

*Tender Document for the empanelment and
rate contract of printing, supply and
installation of PM JAY IEC materials*

Issued by: National Health Authority

Published Date: 13th February 2019

Tender No.: S.12014/22/2019-NHA

Bid Information Sheet

#	Particular	Details
1.	Bidding Documents	Reference No: S.12014/22/2019-NHA Date of issue: 13 th February 2019
2.	Cost of Bidding Documents	NIL
3.	Name of the Authority	National Health Authority
4.	Name of the Contact Officer	Mr. B.K. Datta The General Manager (Administration), National Health Authority , 7 th & 9 th Floor, Tower -I, Jeevan Bharati Building, Connaught Place, New Delhi,110001 email: pm-nhpmission@gov.in
5.	Method of Selection	Single Stage, two envelope system
6.	Last date and time for submission of Bids (Bid Due Date)	20 th February 2019,1400 hours
7.	Bid validity	180 days from the Bid Due Date
8.	EMD	5,00,000/- (Five Lakh only) In the given format must be submitted in 'Envelope 1-Technical Bid'
9.	Request for Clarifications by Bidder	Bidders may request a clarification in the TENDER DOCUMENT up to the number of till 15 th February 2019, 6.00 PM to which response will be provided by 16 th February 2019 11.59 PM. Any request for clarification must be sent to pm- nhpmission@gov.in. Clarifications to the query mails shall be listed on the website. No pre-bid meeting will be held.
10.	Submission of Bids	Bidder must submit their proposals in separate sealed envelopes as 'Technical Bid' and 'Financial Bid'. Both envelopes should be clearly marked as 'Envelope 1- Technical Bid' and 'Envelope 2-Financial Bid' and both of these sealed envelopes are to be placed bigger envelope/cover which should be sealed and duly mention Tender Number and name of Tender
11.	Mode for submission of Bids	Physical/Hard copy only
12.	Address for submission of Bids	National Health Authority, 9 th Floor, Tower -I, Jeevan Bharati Building, Connaught Place, New Delhi,110001
13.	Date and time of opening of Technical Bids	20 th February 2019 at 1500 hours
14.	Date of opening of Financial Bids	The Qualified Bidders will be intimated separately. Financial bids of only qualified bidders will be opened

Disclaimer

The information contained in this Tender Document or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this TENDER DOCUMENT and all other terms and conditions subject to which such information is provided.

This TENDER DOCUMENT is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this TENDER DOCUMENT is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information contained in this TENDER DOCUMENT has been provided to the best of knowledge and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. Specifically, the information regarding business processes provided in this TENDER DOCUMENT is based on the interim decisions taken by the National Health Authority (NHA) and is expected to undergo changes in future. This TENDER DOCUMENT includes statements which reflect various assumptions and assessments arrived at by NHA in relation to the project. Information provided in this TENDER DOCUMENT is on a wide range of matters, some of which depends on the interpretation of law. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

While reasonable care has been taken in providing information in this TENDER DOCUMENT, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this TENDER DOCUMENT. Further, the Bidders are advised to conduct their own analysis of the information contained in this TENDER DOCUMENT, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to NHA and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this TENDER DOCUMENT.

The information contained in this TENDER DOCUMENT is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of NHA. Neither NHA nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this TENDER DOCUMENT.

NHA, its employees and advisors make no representation or warranty and shall have no liability of any nature to any person including any Bidder or Vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this TENDER DOCUMENT.

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Invitation for Proposal

National Health Authority

12th February 2019

New Delhi

National Health Authority (hereafter referred to as NHA), an autonomous body under Ministry of Health and Family Welfare (MoHFW) for implementation of Ayushman Bharat – Pradhan Mantri Jan Aarogya Yojana (AB-PMJAY) at operational level having its Office at Jeevan Bharti Building, Tower I, 7th& 9th Floor, New Delhi invites responses (“Proposals”/ “Bids”) to this TENDER DOCUMENT from experienced and reputed eligible Bidders for empanelment and rate contract for printing, supply and maintenance of PM JAY IEC materials. This empanelment of rate contract will be valid for period of two (2) years from date of signing of the contract.

Interested Bidders are advised to study this TENDER DOCUMENT carefully before submitting their proposals in response to this TENDER DOCUMENT. Submission of a proposal in response to this TENDER DOCUMENT shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

All the relevant timelines and due dates are mentioned in the Bid Data Sheet. Proposals must be received not later than time, date and venue mentioned in the Bid Data Sheet. Proposals received after the deadline will not be considered and will be rejected. Bidder will be selected as service providers as per the procedures described in this TENDER DOCUMENT.

General Manager,

National Health Authority,

New Delhi – 110011

1 Section I – Invitation to Bid & Introduction

1.1 Part I – Invitation to Bid

1. National Health Authority (NHA) invites proposals from reputed and reliable firms for empanelment and rate contract for printing, supply and maintenance of PM JAY IEC materials as per specifications and guidelines provided in the Tender Documents.
2. Bidders are advised to study the Bid document carefully.
3. Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be blacklisted by NHA.
4. Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Intending bidders are advised to visit NHA's website: <http://pmjay.gov.in> regularly especially prior to bid due date for submission of tender for any corrigendum/ addendum/ amendment and other bid related updates.
6. Hard Copy of original instruments in respect of earnest money deposit/ bid security must be delivered at the address as mentioned in the Data Sheet (Part II of Section-II of TENDER DOCUMENT). Bid will be rejected in case of non-receipt of original payment instrument like Bank Guarantee with the submitted bid.
7. Bids will be opened as per date/time as mentioned in the Data Sheet of Part II of Section II of the TENDER DOCUMENT .
8. Bids shall be submitted only manually as hard copy.
9. NHA shall not be responsible for non-receipt/non-delivery of the Bid documents due to any reason whatsoever.
10. The Tender Document consists of 5 Sections as mentioned below:
 - a. Section I Invitation to Bid and Introduction
 - b. Section II Instructions to Bidders
 - c. Section III Scope of Work
 - d. Section IV General Conditions & Special Conditions of Contract
 - e. Section V Annexures and Appendices
11. The response to the TENDER DOCUMENT should be submitted on or before the date and time specified in the schedule for TENDER DOCUMENT in Data Sheet (Part II of Section-II).
12. NHA reserves the right to reject any or all the Bids in whole or part without assigning any reasons.
13. This 'Invitation to Bid' is non-transferable under any circumstances.
14. Address for Communication:
General Manager (Administration),
Jeevan Bharti Building, 9th floor, tower-1
National Health Authority

**Government of India
New Delhi – 110011**

1.2 Part II – Introduction

1. National Health Authority (hereafter referred to as NHA), an autonomous authority under Ministry of Health and Family Welfare for implementation of Pradhan Mantri Jan Arogya Yojana (PM-JAY) at operational level having its Office at Jeevan Bharti Building, 7th and 9th floor, Tower-1, Jivan Bharati Building, New Delhi-110001 invites responses (“Proposals”/ “Bids”) through this TENDER DOCUMENT .
2. This Tender Document is therefore intended to invite bids from reputed and reliable agencies/vendors for empanelment and rate contract for printing, supply and maintenance of PM JAY IEC materials.
3. Vendor/service provider may have to install different IEC materials in various hospitals/facilities or sites across the county facilities.

1.3 Part III – Glossary & Acronyms

1.3.1 Glossary of Terms

1. National Health Authority – NHA
2. The term ‘Tender’ and ‘RFP’ and ‘Tender Document’ has same meaning in the document

1.3.2 Acronyms

1. NHA- National Health Authority
2. AB – Ayushman Bharat
3. PM-JAY – Pradhan Mantri Jan Arogya Yojana
4. TENDER DOCUMENT – Tender Document
5. PSP – Printing Service Provider
6. SoW – Scope of Work
7. SLA – Service Level Arrangements
8. GC – General Conditions
9. SC – Special Condition
10. BOQ – Bill of Quantities
11. PBG- Performance Bank Guarantee
12. IEC- Information, Education and Communication
13. GST – Goods & Service Tax
14. PSP – Print Service Provider
15. EMD – Earnest Money Deposit
16. MSE – Micro & Small Enterprise
17. MeitY – Ministry of Electronics & Information Technology
18. DIPP – Department of Industrial Policy & Promotion
19. GFR – General Financial Rules
20. ISO – International Standards Organization
21. MIS – Management Information System
22. SLA – Service Level Agreement
23. NHCPs: National Health Care Provider

2 Section II – Instructions to Bidders

2.1 Part I – General

2.1.1 Definitions

1. “Bid” means the bidders response to pre-qualification, technical and commercial requirements as stated in this TENDER DOCUMENT .
2. “Bidder” means any entity that may provide or provides the Services to the NHA under the Contract.
3. “Instructions to Bidders” (Section II of the TENDER DOCUMENT) means the document which provides interested Bidders with information required to prepare their bids. This document also details out the eligibility criteria and process for the selection of the Service Provider. Bidders are encouraged to contact NHA, conduct necessary fact finding for any further details, by themselves at their end.
4. “Service Providers” means the Bidder/s that have been selected by the NHA for execution of the services.
5. “Scope of Work” (SoW) explains the objectives, scope of work, activities, tasks to be performed and the respective responsibilities of the Purchaser and the Service Provider. It also includes the Service Level Agreement (SLA). A complete elaboration is available in Section III of the TENDER DOCUMENT .
6. “Standard Contract” means the Annexure-III of the TENDER DOCUMENT which provides the standard contract agreement to be signed between the Purchaser and the selected Service Provider.
7. "Confidential Information" means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party including any such information that may come to the knowledge of the Parties hereto/Bidder's team by virtue of this Contract that is by its nature confidential or by the circumstances in which it is disclosed confidential and/or is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality; but does not include information which is or becomes public knowledge other than by a breach of this Contract.
8. "Sub-Contractor" means any person or persons or firm/company or their legal representatives, successors, assignees to which part of contract has been sublet by the successful bidder after necessary consent of NHA.

2.1.2 Procedure for Submission of Bids

The Bid should be submitted manually on the following address: **General Manager (Administration)**, National Health Authority, 9th floor, Tower-1, Jeevan Bharati Building, Near Connaught place, New Delhi-110011.

2.1.3 General

1. All the provisions listed out in the Tender Document issued by the NHA shall be binding upon the participating bidders.
2. NHA will select Service Providers, in accordance with the method of selection as detailed in Part-IV of Section-II “Selection Process”.

3. The detailed scope of the assignment/job has been described in the Scope of Work in Section III of TENDER DOCUMENT .
4. The date, time and address for submission of the bid have been given in Data Sheet at Part II of Section-II of TENDER DOCUMENT .
5. Interested Bidders are invited to submit the documents for Technical Bid and Financial Bid strictly as per Part V of Section II – “Instructions on Bid Preparation and document checklist”.
6. NHA is not bound to accept any or all the bids, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders and assigning any reason to the bidder.

2.1.3.1 Only One Bid

A Bidder shall submit only one Financial Bid. If a Bidder submits or participates in more than one bid, such bids shall be disqualified.

2.1.3.2 Bid Validity

The Part II of Section-II ‘Data Sheet’ indicates the period for which the Bidders’ Bid must remain valid after the submission date.

2.1.3.3 Consortium and Sub-Contracting

Bids received from Consortiums will be rejected. Sub-contracting of any work resulting from the tender is not allowed.

2.1.3.4 Tenure of Contract

1. The tenure of the Contract shall be as specified in ‘Data Sheet’ at Part-II of Section-II.
2. Extension of the contract: The contract may be extended as specified in ‘Data Sheet’ at Part-II of Section-II.
3. Termination of the contract: Notwithstanding the allocation of the volume of work during the Contract period and/or tenure of Contract, the NHA reserves the right to terminate the contract without prejudice or liability after giving notice as stipulated in GC and SC.

2.1.4 Clarification and Amendment of TENDER DOCUMENT

1. Bidders may request a clarification in the TENDER DOCUMENT up to the number of till 15th February 2019, 6 PM to which response will be provided by 16th February 2019 11.59 PM. Any request for clarification must be sent to pm- nhpmission@gov.in. Clarifications to the query mails shall be listed on the website
2. At any time, before the submission of Bids, NHA may amend the TENDER DOCUMENT by issuing an addendum/corrigendum in publishing on NHA website. The addendum/corrigendum issued shall be binding on all Bidders.

2.1.5 Preparation of Financial Bid

1. The preparation of the Financial Bid as well as all related correspondence exchanged by the Bidders and the Purchaser shall be in English.
2. The Financial Bid shall be prepared using the attached Standard Form as in Annexure-I and Annexure-II. It shall include all costs associated with the Service/Assignment.

The financial bid shall not include any conditions attached to it. Any conditional financial bid shall be summarily rejected.

2.1.6 Taxes

1. The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by NHA under the Contract. Bidders shall mention all such taxes in quoted cost in the financial bid separately as per the format provided.
2. Bidders shall provide the price of their services in Indian Rupees (₹) and up to two decimal places only (for example: Rs 00.00) (exclusive of taxes)
3. The service provider shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred on the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever after submission of Bid by the Bidder, the same shall be passed on to the NHA or service provider respectively. Bidder shall provide the cost of the services and all applicable taxes separately as per the format provided in the TENDER DOCUMENT.

2.1.7 Earnest Money Deposit (EMD)

1. An EMD in the form of a Bank Guarantee from scheduled/commercial bank of the value as specified in the 'Data Sheet' may be submitted in favour of "National Health Authority" payable at New Delhi.
2. The Bank Guarantee should be valid for **180 days beyond bid validity period** from the last date of submission of the bid. The hard copy of the original instrument in respect of EMD must be submitted at the address as mentioned in Data Sheet (Part II of Section-II of TENDER DOCUMENT) as part of Technical Bid on or before bid opening date and time as specified. Bid will not be accepted if original payment instrument against the submitted bid are not reached by the specified date and time.
3. The Micro and Small Enterprises (MSE) as defined in MSE Procurement Policy of Department of Micro, Small and Medium Enterprises or who are registered with the Central Purchase Organisation or with the Ministry of Electronics and Information Technology (MeitY) or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempted from submission of EMD. Such Bidders must furnish a valid certificate in this regard along with the bid. Failure to submit such details will lead to treating their bid as normal bid and will be treated as non-responsive on the basis of non-payment of EMD.
4. Bids not accompanied with EMD shall be rejected as non-responsive.
5. The EMD of the unsuccessful bidders would be returned within 30 days of signing of the contract with the successful bidder.
6. Format of the EMD is mentioned in Annexure VI
7. The bank details of NHA are
 - a. Account Number – 000701269645,
A/c Holder – National Health Authority
Bank Name – ICICI Bank
Branch name: New Delhi

2.1.7.1 Forfeiture of EMD

The entire EMD shall be forfeited by NHA in the following events:

1. If the Bidder varies or modifies its proposal in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
2. If the Bidder tries to influence the evaluation process or canvassing of any kind.
3. If the Bidder/s selected as 'Service Provider/s' chose to withdraw the Bid before the finalization process (failure to arrive at consensus by both the parties shall not be construed as withdrawal of Bid by the Bidder).

2.1.8 Tender Fees

No tender fees will be charged. TENDER DOCUMENT is available at free of cost on the website.

2.1.9 Performance Bank Guarantee (PBG)

1. The selected service providers and all empaneled vendors/SPs shall be required to furnish a Performance Bank Guarantee (PBG) of 10,00,000/- (Rs. Ten Lakhs only) in the form of an unconditional and irrevocable Bank Guarantee from a scheduled/ commercial bank in India in favour of "National Health Authority" valid throughout duration of the contract upto 90 days beyond the contract period.
2. Performance Bank Guarantee shall be submitted by the successful bidder and empaneled vendor/SPs within 7 days of notification of issuance of letter of intent or award of contract.
3. The successful bidder has to renew the Bank Guarantee on same terms and conditions for the period of extension of contract including claim period.
4. Performance Bank Guarantee would be returned after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the Bidder on any account under the contract.
5. On submission of this Performance Bank Guarantee and after signing of the contract, the demand draft/bank guarantee submitted towards EMD would be returned in original.
6. Non-compliance of given clauses by successful bidder shall constitute sufficient grounds for the annulment of award and forfeiture of EMD, in which event NHA may award contract to the next lowest evaluated bidder or invite fresh bids.

2.1.10 Submission, Receipt and Opening of Bids

1. An authorized representative of the Bidder shall initial/sign all pages of the original Financial Bid before submission. The authorization shall be in the form of a written power of attorney or board resolution in the name of the authorized signatory accompanying the Technical Bid. The Bidder is required to submit the copy of power of attorney or board resolution along with the Technical Bid documents, demonstrating that the representative has been duly authorized to sign.
2. For instructions on bid preparation and checklist of documents required for bid submission please refer Part-V of Section-II.

3. Any bid received by the Purchaser after the deadline for submission shall not be considered.

2.1.11 Right to Accept/ Reject the Bid

NHA reserves the right to accept or reject any Bid and to annul the TENDER DOCUMENT process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicants(s) of the grounds for such decision. The purchaser reserves the right to reject incomplete or incorrect bids.

2.1.12 Public Opening and Evaluation of Financial Bids

1. Financial bids shall be opened on the date & time specified in the Schedule.
2. The Purchaser reserves the right to correct any computational, arithmetic errors. If there is a discrepancy between the unit cost and total cost (unit cost multiplied by volume), unit cost will be considered as final number and also in case of discrepancy between words and figures, words will be considered as final figure.
3. Award of contract to the qualified bidder will be done as per the process defined in Part-IV of section-II.

2.1.13 Disqualification

Purchaser has the sole discretion to disqualify any applicant and at any time during the evaluation of application, if the applicant:

1. Submitted the application after the response deadline;
2. Made misleading or false representations in the forms, statements and attachments submitted as proof of the eligibility requirements;
3. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any project in the preceding three years.
4. Submitted an application that is not accompanied by required documentation or is non-responsive;
5. Failed to provide clarifications related thereto, when sought;
6. Submitted more than one application either as a Single Agency/ Prime Agency/ consortium member.

2.1.14 Award of Contract

1. On discovery of lowest (L1) rate for Category 1 and Category 2 IEC materials, Bidder quoting L1 rate will be empaneled automatically for that material. Initially empanelment will be for the period of 2 (two) years with possibility of extension for another year based on performance and requirement of NHA. Any extension beyond initial duration (i.e. 2 years) is at sole discretion of NHA.
2. Bidders quoting L2, L3 and L4 prices will be offered to match L1 rates and on receiving their willingness to match L1 rates and request for empanelment, Bidders will be empaneled for the period mentioned above. Service providers will be empanelment for each IEC material.

3. Total number of empaneled vendors shall not cross 5 (five) for Each IEC material and bidders quoting L2, L3, L4, L5, will be offered to match L1 Prices. In the event anybody amongst (L2, L3, L4, L5) vendors are willing to be empaneled, next bidder (L6, L7, L8 etc) will be requested to match the price.
4. All vendors wishing to be empaneled by matching with L1 prices are required to submit their willingness in writing within 3 working days of discovery of L1 rates.
5. The Purchaser shall issue a 'Letter of Empanelment' to the Bidder quoting L1 prices and all other vendors willing to match L1 rates and wishing to empanel for provision of services.
Empanelment agreement will be signed with all empaneled vendors Termination of Contract

Notwithstanding the duration of the contract/ allocation of volume of work, the termination of the Contract is subject to the conditions as stipulated in Para 2 of General & Special Conditions of Contract.

2.2 Part II – Data Sheet

1. Name and Details of Purchaser

Chief Executive Officer, National Health Authority , 9th floor, Tower-1, Jeevan Bharti Building, Near Connaught place, New Delhi-110011.

2. Name of Work and Bid Submission Address

Rate Contract for printing, supply and maintenance of PM JAY IEC materials
General Manager(Administration)
National Health Authority ,
9th floor, Tower-1, Jeevan Bharti Building,
Near Connaught place,
New Delhi-110011.

(The Hard Copy of original instruments in respect of Tender Document, earnest money must be delivered to the above address on or before bid opening date/time as per the procedure defined in Part-V of Section-II and as specified in Schedule provided in the Data Sheet.)

*The bids are to be submitted in the drop box kept at 9th floor for bid submissions.

3. Bids must remain valid for 180 days after the closing date of bid.

4. Tenure of Contract

The Rate contract will be valid for the period of two (2) years from date of issue of the Rate Contract. It may be further extended for the period of another year based on performance and requirement of the NHA. Extension of the tenure of contract is solely at the discretion of the purchaser.

5. Extension of Contract

The contract extension shall only be at the discretion of NHA.

6. Clarifications

Clarifications may be requested no later 15th February 2019, 6 PM Clarifications may be e-mailed (only) to the following address: pm-nhpmission@gov.in.

Response to bidders queries will be provided by 16th February 2019, 1159 PM

(All emails must have subject line 'Request for Clarification- Empanelment for Rate Contract for PM JAY IEC materials)

7. Amount of EMD is INR 5,00,000/- (Rupees Five Lakhs Only)

8. No tender fees is being charged

9. Performance Bank Guarantee is INR 10,00,000/- (Rupees Ten Lakhs Only) for Bidders Bidding for Category 1 IEC materials and Rs. 5,00,000 (Rupees five Lakhs only) for each of Category II IEC materials. For example, if bidder is bidding for 2 category II materials then PBG shall be 10 Lakhs (5,00,000+5,00,000) and so on.

10. Method of Selection

- a) Bidders will have to submit Technical and Financial Proposals. Financial proposals of only those bidders will be opened who have technically qualified.
- b) Bidder shall quote price as per unit for each of the IEC material as mentioned in below table. These prices shall be inclusive of all incurred costs, expenses,

risks, overheads, profits etc. NHA will not reimburse any costs apart from those quoted by the bidder and installation cost as per (d) below.

	Sn	Elements of Branding (Line Item)	Unit	Empanelment
Category 1 IEC materials	1	Vinyl Branding mounted on 3mm sunboard (a)	Per square foot	Empanelment of vendors/service providers for these 3 items combined. Total lowest per square foot cost (a+b+c) will be L1
	2	Flex Material mounted on MS (primer coated on exposed portion)-non lit (b)	Per square foot	
	3	Glow Sign Boxes (GSB) (c)	Per Square foot	
	Total per square foot rate		Total lowest per square foot cost (a+b+c) will be L1	
Category 2 IEC materials	4	Standees	Each item	Separate empanelment
	5	Pole flags (satin flags, digital format printing)	Each item	Separate empanelment
	6	Plate or plaque for empaneled hospital	Each Item	Separate empanelment
	7	Flange signage	Each item	Separate empanelment

- c) Lowest rate (L1) for Category 1 IEC materials will be combined a+b+c as described above. For each of Category 2 IEC material bidder will quote per item rate.
- d) Rates quoted above are for printing and supply of IEC materials in Delhi. In case the IEC material is to be transported and installed in hospitals/ facilities or sites in Delhi or in the locations across India, installation cost will be reimbursed at following installation percentage cost.

SN	Installation location	Transportation and Installation Cost (in percentage, over unit cost of each IEC material type)
1.	Installation in Delhi	5% over unit cost
2.	Installation Haryana, Punjab, Chandigarh, Uttarakhand	10% over unit cost
3.	UP, Bihar, Jharkhand Rajasthan, MP	15% over unit cost

4.	North East States except Assam (Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Sikkim, Arunachal Pradesh)	25% over unit Cost
4	Rest of India	20 % over unit cost

2.3 Part III – Eligibility Criteria

Nature of Bidding Entity

Only single entity bidders will be allowed to bid, no consortium is allowed. Bidders shall not be blacklisted by any state government, central government departments, PSUs, local bodies or municipalities or any other government entity.

A Bidder, by bid due date shall not have :

- (a) failed to perform any contract with a Central/State government-owned or government-controlled entity; or
- (b) been expelled from any Government Contract by any Central/State government-owned or government-controlled entity; or
- (c) had any Government Contract terminated by any Central/State government-owned or government-controlled entity for breach by such Bidder
- (d) been blacklisted by any Central/State government-owned or government-controlled entity
- (e) undergoing arbitration or legal dispute against itself regarding any previous contract

2.3.1 Qualification Criteria

To be considered as technically qualified, a Bidder shall demonstrate that it satisfies the following qualification criteria. Bids of the Bidders not meeting following criteria will be will be summarily rejected

SN	Eligibility Criteria	Documents required
1	Company registered in India under the Companies Act 1956/Companies Act/2013	<ul style="list-style-type: none"> • Certificate of Incorporation/registration
2	Bidder Should have turnover of at least 80 Lakhs each year for last 3 (three) financial years immediately preceding to bid due date	<ul style="list-style-type: none"> • Certificate from statutory auditor of the bidder specifying the annual turnover of the bidder in last 3 (three) financial years immediately preceding to bid due date
3	In last three financial years of immediately preceding to bid due date, the Bidders should have experience in executing Printing	<ul style="list-style-type: none"> • Work orders with completion certificate of each completed activity • Work orders of ongoing works

	and advertising work of similar nature of worth 50 Lakh in each financial year	
4	In last three financial years of immediately preceding to bid due date, the Bidders should have experience in executing Printing and advertising work of similar nature of worth 20 Lakh in each financial year of only government work	<ul style="list-style-type: none"> • Copy of agreement with government entity • Relevant work orders with completion certificate
5	Other	<ul style="list-style-type: none"> • Valid GST Certificate • Audited Financial Statements and Annual reports of the bidder of last 3 (three) financial years immediately preceding to bid due date • Certificate from the whole-time Company Secretary or Statutory Auditors stating that he Bidder is not blacklisted or debarred or banned from participating or carrying out business with the NHA or the entire Central Government or any State Government at the time of the submission of the bid • Certified copies of the ITRs filed by the entity for the immediately preceding three financial years • Board resolution or Power of Attorney specifying authorized signatory (not required for sole proprietorship companies provided same person is authorised signatory)

Technical bids of the bidders shall comprise of all above documents along with EMD in given format. Technical bids missing any of required documents shall be termed as non-responsive.

2.4 Part IV - Selection Process

2.4.1 Evaluation of Proposals

The evaluation of the Qualification Bids will be conducted as following

1. **Responsiveness of Bids:** Qualification bids will be scrutinized by a Procurement Committee of NHA to determine whether the documents have been properly signed by authorized representative of the bidder, all relevant support documents submitted, Technical Bid is supported with EMD in given format and the proposal is in order. Proposals shall be un-priced and shall establish that bidder satisfies the Qualification Criteria. All the required documents listed under 2.3.1 shall be submitted as part of technical proposal which will be verified by the committee. If any Qualification Bid is found

- a. Not ~~to be~~ complete in all respects (i.e., either that the Qualification Bid does not contain all the documents that is required or any such document does not contain the information required); or
- b. Not duly signed by the authorized signatory of the Bidder (i.e., either that the Technical Bid or any document is not signed or if the authorized signatory is not duly authorized to sign the Bid on behalf of the Bidder); or
- c. Not to be in the prescribed formats;

Then Technical Bid will be deemed to be non-responsive and will be rejected.

2. **Technical Evaluation:**

Committee will further evaluate only those Qualification Bids that are found to be responsive, to determine whether such bidders satisfy Qualification Criteria. In order to determine whether a Bidder has submitted a responsive Qualification Bid satisfying Qualification Criteria, NHA will only rely on submitted documents. Any attempt by the Bidder to submit additional documents which were not originally part of Qualification Bid will not be entertained.

The Authority will have the discretion to construe the information provided in the Qualification Bid provided by the Bidder in such manner as it deems fit

2.4.2 **Selection of Service Provider**

1. The Financial Bids of only the 'Technically Qualified Bidders' will be opened
2. After checking responsiveness of the Financial Bids for each qualified Bidder. NHA will tabulate all the prices quoted by Qualified Bidder that has submitted substantially responsive Financial Bid. Bidder quoting Lowest rate (L1) will determined as 'Service provider' and will be provided Letter of Award.
3. Bidders quoting L2, L3 and L4 prices will be offered to match L1 rates and on receiving their willingness to match L1 rates and request for empanelment, Bidders will be empaneled for the period mentioned above

2.4.3 **Allocation of Work**

1. As this is a rate contract, quantity of work is not provided in this document. Purchaser will provide Work Order specifying quantity, delivery period and other details to service prover wherever required. Service provider shall comply with all work orders.
2. Work Orders will be issued by NHA at its sole discretion taking into account factors such as location, capacity and urgency of work. Decision to issue Work Order to any empaneled vendor is at sole discretion of NHA, no submission/representations in this regard will be entertained from other empaneled vendors.
3. If the vendor provides reasons for its inability to carry out work in stipulated timelines or quantity (as mentioned in Work Order), then NHA, reserves a right to bifurcate the work and distribute amongst empaneled vendors.
4. Work Order issued by NHA is binding and failure to comply with the same will be treated with penalty as mentioned in Section 3.1.1.8 of Scope of Work. This shall be applicable in the event all of the vendors amongst the empaneled vendors shows inability of executing the Work Order.

2.5 Part V – Instructions on Bid Preparation and Documents Checklist

2.5.1 Submission Process

1. The bid shall be submitted manually in two envelopes i.e. Single stage Two Envelope system (Technical Bid and financial Bid), and bidder must follow the procedure as detailed in the Part-I (General) of Section II. The bids are to be submitted in the drop box kept at 9th floor for bid submissions.
2. The bid shall be submitted manually, the signed copy of all the required documents in 2 sealed envelopes –
 - a. Envelope 1 - Technical Bid Submission – Bidders proposal against the technical evaluation criteria (All the supporting documents as required in section 2.3.1 and furnishing of EMD in given format)
 - b. Envelope –2- Financial/Commercial bid submission-
 - i. Part I - Financial Bid Submission (Covering letter As per Annexure I)
 - ii. Part II – Schedule of price bid (Financial Form as per Annexure II)
3. All the pages of bid being submitted must be signed by the authorized signatory and sequentially numbered by the bidder irrespective of nature of content of the documents and must contain the list of contents with page numbers before uploading.
4. The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.
5. Original Instruments for EMD (as per Bank Guarantee Format in Annexure VI) must be submitted along with technical bid in same envelope to the address, date and time as mentioned in the Data Sheet (Part II of Section-II of TENDER DOCUMENT).

2.5.2 Financial/Commercial Bid Forms

1. Bidder shall quote cost of for each material in square feet as per 10 (b) of Data Sheet all relevant costs, expenses, risks, overheads, profits etc. only excluding taxes. In order to be L1 the Bidder shall have lowest in combined square feet cost of all IEC materials. NHA will not reimburse any other charges apart from price quoted by the bidder (refer column D of annexure II) for IEC materials supplied in Delhi. In case the IEC material is to be installed in hospitals/facilities across the country, service provider will receive % increase upon quoted price as mentioned in 10 (d) of Data Sheet
2. Bidder must quote only one cost. Cost shall be provided up to two decimal places.
3. Bidder shall also separately mention all the statutory taxes, levies, duties etc.

2.5.3 Financial Bid Covering Letter

The Bidders shall submit the Financial Bid Covering Letter as given in Annexure I of Section-V.” It is clarified that the bids are to be submitted manually only as per the manner detailed in TENDER DOCUMENT and no other mode is permitted for bid submission. Financial Bid Form

The Bidders shall submit the Financial Bid Form as given in Annexure-II along with covering letter as specified in Annexure-I. Financial Bids which are not submitted as per the Financial Bid Forms shall be summarily rejected. Any conditional bids shall also be summarily rejected during the evaluation of the financial bids.

2.5.4 Document Checklist

SNo.	Category	Detailed description	Compliance (Yes/No)
1.	Technical Bid	Signed copies of supporting documents as required in section 2.3.2,	
	a.	Cover Letter on the letterhead of the bidder	
	b.	EMD in Given Format (if exempted to furnish EMD then submission of exemption certificate)	
	c.	Certificate of Incorporation/registration	
	d.	Certificate from statutory auditor of the bidder specifying the annual turnover of the bidder in last 3 (three) financial years immediately preceding to bid due date	
	e.	Work orders with completion certificate of each completed activity or work orders in case of ongoing works	
	f.	Valid GST Certificate	
	g.	Audited Financial Statements and Annual reports of the bidder of last 3 (three) financial years immediately preceding to bid due date	
	h.	Certificate from the Full-time Company Secretary or Statutory Auditors stating that the Bidder is NOT blacklisted or debarred or banned from participating or carrying out business with the NHA or the entire Central Government or any State Government at the time of the submission of the bid	
	i.	Certified copies of the ITRs filed by the entity for the immediately preceding three financial years	
	j.	Board resolution or Power of Attorney specifying authorized signatory (not required for sole proprietorship companies provided same person is authorised signatory)	
2.	Commercial Bid	Signed Copies of following document	
	a.	Cover letter	
	b.	Commercial bid filled out in the formats as specified in Annexures II (schedule of price bid)	

3 Section III – Scope of Work

3.1 Description of Services

3.1.1 General

a. **After selection of Service Provider through this tendering process for rate contract for the period of one year, the selected Service Provider will be required to deliver the services as per the requirements detailed in this section.** Vendor/service provider may have to install IEC materials in various facilities/hospitals or sites across the country

- b. The Authority will provide creative design which will be printed on the IEC materials by the Service provider and whenever required installed in the directed facilities.
 - c. Specifications of the all the IEC materials are provided in the Annexure. Service provider shall only provide materials as per specifications. Service provider shall provide samples of each materials for approval to NHA.
 - d. Service provider (SP) shall supply the material within timeframe given in Work Order and fully comply with requirements of Work Order.
 - e. In case the IEC material is to be applied in the Hospital/facility given in the Work Order, SP shall conduct the recce of such facility to determine area of application of individual IEC material. Recce Report of application shall be certified by Hospital superintendent/representative and must be submitted to NHA prior to printing of the materials. Based on area of application invoice shall be generated for individual work. Separate invoice shall be generated to individual Work Order issued by NHA
 - f. IEC materials shall be pasted in the areas such as OPD waiting area, wards, lab waiting areas, hospital/facility premise and other area frequented by the patients and their attendants. All such areas shall be identified SP with help of hospital/facility officials during the recce exercise and determine size and appropriate material of each area. Recce report shall contain all such details.
 - g. efforts shall be done to cover maximum area fesible to cover as per hospital/facility rules and regulations and guidelines
 - h. Application of IEC material shall not cause any damage to property of Hospital/facility. If any damage has been done to the hospital/facility, performance guarantee of the service provider of equivalent repair amount shall be forfeited.
 - i. For the purpose of installation and application IEC materials NHA will provide reasonable assistance in coordination with these facilities/hospitals. NHA, with help from individual hospital/facility will provide details of official for each facility/hospital. Service provider shall coordinate with each official for the application of IEC materials and keep NHA informed regarding the same.
 - j. As these hospitals/facilities cater huge number of patients, all efforts shall be made by SP to cause as minimum hinderance to patients and staff of the hospital/or facility as possible. If possible, such activities can be conducted in the night when there are less patients in the facility/hospital. However, SP will execute as per directions of the hospital superintendent/representative.
4. Service provider must take adequate precautions of his own persons and materials while installing and applying IEC materials. Authority or the Hospital/facility will not be

responsible or liable for accidents or damage to Service Provider's persons or materials.

5. All resources for application of vinyl wrapping such as skilled manpower, tools and other required materials shall be made available by the SP in adequate quantity at the hospital where installation and application work is to be conducted. SP under no circumstance shall ask for any material or personnel support for such facilities/hospitals
6. In case of only supply of materials, SP shall print and deliver such materials in NHA office or any other location within Delhi.
7. Each hospital/facility will offer space as available to the Service provider for storage of IEC material during the application. However, Service provider is responsible for safety and security of its materials. No claims regarding compensation due to theft or loss of materials shall be entertained.
8. Following penalty structure shall be applicable in case of noncompliance to the conditions of Work Order

SN	Penalty Parameter	Penalty
1	Delay in completion of work as per stipulated timeline given in Work Order	
	Delay of 2-5 days	5% of Work Order cost per day
	Delay of 6-10 days	10% of Work Order cost per day
	Delay of 11-20 days	20% of Work Order cost per day
	Delay beyond 20 days	termination of contract including forfeiture of performance security
2	Delay Beyond 20 days	If SP delays the work beyond 20 days, vendor is liable to be removed from empanelment and liable for blacklisting to conduct business with any central ministry/department, PSUs and state governments in future
3	Damage to the hospital/facility property or assets	5 times amount of repair as claimed by hospital/facility. This amount will be recovered from due payments or performance security

9. If the SP is unable to conduct the Work Order as per timelines in Work Order, then it shall in writing (email or official letter) communicate of the same to NHA citing reasons

for the same. NHA will make all efforts to understand and accommodate practicality and reasonability and can make changes to Work Order. However, any changes to the timeliness of the Work Order is at the sole discretion of the NHA and noncompliance to the Work Order timelines will invite penalty.

10. SP shall write to NHA within 1 (one) working day, its inability adhere to timeline of receiving of the Work Order. Beyond one working day, Work Order will be considered accepted by the SP and its non compliance will invite penalty.
11. If any IEC material is not listed in above is required by NHA, then all empaneled vendors will be requested to provide their price quotes for that particular item in sealed envelopes. Vendor quoting lowest price is shall be requested to provide such items. After one calendar year of the tenure of the contract, quoted rates of this rate contract are subject to be revised upto 10% of quoted rates. Empaneled vendors shall submit written request to NHA in this regard. Similarly after 2 years (end of the tenure) if the rate contract is extended for another year, then rates can be revised to further 10%

12. Section IV – General and Special Conditions of Contract

a. Part I – General Conditions

i. General Conditions

1. Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

1. “Applicable Law” means the laws and any other instruments having the force of law in India.
2. “Purchaser” means the entity purchasing the services under this Contract.
3. “Contract” means the Agreement entered into between the Purchaser and the Service Provider, together with the contract documents referred to therein, including all the attachments, appendices, annexure, and all documents incorporated by reference therein.
4. “GC” means these General Conditions of Contract (Part-I of Section IV).
5. “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 4.1.6 of GC, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
6. “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause 4.1.2.1 of GC.
7. “Government” means the Government of India.
8. “Service Provider” means any private or public entity that will provide the Services to the Purchaser under the Contract. The Service Providers are the entity, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement.
9. “Party” means the Purchaser or the Service Provider, as the case may be, and “Parties” means both of them.
10. “Personnel” means persons hired by the Bidder and assigned to the performance of the Services or any part thereof.
11. “SC” means the Special Conditions of Contract (Part-II of Section IV) by which the GC may be amended or supplemented.
12. “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Scope of Work at Section-III of TENDER DOCUMENT hereto.
13. “Bidder” means the entity bidding for the services under the Contract.
14. “Resident” means resident of India.
15. “NHA” means National Health Authority .
16. “SP” means the Service Provider
17. “In writing” means communication in written form with proof of receipt.

2. Relationship between parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Purchaser and the Service Provider. The Service Provider, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

3. Law Governing Contract

“This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable Laws of India. The bidder and the vendor in the provision of its services under the contract shall be governed at all times by the provisions of Government of India and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the bidder/vendor contravenes any provisions of Government of India and the regulations framed there under, as applicable to the services rendered under this TENDER DOCUMENT /Contract, the bidder/vendor shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this TENDER DOCUMENT /contract.”

4. Language

This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

5. Notices

1. Any notice, request or consent required or permitted to be given or made pursuant to this Tender Document shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
2. A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

6. Location

If IEC materials are to be only printed and supplied, they shall be delivered to NHA office or any other address in Delhi as per details provided in Work Order. If the IEC materials is to be installed and applied at various hospitals/facilities then details of their locations will be provided in the Work Order. In such cases, IEC materials shall be transported, installed/applied in such facilities.

7. Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Purchaser or the Bidder may be taken or executed by the officials specified in the SC.

8. Taxes & Duties

1. The Service Provider and their Personnel shall pay all such direct and indirect taxes, duties, fees and other impositions levied under the Applicable Laws of India.

2. The Bidder may be subject to taxes, such as, but not limited to GST, Service tax, duties, fees, levies etc. on amounts payable by the Purchaser under the Contract. The quoted cost in the financial bid shall be exclusive of all such taxes. Such taxes shall be quoted separately.
3. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/Service Provider as the case may be.

9. Fraud & Corruption

The Bidders and their respective officers, employees, contractors, agents and advisers shall observe the highest standard of ethics during the Selection process and subsequently if nominated as the Service provider, after the issue of the LOA and during the subsistence of the PPP Contract.

Should any corrupt practice, fraudulent practice, coercive practice, collusive practice, undesirable practice, restrictive practice, obstructive practice, undesirable trade practises of any kind come to the knowledge of the NHA it will in the first place allow the Bidder to provide an explanation along with proof. NHA shall take action if it is not satisfied with the explanation is not received. In this case, Contract with service provider will be terminated, and its performance guarantee will be forfeited.

Definitions

It is the Purchaser's policy to require that the Purchaser as well as Service Provider observe the highest standard of ethics during the selection and execution of such contracts. The Purchaser also requires that the Service Provider does not demand any service charges from the Resident unless the same is agreed with the Purchaser in advance. In pursuance of this policy, the Purchaser defines, for the purpose of this provision, the terms set forth below as follows:

1. "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
2. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the Purchaser;
3. "collusive practices" mean a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser, designed to establish prices at artificial, non-competitive levels;
4. "coercive practices" mean harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;
5. "unfair trade practices" mean supply of services different from what is ordered on, or change in the Scope of Work which was agreed to

10. Measures to be taken by the Purchaser

1. The Purchaser may terminate the contract if it determines at any time that representatives of the Service Provider were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Service Provider having taken timely and appropriate action satisfactory to the Purchaser to remedy the situation;
2. The Purchaser may also apply sanction against the Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Purchaser-financed contract.

11. Commissions & Fees

Purchaser will require the successful Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

12. Interpretation

In this Contract unless a contrary intention is evident:

1. the clause headings are for convenient reference only and do not form part of this Contract;
2. unless otherwise specified, a reference to a clause number is a reference to all of its sub-clauses;
3. unless otherwise specified, a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
4. a word in the singular includes the plural and a word in the plural includes the singular;
5. a word importing a gender includes any other gender;
6. a reference to a person includes a partnership and a body corporate;
7. a reference to legislation includes legislation repealing, replacing or amending that legislation;
8. where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
9. In the event of an inconsistency between the terms of this Contract and the Bid document and the Proposal, the terms of this Contract hereof shall prevail.

ii. Commencement, Completion, Modification & Termination of Contract

1. Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SC. The date, the Contract comes into effect is defined as the Effective Date.

2. Termination of Contract

a. Termination of Contract for Failure to Become Effective

If this Contract does not become effective within such time period as defined in the SC, Purchaser through a written notice to the other Party, declare the offer to sign the contract to be null and void. Purchaser may ask next ranked bidder to sign the contract or may publish new TENDER DOCUMENT .

b. Termination of Contract subject to necessary approvals

Notwithstanding the duration of the contract stated in GC 4.1.2.4, NHA, reserves the right to terminate the contract at any time without prejudice or liability.

3. Commencement of Services

This contract does not contain any quantities. Required quantity of materials will be provided in Work Order issued to SP from time to time. SP shall execute the work as per timelines of the Work Order

4. Expiration of Contract

Unless terminated earlier pursuant to Clause GC4.1.2.2 hereof, this Contract shall expire at the end of such time period, after the Effective Date or after the agreed volume/quantity has been delivered, as specified in the SC. The Contract may be extended by a period of one year subject to satisfactory performance by the Bidder which is at sole discretion of the NHA

5. Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties.

6. Modifications or Variations

- a. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- b. In cases of substantial modifications or variations, required by the Service Provider, the prior written consent of the Purchaser is required.

7. Force Majeure

a. Definition

1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance ,and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where

such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
3. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

b. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

c. Measures to be Taken

- a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- c. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider, upon instructions by the Purchaser, shall either:
 - i. immobilize, or
 - ii. Continue with the Services to the extent possible, in which case the Service Provider shall continue to be paid proportionately and on pro-rata basis, under the terms of this Contract.
- e. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause GC 4.1.8.

8. Suspension

The Purchaser may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its

obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and(ii) shall allow the Service Provider to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Service Provider of such notice of suspension.

9. Termination

a. Termination

- a. The Purchaser may, without prejudice to any other remedy for breach of Contract, by 30 days prior written notice of default sent to the service provider, terminate the Contract in whole or in part in case of the occurrence of any of the events specified in paragraphs (t) of this Clause Scope of Work3.1.1.
 - i. If the service providers fail to deliver Services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser; OR
 - ii. If the service providers fail to perform any other obligation(s) under the contract."
- b. If the Service Provider becomes insolvent or goes into liquidation or bankruptcy or receivership whether compulsory or voluntary.
- c. If the Service Provider, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d. If, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- e. If the Service Provider submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser.
- f. If the Service Provider places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser.
- g. If the Service Provider fails to provide the quality services as envisaged under this Contract. The Purchaser may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The NHA may decide to give one chance to the Service Provider to improve the quality of the services.
- h. If the Service Provider has been blacklisted by the NHA or any other government agency or disqualified for any reason.
- i. If the Service Provider fails to fulfill its obligations
- j. If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings.
- k. In the event of Service Provider found:
 - i. Sub-contracting of work/services not allowed under the TENDER DOCUMENT
 - ii. Provided incorrect information to NHA.
 - iii. Non co-operative during audits conducted by NHA/ NHA Regional Office or auditing agencies appointed for the purpose.
- l. "If the service provider discloses any confidential information during its engagement with NHA, NHA may terminate this Contract, forthwith."

- m. In the event the Purchaser, in its sole discretion and for any reason whatsoever, decides to terminate the Contract in whole or in part, pursuant to Clause 4.1.2.9.1 of GC, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Service Provider shall be liable to the Purchaser for any additional costs for such similar services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

b. Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clauses GC 4.1.2.2 or GC 4.1.2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 4.1.2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except:

- a. such rights and obligations as may have accrued on the date of termination or expiration;
- b. the obligation of confidentiality set forth in Clause GC 4.1.3.4 hereof;
- c. the Service Provider's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 4.1.3.6 hereof; and
- d. any right which a Party may have under the Law.

c. Cessation of Services

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 4.1.2.9.1 or GC 4.1.2.9.2 hereof, the Service Provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents, data, and/ or any other material prepared by the Service Provider and equipment and materials furnished by the Purchaser, the Service Provider shall proceed as provided, respectively, by Clauses GC 4.1.3.9 or GC 4.1.3.10 hereof.

d. Payment upon Termination

Upon termination of this Contract pursuant to Clauses GC 4.1.2.9.1, the Service Provider shall be entitled /not entitled to payments as per the following:

- a. If the Contract is terminated pursuant to Clause GC 4.1.2.9.1 (d), (g), k(i) to k(iii) then the service provider shall be eligible for remuneration pursuant to Clause GC 4.1.6.3 hereof for Services satisfactorily performed prior to the effective date of termination;
- b. If the agreement is terminated pursuant of Clause GC 4.12.9.1 other than those mentioned in (a) above, the Service Provider shall not be entitled to receive any agreed payments upon termination of the contract. However, the Purchaser may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the Purchaser. Applicable under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of Clause GC 4.1.9 of this agreement. The Service Provider will be

required to pay any such liquidated damages to Purchaser within 30 days of termination date.

e. Disputes about Events of Termination

If either Party disputes whether an event specified in Clause GC 4.1.2.9.1 hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 4.1.8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

10. Extension of Contract

The contract may be extended by a period of one year subject to satisfactory performance by the Bidder and acceptance of both the parties and at the discretion of the NHA.

iii. Obligations of the service provider

1. Standard of Performance

The Service Provider shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology with safe and effective equipment, men, machinery, materials and methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser's legitimate interests in any dealings with third Parties.

2. Service Provider Not to Benefit from Commissions, Discounts, etc.

The payment of the Service Provider pursuant to Clause **GC 4.1.6** shall constitute the Service Provider's only payment in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional payment.

3. Prohibition of Conflicting Activities

The Service Provider and their Personnel shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

- a. The Service Provider shall protect from unauthorized access, loss or damage and also keep safe, secure and confidential all demographic information, all documents, data and information of any nature provided to the Service Provider for the discharge of services.
- b. The Service Provider shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from NHA, other than required for discharge of services.
- c. The Service Provider shall not give access to the information or data collected and received from NHA in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only

be given to authorized personnel and only used in the manner prescribed by NHA.

- d. The service provider shall also provision for periodic (half yearly) third party audits from Cert-In (computer emergency response team – India) empaneled auditors at no extra cost to NHA.

4. General Confidentiality

“Except with the prior written consent of the Purchaser, the Bidder and its personnel shall not at any time communicate to any person or entity, any confidential information acquired in the course of discharge of Services, nor shall the Bidder and the personnel make public the recommendations formulated in the course of or as a result of discharging the Services.

Bidder should comply with the IT Act, 2000 and other related Laws/Acts/Policies/Guidelines/Regulations, etc. Including the amendments thereof particularly with respect to data confidentiality and privacy. The Bidder shall furnish a Non-Disclosure Agreements, as per format provided in Annexure VII as part of its proposal.”

5. Insurance to be Taken Out by the Service Provider

The Service Provider shall take and maintain insurance against risks and coverage as per the industry standards and as per the applicable laws at their own cost, and such insurances as shall be specified in the **SC**; and (b) at the Purchaser’s request, shall provide evidence to the Purchaser showing that such insurance has been taken and maintained and the current premiums have been paid.

6. Accounting, Inspection and Auditing

- a. The Service Provider
 - i. shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and
 - ii. shall periodically permit the Purchaser or its designated representative and/or the Purchaser, and up to five years from expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Purchaser or the Purchaser, if so required by the Purchaser. The Audit expenses shall be borne by the Service Provider
- b. The Purchaser shall have the right to carry out inspection checks, audits of the Service Provider’s premises and/ or locations, facilities, or point of delivery of services performed under this contract.
- c. The Purchaser shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the Service Provider.
- d. If a third-party audit is conducted at the instance of service provider, the cost of audit will be borne by the service provider

7. Sub- contracting

The Service Provider shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract.

8. Reporting Obligations

- a) In case of only printing and supply of IEC materials, the Service provider on delivery of the material will take signature of Consignee who will be a NHA official and be responsible for verification of the delivered consignment as per details of the Work Order. For the purpose of the same, SP or its representative delivering of the items will carry copy of Work Order as part of consignment delivery paperwork. The delivery note shall consist quantity of each type of material and its quality as per approved specifications. Invoice of each work order shall contain copy of all above documents
- b) In case of printing, transport installation and application of IEC material in hospital/facility, a facility official (ideally superintendent) will verify completion of application of work as per approved recce report. Invoice of this work order shall contain copies of all the above documents. Copy of this completion certificate from hospital/facility is shared with NHA.
- c) SP shall print each type of sample IEC material immediately after signing of the contract and submit the same to NHA for its approval.

9. Rights of Use

All rights of use of any process, product, service, or data developed, generated, or collected, received from NHA or any other task performed by the Service Provider under the execution of the contract, would lie exclusively with the Purchaser or its nominated agencies in perpetuity free from all liens, encumbrances, and other third party rights and the Service Provider shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of the Purchaser or its nominated agencies.

10. Safety & Security of Data, Premises, Location/ site

- a. The Service Provider shall not use the information, the name or the logo of the Purchaser and or Government of India except for the purposes of providing the services as specified under this contract.
- b. The Service Provider shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the Purchaser, without prior written permission from the Purchaser.
- c. The Service Provider shall follow the Security Guidelines issued by Government of India.
- d. Data Retention period shall be defined and reviewed for adequacy at least every three months jointly by the Purchaser and the Service Provider.
- e. Certificate of 'Data deletion' to be provided by the Service Provider, at the time of raising periodic bills.
- f. The Service Provider would be governed by the provisions of the Law of the Land, including but not limited to the IT Act, other relevant Acts.
- g. The Purchaser reserves the right to carry out third party Audits of the Service Provider to ensure compliance of stated and implicit requirements

- h. The rogue behavior of the employees of Service Provider shall fall under the 'Unlimited liability' to the Service Provider.

11. Equipment & Materials Provided by the Service Provider

Equipment or materials brought into India by the Service Provider and the Personnel and used either for the Project or personal use shall remain the property of the Service Provider or the Personnel concerned, as applicable.

12. Intellectual Property Rights (IPR)

The intellectual property rights to all the outputs, deliverables, data, reports developed during the execution of this Contract shall remain sole property of the Purchaser.

13. Assignment

The Service Provider shall not assign, in whole or in part, any of their obligations under this Contract.

iv. Service provider's personnel

1. General

The Service Provider shall employ and provide such qualified, experienced and trained Personnel as are required to carry out the Services.

2. Project Manager

If required by the Purchaser, the Service Provider shall ensure that at all times during the Service Provider's performance of the Services a Project Manager, acceptable to the Purchaser, shall take charge of the performance of such Services.

v. Obligations of the purchaser

1. Assistance and exemptions

Unless otherwise specified in the **SC**, the Purchaser shall use its best efforts to ensure that the Government shall:

- a. Issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate in its opinion for the prompt and effective implementation of the Services.
- b. Provide to the Service Provider and Personnel any reasonable assistance as may be required in its opinion specified in the SC.

2. Change in the applicable Law Related to Taxes and Duties

- a. The Service Provider and their Personnel shall pay taxes, duties, fees, and other impositions levied under the Applicable Laws of India.
- b. The Service Provider shall be entirely responsible for all taxes, duties, octroi, license fees, and demurrage charges etc., incurred of the contracted Services to the Purchaser. If there is any reduction or increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/Service Provider.

3. Payment

Inconsideration of the Services performed by Service Provider under this Contract, the Purchaser shall make to the Service Provider such payments and in such manner as is provided by Clause **GC 4.1.6** of this Contract.

4. Currency of Payment

All payments shall be made in Indian Rupees

5. Terms of Payment

The payments in respect of the Services shall be made as follows:

- a. The Service Provider shall submit invoice for payment when the payment is due as per agreed terms. The payment shall be released as per the work-related milestones achieved.
- b. The invoices submitted by the Service Provider and the respective SLAs to be imposed thereon, if any, will be processed and verified by NHA.
- c. All payments under this Contract shall be made to the accounts of the Service Provider specified in the SC.
- d. In the event of any wrong payment to Service Provider, the difference shall be adjusted in the subsequent payments.
- e. In case of early termination of the contract, the payment shall be made to the Service Provider as mentioned here with:
 - i. Assessment should be made about work done from the previous payment period, for which the payment is made or to be made till the date of the termination.
 - ii. The Service Provider shall provide the details of the output/services performed during this period with supporting documents. Based on such details, the payment shall be calculated based on the rate as specified.

6. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

7. Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute, subject to arbitration in accordance with Clause GC 4.1.8 hereof.

vi. Settlement of disputes

1. Amicable Settlement

Performance of the contract is governed by the terms & conditions of the contract. In case of dispute arises between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GC 4.1.8.2 shall become applicable.

2. Arbitration

- a. Any dispute between the Parties arising out or in connection with this contract or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to submit that dispute to arbitration as per the Arbitration & Conciliation Act, 1996, to be decided by a sole arbitrator. The authority to appoint the arbitrator shall be the National Health Authority (NHA).
- b. The arbitration proceedings shall be held at New Delhi, India and language used in these proceedings shall be English.
- c. The decision Arbitrator appointed to deal with such matters shall be accepted by the parties as final and binding on parties.
- d. The decision to continue of performance of their respective remaining obligation under this contract or to rescind the contract shall be decided mutually, despite the continuation of arbitration proceedings.
- e. The parties shall use their best endeavors to procure that the decision of the arbitrator is given within a period of six months or as after as is possible after it has been demanded.
- f. The courts in New Delhi, India shall have exclusive jurisdiction in relation to this contract including this clause.
- g. All fees for pertaining to arbitration proceedings shall be borne by the parties equally.
- h. All other costs incurred by the parties shall be borne by the respective parties.

vii. Liquidated damages

1. Definition

If the services supplied do not meet the minimum specifications and standards as per the Contract, and the same is not corrected/modified to meet the requirements within 7 days of being informed by the Purchaser, the Purchaser shall be free to impose liquidated damages as specified in the SLA section of the TENDER DOCUMENT . In addition, the Purchaser reserve the right to terminate the contract and recover the liquidated damages by forfeiting the performance guarantee submitted by the Service Provider. LDs shall not be sole and exclusive remedy with the Purchaser. LDs will be imposed if the default is solely attributable to the Service Provider. LDs are capped at 10% of the total estimated value of the contract. If the LDs cross this cap, Purchaser shall have the right to terminate the contract for breach and consequences for termination due to breach of contract shall apply.

2. Limitation

The Service Providers are liable to the Purchaser for payment of liquidated damages as specified.

viii. Adherence to rules & regulations

1. Adherence to Safety Procedures, Rules, Regulations, & Restrictions

- a. The Service Provider shall comply with the provisions of IT Act 2000 and other related Laws/Acts/Policies/Guidelines/Regulation, etc. including the amendments thereof particularly with respect to data confidentiality and privacy.
- b. The Service Provider shall also comply with provisions of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and the Service Provider shall abide by these laws.
- c. Access to the data centre/data processing sites and Purchaser's locations shall be restricted to only essential personnel belonging to the Service Provider who are genuinely required for execution of work or for carrying out management/maintenance who have been explicitly authorized by the Purchaser. The Service Provider shall maintain a log of all activities carried out by each of its personnel.
- d. The Service Provider shall take all measures necessary or proper to protect the personnel and facilities and shall observe all reasonable safety rules and instructions. The Service Provider shall adhere to all security requirement/regulations of the Purchaser during the execution of the work.
- e. The Service Provider shall take all measures to ensure compliance with all applicable laws and shall ensure that the Personnel are aware of consequences of noncompliance or violation of laws including Information Technology Act, 2000 (and amendments thereof).
- f. The Service Provider shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- g. The Service Provider shall at all times indemnify and keep indemnified the Purchaser for any situation arising out of this clause while providing its services under the Project.

ix. Limitation of liability

1. Limitation of Liability

Except in case of gross negligence or willful misconduct:

- a. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Purchaser; and
- b. The aggregate liability of the Service Provider to the Purchaser whether under the Contract, in tort, or otherwise, shall not exceed the total amount specified in the contract, or to any obligation of the Service Provider to indemnify the Purchaser with respect to patent infringement or any third party claims.
- c. The liability of Purchaser to Service Provider shall be limited to the amount of fees payable under the contract. The Purchaser shall not be liable to the Service Provider in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract.

x. Miscellaneous provisions

1. Miscellaneous Provisions

- a. Any failure or delay on part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.
- b. The Service Provider shall notify the Purchaser of any material change in their status, in particular, where such change would impact on performance of obligations under this Contract.
- c. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under this Contract.
- d. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Service Provider
- e. The Service Provider shall at all times indemnify and keep indemnified the Purchaser against any and all claims by Employees, agent(s), employed engaged or otherwise working for the Service Provider, in respect of wages, salaries, remuneration, compensation or the like.
- f. All claims regarding indemnity shall survive the termination or expiry of the Contract.
- g. All materials provided to the Purchaser by bidder are subject to Country and STATE public disclosure laws such as RTI etc.
- h. The Service Provider shall not make or permit to be made a public announcement or media release about any aspect of the Contract or any activity related to NHA without a written consent from the Purchaser.

a. Part II - Special Conditions of Contract

The following Special Conditions of Contract (SC) shall supplement the General Conditions of Contract (GC). Whenever there is a conflict, the provisions herein shall prevail over those in the GC.

(Clauses in brackets {} are optional; all notes should be Deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
4.1.1.5	The addresses are: Purchaser: Chief Executive Officer Attention: General Manager (Administration) National Health Authority 9 th Floor, Tower-I, Jeevan Bharti Building Connaught Circus, New Delhi – 110 001

	<p>E-mail: _____</p> <p>Service Provider:</p> <p>Attention:_____ E-mail:_____</p>
4.1.1.6	The Services shall be carried out at the site/s as agreed to and approved by the Purchaser.
4.1.1.7	<p>The Authorized Representatives are:</p> <p>For the Purchaser: General Manager (Administration)</p> <p>National Health Authority</p> <p>9th Floor, Tower-I, Jeevan Bharti Building</p> <p>Connaught Circus,</p> <p>New Delhi – 110 001</p> <p>For the Service Provider:</p>
4.1.2.1	The effective date of the Contract: Date of Signing of the empanelment contract by both parties which is 7 days from Notification of award
4.1.2.3	The date for the commencement of Services: Within 3 days from the signing of the contract between the Purchaser and the Service Provider.
4.1.2.4	The tenure of the contract shall be for a period of two year w.e.f the effective Date of the contract
4.1.3.5	<p>The risks and the coverage shall be as follows:</p> <ol style="list-style-type: none"> a. Third Party motor vehicle liability insurance in respect of motor vehicles operated in India by the Service Provider or its Personnel, with a minimum coverage as per Motor Vehicles Act 1988; b. Third Party liability insurance, with a minimum coverage of the value of the contract c. Professional liability insurance, with a minimum coverage of the value of the contract d. Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Service Provider and in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or

	<p>other insurance as may be appropriate; and</p> <p>e. Insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Service Provider's property used in the performance of the Services, and (iii) any outputs prepared by the Service Provider in the performance of the Services.</p>
4.1.6.2	The amount is in Indian Rupees (INR)
4.1.6.3	<p>General terms and conditions of Payment Schedule</p> <ol style="list-style-type: none"> 1. All undisputed and eligible payments shall be made by the Purchaser in favour of the SP. 2. The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3. Service Provider shall obtain sign-off for each Work Order completed from the Purchaser and raise invoice against the same. 4. Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 30 days of submission of invoice 5. Power to withhold: Notwithstanding anything contained in the payment schedule, if in the opinion of the Purchaser, any work done or supply made or service rendered by SP is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the SP, till such work/supply/service is made conforming to the prescribed standards. These powers to with hold payments shall be without prejudice to any other power/ right of the purchaser under this contract. 6. All payments under this Contract shall be made to the account of the SP with (Bank & A/c No.):
4.1.8.2	The Arbitration proceedings shall take place in New Delhi in India and cost of Arbitrator / Arbitration to be borne by parties themselves.

13. Section V - Annexures and Appendices

a. Annexures

Annexure I - Financial Bid Covering Letter

(To be submitted on the Letter head of the applicant)

To,
(Address)

Ref: Tender Document (TENDER DOCUMENT) Notification No. _____
dated _____

Dear Sir,

1. Having examined the TENDER DOCUMENT , we, the undersigned, herewith submit our response to your TENDER DOCUMENT Notified vide No._ dated _____ for NHA, in full conformity with the said TENDER DOCUMENT document.
2. We, the undersigned, offer to provide services to NHA in accordance with your TENDER DOCUMENT .
3. We have read the provisions of the TENDER DOCUMENT document, confirm our acceptance for the same and we are hereby submitting our Financial Bid.
4. We agree to abide by this TENDER DOCUMENT , consisting of this letter, financial bid and all requisite supporting documents, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the TENDER DOCUMENT document.
5. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and its amendments.
8. We understand that NHA is not bound to accept any bid received in response to this TENDER DOCUMENT .
9. In case we are engaged by NHA for executing the services, we shall provide any assistance/cooperation required by NHA/auditing agencies appointed by it/NHA officials for performing auditing and inspection functions. We understand that our non-cooperation for the same shall be grounds for termination of service.
10. In case we are engaged as a Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by NHA.
11. The financial bid includes the cost for the _____ which shall be inclusive of and all other such as costs, expenses, risks, taxes, overheads, profits etc. as defined by 'Scope of Work' and 'SLAs' defined in this TENDER DOCUMENT . We understand that NHA will not reimburse any other charges apart from price quoted by us.

12. .

13. We already have the technical and financial capability in India for _____ as detailed in 'Scope of Work',

15. Our correspondence details with regard to this TENDER DOCUMENT are:

No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this TENDER DOCUMENT	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

Yours sincerely,

Signature of Authorized Signatory [*In full as well as initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Annexure II - Financial Bid Form

Financial Bid Form for 'empanelment for rate contract for printing, supply and maintenance of PM JAY IEC materials'

Reference: TENDER DOCUMENT document No. _____ /Dated _____ /

- Financial Bid format for rate contract for printing, supply and maintenance of PM JAY IEC materials (exclusive of all statutory taxes and duties etc.) for the services required by the NHA is given in Table below. All taxes GST, Service tax, duties, fees, levies etc. has also been quoted separately as per the format provided.

Material Category	S n	Element s of Brandin g (Line Item)	Unit	Unit Cost (in ₹) up to two decimal places as per the specifications given in the TENDER DOCUMENT (exclusive of all taxes) (C)	Total Taxes (in %) (D)	Total Unit cost (Inclusi ve of taxes) (E)	Total Cost (in ₹ up to two decimal exclusive of all taxes)	Total Cost (in ₹ up to two decimal inclusiv e of all taxes) (H)
Category 1 IEC materials	1	Vinyl Brandin g mounted on 3mm sunboar d (a)	Per square foot					
	2	Flex Material mounted on MS (primer coated on exposed portion)- non lit (b)	Per square foot					
	3	Glow Sign Boxes (GSB) (c)	Per Square foot					

		Total per square foot rate						
Category 2 IEC materials	4	Standees	Each item					
	5	Pole flags (satin flags, digital format printing)	Each item					
	6	Plate or plaque	Each Item					
	7	Flange signage	Each item					

Signature of Authorized Signatory :

Name and Title of Signatory

: _____

Name of Firm :

Annexure III – Declaration by Bidder for not being black-listed

(To be submitted on the Letter head of the Bidder)

To,
General Manager,
National Health Authority ,
New Delhi – 110011

Dear Sir,

We confirm that our Company <name of company>as on date of submission of the proposal is not been blacklisted by any Private/Central /State Government/PSU or any other Organization and agencies in India or abroad for corrupt, fraudulent or any other unethical business practices.

Sincerely,

Name & Designation of the Authorized Signatory

Annexure VI: Integrity Pact

(To be executed on Stamp Paper of Hundred (INR 100.00) Rupees Stamp Paper)

This Agreement (hereinafter called the Integrity Pact) is entered into on ----day of the -----
----month of

20---- between National Health Authority , acting through Shri -----

(Name and Designation of the officer) (hereinafter referred to as the "NHA" which expression shall mean

and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

and M/s. -----(Name of the company) represented by Shri -----

-----, Chief Executive Officer / Authorised signatory (Name and Designation of the officer) (

hereinafter called as the "Bidder / Seller" which expression shall mean and include, unless the context

otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS THE NHA invites bid for the -----

----- (Name of the Stores / Equipment / Service, Tender No. & Date) and the Bidder /

Seller is willing to submit bid for the same and

WHEREAS the BIDDER is a private Company / Public Company / Government Undertaking / Partnership

Firm / Ownership Firm / Registered Export Agency, constituted in accordance with the relevant law in the

matter and the NHA. NOW, THEREFORE

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /

prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with

a view to:-

Enabling the NHA to obtain the desired said stores / equipment/ services/ works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and NHA will commit to prevent corruption, in any form, by its officials by following transparent procedures. In order to achieve these goals, NHA will appoint an external independent monitor who will monitor the tender process and execution of the contract for compliance with the principles mentioned above.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1. COMMITMENTS OF NHA

1.1 NHA commits to take all measures necessary to prevent corruption and follow the system, that is fair, transparent and free from any influence / prejudice prior to, during and subsequent to the currency of the contract to be entered into to obtain stores / equipment / services at a competitive prices in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement.

1.2 The NHA undertakes that no employee of the NHA, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.3 NHA will during tender process treat all bidders with equity and reason. The NHA before and during tender process provide to all bidders the same information and will not provide to any bidder any confidential information through which the bidder could obtain an advantage in relation to the tender process or execution of contract.

1.4 In case any such preceding misconduct on the part of such official(s) is reported by the Bidder to the NHA with full and verifiable facts and the same is prima-facie found to be correct by the NHA, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the NHA and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the NHA the proceedings under the contract would not be stalled.

2. COMMITMENTS OF THE BIDDERS / CONTRACTORS

2.1 The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.

2.2 The Bidders will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the NHA, connected directly or indirectly with the bidding process or to any NHA person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.3 The Bidder further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the NHA or otherwise in procuring the contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with NHA for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with NHA.

2.4 The Bidders / Contractors will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in particular regarding prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

2.5 The Bidders/ Contractors will not commit any offence under relevant Anti-corruption Laws of India. Further, the Bidders will not use improperly, for purposes of competition or personal gain or pass onto others, any information or document provided by NHA as part of the business relationship regarding plans, technical proposals and business details including information obtained or transmitted electronically.

2.6 The Bidders / Contractors of foreign origin shall disclose the names and addresses of agents /representatives in India, if any, and Indian Bidders shall disclose their foreign principals or associates.

2.7 The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the NHA or any agency/organization/consultant working with NHA.

2.8 The Bidder will not bring any Political, Governmental or Diplomatic influence to gain undue advantage in its dealing with NHA

2.9 The Bidder will promptly inform the Independent External Monitor (of NHA) if he receives demand for a bribe or illegal payment / benefit and if he comes to know of

2.10 The Bidders / Contractors will disclose any and all payments he has made, is committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract while presenting his bid.

2.11 The Bidders / Contractors shall not lend to or borrow any money from or enter into any monetary dealings directly or indirectly, with any employee of the NHA or his relatives.

2.12 The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3. PREVIOUS TRANSGRESSION

3.1 The Bidder declares that no previous transgressions occurred in the last 3 years immediately before signing of this Integrity Pact, with any Government Organization (PSU / Municipalities/ Central or State Government Departments) in India in respect of any corrupt practices envisaged hereunder that could justify Bidder's exclusion from the tender process.

3.2 If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract if already awarded, can be terminated for such reasons.

4. DISQUALIFICATION FROM TENDER PROCESS AND EXCLUSION FROM FUTURE CONTRACTS

4.1 If the Bidders/ Contractors or anyone employee acting on his behalf whether or without the knowledge of the Bidder before award of the contract has committed a transgression through violation of aforesaid provision or in any other form such as put his reliability or credibility into question, the NHA is entitled to exclude the bidder from the tender process or to terminate the contract if already signed and take all or any one of the following actions, wherever required.

4.2 To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder. Further, the proceedings with the other Bidders would continue.

4.3 The Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the NHA and NHA shall not be required to assign any reasons therefore.

4.4 To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.

4.5 To recover all sums already paid with interest thereon at 5% higher than the prevailing Base rate of State Bank of India.

4.6 If any outstanding payment is due to the Bidder from NHA in connection with any other contract,

such outstanding payment could also be utilized to recover the aforesaid sum and interest.

4.7 To encash any advance Bank Guarantee and performance bond/warranty, if furnished by the Bidder, in order to recover the payment already made by NHA along with interest.

4.8 To cancel all other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damages to the NHA resulting from such cancellation / rescission and the NHA shall be entitled to deduct the amount so payable from the money due to the Bidder.

4.9 Forfeiture of Performance Bond in case of a decision by the NHA to forfeit the same without assigning any reason for imposing sanction for violation of the Pact.

4.10 The decision of NHA to the effect that the breach of the provisions of this Pact has been committed by the Bidder shall be final and conclusive on the Bidder.

4.11 The Bidder accepts and undertakes to respect and uphold the absolute right of NHA to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken.

4.12 To debar the Bidders/ Contractors from participating in future bidding process of NHA for a minimum period of one year for similar scope of services.

4.13 Any other action as decided by NHA based on the recommendation by Independent External Monitors (IEMs).

5. INDEPENDENT EXTERNAL MONITOR/ MONITORS

5.1 The NHA appoints competent and credible Independent External Monitor (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the Parties comply with the obligations under this Agreement.

5.2 The Monitor is not subject to instructions by the representatives of parties and perform his functions neutrally and independently and report to the NHA.

5.3 Both the parties accept that the IEM has the right to access without restriction, to all documentation relating to the project / procurement, including minutes of meetings, provided the Bidder shall not be bound to provide any information pertaining to its project preparation and project learnings, i.e. internal costing for the project, budget estimates, work papers, know-hows, methodologies.

5.4 The Bidder shall grant the IEM upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to sub-contractors.

5.5 The IEM is under contractual obligation to treat, the information and documents of the Bidder, with confidentiality.

5.6 The NHA will provide to the IEM sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the IEM the option to participate in such meetings.

5.7 As soon as the IEM notices, or believes to notice, a violation of this Agreement, he will so inform NHA. The IEM can in this regard submit non-binding recommendations. If NHA has not, within a reasonable time, taken visible action to proceed against such offence, the IEM may inform directly to the NHA.

5.8 The IEM will submit a written report to the NHA within 8 to 10 weeks from the date of service of intimation NHA. Should the occasion arise, Bidder to submit proposals for correcting problematic situations.

5.9 The word "IEM" would include both singular and plural.

5.10 Both the parties accept that the recommendation of IEM would be in the nature of advice and would not be legally binding. The decision of NHA in any matter / complain will be the final decision.

6. VALIDITY OF THE PACT

6.1 The validity of this Integrity Pact shall be from the date of its signing and extend upto two years or the complete execution of the contract to the satisfaction of the NHA and BIDDER / Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

6.2 If any claim is made/ lodged during the validity of this contract, such claim shall be binding and continue to be valid despite the lapse of this pact unless it is discharged / determined by the NHA.

7. FACILITATION OF INVESTIGATION

7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the NHA or its agencies OR Independent External Monitor shall be entitled to examine all the documents including the Books of Accounts of the Bidder and the Bidder shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

8. MISCELLANEOUS

8.1 This Agreement / Pact is subject to the Indian Laws, place of performance and jurisdiction is the registered office of the NHA i.e. National Health Authority , 7th and 9th floor, Tower-1, Jeevan Bharti Building, New Delhi and the actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

8.2 If the Bidder is a partnership, this Agreement must be signed by all partners.

8.3 Should one or several provisions of this Agreement turn out to be invalid, the remainder of this Pact remains valid. In this case, the Parties will strive to come to an Agreement to their original intentions.

The Parties hereby sign this Integrity Pact at -----on-----

NHA

BIDDER

Signature -----

Name of officer -----

Designation -----

Name of Company-----

Address -----

Dated -----

WITNESS-1(NHA)

Witness-1(BIDDER)

Signature -----

Name of officer -----

Designation -----

Name of Company -----

Address -----

Dated -----

Annexure V - Form of Performance Bank Guarantee Bond

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

National Health Authority

Government of India

New Delhi-110001

Dear Sirs,

1. In consideration of the National Health Authority , Government of India, (hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at..... (hereinafter referred to as the "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated and the same having been acknowledged by the Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).
2. We.....(Name & Address of Bank Branch) having its Head office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Service Provider merely on a demand from the Purchaser stating that the amount claimed is due by way of inconvenience caused to or would be caused to or suffered by the Purchaser by reason of breach by the said Service Provider(s) of any of the terms or conditions contained in the said Agreement or by reason of the Service Provider(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding not withstanding any difference between the Purchaser and the Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Purchaser discharges this guarantee.

3. The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Service Provider. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Service Provider, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Service Provider or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Purchaser or any other indulgences shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

4. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Service Provider and notwithstanding any security or other guarantee the Purchaser may have in relation to the Service Provider's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is restricted to Rs. (in words & figures).
 - (2) This Bank Guarantee will be valid upto; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....2018 at.....

WITNESS

.....
 (Signature) (Signature)

 (Name)(Name)

 (Official Address)(Designation with Bank Stamp)
 Attorney as per Power of Attorney No.....
 Dated.....

Annexure VI - Form of Bank Guarantee for EMD

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

National Health Authority
Government of India,
New Delhi-110001

Dear Sirs,

1. In accordance with Invitation to Bid under your Specification No.....
M/s..... having its Registered/Head Office at.....
(hereinafter called the 'Bidder') wish to participate in the said Bid or.....
and you, as a special favour have agreed to accept an irrevocable and unconditional Bank
Guarantee for an amount of..... valid uptoon behalf of Bidder in
lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for
participation in the said Bid.
2. We, the Bank at (local address) having our Head office at
..... guarantee and undertake to pay immediately on demand by
National Health Authority , of India, the amount of
..... (in words & figures) without any
reservation, protest, demur and recourse. Any such demand made by said 'Owner' shall
be conclusive and binding on us irrespective of any dispute or difference raised by the
Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or
the Service Provider(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is restricted to Rs. (in words & figures).
 - (2) This Bank Guarantee will be valid upto; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank
Guarantee only upon service of a written claim or demand by you on or before
.....

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on
this.....day of.....20.....at.....

WITNESS

.....
(Signature) (Signature)

.....
(Name)(Name)

.....
(Official Address)(Designation with Bank Stamp)

Attorney as per Power of Attorney No.....Dated.....

Annexure VII - Non-Disclosure Agreement

(To be executed on ₹ 100 stamp paper)

This Non-Disclosure Agreement (“Agreement”) is executed on ___ day of ____ 2018 (“Effective Date”), by and between:

National Health Authority or NHA, through its Chief Executive Officer, having its office at 7th and 9th floor, tower-1, Jeevan Bharti Building, Connaught Circus, New Delhi – 110001, (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context and meaning include its successors, administrators and assigns) of the ONE PART;

AND

_____, a Company duly registered under the Companies Act 1956 / 2013, through its authorized representative [Name] holding the designation [Designation], having its registered office at [address], (hereinafter referred to as the “**Bidder**” which expression shall, unless repugnant to the context and meaning, include its successors, administrators, executors, attorneys, agents and assigns) of the OTHER PART.

WHEREAS:

- A. The Bidder is desirous of bidding for Bid No..... covering “[Insert name of tender _____]” (hereinafter called the said 'TENDER DOCUMENT ') issued by the Authority.
- B. The Bidder is aware and confirms that the Authority’s business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Authority in the TENDER DOCUMENT documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Authority.

NOW THEREFORE,

In consideration of disclosure of confidential information, and in order to ensure the Authority’s grant to the Bidder of specific access to Authority’s confidential information, property, information systems, network, databases and other data, the Bidder agrees to all of the following conditions.

It is hereby agreed as under:

- 1 The confidential information to be disclosed by the Authority shall include without limitation, any and all information in written, representational, electronic, verbal or other form, whether or not expressly marked as “Confidential”, relating directly or indirectly to inventions, processes, products, methodologies, algorithms, risk matrices, thresholds, parameters, reports, data, models, deliverables, work products, specifications, architecture, project information, money laundering typologies, related computer programs, systems, trend analysis, risk plans, strategies, operating techniques, source codes, object codes, “know how”, drawings, designs, patents, copyright, trademarks, trade

secrets, unpublished records and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Authority.

- 2 Subject to clause 11 of this Agreement, it is hereby agreed by the Bidder that this Agreement shall apply in perpetuity and shall survive the termination of any other contract, agreement, arrangement or understanding entered into by or executed between the Authority and the Bidder.
- 3 Confidential Information does not include information which:
 - a) the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - b) information in the public domain as a matter of law;
 - c) is obtained by the Bidder from a third party without any obligation of confidentiality;
 - d) the Bidder is required to disclose by order of a competent court or regulatory authority;
 - e) is released from confidentiality with the written consent of the Authority.

The Bidder shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder.

- 4 The Bidder agrees to hold in trust any Confidential Information received by the Bidder, as part of the Tendering process or otherwise, and the Bidder shall maintain strict confidentiality in respect of such Confidential Information, and in no event the degree of confidentiality shall be less than the Bidder uses to protect its own confidential and proprietary information. The Bidder also agrees:
 - a) to maintain and use the Confidential Information only for the purposes of bidding for this TENDER DOCUMENT and thereafter only as expressly permitted herein;
 - b) to only make copies as specifically authorized by the prior written consent of the Authority and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - c) to restrict access and disclosure of Confidential Information to their employees, agents, and representatives strictly on a "need to know" basis, provided such employees, agents and representatives have duly executed a Non-Disclosure Agreement with the Bidder, to maintain confidentiality of the Confidential Information disclosed to them; and
 - d) to treat Confidential Information as confidential unless and until Authority expressly notifies the Bidder of release of its obligations in relation to the said Confidential Information.

- 5 The Bidder agrees to indemnify the Authority against any and all losses, damages, claims, or expenses incurred or suffered by the Authority as a result of the Bidder's breach of this Agreement.
- 6 Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Tendering process or thereafter may require the Bidder's personnel to be present on premises of the Authority or may require the Bidder's personnel to have access to software, hardware, computer networks, databases, documents and storage media of the Authority while on or off premises of the Authority. It is understood that it would be impractical for the Authority to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder undertakes that it shall be liable for any and all unauthorized access to and disclosure of Confidential Information by any of its employees, agents and / or representatives.
- 7 The Bidder shall establish and maintain appropriate security measures to provide for the safe custody of the Confidential Information and to prevent unauthorised access to it.
- 8 The Bidder agrees that upon termination/expiry of this Agreement or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.
- 9 Confidential Information shall at all times remain the sole and exclusive property of the Authority. Upon completion of the Tendering process and/or termination of the contract or at any time during its term, at the request of the Authority, the Bidder shall promptly deliver to the Authority the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of the Authority. Without prejudice to the above the Bidder shall promptly certify to the Authority, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Authority in respect of the Confidential Information.
- 10 In the event that the Bidder hereto becomes legally compelled to disclose any Confidential Information, the Bidder shall notify the Authority within 24 hours and render best effort assistance to the Authority to enable the Authority to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any Confidential

Information or the contents of this TENDER DOCUMENT without the prior written consent of the Authority. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar Confidential Information but in no event less than reasonable care.

- 11 The Bidder covenants and agrees that, during the term of its engagement with the Authority and for twelve (12) months after the termination thereof, regardless of the reason for the termination, the Bidder shall not, directly or indirectly, represent any entity or authority engaged in same or substantially similar nature of work as that of the Authority, anywhere in the world, for any work which is similar to the Bidder's scope of work as provided by the Authority.
- 12 This Agreement, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India. The Recipient in the provision of its services under the contract shall be governed at all times by the provisions of Ayushman Bharat (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and the regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the Recipient contravenes any provisions of Ayushman Bharat Act, 2016 and the Regulations framed thereunder, as applicable to the services rendered under the TENDER DOCUMENT and / or this Agreement, the Recipient shall be liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in this Agreement.
- 13 The Bidder understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Authority irreparable damage, the amount of which may be difficult to ascertain and, therefore, agrees that the Authority shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Authority shall deem appropriate. Such right of the Authority shall be in addition to Remedies otherwise available to the Authority at law or in equity.

For and on behalf of:

For Authority
(Authorised Signatory Office Seal:)

Name:
Designation: Chief Executive Officer
Date:
Place:

For Bidder
(Authorised Signatory Office Seal:)

Name:
Designation:
Date:
Place:

Annexure VIII: Specifications of IEC materials

Sn	Elements of Branding (Line Item)	Inputs material (specifications)
1	Vinyl Branding mounted on 3mm sunboard	Ecosolvent Digital Print
		Glossy Lamination as output
		Mounted on 3MM sunboard
2	Flex Material mounted on MS (primer coated on exposed portion)-non lit	Black Media 4-pass print
		minimum 13OZ
		MS Pipe - 3 kgs
3	Glow Sign Boxes (GSB)	GSB backlit print - Digital
		16 Oz branded flex
		Branded Electric Fitting Tube Lights + Starters + in built -Chokes (number of tubelights specify) with edge to edge lighting 6 sq ft=1 tube
4	Standeers	6 ft x2.5 ft (Weight of standee stand shall be at least 2.5 kg)
5	Pole flags satin flags, digital format printing	10 ft flag pole 2 feet grouted, flag 3 ft x 2 ft with loopy of 2 inches
6	Plate or plaque for empaneled hospital	10 mm play board, deco-painted engraving on SS plate (304) of 18 gauge
7	Flange signage	2x1.5 ft on SS plate