society, Assam or can be downloaded from the official website- www.nrhmassam.in. The bidder downloading the bid document from the website is required to deposit Rs 2000/-(non-refundable) as tender document fee, in the form of Demand Draft in favour of "State Health Society, Assam" payable at Guwahati while submitting the bid. Tenders without the fee Rs 2000/- will not be accepted.
- b) All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the relevant clause of the bid document.
- c) Bids will be opened in the presence of bidders or their authorized representatives on the specified date and time as stipulated in the bid document.
- d) At any time prior to the date of submission of bid, the Tender Inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective bidder,

modify the tender documents by an amendment. All prospective bidders who have received the bid document will be notified of the amendment and that will be binding on them. In order to provide reasonable time to take the amendment into account in preparing their bid, the Tender Inviting Authority may at its discretion, extend the date and time for submission of bids.

- e) Interested eligible bidders, if they so desire, may obtain further information from the office of the Tender Inviting Authority.
- f) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such proposal will be rejected and will not be considered for further process. Excuses like typographic error will not be entertained.
- g) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder shall be kept on holiday or blacklisted apart from other penal actions as deemed fit by National Health Mission, Assam.
- h) Rates will be finalized for 5 years. But, work order will be issued on yearly basis based on performance and as per rate fixed for the respective year. Successful bidder will have to sign agreement on yearly basis. Tender Inviting Authority may cancel the rate contract with one month notice without showing any reason.**

4. ANNUAL MAINTENANCE CONTRACT SERVICE CONDITIONS:

- a) National Health Mission will register Service Calls only at the local vendor/ company office or their authorized dealer / agent / service centre by telephone or e-mail. At least three local active service numbers, one Fax number & one e-mail ID to be provided.
- b) Calls to be attended within ONE hour of the Call registered.
- c) Maximum downtime of Servers/Storage should not more than 2 hrs.
- d) For each model of Servers/Storage/UTM brand new spare parts minimum 2 nos. each to be stocked at local office.
- e) During the entire AMC period, defective parts of Servers/Storage/UTM to be replaced only by new equivalent (same make & model as the original) parts.
- f) After completing one service call at the user location, proper Service Report to be filled & signed.
- g) Penalty will be imposed if the AMC Service of the vendor is not satisfactory during the AMC period. Based on the Service report penalty will be calculated. ***Deductions if any will be made by invoking Quarterly Payment and rest of the part will be given.***
- h) Penalty will be imposed as per the following list, if the AMC Service of the vendor is not satisfactory:**

Sl. No.	Criteria	Penalty
1	If a call is not attended by the service personal of the vendor within 1hrs of call logged.	Rs. 500/- per hour after expiry of initial 1 hrs till the Call is attended.
2	A Server/Storage/OS/UTM/Antivirus is down for more than 1 hours after attending the call due to technical incompetence of the service personal or non availability of spares etc.	Rs. 200/- per hour after expiry of initial 1 hours of attending the call till it is fully repaired.

5. TECHNICAL BID- COVER "A"

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

The bidder shall put above documents in a sealed cover super scribed as "TECHNICAL BID - COVER "A" TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS" DUE on and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

6. PRICE BID - COVER "B"

The bidder shall put the duly signed Price Bid in a sealed cover Super scribed as **"PRICE BID COVER "B" TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS"** DUE on and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

(i) Signature and Seal on each page

Each page of the price bid should be duly signed by the bidder affixing the office seal.

(ii) Rates quoted

The bidder shall submit the Price Bid (Cover – B) in the format as mentioned below.

The component of Tax should be shown separately.

(iii) Price should be quoted as per format mentioned below only in the official letter head.

(iv) Prices to be quoted on FOR DESTINATION basis showing Basic Price and Tax/Service Tax/ VAT separately in the Price Bid. The quoted price shall also be inclusive of cost of supply, installation, commissioning, maintenance services, replacement of spare parts, activation, etc of the equipments at the Destination.

(v) Rectification of Errors: Arithmetical errors will be rectified on the following basis. If there is a discrepancy between "Net unit price" and the sum of prices quoted for each year (1st year + 2nd year + 3rd Year + 4th Year + 5th Year), then the sum of total unit price for each year shall prevail and the "Net unit price" shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

Price Bid										
Name of the Bidder:										
Sl. No	Name of the Items	Item Description	Basic Price (Rs.) (Excluding Taxes)					Net Unit Cost (Rs.) (Excluding Taxes)	Net Unit Cost (in words) (Excluding Taxes)	Tax (%)
			1st Year	2nd Year	3rd Year	4th Year	5th Year			
1	SERVER	DELL PowerEdge R910 Server								
2	STORAGE	DELL Power Vault NX3200								
3	Unified Threat Management (UTM)	Cyberoam NG CR 200iNG (CyberRoam 05-CRI-0200iNG-01)(With Subscription Key)								
4	SERVER OPERATING SYSTEM	Microsoft Server 2012 R2 Standard Edition (5 USER LICENSE PER OS)								
5	Anti Virus	KASPERSKY ENDPOINT SECURITY (200 LICENSE CONSOLE BASED)								
Total Amount										
Total Amount (Price Quoted by the Bidder) will be treated as the evaluation criteria for Price Quoted by the bidder.										
Signature of the Bidder (with office seal): Name: Designation: Contact No:										

7. COVER FOR TECHNICAL BID & PRICE BID

The two separately sealed covers Technical Bid (Cover “A”) and Price Bid (Cover “B”) shall be placed together inside another cover which shall be sealed and super scribed as **“TENDER FOR ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS”** DUE on and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

8. OPENING OF COVER “A” AND COVER “B” OF TENDER

- (a) Bidders or their authorized representatives are entitled to be present on the date and time of opening of Technical Bid - Cover “A”.
- (b) Only those bidders whose Technical Bids are found acceptable after technical and commercial evaluation will be invited to be present at the date and time of opening of Price Bid - Cover “B”. The price bids of bidders not found technically qualified will not be opened.

9. VALIDITY OF BID:

Bids shall remain valid for acceptance for a period of 90 days after opening of Technical Bid i.e. Cover ‘A’. Bids with shorter validity shall be rejected. Tender Inviting Authority may solicit bidders consent for an extension of validity period. A bidder may refuse extension request without forfeiting their EMD.

10. VALIDITY OF OFFER OF SUCCESSFUL BIDDER:

The validity of offer of the successful bidder shall be at least Five years from the date of finalization of the order and the successful bidder will be bound to service the items at agreed rates and terms during this period.

11. ACCEPTANCE OF TENDER

- (i) Tender Evaluation

Tenders will be evaluated with reference to various criteria of technical bid and thereafter on the basis of the price for determining the L1 (Lowest) Rate from amongst

those qualifying the technical bid stage. Conditional discounts shall not be taken into account for price comparison.

(ii) Right to Reject Tender

Tender Inviting Authority reserves the right to accept the tender or to reject the tender for all items or for any one or more of the items tendered at any point of time without assigning any reason.

(iii) Tender Acceptance

The acceptance of the tenders will be communicated to the successful bidder in writing.

(iv) Agreement

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

12. SECURITY DEPOSIT

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 5% of the order value (1st year) in the form of bank guarantee from any Indian nationalized bank in favour of “**State Health Society, Assam**” valid for a period of **Five years** from the date of order. However, if the supplier fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited and the bidder will be prohibited to participate in any tender under NHM for next 5 years.

13. NON ASSIGNMENT OR SUB- LETTING

The bidder shall not, at any time, assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons, whatsoever.

14. COMMUNICATION

All notices or communications relating to or arising out of the agreement or any of the terms thereof shall be considered duly served on or given to the bidder if delivered to him or left at his premises, places of business or abode.

15. ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD

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

16. Payment Terms

1. No advance payments will be made.
2. Payment will be made on quarterly basis.
3. Payment will be released only after submission of Security Deposit of 5% of the Total Order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the Tender Inviting Authority valid for a period of **5 years** from the date of order.
4. Service Report must be submitted along with the Bill.
5. Payment will be released only after deduction of penalty which will be calculated from service report.

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

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

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

Annexure A

Asset Details for AMC

Sl. No.	Items	Items Make, Model, Specifications	Quantity	Purchase Date
1	SERVER	DELL PowerEdge R910 Server: Intel(R) Xeon(R) CPU E7-4820 @2.00GHz 2.00GHz (4 processors), 128GB RAM, 4*300GB SATA HDD, Windows Server 2012 r2 Standard Edition Installed.	2	09/01/2014
2	STORAGE	DELL Power Vault NX3200: Intel(R) Xeon(R) CPU E5-2609 v2 @2.50GHz 2.50GHz, 8GB RAM, 2*300GB SATA HDD for OS, 8*900GB SATA HDD for Data, Windows Storage Server 2012 Standard Edition Installed.	1	10/01/2014
3	Unified Threat Management (UTM)	Cyberoam NG CR 200iNG (CyberRoam 05-CRI-0200iNG-01)(With Subscription Key)	1	09/01/2014
4	SERVER OPERATING SYSTEM	Microsoft Server 2012 R2 Standard Edition (5 USER LICENSE PER OS)	2	09/01/2014
5	Anti Virus	KASPERSKY ENDPOINT SECURITY (200 LICENSE CONSOLE BASED)	1	09/01/2014

Annexure B
Information of the Bidder

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

Annexure - C

ANNUAL TURNOVER STATEMENT OF THE BIDDER

The Annual Turnover of M/s _____ for the past three years are given below and certified that the statement are true and correct.

Sl No.	Year	Turnover in Lakhs
1.		
2.		
3.		
Total		- Rs. _____ Lakhs

ANNEXURE D
UNDERTAKING

To

Mission Director,
National Health Mission, Assam

Tender No. _____
For _____

Sir,

1. I, Shri _____, on behalf of M/s _____ having registered office at _____ and branch office at-----, do hereby declare that I have gone through the terms and conditions mentioned for the above and undertake to comply with all tender terms and conditions. The rates quoted by me/us are valid and binding on me/us for acceptance for a period of two year from the date of award of contract to us.
2. We agree to the conditions of the tender under which the EARNEST MONEY DEPOSIT and PERFORMANCE SECURITY DEPOSIT shall be forfeited by us.
3. The tender inviting authority has the right to accept or reject any or all the tenders without assigning any reason.
4. We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.
5. We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at the moment.

SIGNATURE :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM :

ANNEXURE-E

AGREED TERMS & CONDITIONS

Tender No. & Date _____

A. Details of Bidder

Bidder Name:

Offer Ref:

Telephone No:

Fax No:

Contact Person:

Signature:

E-mail:

B. Definitions

1. "Purchaser" means the Mission Director, National Rural Health Mission, Assam or his authorized representative.
2. "Bidder" means a person or firm or company who has made an offer for supply of goods and /or service as per tender.
3. "Vendor" or "Supplier" means a person or firm or company, to whom the order is addressed for supply of goods and /or services.
4. "Site" means the premises of the purchaser or any other place as decided by the Purchaser.

NOTE: The questionnaire below must be duly filled in and should be enclosed with un-priced Technical Bid, (Cover A). Clauses confirmed here under should not be repeated. All commercial terms and conditions should be indicated in this format. If necessary, details including deviations to the terms and conditions of the bid document, if any, should be enclosed as annexure to this questionnaire.

Sl. No.	Description	<u>Vendor's Confirmation</u> (Confirmed/Noted/Deviation furnished separately)
	C. Technical	
1.	Confirm acceptance of Technical Specification and scope of supply as per Tender Document.	
2.	In case of deviations, confirm that the same have been highlighted separately.	
3.	Confirm that literature and technical data, wherever applicable, have been enclosed.	
4.	Confirm that all certificates/ documents furnished and Court Fee stamp affixed.	
5.	Confirm acceptance of Guarantee condition indicated in the GPC	
	D. Commercial	
1.	It is noted that any deviations to the commercial terms and conditions shall lead to loading of prices or rejection of offer.	
2.	Confirm that the quoted landed price is inclusive of cost	

Sl. No.	Description	<u>Vendor's Confirmation</u> (Confirmed/Noted/Deviation furnished separately)
	equipment, installation & commissioning and also inclusive of all taxes/duties and any other incidental charge.	
3.	Confirm furnishing of price break-up of each item showing basic price of item and Tax/VAT as % age of basic price to arrive at landed price in D2 above.	
4.	It is noted that the statutory variations in taxes and duties within the contractual delivery period shall be borne by the purchaser.	
5.	If there is any variation or fresh imposition of Excise Duty at the time of supply due to various reasons, including turn-over, confirm that the same shall be borne by supplier.	
6.	If clause 5 above is not acceptable, advice maximum possible rate of additional ED chargeable; this shall be loaded to your price.	
7.	Confirm that in case any new or additional duties and taxes are imposed after the contractual delivery date due to delays attributable to the supplier the same shall be borne by the supplier. This will be in addition to Price Reduction for Delay in Delivery.	
8.	Confirm acceptance of Price Reduction Schedule for delay in delivery @ 0.5% of delayed value of goods per week of delay or part thereof subject to maximum of 10% of the total order value.	
9.	Confirm acceptance of Delivery Period as indicated in the tender document.	
10.	Confirm acceptance of relevant payment terms specified in the tender document.	
11.	It is noted that delivery period, price reduction, termination etc are subject to Force Majeure Condition as stipulated in the tender document.	
12.	Confirm that the quoted prices shall remain firm & fixed till complete execution of the order.	
13.	a) In case you are a manufacturer confirm that the prices quoted are not higher in any respect than your quoted/agreed prices with any other Government department/institution or PSU. b) In case you are a dealer/ distributor / authorized agent, confirm that the prices quoted are as per manufacturer's price list with appropriate discount.	
14.	Packing / forwarding, transportation, loading/ unloading and insurance are supplier's responsibility. However, to protect the items from physical damages and/or deterioration due to weather during transit, supplier to ensure proper packing & handling arrangement. Please confirm compliance.	

Sl. No.	Description	<u>Vendor's Confirmation</u> (Confirmed/Noted/Deviation furnished separately)
15.	Confirm acceptance of Part Order.	
16.	Confirm acceptance of Repeat order within 24 months from the date of initial order at same price and terms & conditions.	
17.	It is noted that the purchaser would disown any responsibility / liability towards irregularity, contravention or infringement of any statutory regulations including those of patent, on manufacture or supply of goods covered by the order.	
18.	Terms & Conditions indicated in this format shall not be repeated in the bid. Terms & Conditions indicated elsewhere and contradicting those in this format shall be ignored. Confirm compliance.	
19.	Confirm that you shall observe the highest standard of ethics during bidding and in case favoured with an order, the execution of the order will be completed, without resorting to any fraud, corruption and/or coercion.	
20.	Confirm that the offer shall be valid for a period of 90 days from the date of bid opening.	

SIGNATURE :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM

Annexure –F

MANUFACTURER’S AUTHORISATION LETTER

No.

Dated.....

To

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

Sub: Authorization letter and undertaking of AMC.

Ref: Tender Ref. No: Dated.....

Sir,

We(name of the manufacturer)..... an established and reputable manufacturer of.....(name of the items)..... having registered office at and factories/ manufacturing units atand do hereby authorize M/s..... (Name and address of bidder/ agent) to bid, negotiate and conclude the contract with you against the tender mentioned under reference.

We hereby declared that genuine products maintaining highest quality and specification as per tender shall be replaced to National Health Mission, Assam when required.

We hereby declared that, we will provide AMC for at least 5 years from the date of Order. We hereby declared that, if the product is declared as end-of-life product in later date, then also support shall be given to National Health Mission, Assam **for at least for 5 years including spare parts and consumables.**

We hereby extend our full guarantee and, warranty as per tender for the goods offered for supply against this invitation for bid by the(Name of the bidder.....).

I,(name of the official) declared that, I am competent to issue this authorization letter on behalf of(name of the manufacturer)

Yours faithfully,

Signature with Seal

For and on behalf of M/s_____ (Name of Manufacturer/s)

Name of the Official Issued the Certificate:

Designation:

Mobile No:

Phone No (O):

Email Id:

Address for Correspondence:

Note: This Letter of authority should be on the letter-head of the manufacturing concern who is authorizing the bidder to bid for their product and should be signed by a person competent to bind the manufacture.

Annexure –G

Agreement Format

THIS CONTRACT AGREEMENT is made

This day of month..... year.....

BETWEEN

- (1) Name and Address of the Purchaser: **National Health Mission, Assam (State Health Society, Assam), Saikia Commercial Complex, Srinagar Path, G. S. Road, Christianbasti, Guwahati – 781005.**
- (2) Name and Address of the Service Provider:

WHEREAS the Purchaser invited bids for **ANNUAL MAINTENANCE CONTRACT FOR SERVER, STORAGE, UNIFIED THREAT MANAGEMENT, OPERATING SYSTEM AND ANTIVIRUS** and has accepted a bid by the Service Provider for maintenance of the same in the sum of *[insert: contract price in words and figures]* (hereinafter called “the Contract Price”)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Condition of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Service Provider, and each shall be read and constructed as an integral part of the Contract:
 - (a) This Contract Agreement
 - (b) Special Conditions of Contract
 - (c) General Conditions of Contract
 - (d) Technical Requirements (including Technical Specifications)
 - (e) The Supplier’s bid and original Price Schedules
 - (f) The Purchaser’s Notification of Award (Order No)
 - (g) [Add here: **any other documents**]
3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide

the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

For and on behalf of the Purchaser

Signed: _____

In the capacity of
Mission Director
National Health Mission, Assam

In the presence of _____

For and on behalf of the Service Provider

Signed: _____

In the capacity of [insert: **title or other appropriate designation**]

In the presence of _____

===XXX===