



Odisha State Health & Family Welfare Society

Dept. of Health & Family Welfare, Govt, of Odisha
Annex Building of SIH&FW, Nayapalli, Unit-8, Bhubaneswar-751012

Phone/Fax: 0674- 2392479/80/88



Advt.No.34/18

Date:28.08.2018

CORRIGENDUM -1

386-E: Certain amendments have been made to the tender document and technical specification of the Tender Ref.no.9627-18/OSH&FWS-141/18, Dated 16.07.18 (Tender for Supply of Tablet Computers) of NHM. You are requested to visit the website www.nhmodisha.gov.in for downloading the corrigendum. The last date of submission of bid is 07.09.18, 3:00 PM. The Technical Bid will be opened on 07.09.18 at 3:30 PM in the conference hall of Mission Director, NHM. All other terms and conditions of tender remain unchanged as mentioned in the tender documents published earlier.

10084/11/0046/1819

Sd/- Mission Director, NHM, Odisha

Corrigendum-1, Ref. No. 11735, Dtd. 29.08.18

Reference is invited to this office **Tender REF.No. 9627-18/OSH&FWS-141/18, Dated 16.07.18** (TENDER FOR SUPPLY of TABLET COMPUTERS). The amendment to the tender document is as under. The Technical Specification after incorporating amendments is placed at Annexure-VI

A: Amendments

Sl. No.	Tender Section/Clause	Clarification / Amendment in response to the Queries
1	Page -16, Annexure-VI A: TECHNICAL SPECIFICATION OF TABLET COMPUTER Point # 12	Amended: 802.11 b/g/n 2.4GHz or better
2	Page -16, Annexure-VI 02 A: TECHNICAL SPECIFICATION OF TABLET COMPUTER Point # 13	Amended: Bluetooth 4.0 or higher
7	Pg 4/Scope of Work -5	Clarification: The android apps required by NHM is not required to be pre-loaded. The Tablet PCs are to be opened from the sealed box pack and the application would be pushed via MDM Solution/Installed manually in each Tablet. The Tablet PC should have the default android OS and pre-installed apps required for operating like calling app, web browser, video player, audio player, clock, calendar, google search, google maps, adobe reader etc. The application required by our Office will be provided to the selected Agency and the Agency has to install the same.
3	Pg 5 / Eligibility Criteria. Sr.3	Clarification: However, it is clarified that if the bidder is an OEM, then only OEM experience will be taken into consideration. If the bidder is an Authorised Business Partners / Channel Partners / Dealers then the bidder has to fulfill the criteria of experience.
4	Pg 5- 6 / Eligibility Criteritia Point III	Clarification: The bidders who qualify the eligibility criteria will be invited for a technical presentation. On the day of presentation before the time of presentation the bidders are required to submit demo devices for evaluation by the Committee Members.
5	Pg 6/Terms and Conditions / 7. 8	Clarification: However, it is to further clarify that within 4 weeks the successful bidder has to supply and install the required number of Tablet PC at NHM Office, Bhubaneswar. The bidder has to open the sealed pack power on, check the charging adapter, install required application, configure devices with email id provided by this office and seal the boxes with unique code provided by this Office.
6	Pg 7/Bid Security and EMD/ 9.8	Clarification: No Change in existing clause no. 9.8 regarding submission of EMD.
7	Pg9 / Schedule of Requirement & Issue of Purchase Order	Clarification: Notification of Award will be for the Total Requirement followed by Contract Agreement. Purchase Order shall be placed for the full/part quantity based on the funds approved from the competent authority
8	Pg 10 / Delivery and Installation/ IV	Clarification: Both the supply and Inspection would be at NHM Office, Bhubaneswar.
9	Pg17/ Technical Specifications	Clarification: It is to be further clarified that our remote areas are still using 2G and 3G. Hence, the device should support to work with 4G/3G/2G Network

	/ 14	
10	Pg: 17 - / Technical Specifications /1	Amended: Android OS 7.0 or upgradable to higher version.
11	Pg-17 / Technical Specifications / 2	Amended: Quad Core @ 1.2 GHz 64bit or higher Clock Speed.
12	Pg. 16 Warranty (SL# 23)	Amended: Three years comprehensive warranty for Tablet Computer at nearest service centre
13	Pg. 17 Battery (SL# 21)	Amended: Min 4000mAH Battery or higher with One Year replaceable Warranty)

B: REVISED TECHNICAL SPECIFICATION OF TABLET COMPUTER*[To be submitted in Cover A – Technical Bid]*

Make/Model: To be specified			
Sl #	Features	Specification	Compliance (Y/N)
1	Operating System	Android OS 7.0 or upgradable to higher version	
2	Processor	Quad Core @ 1.2 GHz 64bit or higher Clock Speed	
3	RAM	2GB or higher	
4	Camera	Rear Camera Minimum 5 megapixels with auto focus and Front Camera Minimum 2 megapixels or better	
5	Internal Storage	16GB ROM	
6	Expandable Storage Capacity	Micro SD support upto 128 GB or higher	
7	Ports	USB 2.0 (Micro USB is also considerable), Cable to be provided for USB 2.0 or Micro USB,	
8	Display Type	8" Capacitive Screen with multi-touch gestures	
9	Display Resolution	1024x768 Pixels or higher, 16 Million Colors or Higher	
10	Audio Jack	3.5 mm Headphone Jack	
11	Speakers	Inbuilt Speaker	
12	WiFi	802.11 b/g/n 2.4GHz	
13	Bluetooth	Version 4.0 or higher	
14	SIM	2G/3G/4G Single or Dual SIM Slot	
15	Network Technology	Supported GSM 2G bands, 3G bands, 4G bands	
		Voice Calling Facility	
17	GPS	Should support GPS & AGPS	
18	Geotagging	Should support Geotagging	
19	Sensors	Accelerometer	
20	Buttons	Power on-off, Volume Up/Down	
21	Battery	Min 4000mAH Battery or higher with one year warranty	
22	Certifications	For OEM: ISO 9001:2008, BIS, CE, RoHS, SAR Compliant. Required proof of documents must be submitted	
23	Warranty	Three years comprehensive warranty at nearest service centre for Tablet Computer	
24	Carry Case	Compatible Bookcase cover (To be provided by the Bidder)	
25	Other Requirements	The device must be compatible with MS Windows, Linux and Android OS to take backup and OTG support. OTG would be used for connecting biometric fingerprint scanner and external USB storage.	
26	Accessories	Ear phone, Charging Adapter with USB Cable includes one-year warranty, User Manual and documentations	
27	Others		
	Manufacturing Facility	OEM should have manufacturing units in India and should be registered in India for last Eight Financial Years as on 31.03.2018.	
	OEM Experience	The OEM should have at least three years of experience in supply of mobility products to Government Organisations in India as on 31.03.2018.	
	SDK	OEM SDK to be provided with the tablet computer	
28	Service Support	Hotline for the end users of Government Department required for telephone based support	
		Identification of Government Customers at Service locations through IMIE number – No need to carry physical copy of bill.	
		OEM/Bidder should have service center in every district HQ of the state.	

C: REVISED SPECIFICATION OF MOBILE DEVICE MANAGEMENT SOLUTION

Make/Model: <i>To be specified</i>			
S1 #	Features	Specification	Offered Specification Complied (Y/N)
1	Mobile Device Management	Mobile Device Management features should be provided by the OEM of the Tablet PC. The MDM should be able to track geolocation of the tablet and push applications, media contents (video files or pdf files or images) along with notification. General features of MDM should be present like device resetting, erasing, monitoring, locking, tracking, blocking & etc.	

Note: *The letters marked in bold are the changes in Technical specification.*

Bidders are requested to download the revised tender published in the website www.nhmodisha.gov.in.. The bidders are requested to submit their bids as per the corrigendum only. The bidders are requested to submit technical compliance of all the items of the quoted product from their respective OEMs letter head in original. The bidder has to sign with seal and submit a copy of the published corrigendum and submit it along with the technical bid.

Sd/-
Mission Director
NHM, Odisha



Odisha State Health & Family Welfare Society

Dept. of Health & Family Welfare, Govt. of Odisha
Annex Building of SIH&FW, Nayapalli, Unit-8, Bhubaneswar-751012
Phone/Fax: 0674-2392479/80/88



Advt.No.27/18

Date.16.07.2018

TENDER CALL NOTICE FOR SUPPLY OF TABLET COMPUTER

274-E: Sealed tenders are invited from Original Equipment Manufacturers or Authorised Business Partners/Channel Partners/Dealers for supply of Tablet Computers for Odisha State Health & Family Welfare Society. The tender document should be downloaded from the official website www.nhmodisha.gov.in. The tender should reach the office of the undersigned by 07.08.2018 till (3.00PM). The tenders will be opened on 07.08.2018 at 3.30 PM. The undersigned reserves the right to reject any or all the tender without any reason thereof.

Sd/- Mission Director
NHM, Odisha

10084/11/0035/1819

Tender Ref. No. : **OSH&FWS/9627-18**
141/18

TENDER
FOR
SUPPLY OF TABLET COMPUTERS.

PLACE OF OPENING OF BID DOCUMENTS, ADDRESS FOR COMMUNICATION AND RECEIPT OF BID DOCUMENTS:



NATIONAL HEALTH MISSION

Department of Health & Family Welfare, Govt. of Odisha,
Annex Building of SIH&FW, Near UNIT-8 Kalyan Mandap,
Bhubaneswar-751012, Phone-2392480/88, Fax-2392479,
Website: www.nhmodisha.gov.in

TENDER NOTICE

[Tender for Supply of Tablet Computers]

Tender Ref No. OSH&FWS/9627-18

141/18

Dated: 16.07.18

Sealed tenders are invited from Original Equipment Manufacturers or Authorised Business Partners/Channel Partners/Dealers for NHM, Odisha for *"Supply of Tablet Computers and provide after sales support including Three (3) Years Comprehensive Warranty for 3307 (Three Thousand Three Hundred Seven) nos. approx. of Tablet Pcs. And Mobile Device Management Solution with subscription for three (3) years including Support for each Tablet PC"* for Official use.

The tender document should be downloaded from the official website www.nhmodisha.gov.in. The Technical Bid (Cover-A) should be submitted with a non-refundable tender fee of ₹2000/- (Rupees Two Thousand Only) in the form of Demand Draft, from a Nationalized or Any Scheduled Commercial Bank in India, drawn in favour of "Mission Director, NHM" payable at Bhubaneswar. Tenders received without the requisite fee shall be considered as invalid. The authority reserves the right to accept/reject any part of or all the tender without assigning any reason thereof.

Cost of Tender Paper: ₹2000/- (Rupees Two Thousand Fifty Only)

Earnest Money Deposit: ₹7,000,00/- (Rupees Seven Lakh Only)

Last Date & Time of Submission of Tender : 07.08.2018 upto 03:00 PM

Pre-Bid Meeting : 24.07.2018 at 03:30 PM

(Bidders should come prepared with their queries on Company letter head along with the authorization for attending the Pre-Bid meeting)

Date & Time of Opening of Cover-A (Technical Bid) : 07.08.2018 from 03:30 PM Onwards
Only Eligibility Criteria will be evaluated.
Those who are eligible will be invited for a Technical Presentation along the Tablet and Book Case

Date & Time of Opening of Cover-B (Financial Bid) : After finalisation of Technical Bid
(To be intimated to Qualified Bidders Only)

Sd/-
Mission Director, NHM
Dept. of Health & Family Welfare,
Govt. of Odisha, Annex Building of SIH&FW,
Near Unit-8 Kalyan Mandap,
Nayapalli, Bhubaneswar-751012

1.0 INTRODUCTION:

Sealed tenders are invited from Original Equipment Manufacturers or Authorised Business Partners/Channel Partners/Dealers for NHM, Odisha *“Supply of Tablet Computers and provide after sales support including Three (3) Years Comprehensive Warranty for 3307 (Three Thousand Three Hundred Seven) nos. approx. of Tablet Pcs. And Mobile Device Management Solution with subscription for three (3) years including Support for each Tablet PC”* for Official use as per the scope of work given below:

2.0 SCOPE OF WORK:

1. The bidder has to supply OEM packed boxes of Tablet Computers within a period of **4 weeks** from the date of purchase order.
2. The bidder/OEM should have maximum nos. of service center to provide service throughout the State for providing after sales service. The bidder is required to provide the service center list as per the forms provided in the tender document. It is required that minor/major functional problems of these equipments are taken care of by the service center only.
3. The Bidder shall be responsible for providing all materials, equipment's, and services, specified or otherwise, which are required to fulfill the intent of ensuring operability, maintainability, and reliability of the complete equipment covered under this specification within his quoted price. This work shall be in compliance with all applicable standards, statutory regulations and safety requirements in force of the date of award of this contract.
4. You are requested to submit your bids strictly conforming to the requirement specified in the tender document. The detail technical specification is provided at **Annexure-VI**.
5. The items are required to be delivered at Mission Directorate, NHM, Bhubaneswar. After delivery the tablet computers are to be configured as per the requirement of NHM. In this process, if defective tablet computers are found should to be replaced immediately.
6. It is the responsible of the bidder to develop a mechanism to register call on behalf of NHM user and resolve the issue at nearest service center where the problem has been identified.

3.0 SUBMISSION OF BID:

The Bids are to be submitted under Two-Part Bid System. Both the bids should be submitted in separate sealed covers duly super scribed as **TECHNICAL BID (COVER-A)** and **PRICE BID (COVER-B)** respectively and both the bids should be put into a third cover which should be super scribed as, **“TENDER FOR SUPPLY OF TABLET COMPUTERS”** (as the case may be) and should mention **Tender Ref. No** failing which it will be treated as non-responsive. The Technical Bid should be as per the **Annexure-I, II, III, IV, V, VI, VII & VIII** and Price Bid as per **Annexure-VIII** respectively. The bidder should mention the name and address on each cover.

4.0 ELIGIBILITY CRITERIA/TECHNICAL BID (COVER-A)

The bidder should meet the following Eligibility Criteria and must submit documentary evidence in support of their claim for fulfilling the criteria and they should submit an undertaking on their letterheads to the fairness of these documents while submitting the bid. The bids received without the documentary evidence will be rejected outright.

#	Minimum Eligibility Criteria	Proof to be submitted for fulfilling the Eligibility Criteria
1.	The bidder Should be: Original Equipment Manufacturers or Authorised Business Partners/Channel Partners/Dealers	a) Certificate of Registration b) Certificate of Incorporation c) Manufacturer Authorization Certificate in case bidder is not an OEM
2.	Bidder must have an average annual turnover of at least ₹20 Crore in the last three (3) financial years ending 2014-15, 2015-16 and 2016-17	a) Certificate from the statutory auditor with membership no. b) Provisional audit statement shall not be considered.
3.	Bidder must have proven record of having supplied at least 300 nos. Tablet Computers/ mobile in a single supply order or two orders for supplying 200 nos. tablet computer/mobile to or three orders for supplying 150 nos. tablet computers/mobile in any of the last 3 (three) financial year ending 2014-15, 2015-16 and 2016-17 in India to any Government Department/ Government Institution/ Government Undertaking or Affiliated body/Recognized educational institution, Bank / Financial institution / Reputed Organisation	a) Relevant Work Order and b) Customer Reference Document stating successful delivery of items
4.	The bidder should not have been blacklisted by any institution of the Central or State Government in India on ground of involvement of the bidder in corrupt or fraudulent practices for the last 5 year	Self-Declaration by the designated official as per the Annexure: I
5.	The bidder should have consolidated positive Net worth in the last three financial years.	Chartered Accountant Certificate for Net worth
6.	The OEM must have Authorized Service Centers in Odisha and other major cities of Odisha. The Authorised Service Centre should provide total OEM's support which is fully backed up by the OEM, by means of a written undertaking regarding maintenance. However, the Purchaser shall have final discretion in this regard and can even ask for a written agreement with the Bidder and the OEM in order to ensure timely maintenance.	Self-declaration stating the list of towns and cities where Authorised Service Centres are located as per Annexure-VII
7.	The bidder must submit DD amounting to ₹2000/- (Rupees Two Thousands only) towards the cost of non-refundable tender fee. There is no exemption in submission of tender fee.	Demand Draft, from a Nationalized bank or a Scheduled bank, in favour of "Mission Director, NHM", payable at Bhubaneswar .
8.	The bidder must submit DD amounting to ₹7,000,00/- (Rupees Seven Lakh only) towards EMD	Demand Draft, from a Nationalized bank or a Scheduled bank, in favour of "Mission Director, NHM", payable at Bhubaneswar .
9.	Certificate of Conformity	As per Annexure- III
10.	Proof of PAN, Income Clearance Certificate along with GSTN Registration Details must be submitted	

I. Bidder Profile and Pre-Qualification Form (**Annexure-II**).

II. Technical Specification Compliance Sheet (**Annexure-VI**). Technical information and specifications prescribed by the manufacturer for the items quoted.

In case, the bidder is not submitting the above documents the bid will be rejected.

III. Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. The Product offered should

meet all the technical and functional specifications given in the “**Technical Specification, Annexure-VII**”. Non-compliance to any of the technical and functional specification will attract rejection of the proposal. Response except Yes (Y) or No (N) is not acceptable. If any bidder provides response other than Y or N the same will be treated as Not Available (NA). Bidders, whose bids are responsive to all the items in the Compliance Sheet for Technical Proposal and meet all the technical and functional specifications, would be considered technically qualified. The bidder has to give a demo of the product (Tablet with all accessories along with the compatible carry case) quoted by them for examination during the Opening of the Technical bid for proper evaluation. If required bidders has to submit the Tablet Computer with the Technical Committee for proper evaluation and can collect the same after evaluation.

6.0 PRICE BID (COVER -B)

- I. Hard Copy signed & sealed both in words and figures as per the (**Annexure-VIII**).
- II. The financial bid of the technical qualified bidders will only be opened.
- III. The price of the item should be quoted as per **Annexure-VIII**. The net quoted price should both in figures and words. In case of difference in words and figures, words will be taken into consideration for evaluation.

7.0 TERMS AND CONDITIONS

- 7.1 Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- 7.2 The sealed tender should be dropped into the Tender BOX or will be received through Registered Post / Speed Post / Courier Service on or before **07.08.2018 by 03:00 PM**. The bids sent through Telex / Telegrams / Fax / Email shall not be acceptable.
- 7.3 The bids will not be accepted after the date and time specified in the tender document.
- 7.4 The bidders shall ensure that each page of the tender document is to be signed with authorized signatory and company seal.
- 7.5 It is suggested that the perspective bidders may submit their tender after clarifying doubts by submitting written queries before pre-bid meeting or based on the queries raised during the pre-bid meeting and but not after the issue of pre-bid clarification/amendments if any, at the above mentioned address between 11.00 AM to 4.00 PM on all working days from the date of issue of notification till the date of closure of tender.
- 7.6 Quantities may be increased / decreased i.e +/- 15% by the tender inviting authority as per the requirement.
- 7.7 The validity of the bid shall be for a period of 180 days from the date of opening of Technical bids.
- 7.8 The items should to be supplied and installed within **4 weeks** from the date of purchase order / award of work. NHM reserves right to cancel the order in the case of delay in delivery of all the items and forfeit of Performance Security.
- 7.9 The bidder should quote product as per the specification in the tender document.
- 7.10 Bidders to ensure the availability of critical spare of the Hardware so that the downtime will be less than **3(three) working days**.
- 7.11 It would be the responsibility of the Bidder's authorized representative (only one person per bidder) to be present at the venue of opening of Bids.

- 7.12 The items delivered should be new and defect free else if found defective the same has to be replaced immediately within **3(three) working days**.

8.0 MODIFICATION AND / OR WITHDRAWAL OF BIDS:

Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. NHM has the right to reject any or all the bids received without assigning any reason whatsoever. NHM shall not be responsible for non-receipt/nondelivery of the bid documents due to any reason whatsoever.

9.0 BID SECURITY/EARNEST MONEY DEPOSIT – (EMD)

EMD amounting to **₹7,00,000/-** (Rupees Seven Lakh only) should be deposited in the form of Demand Draft from a Nationalised or any Scheduled Commercial Bank located in India, drawn in favor of **MISSION DIRECTOR, NHM**, payable at Bhubaneswar and submitted in the Technical Bid (Cover-A). The bidder should write the organization name at the back side of the DD. Bids without EMD shall be treated as non-responsive and will not be accepted. No exemption from submission of tender document fee and EMD is allowed. The Bid security may be forfeited either in full or in part, at the discretion of the tenderer, on account of one or more of the following reasons:

- 9.1 The EMD of successful bidder is liable to be forfeited if the tenderer, revokes any terms of the tender within the validity period.
- 9.2 EMD of the successful bidder will be forfeited in case the bidder fails to co-operate in the Bid evaluation process.
- 9.3 EMD of successful bidder will be returned after submission of performance Bank guarantee.
- 9.5 EMDs given by unsuccessful bidders will be refunded after placing of work order to the successful bidder.
- 9.6 EMD shall not carry any interest.
- 9.7 In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with the tenderer, after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of the tenderer in timely finalization of this tender. The decision of the tenderer regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by the tenderer/Govt. of Odisha.
- 9.8 Notwithstanding the provisions of Para 21 (ii) and paragraph 22 of Finance Department Office Memorandum No.Code.s-27/2011-4939/F., dated 13.2.2012, the local MSEs (in Odisha) registered with respective DICs, -Khadi, Village, Cottage and Handicraft Industries, OSIC & NSIC while participating in tenders of Government Departments and Agencies under its control, shall be exempted from payment of Earnest Money. This exemption shall be applicable if the local MSEs is clearly certified as the Manufacturer of the Tablet PCs in their DIC / NSIC registration certificate (to be furnished in the technical bid)

10.0 PERFORMANCE SECURITY:

The bidder should furnish Performance Security in the prescribed format as per **Annexure-V** for an amount **@10%** of the order value, which is to be submitted within **15(fifteen) days** from the date of

issue of purchase/work order in the form of Bank Guarantee from Nationalized or any Scheduled Commercial Bank addressed to “**Mission Director, NHM**”. The Bank Guarantee should be valid for the period of three years from the date of notification of award with additional grace period of 60(sixty) days. In case of On conclusion of bidding process, the local MSE bidder (in Odisha) registered with respective DICs,-Khadi, Village, Cottage and Handicraft Industries, OSIC & NSIC while participating in tenders of Government Departments and Agencies under its control, if selected, shall be required to pay 25% of the value of performance security.

10.1 Security money will be forfeited if a bidder withdraws its bid during the bid validity.

10.2 Security money will be forfeited if there is any violation of the tender terms and conditions.

11.0 COMMERCIAL EVALUATION :

The bids of the technically qualified bidders will be evaluated after taking the following points into consideration: -

- i. The Commercial Bids of only technically qualified bidders will be opened on a prescribed date in the presence of bidder representatives.
- ii. The commercial proposal of the bidder should be submitted in the format as per **Annexure-VIII**.
- iii. Unit rate of item of each bidder should include the cost of delivery, installation, transportation, insurance, packing / forwarding, warranty / support but exclusive of any taxes.
- iv. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
- v. If there is no price quoted for the deliverables, the bid shall be declared as disqualified.
- vi. Any conditional bid would be rejected.
- vii. In the event that there are two or more bidders having the same value in the commercial bid, the bidder offering the higher technical specifications will be adjudicated as the “Best responsive bid” for award of the Project.
- viii. The lowest evaluated responsive bidder shall be selected for award of contract.

12.0 PRICE VALIDITY:

The price finalized shall be valid for a period of **6(six) months** from the date of award of contract. The authority shall issue P.O in phases during the validity period.

13.0 AWARD OF CONTRACT:

Tenderer will award the contract to successful bidder whose bid has been determined to be responsive and has been determined to be most competitive Within **15 (Fifteen) days** of Notification of “**Award of the Work**” the successful bidder shall furnish **Performance Security @ 10%** of the total value of quoted bid by way of irrevocable and unconditional Bank Guarantee in favor of the Tenderer for a period to be specified in the award of work. This Bank Guarantee should be of a sufficient duration to cover the risk of the Tenderer. The proceeds of the Performance Security shall be payable to the Tenderer as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Contract Agreement. The Performance Security will

be returned to the company not later than 30 (Thirty) days following the date of completion of the company's performance, related obligations under the terms & conditions of the Contract Agreement. Failure of the successful bidder to comply with the requirements shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the tenderer may award the contract in accordance with its prescribed rules

14.0 WARRANTY/SUPPORT:

- I. This warranty (Comprehensive)/ support shall remain valid as per the technical specification at **Annexure-VI**.
- II. The warranty will cover all the parts of the hardware as per the technical specification provided in the tender document and any replacement or repair required within the warranty period will be provided by the supplier free of cost at the nearest service centre. The Supplier will take back the replaced parts / goods at the time of their replacement. No claim whatsoever shall be made on the purchaser for the replaced parts / goods thereafter.
- III. The Supplier warrants that the Goods supplied under this contract are new, unused, of the most recent or current models and they incorporate all recent improvements in design and materials (even if the advanced facilities are not mentioned in our product specification). The Supplier further warrants that all Goods supplied under this contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Purchaser's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the place of final destination.
- IV. The Purchaser / consignee shall promptly notify the Supplier in writing / Fax / Telephone of any claims arising under this warranty.
- V. Upon receipt of such notice, the Supplier shall with all responsible speed will repair or replace the defective goods or parts thereof without cost to the purchaser to maintain its UP TIME offered in the beginning of purchase otherwise penal provisions shall apply if the supplier fails to keep up its UP TIME.
- VI. If the Supplier, having been notified, fails to remedy the defect(s) within 3(three) working days, the Purchaser may proceed to take such remedial action as may be necessary, like forfeiture of EMD or recovery from security deposit the amount of loss (which will be decided by Mission Director) incurred by the purchaser.

15.0 SCHEDULE OF REQUIREMENT & ISSUE of PURCHASE ORDER:

Total no. of tablets required *3307 (Three Thousand Three Hundred Seven) nos. approx. of Tablet Pcs. And Mobile Device Management Solution with subscription for three (3) years including Support for each Tablet PC*". However, Purchase Order may be placed in phases & payment shall be made based on the Purchase Order.

16.0 DELIVERY & INSTALLATION:

- I. The items should to be supplied and installed (purchase order wise) within 4 weeks from the date of purchase order / award of work / Date of Agreement.
- II. The selected bidder is expected to carry out all activities covering Supply including delivery, installation of software if any, patch updation and documentation, Testing, Quality Inspection in coordination with NHM-Odisha and other stakeholders of the project.
- III. Supply of all the required quantities of Tablets and compatible carry case, and having the specifications and all other accessories including Adapter, Battery etc. as mentioned in the Technical Specifications, **Annexure-VI** at the NHM- Odisha HQ and in quantities as specified.

- IV. Conduct 100% Quality inspection and testing and ensure that each and every tablets complies to the as mentioned in the Technical Specifications, **Annexure-VI** and ensure that there should not be any physical damage(s) and shall contain all the required accessories before declaring the tablet as **“Ready for delivery”**.
- V. The bidder will provide the soft copy and hard copy of both listing the Tablet serial nos. and IMEI Nos to NHM for better monitoring purposes.
- VI. The Delivery Challan and Inspection Report will constitute the Final Acceptance of Tablet supplied.
- VII. NHM reserves the right to cancel the order in the case of delay in delivery of all the items and forfeit of Performance Security.

17.0 PAYMENT TERMS:

The payment will be made (purchase order wise) after successful supply and installation and commissioning of all the items as per purchase order at respective locations. The bidder has to produce installation and commissioning certificate from concerned authority in order to release payments. 90% of the purchase order value will be released after the supply of all the items and successful installation. The Balance 10% will be released subject to submission of performance security deposit, i.e 10% of the order value in shape of Bank Guarantee.

18.0 FRAUDULENT & CORRUPT PRACTICE:

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the tenderer of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution. Tenderer will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

19.0 PENALTY:

- i. In case of delay in supply of the materials by the supplier, a penalty @ 0.5% per week of order value will be deducted from the payment of the firm. Imposition of penalty is however subject to force majeure conditions.
- ii. In case the supplier fails to supply and install the items as per the agreement, the performance security shall be forfeited and the firm shall be declared black listed at least for three (3) years.
- iii. Any defects noticed during the warranty period is not rectified within **five (5) days** of intimation, penalty @ 0.5% of the cost of the defective item per day will be deducted from the performance security.
- iv. During the warranty period, desired uptime will be 95% of 365 days (48 hour) if downtime exceeds 5%, penalty in the form of extended warranty, double the number of days for which the equipment goes out of service will be applied. The bidder must undertake to supply all spares for optimal upkeep of the equipment for three YEARS from the date of installation at the site.

- v. In no case equipment should remain in non-working condition for more than 7(seven) working days.

20.0 ARBITRATION:

Mission Directorate & the supplier shall make every effort to resolve amicably by direct negotiation on any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve the matter, it will be referred to the Mission Director, NHM whose decision will be final & binding on both the parties.

21.0 LEGAL JURDICATION:

All legal disputes are subject to the jurisdiction of Bhubaneswar Courts or High Court of Odisha.

FORWARDING LETTER/SELF DECLARATION FORM

(To be submitted on Bidder's letter head)

[To be submitted in Cover A - Technical Bid]

To

Mission Director
NHM, Odisha
Bhubaneswar-751012

Dear Madam/Sir,

Sub: Your Tender Ref.No. _____, Dated _____.

This is with reference to your above mentioned tender for supply of Tablet Computers. Having examined the tender document, we hereby submit our proposal along with the necessary documents. I / We hereby declare that our company is having unblemished past record and was not under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government/PSU in the country of India.

Further, we agree to abide by all the terms and conditions as mentioned in the tender document. We have also noted that NHM reserves the right to consider/ reject any or all bids without assigning any reason thereof.

Date:_____/_____/2018

Authorised Signatory:

Name:

Designation:

Place:

Phone:

Email:

BIDDER PROFILE AND PRE-QUALIFICATION FORM*[To be submitted in Cover A - Technical Bid]*

Name of the Firm/Company:			
Address of the Firm/Company:			
Telephone:	Phone/Fax:	E-mail:	Website:
Address of Service Center:			
Telephone:	Phone/Fax:	E-mail:	Website:
1 Contact Details of the Person authorised to make communication to NHM			
	Name		
	Designation		
	Phone/Mobile No.		
	FAX No.		
	E-mail id		
2 Classification (If not OEM, bidders need to submit OEM authorisation letter)			
	OEM		
	Others, pl specify		
3 Company/Firm Details			
	Type of Company (PSU / Pub.Ltd/Pvt ltd/ Partnership / Proprietary / OEM / Authorised Business partner)		
	Company/Firm Registration No., and date of registration		
	Year of Incorporation / Establishment		
	GST Registration No. along with latest Income Tax Clearance Certificate (copy to be enclosed).		
	PAN Number (copy to be enclosed)		
4 Demand Draft Details			
	Details of Demand Draft towards cost of tender document (Issuing Bank Name & Place, Date of DD and DD No.)		
	Demand Draft towards EMD (Issuing Bank Name & Place, Date of DD and DD No.)		
5 Annexures			
	Duly Signed and Filled Annexures - I, II, III, IV, V, VI, VII & VIII in Technical Bid and Annexure-VIII in Price Bid.		
6 Experience			
	Bidder must have proven record of having supplied at least 300 nos. Tablet Computers/ mobile in a single supply order or two orders for supplying 200 nos. tablet computer/mobile to or three orders for supplying 150 nos. tablet computers/mobile in any of the last 3 (three) financial year ending 2014-15, 2015-16 and 2016-17 in India to any Government Department/ Government Institution/ Government Undertaking or Affiliated body/Recognized educational institution, Bank / Financial institution / Reputed Organisation		

Signature of witness**Date:****Place:****Signature of the Tenderer****Date:****Place:****Company Seal**

ANNUAL TURN OVER STATEMENT
[To be submitted in Cover A - Technical Bid]
(In letterhead of Chartered Accountant)

The Annual Turnover of M/s _____

For the past three financial years are given below and certified that the statement is true and correct.

Sl. No.	YEAR	Turnover in Lakhs (in Rs.)
1.	2014-2015	
2.	2015-2016	
3.	2016-2017	
Average Annual Turnover of last three (3) years. (2014-15, 2015-16, 2016-17)		

Date:

Place:

Signature of Chartered Accountant
(Full Name in Capital Letter)
Membership No.

Seal

Manufacturer's Authorization Form (MAF)

[To be submitted in Cover A - Technical Bid in case the bidder is not an OEM]

Dated _____

To,
Mission Director, NHM,
Dept. of Health & Family Welfare,
Govt. of Odisha,
Annex Building of SIH&FW, Near Unit-8 Kalyan Mandap,
Nayapalli, Bhubaneswar-751012

Dear Sir,

Tender Reference No. _____, dated _____.

We _____, who are established and reputable
manufactures of _____ having offices at _____ and
_____ do hereby authorize M/s. _____

(Name and address of Authorised Business Partners) to offer their quotation, negotiate and conclude the
contract with you against the above invitation for tender offer.

We hereby extend our full guarantee of providing warranty support during the warranty period as per terms
and conditions of the tender and the contract for the equipment, services offered against this invitation for
tender offer by the above firm.

Yours faithfully,

(Name)

For and on behalf of M/s _____

(Name of OEM)

Note: This letter of authority (MAF) should be on the letterhead of the manufacturer (OEM) and should be
signed by a competent person of the manufacturer.

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

To

Mission Director, NHM,

Dept. of Health & Family Welfare, Govt. of Odisha,

Annex Building of SIH&FW, Near Unit-8 Kalyan Mandap,

Nayapalli, Bhubaneswar-751012

WHEREAS _____ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no _____ dated _____ to supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of. _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to thirty six (36) months with additional grace period of 60(sixty) days i.e thirty eight (38) months from the date of Notification of Award i.e up to----- (indicate date)

.....

(Signature with date of the authorised officer of the Bank)

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Bank and address of the Branch

A: TECHNICAL SPECIFICATION OF TABLET COMPUTER*[To be submitted in Cover A - Technical Bid]*

Make/Model: To be specified			
Sl #	Features	Specification	Compliance (Y/N)
1	Operating System	Android OS 7.0 or upgradable to higher version and the device should be listed in Google supported device list. OS to be Google certified.	
2	Processor	Quad Core @ 1.2 GHz 64bit or higher Clock Speed. For better display device should have GPU with minimum 350 or higher Clock Speed and should support open GL ES 3.0 or better	
3	RAM	2GB DDR 3 or higher	
4	Camera	Rear Camera Minimum 5 megapixels with auto focus, or better & support geo tagging Front Camera Minimum 2 megapixels or better	
5	Internal Storage	16GB ROM	
6	Expandable Storage Capacity	Micro SD support upto 128 GB or higher	
7	Ports	USB 2.0 (Micro USB is also considerable), Cable to be provided for USB 2.0 or Micro USB,	
8	Display Type	8" Capacitive Screen with multi-touch screen	
9	Display Resolution	1024x768 Pixels or higher, 16 Million Colors or Higher to be able to play Full HD videos	
10	Audio Jack	3.5 mm Headphone Jack	
11	Speakers	Inbuilt Speaker	
12	WiFi	802.11 a/b/g/n 2.4+5GHz or better	
13	Bluetooth	Version 4.1 or higher	
14	SIM	2G/3G/4G Single or Dual SIM Slot	
15	Network Technology	Supported GSM 2G bands, 3G bands, 4G bands	
		Voice Calling Facility	
17	GPS	Should support GPS & AGPS	
18	Geotagging	Should support Geotagging	
19	Sensors	Accelerometer	
20	Buttons	Power on-off, Volume Up/Down	
21	Battery	Min 4000mAh Battery or higher	
22	Certifications	For OEM: ISO 9001:2008, BIS, CE, RoHS, SAR Compliant. Required proof of documents must be submitted	
23	Warranty	Three years comprehensive warranty at nearest service centre	
24	Carry Case	Compatible Bookcase cover with screen guard (To be provided by the Bidder)	
25	Other Requirements	The device must be compatible with MS Windows, Linux and Android OS to take backup and OTG support. OTG would be used for connecting biometric fingerprint scanner and external USB storage.	
26	Accessories	Charging Adapter with USB Cable, User Manual and documentations	
27	Others		
	Manufacturing Facility	OEM should have manufacturing units in India and should be registered in India for last Eight Financial Years as on 31.03.2018 .	
	OEM Experience	The OEM should have at least three years of experience in supply of mobility products to Government Organisations in India as on 31.03.2018 .	
	SDK	OEM SDK to be provided with the tablet computer or provide the link (OEM Website Only) where the same can be downloaded	
28	Service Support	Hotline for the end users of Government Department required for telephone based support	
		Identification of Government Customers at Service locations through IMIE number - No need to carry physical copy of bill.	
		OEM/Bidder should have service center in every district HQ of the state.	

B: SPECIFICATION OF MOBILE DEVICE MANAGEMENT SOLUTION

Make/Model: <i>To be specified</i>			
SI #	Features	Specification	Offered Specification Complied (Y/N)
1	Mobile Device Management	Mobile Device Management features should be provided by the OEM of the Tablet PC. The MDM should be able to track geolocation of the tablet and push applications, media contents (video files or pdf files or images) along with notification. General features of MDM should be present like device resetting, erasing, monitoring, locking, tracking, blocking & etc. MDM should be available even after factory reset. OEM should provide Department boot logo and fixed wallpaper without rooting the device.	

DETAILS OF SERVICE CENTER

[To be submitted in Cover A - Technical Bid]

Sl #	Place	Is there service centre in the town/city?	Postal address	Contact numbers	Service facilities available	Number of service engineers	Time to report to a call
1	Bhubaneswar						
2	All other district headquarters						

PRICE BID FOR SUPPLY OF TABLET COMPUTERS
[To be submitted in Cover B - Financial Bid]

To

Mission Director
NHM, Odisha
Bhubaneswar-751012

Subject: Tender for supply Tablet Computers.

Dear Madam/Sir,

This is with reference to your tender ref. no. _____, dated _____ for "Supply of 3307 (Three Thousand Three Hundred Seven) nos. approx. of Tablet Pcs. And Mobile Device Management Solution with subscription for three (3) years including Support for each Tablet PC". In case our bid is accepted, we shall be legally bound to accept the terms and conditions laid down in the tender document and in case of failure the security amount of the tender deposited by us shall be forfeited. The prices quoted by us are as under:

Sl No. [A]	ITEM & Description [B]	Unit Price (Exclusive of GST) [C]	GST if Any on & above the Price mentioned at [C] [D]
1	Tablet PC as per the required specification along with after sales support which includes comprehensive warranty for Three (3) years	₹ 0.00 In Words____	GST(%) @____
2	MDM Solution with Three (3) years subscription including support for each Tablet PC	₹ 0.00 In Words____	GST(%) @____
TOTAL in ₹ inclusive of GST		₹ 0.00	
TOTAL in Rupees inclusive of GST		In Words____	

- The Commercial evaluation criteria is mentioned at clause 11(v)
- The bidders have to quote for **all the items** mentioned in the price bid. The price column should not be left blank.
- Items cannot be quoted as "0.00"
- Unit price mentioned above should include packaging & transportation to the locations, insurance, delivery and installation at site without any additional cost.

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal