

**TENDER FOR EMPANELMENT OF AGENCIES AS A STRATEGIC
PARTNER**

for

**PROVIDING SERVICES AND ALLIED ACTIVITIES TO THE
GOVERNMENT ON BEHALF OF HSCC (INDIA) LIMITED**

TENDER ID – HSCC/EMPANELMENT/SP/2023/01



E-6(A), Sector 1, Noida - UP - 201301

Tel. - 91-120-2542436-40

Fax - 91-120-2542447

Email – cpg-group@hsccltd.co.in

Notice Inviting Tender from prospective service providers / stakeholders and/or agencies for empanelment of agencies as a strategic partner for providing services and allied activities to the government on behalf of HSCC (India) Limited.

Hospital Services Consultancy Corporation Limited is a leading service provider in the field of Hospital Infrastructure and healthcare solutions across India. HSCC's wide range of services relate to components of health systems from conceptualization, through procurement of equipment/drugs, to complex projects involving design and implementation and is being used by eminent hospitals, healthcare professionals and government bodies across India and international market.

HSSC, invites Tender from prospective service providers / stakeholders and/or agencies empanelment of agencies as a strategic partner for providing services and allied activities to the government on behalf of HSCC (India) Limited.

TENDER NO	:	HSCC/EMPANELMENT/SP/2023/01
TENDER PUBLISHING / CIRCULATION DATE	:	26/10/2023
LAST DATE AND TIME FOR RECEIPT OF TENDER	:	10/11/2023 3.00 PM
TIME AND DATE OF PRESENTATION BY AGENCIES	:	SHALL INFORMED TO THE TECHNO COMMERCIALY QUALIFIED BIDDERS THROUGH EMAIL
PLACE OF OPENING OF TENDER	:	HSCC (INDIA) LIMITED E-6(A), Sector 1, Noida - UP - 201301 Tel. - 91-120-2542436-40 Fax - 91-120-2542447
ADDRESS FOR COMMUNICATION	:	HSCC (INDIA) LIMITED E-6(A), Sector 1, Noida - UP - 201301 Tel. - 91-120-2542436-40 Fax - 91-120-2542447
CONTACT NAME & EMAIL ID	:	CHIEF GENERAL MANAGER, HSCC (INDIA) LTD. cpg-group@hsccltd.co.in & cpg.hsccltd@gmail.com

1. COMPANY BACKGROUND

1.1 PROFILE

Hospital Services Consultancy Corporation Limited (HSSC Ltd.) was set up in 1983 with an authorised capital of Rs. 20 million. HSSC is one of the few organisations in South East Asia, rendering comprehensive range of professional consultancy services in health-care and other social sectors, in India and abroad.

HSSC's services have been utilized by various organisation, both in Public and Private Sectors, Central Government Department, State Governments as also international agencies like the World Bank, WHO, among others for their projects in India and abroad.

HSSC is a pluri-disciplinary organisation with experienced professionals (i.e. health planners and economists, doctors, biomedical engineers, computer experts, pharmacists, architects and public health engineers etc.,) on rolls and a network of consultants specialized in various activities associated with health systems. Besides, it has institutional arrangements with various research laboratories/speciality hospitals. Further, to render high-quality professional services, it draws on resources from other agencies/institutions to supplement and complement its in-house capacities and capabilities for implementation of projects, wherever necessary.

Main activities of the Company are to address themselves to all levels of the health system pyramid and encompass conceptual studies, health-care facilities design, project management, procurement and supply, logistics and installation, commissioning and skill enhancement through training and retraining.

Since hospitals represent a substantial portion of any health system, a significant part of HSSC's activities is devoted to design and implementation of new hospitals & medical colleges teaching institutions and/or rehabilitation/up-gradation of existing institutions.

HSSC, an ISO: 9001:2015 accredited Company, adopts an integrated approach to projects, drawing on its pool of expertise to provide the best combination to evolve client-specific, cost-effective innovation solutions. A wide range of services that are provided relate to components of health systems from conceptualization through procurement of equipment/drugs, to complex projects involving design and implementation.

1.2 VISION

HSSC Limited's Vision is to be a leading consulting company providing value-added, innovative and integrated services for enhancing healthcare in India and overseas, leveraging its core competence in other infrastructure projects and providing an invigorating and enabling work environment to its professional employees.

1.3 CORPORATE MISSION

Providing Comprehensive, concept to commissioning, project planning, architectural engineering, project management, procurement and related consulting services for development of buildings and infrastructure for healthcare and other purposes in India overseas.

1.4 CORPORATE QUALITY POLICY

To maintain leadership and customer confidence by providing continually improving quality consultancy services in the Healthcare and other Social Sectors.

1.5 HSSC SERVICES

- Healthcare Facility Design
- Procurement & Purchase

- Logistics & Installations
- IT Services
- Project Management
- Conceptual Studies & Management Consultancy

1.6 KNOWLEDGE SPHERE

- Feasibility Studies & DPRs – Hospitals, Medical Colleges, Nursing Colleges, High End state-of-the-art laboratories, etc.
- Up-gradation & Modernisation studies, Design, Engineering & Project Management of various type of health sector projects i.e.
 - Hospitals
 - Hospital Services- Gas Manifold System, Specialized HVAC, OTs/ICUs/CCUs, CSSD, Laundry, Kitchen, etc.
 - Allied Infrastructure – Auditoriums, Conference Halls, Academic & Teaching Blocks, etc.
 - Laboratories – Pathological Labs, BSL II, III & IV Labs
 - Residential – Townships, Hostels, Staff Quarters, Housing, etc.

1.7 UNIQUENESS

- Healthcare planning and architecture based on understanding of the drivers of Healthcare sector.
- Acknowledged leadership in Healthcare planning engineering and execution.
- Understanding of the economics of Healthcare both development and operation.
- Dedicated team of experts .
- Delivered large number of Health Care facilities both in India and abroad.
- Meticulous planning for sophisticated equipment to support patient care.
- Efficient clean and hygienic process to protect patients.
- Comfort and functionality aspects for both patients and staff.
- Detailed study of scaling the facilities. enhancing patient handling capacity Rearrangement and refurbishment of hospitals.
- Flexible Hospital structure and system to adapt to any spatial changes and simple to expand.
- Creation and development of world class IT infrastructure to International standards PACS telemedicine library automation and education management system.

1.8 CLIENTS

HSCC's Client list includes:

- Cooperative Societies
- Charitable Trusts
- Private Hospitals/Institutes
- State Government Hospitals & Institutes
- Governments - Central & State

1.9 IMPORTANT ON-GOING PROJECTS

The below list give few of the on-going projects of HSCC Ltd. in India and abroad.

- AIIMS Rajkot
- PGIMER Chandigarh
- PGIMER, Dr.RML Hospital, New Delhi
- RIMS Imphal
- Construction of New Medical Colleges at Dausa, Hanumangarh, Alwar, Nagaur In Rajasthan
- AIIMS Guntur
- Dr. Rajkumari Amrit Gaur College of Nursing, New Delhi
- NIMHAMS Bangalore
- Construction of Drug Warehouses Muzaffarnagar, Bulandshahr
- Hospital Construction Projects at Mauritius

2. PURPOSE AND OBJECTIVE OF TENDER

Tender Proposal is hereby invited from prospective stakeholders and/or agencies for empanelment of agencies as a strategic partner for providing services and allied activities to the government on behalf of HSCC (India) Limited.

1. Providing facility management services for IT/ Healthcare facilities by undertaking the maintenance of civil, electrical and mechanical facilities of the hospitals.
2. Strategic Partner shall assist and manage procurement, purchase, installation, repairs and maintenance of equipment, infrastructure, furniture as may be required for upgradation of existing state government/ central government medical colleges/ other government buildings.
3. Supply of manpower required for government like skilled, semi-skilled, unskilled, technical and non-technical resources etc. as may be required from time to time to the government.
4. As single point responsibility, the Strategic Partner shall employ modern systems and services of high quality, integrating all functions necessary to support the above objective of HSCC by deploying competent, trained and experienced work force under a well-structured system, using "Modern Management Techniques and well established / ISO certified standards and procedures".
5. Managing the respective Hospital and its infrastructure by undertaking the entire operations of non-clinical activities by deploying the resources.

Interested bidders are requested to visit HSCC e-tender portal <https://hsccltd.co.in>, **HSCC website [www.hsccltd.co.in](https://hsccltd.co.in) & CPP Portal** for bid documents, qualification criteria etc. Any amendment or update will be published in the above websites only. Information submitted will be reviewed for inherent and relative effectiveness as it relates to HSCC Limited's objective of empanelment of agencies as a strategic partner for providing services and allied activities to the government on behalf of HSCC (India) Limited.

Bids from bidders who satisfy the Eligibility Criteria as per the TENDER and as well as those who have not defaulted / terminated in any of HSCC Limited's projects will be primarily considered for evaluation.

The Service Providers should have relevant certification/registration from Government authorities as per the rules applicable and have adequate assets, technologies and other resources to provide.

3. SCOPE OF SERVICE UNDER TENDER

3.1 LANGUAGE

The TENDER Proposal and all associated correspondence and documents shall be in English language. Supporting documents and printed literature furnished by the prospective strategic partner with the TENDER proposal should also be in English. Supporting materials in any other language shall be accompanied by its translation in English language and shall be duly certified by the bidder.

3.2 SCOPE OF WORK

Scope of work shall be as defined in Annexure 'A' of this document including but not limited to that mentioned in 'purpose and objective of the tender'.

3.3 SUBMISSION OF TENDER PROPOSAL

Documents to be submitted online in HSCC e-tender portal <https://hsc.enivida.com>

3.4 SCHEDULE OF SUBMISSION EVENT OF TENDER

S. No.	Description	Details
1	TENDER NO.	HSCC/EMPANELMENT/SP/2023/01
2	Date of issue of TENDER	26/10/2023
3	Last Date of submission of TENDER	10/11/2023, 15:00 hrs.
4	Date of opening of TENDER	10/11/2023, 16:00 hrs.
5	Proposals should be addressed to	Chief General Manager, HSCC (INDIA) LIMITED E-6(A), Sector 1, Noida - UP - 201301 Tel. - 91-120-2542436-40 Fax - 91-120-2542447
6	Proposals should be submitted at (Through online mode only)	https://hsc.enivida.com
7	Non-refundable cost of e-tender processing fee	Rs.2,950/- including GST @18% to be paid through e- payment Gateway to M/s RailTel Ltd.
8	Tender Fee (Non-refundable cost of tender / Bid Document)	Rs. 29,500/- INR including GST@18% in form of DD/PO in favor of HSCC (India) Ltd. payable at New Delhi.
9	TENDER Documents should be obtained	The detailed TENDER document can be viewed or downloaded from HSCC e-tender portal https://hsc.enivida.com
10	E-mail id	cpg-group@hsccltd.co.in & cpg.hsc@gmail.com

S. No.	Description	Details
11	Contact Details	Chief General Manager HSCC (INDIA) LIMITED E-6(A), Sector 1, Noida - UP - 201301 Tel. - 91-120-2542436-40 Fax - 91-120-2542447
12	TENDER ID	HSCC/EMPANELMENT/SP/2023/01

3.5 RIGHT TO ACCEPT/REJECT ANY OR ALL APPLICATIONS

HSCC reserves the right to accept or reject any bid and annul the bidding process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for HSCC's action. HSCC reserves the right to enter into agreement with as many bidders as it deems fit. Offers / Bids received after due date and time shall be summarily rejected. In case the date of opening happens to be a holiday, the TENDER will be received and opened on the next day at same time. TENDER can be downloaded from the HSCC e-tender portal <https://hsc.enivida.com> and submitted with fees as mentioned elsewhere in the document.

3.6 CONSORTIUM

Consortium is also allowed for this tender. Any bid submitted in consortium shall be allowed subject to maximum number of members not more than two including Lead Bidder. Any bidder submitting an individual proposal or as part of consortium cannot be consortium member with another bidder in separate proposal.

3.7 ELIGIBILITY CRITERIA

The below mentioned criteria are the pre-qualification criteria, those who meet the pre-qualification criteria only will qualify for the financial evaluation.

S. No.	Technical & Financial Capacity	Documents Required
1.	The Bidder should be either registered as a Company under Companies Act 1956 or 2013.	Certificate of Incorporation/ Registration.
2.	Registration: The Bidder should be registered with the Income Tax, GST Dept. and also registered under the Labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation, Group Gratuity.	1. Copy of PAN and GST. 2. Copy of the Employee Provident Fund registration letter / certificate. 3. Copy of the Employee State Insurance registration letter / certificate. 4. Copy of the Group Gratuity Scheme certificate.

3.	The Average annual turnover of the bidder shall be Rs. 100.00 Cr. or more in last three F.Y years i.e. 2020-2021, 2021-2022 & 2022-2023.	Audited Balance Sheet and Profit and Loss Accounts for last three years i.e. 2020-2021, 2021-2022 & 2022-2023 certified by the Auditor along with Certificate from Chartered Accountant with UDIN for Annual turnover of last 3 financial years (F.Y.) i.e. 2020-2021, 2021-2022 & 2022-2023 (values as per the certificate should be reflected on the ICAI portal. If not reflected, the bid shall be rejected).
4.	Bidder shall have at least 2500 nos. of manpower on its roll as on 31 st March, 2023.	Declaration on company letterhead with supporting work order involved in government (central/ state)/ PSU.
5.	Any member of Consortium must have experience of providing manpower services in at least (01) one project which shall involve the supply of at least 300 manpower in Central Govt./ State Govt./ PSU/ Govt. Special Purpose Vehicle in India in last 7 years as on last date of submission.	Work Order / Client Testimonial / Project Completion Certificate, clearly stating the number of manpower deployed.
6.	Any member of Consortium must have been engaged in implementing at least one (01) project of value above Rs. Twenty Five (25) Crores involving service delivery at more than 300 locations in Central Govt. / State Govt. / PSU / Govt. Special Purpose Vehicle in India in last 7 years as on last date of submission.	Work Order / Client Testimonial / Project Completion Certificate, clearly stating the number of manpower deployed.
7.	The Bidder should have a minimum positive Net-worth of Rs. 15 Crores as on 31-03-2023.	A copy of the CA certificate bearing UDIN must be enclosed / uploaded with the tender document.
8.	Any member of consortium should have valid CMMI Level -5 certification for services.	Copy of valid CMMI level 5 certificate signed and stamped by the Authorized signatory of the bidder shall be submitted. The certificate should have been issued by the authorized partner of CMMI Institute and the bidders name should reflect on CMMI website's appraisal results (https://cmmiinstitute.com/learning/appraisals/results)
9.	The Bidder should have valid ISO 9001, ISO 14001, & OHSAS, SA Certifications.	Copy of the Valid Certificate(s) signed and stamped by the Authorized Signatory

10.	The Bidder or any Member in the Consortium should not have been found guilty of malpractice, misconduct, or black listed/ debarred/ banned/ terminated either by any State government/ Central government/ by any local authority or government authority on or before the date of submission of bid; in case of above-mentioned circumstances, if matter is pending before any Hon'ble Court of Law in India and final decision is pending then said bidder would not be eligible.	Affidavit on Non-Judicial stamp paper
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Consortium Agreement shall be submitted, if bid is submitted in consortium.

3.8 ATTACHMENT REQUIRED

The applications shall contain the following:

1. Attested copy of the registration of the company.
2. Attested copy of Income Tax registration / PAN Registration and Income Tax Returns for the last 3 years.
3. Attested copy of GST registration Certificate.
4. CA attested/ Audited Profit & Loss Account and Balance sheet statement for the Last three financial years.
5. Attested copy of Power of Attorney/Board Resolution/ authorization letter from Company/firm in the name of the person signing the application.
6. Experience certificates/agreement/work order copy for the experience mentioned above.
7. All the pages of NIT for TENDER signed with seal by the authorized signatory of the applicant.
8. Declaration that the firm is not debarred/blacklisted/banned by any Companies / government authority.
9. Consortium agreement, if applicable.
10. All the documents mentioned as per eligibility criteria.

3.9 EVALUATION AND SELECTION METHOD

Bidders qualified as per the Pre-qualification Criteria shall be eligible for technical evaluation.

- The evaluation of the technical bids shall be done by HSCC. Technical evaluation conducted by the HSCC shall be final and binding on all the bidders.
- Bidders qualified for all Pre-Qualification Criteria shall be eligible for Technical Evaluation.
- The criteria for the technical evaluation are as follows:

Sr. No.	Criteria	Evaluation Parameters	Max. Marks	Documents Required
1	The Average annual turnover of the bidder shall be Rs. 100.00 Cr. or more	Avg. Turnover (Cr.) a. ≥ 100 Cr and < 150 Cr – 08 marks	20	Copy of the audited Profit & Loss Statement of the company duly certified by Statutory Auditor / CA

	in last three F.Y years i.e. 2020-2021, 2021-2022 & 2022-2023	b. ≥ 150 Cr – 20 marks		Certificate clearly citing the average turnover for last 3 financial years.
2.	Any member of Consortium must have been engaged in implementing at least one (01) project of value above Rs. Twenty Five (25) Crores involving service delivery at more than 300 locations in Central Govt. / State Govt. / PSU / Govt. Special Purpose Vehicle in India in last 7 years as on last date of submission.	a. One single work – 10 marks b. Two or more single works – 20 marks	20	Work Order or Client Testimonial/ Project Completion Certificate.
3.	Any member of Consortium must have experience of providing manpower services in at least (01) one project which shall involve the supply of at least 300 manpower in Central Govt./ State Govt./ PSU/ Govt. Special Purpose Vehicle in India in last 7 years as on last date of submission.	a. One single work with at least 300 - 400 manpower – 10 marks b. One single work with 400 manpower – 20 marks	20	Work Order and Client Testimonial/ Project Completion Certificate, clearly stating the number of manpower deployed, locations and amount of work completed.
4.	Operations in the districts in India	Operation in number of districts a. 30 to 33 Districts in a single order – 10 marks b. More than 33 districts - 20 marks	20	Work Experience Certificate
5.	Number of Manpower on roll	a. 2500 to 5000 - 8 marks b. more than 5000 – 10 marks	10	Declaration on company letterhead with supporting work order involved in government (central/ state)/ PSU.
6.	No. of years in operation	a. 5 to 10 years – 5 marks b. above 10 years – 10 marks	10	Registration documents
		Total	100	

- The commercial proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system. Bidders will have to score at least 70% marks in the technical evaluation so as to qualify for the commercial bid opening.

- HSCC reserves the right to reject or accept any TENDER without assigning any reason thereof.
- Decision of HSCC shall be final and it shall be under no obligation to explain or inform the reasons for engaging or not engaging any Firm. The Firm shall not have any right to represent or challenge the same.
- Qualified and shortlisted applicant's financial bid only will be opened.
- Commercial Bid Evaluation: Commercial envelope of only those bidders, who has obtained minimum 70% score in Technical Evaluation, shall be opened. HSCC shall determine whether the commercial bids are complete i.e. whether the Bidder has included all components as per RFP.
- Financial quote of the strategic partner shall specify the revenue share percentage acceptable to share with HSCC for this particular proposal. Financial quotes will be evaluated based on the revenue share percentage to HSCC over and above the minimum value of 0.5%. Financial Quote has to be submitted as per the format provided in CPP portal.
- The evaluation proposal shall be done on the basis of offered revenue share percentage to HSCC. The bidder who offers highest revenue share (H1 bidder) will be selected as a strategic partner.
- In case of discrepancy between the prices quoted in words and in figures, highest of the two shall be considered. For any other calculation/ summation error etc. the bid may be rejected.
- In the event of two or more Bidders securing exactly the same commercial quote, then the HSCC reserves the right to allocate work amongst such bidders or may adopt any other method as decided by the HSCC.

3.10 *FORMAT FOR PRICE QUOTATION:*

<u>PRICE QUOTATION</u>		
Ref: Tender for empanelment of agencies as a strategic partner for providing services and allied activities to the government on behalf of HSCC (India) Limited		
CRITERIA	% in figure	% in words
Service Charge to be retained HSCC		

For more information, please refer Clause relating to revenue sharing model

3.11 *REVENUE SHARING MODEL:*

- Service provider has to provide services as detailed in Scope of work.
- Agreement will be executed with respective government authorities/ offices pursuant to which HSCC will receive the payment for the housekeeping and allied services provided by the empanelled agency. For this, Service provider must complete all its obligations and facilitate the timely submission of monthly invoice by HSCC, through providing necessary documentations and payment certifications including follow-up for disbursement/ release of payment from government authorities.
- Against the revenue received from these authorities, HSCC shall deduct applicable TDS and after retaining certain revenue share percentage on the total billing, shall pay remaining amount to the Service Provider on back-to-back basis within 24 hours of receipt of such revenue from the authorities.

Example – If billing amount is Rs.100/- to the Government on behalf of HSCC, HSCC will deduct TDS of service provider on behalf of HSCC as applicable and after retaining its share (i.e. HSCC's shares) on the billing amount, and then transfer the balance amount to the Service Provider.

(a) Received by HSCC from government authority	Rs.100/-
Suppose highest bidder has quoted service charge percent to be retained by HSCC for example 1.75%, then:	
(b) Deductions	
HSCC's TDS @ 1%	Rs. 1/-
HSCC agreed revenue share percentage @ 0.75% on billing amount	Rs.0.75/-
Amount to be transferred to Service Provider	Rs. 98.25/-

- Any expense incurred to HSCC on account of operations or other with respect to this project will be reimbursed to HSCC.

4. METHOD OF COORDINATION WITH SELECTED STAKEHOLDERS

4.1 MODE OF ASSIGNING WORK

The Company/ Agency / Strategic Partner shortlisted through above process will be selected and appointed as Strategic partner, primarily for providing services and allied activities to the government on behalf of HSCC (India) Limited as detailed in the purpose and objective of tender and Annexure-A.

The work will be awarded as and when the opportunity comes through or by one-to-one discussion as the requirement / situation may be. Thereafter, the selected strategic partner will have to work on back-to-back terms and condition of the HSCC clients followed by terms & condition of HSCC NIT.

4.2 AWARD OF WORK

HSCC will notify the Strategic Partner about award of work by issuing Letter of Intent. At the same time, the HSCC shall send the strategic partner the proforma for contract, incorporating all agreements between the parties. Within 15 working days of receipt of the Contract, the strategic partner shall sign and date the Contract and return it to the HSCC.

5. OTHER TERMS & CONDITIONS

5.1 TENURE OF ENGAGEMENT

The selected Strategic Partner shall be appointed to work with HSCC initially for a period of 15 years. However, the same can be extended on mutual consent.

5.2 ROLES AND RESPONSIBILITIES

- Any Projects taken by HSCC from the state / central government and handed over to the strategic partner will be governed by the terms and conditions stipulated in the work order and the Strategic Partner need to adhere each and every condition without any deviation.
- All the investment on the services and allied activities mentioned in the scope of work Annexure - A, will be the responsibility of the Strategic Partner and HSCC will not undertake any capex or opex part of the project. It will be the sole responsibility of the Strategic Partner to incur all expenditure pertaining to the project.

- Any penalties due to delays in services will be charged to the Strategic Partner and HSCC in any case will not absorb these penalties arising out of the project.
- Any strictures / warnings / show cause letters / notices issued on any activities of the project by the principal will be passed on to the Strategic Partner, if required HSCC may impose any penalty as deemed fit from case-to-case basis.

5.3 REQUIREMENTS TO BE FULFILLED BY STRATEGIC PARTNER

- The personnel engaged for the services under this tender shall be the employees of the strategic partner and will take their remuneration/wages from the strategic partner.
- The strategic partner shall abide to and comply with the Labour Laws central/ state, Workmen Compensation Act, EPF Laws, ESIC Laws, Income Tax Laws, Minimum Wages Laws, Bonus laws, Contract Labour (Regulations Abolition Act), 1970 and the Rules made there under for the time being in force, or any other law in force. Necessary labour license for both the labour inside & outside the state should be obtained.
- The strategic partner shall maintain complete official records of disbursement of wages/salary, showing specifically details of all deductions such as ESI, PF etc. in respect of all the staff deployed in premises of the client.
- The strategic partner shall maintain a personal file in respect of all the staff, deployed in Client's Site. The personal files shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary /Permanent and all grievances recorded by the staff vis-a-vis action taken etc.)
- The strategic partner if called by HSCC Authority shall submit the details of amount deposited on account of EPF, ESI and Bonus etc. in respect of the deployed personnel to the concerned authorities from time to time. The strategic partner if called for shall produce to HSCC authority the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- It shall also be the responsibility of the strategic partner to ensure that they shall not employ any person below the age of 18 years old.
- In case of strategic partner not having the required clearances or licenses at any point during the agreement, the agreement shall be terminated with immediate effect under risk and cost of the strategic partner and without any financial repercussions to HSCC and any pending work will be arranged from alternate sources at the risk and cost of strategic partner.
- There shall be a nodal person in the strategic partner organization whose contact details shall be shared and should be available for contact at all times and shall be required to handle.
- The strategic partner shall provide uniforms to the different categories of personnel sponsored by him and would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards wherever applicable. All staff would be in a neat, clean and well-groomed appearance and should carry proper ID cards as provided by the service provider including proper name badges. In case of violations suitable penalties shall be applicable.
- The strategic partner shall comply with all rules and regulations regarding safety and security of its employees and HSCC will in no way be responsible in any manner in case of any mishap to its personnel.

- The contractor shall cover its personnel for personal accident and death whilst performing the duty and HSCC shall own no liabilities and obligations in this regard.
- In case of late reporting, any incidence of disobeying instructions or misbehaving, suitable penalties for violation of agreement clause shall be applicable as indicated elsewhere.
- The strategic partner should ensure that their personnel do not consume alcohol/do not smoke/do not take drugs in premises of HSCC. Further all are required to have working mobile and numbers to be shared with HSCC authority.
- The strategic partner shall be responsible for the discipline and conduct of the personnel sponsored by them and in case the personnel lack in discipline and are not able to carry out the work designated, they shall provide replacement services of suitable personnel and suitable penalty shall be applicable.
- All legal & statutory compliances would be the responsibility of the strategic partner. Further continuous training of the employees would also be the responsibility of the strategic partner so that their employees are able to perform the work with the best professional competence.
- It shall be the responsibility of strategic partner to obtain the feedback regarding the service rendered and help desk shall be constantly monitoring the complaints /requisitions received and liquidation of same regarding different services.
- While availing the services provided, HSCC will not undertake any monetary liability other than the amount of service charge payable to the strategic partner as per the contract for the providing housekeeping and allied services provided by them. Other liabilities, if any, shall solely rest with the service provider. If HSCC has to bear such liabilities on unforeseen circumstances/occasions, the same shall be recovered from the strategic partner adjusting amounts payable to them on back-to-back basis.
- Scope of work shall increase or decrease as per the requirement of the HSCC hence the strategic partner shall have the capability to accept it as per the same terms and conditions of the contract.
- The strategic partner shall have the financial and technical capability to undertake related work.

5.4 REQUIREMENTS TO BE FULFILLED BY HSCC

- Provide strategic partner and its personnel with work permits and such other documents that shall be necessary to enable strategic partner or personnel to perform the service;
- Issue to officials, agents and representatives of the Government Authority, all such instructions as may be necessary or appropriate for providing prompt and effective service; HSCC shall place only work order and other offices will not enter into any separate agreement in this regard.
- HSCC shall make the monthly payment to the strategic partner on or before the 7th of every month and no interest will pay for any delay payment by any office.
- HSCC and its allied offices shall adhere all the notification issued by the Government of India/ Government of Maharashtra from time to time in regards to increase/decrease in any statutory payment like, minimum wages (Basic), Dearness Allowance (DA), Provident Fund (PF), Employee State Insurance Scheme (ESIC), Maternity Leave, Leave with Wages (LWW), Bonus, Gratuity, National Holiday and

Labour Welfare Fund etc. to give the effect from the date of notification/circular etc. immediately and empanelled agency shall submit the revised invoices/bills by giving this effect.

5.5 REIMBURSEMENT OF PAYMENT

- The invoice/s should be submitted by Strategic Partner on monthly basis.
- Payments shall be made by HSCC within Seven (07) working days after submission of the invoice by the Strategic Partner.
- The Strategic Partner shall ensure that the wages of the manpower resources deployed under this RFP are released latest adhering to provisions as per Minimum Wages Act and other statutory obligations. The Strategic Partner should make the payment to the deployed manpower through NEFT/Bank Transfer only. The Strategic Partner shall issue his/her Company's payment slip to all manpower resources deployed at HSCC on monthly basis. All payments made to the manpower resources deployed under this TENDER shall be mandated through bank account of the personnel. No cash payment to the personnel should be made under any circumstances. It shall be Strategic Partner's duty to pay monthly payment and other dues as applicable directly into manpower resources bank account.
- All payments to the Strategic Partner will be made subject to deduction of TDS (Tax deduction at Source) as per the Income-Tax Act, 1961, penalty and other taxes, if any, as per Government of India Rules.

5.6 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Strategic Partner for providing IT & Healthcare Facility Management Services and Manpower Services at HSCC (India) Limited shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising HSCC in relation to, or matters arising out of, or concerning the TENDER process. HSCC will treat all information, submitted as part of TENDER Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. HSCC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and / or the HSCC or as may be required by law or in connection with any legal process.

ANNEXURE – A: SCOPE OF WORK - VARIOUS SERVICES AND ALLIED ACTIVITIES

I. Integrated Facility Management Service and allied services

A. General Housekeeping Requirements–The housekeeping activities taken up by the Service Provider need to ensure minimum following:

1. There is no visible dirt/grease/stains in any area of the office including roof, floors and walls.
2. There are no cobwebs/bird nests and other inhabitations due to pests and animals.
3. There is no seepage on the roofs and walls of the office.
4. The floor of different areas of the office are kept dry. When wet mopping is used, appropriate safety measures need to be adopted like use of signage (Wet Floor).
5. There is availability of appropriate housekeeping materials and equipment needed for different areas. All consumables, materials, machines & equipment should be of standard quality and of reputed manufacturing.
6. The Service Provider uses standard methods for housekeeping for different areas.
7. Respective office shall ensure that monitoring of housekeeping activities is done at pre-defined intervals and corrective actions are taken when needed.
8. The drainage and sewage is well maintained to avoid any leakage, blockage and easy flow through the Drainage.

Office Cabin, rooms:

Sr. no.	Activity	Frequency	Method
	Daily		
1	Scrubbing & drying of floor (With Disinfectant)	Daily Twice	Scrubbing & drying m/c
2	Water cooler cleaning–outside	Daily once	Vacuum cleaning & manual
3	Telephone, computer & other equipment cleaning	Daily once	Vacuum cleaning & wet & dry wiping
4	Dusting & wiping of tables, chairs, shelves, etc.	Daily once	Dusters, wet/dry cloth, etc
5	Wash basin cleaning	Daily Twice	Wet & dry wiping
6	Toilet cleaning	Daily Twice	HP jet, vacuum cleaning and manual
7	Glass cleaning	Once a day	Glass cleaning kit
8	Spraying of room freshener	Once a day	Spray bottle, Good sense
9	Cobweb cleaning	As required	Manual
10	Dust bin movement	Daily Twice	Manual
	Weekly		
1	Partition cleaning	Weekly once	Wet & dry wiping, duster
2	Furniture, window channel, etc. Cleaning	Weekly once	Vacuum cleaning & wet & dry cloth

3	Electric panel & instruments Cleaning	Weekly once	Vacuum cleaning, duster, dry cloth
4	Man height column, side walls Cleaning	Weekly once	Wet & dry wiping
5	Fans, tube lights, AC unit etc cleaning	Weekly once	Dry/wet wiping
6	Reception area	Weekly once	Vacuuming

Common Areas Passage, lift entry lobby, Staircase, Corridors & Waiting area

Sr no	Activity	Frequency	Method
	Daily activities		
1	Scrubbing & drying of floor	Daily twice	Scrubbing & drying m/c
2	Reception area cleaning & Information desk cleaning	Daily twice	Vacuum cleaning, wet & dry wiping
3	Telephone, computers, decorative items, etc. cleaning	Once a day	Wiping
4	Water cooler cleaning–outside	Daily twice	Wet & dry wiping
5	Cleaning of tables, chairs, furniture items, etc.	Once a day	Vacuum cleaning, dusting & wiping
6	Common toilet cleaning	Daily twice	HP jet, vacuum cleaning & wiping
7	Staircase cleaning	Daily twice	Mopping
8	Fire escape stair case cleaning	Daily twice	Mopping
9	Lift capsule cleaning	Daily twice	Wet & dry wiping
10	Dust bin movement	Daily twice	Manual
11	Cobweb removal	As required	Manual
12	Terrace cleaning	Once a day	Manual
13	Water tank cleaning	Once in 2 months	Manual
14	Furniture, window channel, etc. Cleaning	Daily once	Vacuum cleaning & dusting
15	Chairs cleaning in waiting area	Daily once	Wet/dry vacuum cleaning
	Weekly activities:		
1	Glass cleaning	Weekly once	Glass cleaning kit
2	Partition cleaning	Weekly once	Wiping & vacuuming
3	Electric panel & instruments cleaning	Weekly once	Vacuum cleaning & manual

4	Man height column, sidewalls Cleaning	Weekly once	Vacuum cleaning & manual
5	Fans, tube lights, etc cleaning	Weekly once	Dusting & wiping

Toilet Cleaning

Sr. No.	Activity	Frequency	Method
1	Scrubbing & drying of floor	Daily twice	Scrubbing & drying m/c
2	Side wall cleaning (upto man height)	Daily twice	Wet & dry wiping
3	Side wall cleaning (upto man height)	Daily twice	Wet & dry wiping
4	Wash basin & surrounding area cleaning	Daily twice	Scrubbing, wet & dry wiping
5	External tap cleaning	Daily twice	Wet & dry wiping
6	Mirror cleaning	Daily twice	Wet & dry wiping
7	Commode & urinals cleaning	Daily twice	HP jet & wiping
8	Exhaust fan, tube light, switch boards cleaning	Weekly	Vacuum cleaning & manual
9	Dustbin movement	Daily twice	Manual
10	Cobweb removal	As required	Manual

B. Waste Management

- Devise and implement the waste management system for removal of waste from office premise. The selected bidder is suggested to follow the local regulations for waste management including the environmental guidelines of the local authorities or the International standard practices.
- Emptying all dustbins from all floors and washing or wiping them clean with damp cloth, replacing plastic and returning items where they were located.
- All waste from dustbins will be collected and deposited in the buildings waste container or as directed by the authority.
- Dry and wet garbage would be segregated and dumped into designated area.
- Placing of new dustbins (including industrial dustbin) as and when required at all designated places.

C. Dry Cleaning / Vacuuming

- Dry Cleaning / Vacuuming all curtains, ceiling, floor, windows, corners, carpets runners and carpet protectors so that they are free of dirt, mud, etc.
- Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area should be free of all litter, lint, loose soil and debris.

- Any chairs, trash, receptacles and easily movable items shall be moved to clean underneath and then replaced in the original position.

D. Glass Surface Cleaning

- All glasses at the entrance door, facade and window of the premises should be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories should be cleaned completely.
- Removal of any type of marks or finger prints on glass counters and partitions.
- The cleaning shall be done by using the approved all-purpose cleaner and lint free cloth or paper towels.
- Dusting windows sills and blinds.
- Removing of all broken glasses and replacing the same with the new one with the same or higher quality (in windows, Doors, tables etc.).

E. Polishing

- All the door/window handles/knobs, other fittings and items/statues, planners etc. are required to be polished and kept in shining condition by using good quality polishing agents. Polishing must cover both wood and metallic items.

F. Signage, direction boards and guide maps

- Preparation and installation of new signage, direction boards and guide maps as and when required. The design and matter of the same shall be approved by the respective authority.
- Routine cleaning and maintenance of all installed boards and guide maps.
- Replacement of all damaged boards and guide maps.

G. Office & Conference Meeting Management

The following activities must be completed at least one hour prior to the scheduled meeting date and time whenever notified by respective authority:

- Housekeeping activities at the meeting place.
- Ensuring proper placement of all the equipment's in the meeting room.
- Ensuring proper functioning of all the equipment's in the meeting room.
- Deployment of one dedicated office help staff for the meeting, at least 30 Min. prior to the scheduled meeting time.
- Switch on AC (if required) at least 15 Min. prior to the scheduled meeting time.
- Finalization of items requires to be served during the meeting, with the consultation of the respective officer in charge of the meeting.
- Serving of beverages like water, tea/coffee, refreshments /food items during the meeting.

The following activities must be completed immediately after completion of the meeting:

- Cleaning and sanitizing the space.
- Turning off all the electrical and electronic equipment's.
- Placing of complete furniture equipment's in proper order.

H. Lock & Key management

- Safekeeping of all the keys in its custody, of the office premises of respective authority.
- Opening of office at least two hours before the scheduled office timings for housekeeping activities.
- The site supervisor must ensure that all the equipment's installed in the office, are in working condition, neat & clean and placed at proper place.
- The site supervisor must supervise the entire office premise when the respective officer/officials leave its working place. The supervision may include that all the equipment's are turned off, placed at proper place and the belongings of the officer/officials are not available at site. If any belongings of the officer/official is remains available, the site supervisor must confirm to the respective officer/official about the item and also keep that item in its safe custody (if required) for return.
- The site supervisor must ensure that in case if any equipment is not required to be turned off, then the same must not be turned off by anyone. In such case, some indicative mark / direction boards must be placed near such type of equipment having clear directions along with contact details of the respective officers, in this regard. Also, in case if any such type of equipment is being turned off due to any reason, the site supervisor must call and inform the respective officer on immediate basis.
- All the gates and windows must be properly closed and locked when the respective officer leaves its working place.
- In case of rains, epidemic, cyclones, bad weathers etc., special precautions have to be taken care for safety and security of office equipment's and office personnel.
- All the other instructions as and when instructed by the RISL nodal officer must be abided by the team of the strategic partner.

I. Horticulture Services

The strategic partner needs to deploy Gardening staff wherever require & he will responsible for following scope of work.

- Daily Cleaning of lawn area.
- Watering to the plants & trees as require.
- Weeding of Lawn/ Cutting of Edges / Trimming of Trees & Removing of dried leaves & branches.
- Supply of plants and its maintenance whenever required by the respective authority. The dead plants shall be replaced by the new one immediately.
- The gardener must have sufficient quantity of tools required like grass cutting machine, water pipes, hedge-cutting machine.

J. Civil work (repairing)

- The site supervisor needs to inspect the complete area regularly and if found that any area requires any type of civil repairing work, then the same needs to be done on the same day, after office hours, with the prior approval of respective authority.
- The material, required instruments and transportation of manpower are to be managed by the strategic partner. The material being used for repairing must be of well-known brand/ best quality.
- The staff being engaged for such type of works must be skilled and polite during its working.

K. Civil Plumbing Services

- If any repair and replacement of parts is required to be done, then the same has to be done by the strategic partner on immediate basis.
- All the items require repairing, needs to be repaired on urgent basis. If the item is not repairable, the same needs to be replaced with new one, with the same or higher specifications/quality.
- Maintenance and upkeep of toilets, pantries, washbasins, water bodies, sanitary and plumbing installations etc.
- Cleaning, fumigation and maintenance of drainage pipes, manholes within building premise, sanitary shafts in and around the entire complex (defined area) by keeping them unchoked.
- To clean underground and overhead tanks on quarterly basis and insecticides as and when required basis.
- The repairing work needs to be carried out after office hours with the prior approval of respective authority.
- All the equipment's, material, manpower requires has to be arranged by the selected bidder. The selected bidder is expected to keep some spare inventory for such type of items. The spares must be of well-known brand/ best quality.
- The Bidder has to provide Electrician/ Plumber (on call basis initially 2 visits in a month) as per requirement by the respective government authority.
- The unit for this service should be approachable by the respective government authority and should reach the establishment in reasonable time on the same day.
- They should visit the establishments as per the minimum frequencies (i.e. initially visit require fortnightly) as specified by the respective government authority and complete the assignments.

L. Painting Services

- The strategic partner must provide all labour, paint, various materials, tools, supplies and equipment necessary to complete the assigned work of painting, related damage repair.
- The strategic partner must furnish all industry specific materials, tools and supplies necessary to perform the services requested in a safe and effective manner, including, but not limited to the following: a. Brushes, rollers, tape, containers, pans, buckets, ladders, etc., to utilize during application.

- The strategic partner must furnish any materials required for masking and/or protection of surfaces, flooring, equipment and/or fixtures, not being painted. The strategic partner shall protect surrounding areas and surfaces to preclude damage during work. During work progress, strategic partner shall keep premises free from any unnecessary accumulation of tools, equipment, surplus materials, debris and the like. strategic partner shall provide drop cloths, shields, painters tape, furniture coverings and other protective equipment as required by job conditions.
- The strategic partner must furnish scaffolding, ladders and extension devices used for application on elevated surfaces allowing the workers to reach the highest point, at a given location, in a safe and efficient manner.
- The strategic partner shall perform the preparation of all surfaces for painting, Preparation and painting of walls, shall consist of priming, minor sanding, minor repair / speckling surface nicks and holes. The strategic partner shall provide adequate paint coverage to cover the existing colour.
- Doors: Preparation and painting of steel or wooden doors, shall include primer, paint, stain and sealer. Paint on doors and bucks shall be industrial coat, oil base and enamel.
- Door Jambs: Preparation and painting of jambs shall include primer, paint, stain and sealer. Paint on jambs shall be industrial coat, oil base and enamel.
- Moving of equipment and/or furniture in occupied office shall be the responsibility of the firm.
- The strategic partner shall be responsible for any damage that occurs due to misplaced paint and also for any damage caused by their employees or equipment.
- The strategic partner shall maintain specified drying time and ensure current coating adhesion for each coat before applying next coat.
- The strategic partner shall remove hardware, electrical equipment plates, mechanical grills and louvers, lighting fixture trim and other items to protect from contact with paint.
- The strategic partner shall remove rubbish, empty cans, rags and other discarded material. The strategic partner shall dispose of all hazardous waste in accordance with all applicable federal, state and local laws and ordinances. After paint completion, strategic partner shall clean spattered surfaces and remove spattered paints by washing, scraping or other methods. The Contactor shall re-install hardware, electrical equipment plates, mechanical grills and louvers, lighting fixture trim and other items that have been removed to protect from contact with paint. The strategic partner shall relocate to original position equipment, furniture, desk, bookcases, filing cabinets or any fixtures that have been moved.
- All the walls must be neat and clean. All the painting work to be done by the skilled manpower.
- The paint colour must be of the same type and gel with previous one OR as approved by the respective authority.

M. General Pest Control Services

- The strategic partner shall carry out the Pest Control treatment for eradication of Pests/Insects like silver Fish, Cockroaches, Rodents, Flies, Mosquitoes and other household pests and treatment to be carried out minimum twice a year and also termite treatment if required at any time with chemicals including fumigation of traps, manholes, inspection-chambers, enclosed spaces like Almira's, false ceiling, etc., in the entire area to be covered under the contract.
- The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation twice a year.
- All such type of activities must be carried out after office hours with the prior approval of respective authority.
- The work has to be carried out as per Indian standard rules and regulation and by an authorized person only.

N. Electrical repair and maintenance

- The site supervisor deployed at respective facility shall visit all the locations on regular basis and make sure that all the electrical equipment's are working properly and are in good condition. In case of defective / faulty electrical equipment's the strategic partner must replace (replacement of all types of switches, ceiling lights, MCBs, plugs, call bells, lamps, ceiling fans, exhaust fan bearings, chokes, starters, igniters, holders, fuses, switches, sockets, wires, other electrical accessories, etc.,) the same with new one of the same or higher capacity and quality.
- The strategic partner shall operate and maintain all the Electrical installation to keep them in working condition, every day. The strategic partner shall also attend to all complaints of the occupants from time to time on daily basis.
- The strategic partner should do the periodical cleaning testing and routine maintenance of light fittings including repairs like replacement of fused bulbs, ceiling lights, tubes, fuses, chokes, damaged MCB, sockets, wiring, switches, connections, all types of fans etc., in the entire premise as directed by respective authority.
- If any equipment is not repairable, the same shall be replaced on immediate basis with the same or higher specifications/quality.
- If any new equipment is purchased during the contract period, the same will also have to be serviced / maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipment's without any additional cost. Respective authority reserves the right to add or remove any item from AMC during the contract period.
- The strategic partner should be responsible to keep 100 % Availability and Healthiness of various electrical utility systems at office premises
- All the electrical works shall be carried out as per relevant Indian Standard Specifications. Similarly, the work shall be as per the provision of Indian Electricity Rules (I.E rules) 1956 and the national electric code for electric code for electrical works.

- The strategic partner shall arrange to execute operation and maintenance services only through qualified electricians who are permitted to work on electrical installation by appropriate competent authority and as per IE rules 2003.
- The strategic partner shall provide repairs and maintenance service in response to oral including telephonic notice by respective authority whenever necessary.
- The strategic partner is solely responsible to ensure that no accident / damages occur to the installations / personnel during the maintenance work. That is for any accident / mis-happening at site with the workers engaged for the AMC will be the liability of the bidder.
- All related works such as drilling of holes, welding, soldering, fixing of light brackets, fixing of additional switches with necessary wiring (for light fittings, conduits, fans, AC, etc.), shall be carried out by the strategic partner.
- Besides the routine maintenance, on occurrence of a break down (even after normal working hours) of equipment or circuit, the fault shall be isolated and the power is to be restored to all the other equipment. The fault rectification shall be attended and rectified urgently. No short cut method of temporary rectification should be adopted.
- Any complaints reported through any manner shall be attended immediately (not exceeding one hour). Any breakdown / repair beyond the scope of work shall be reported to the respective authority immediately.
- The service personnel should have adequate literary knowledge to ensure smooth operation of work.
- The strategic partner must make all efforts to save Energy, diagnosing the cable fault and rectifying the defects as required.
- Electrical complaints other than the above mentioned should also be attended by the strategic partner, as per the directions.

O. Carpentry/ Furniture repair and maintenance works

- The strategic partner will have to carry out all types of repairs pertaining to Aluminium/ Iron/ Wood in doors, windows, inbuilt cup-boards, door closure, file storage units and all other wooden movable items etc. for the respective authority.
- The strategic partner has to arrange for the replacement of broken window panes repairs to iron work such as window grills, iron nets, grills/ collapsible gates and other similar items involving welding job in the entire complex etc.
- The strategic partner will have to arrange all type of tools, material and skilled manpower etc. for the purpose.
- The material used by the strategic partner must be of same or higher quality for aforesaid repairs at their own cost.
- The site supervisor shall visit all the locations on regular basis and make sure that all the equipment's are working properly and are in good condition. In-case of defective / faulty equipment's, the strategic partner must get it repaired / replaced by the same with new one of the same or higher capacity and quality. The repairing work needs to be done after office hours with the prior approval of respective authority.

P. Laundry Services

- Washing, drying and ironing of the table clothes, sheets, towels, curtains, uniforms or another types of garments using suitable chemicals as and when required by respective government offices.
- Laundry work including washing & drying of cloths/ linen shall only be done by machines.
- All the materials used in washing should be supplied by the strategic partner.
- The strategic partner shall use only ISI marked detergent/ washing material. In case it becomes necessary to use any material other than the approved prior permission shall be obtained from the respective authority.
- Strategic partner to maintain daily log of cloths received and bulk deposited to respective authority (per KG and no. of cloths); Two logs should be daily signed by in charge staff and person of respective authority;
- Cloths should be laundered, dried, pressed and return to respective authority in 72 Hrs. of collection.
- The contractor will be responsible for collection of dirty linen from the different user areas and transport the same to laundry complex. The agency will recollect dirty linen form ward and departments and exchange clean linen with dirty linen with the respective wards and departments between 1:00 PM to 2:00 PM or any other time specified by the Hospital Administration.
- The strategic partner should identify torn linen at the time of collection.
- The strategic partner shall do the work of sorting, processing of used linen with standard laundering process, including ironing.
- The Strategic partner shall be entitled to yearly price escalation of 8%.

II. Supply of manpower for various categories

- Deployment of requisite number and category of personnel (skilled, semi-skilled and unskilled), technical/ non-technical having desired qualification, training and experience shall be done the Strategic Partner in consultation with the respective authority.
- In the event of any misconduct on the part of the manpower deployed by strategic partner, such manpower on the instructions of the respective authority must be replaced within at least 15 days by strategic partner at his own costs, risks, and responsibility.

III. Procurement of Equipment, Infrastructure and Furniture, its logistical handling, installation and repairs & maintenance.

Procurement of equipment, infrastructure, furniture

- The basic infrastructure requirement for the respective authority should be provided to the strategic partner. This includes the requirement regarding equipment and furniture. Strategic partner shall procure the same for the use of respective authority as per the specifications provided to it by such authority.

- In addition to the already installed equipment at the respective authority, Strategic partner shall from time to time install & upgrade overall equipment as per the requirement of respective authority.
- The equipment once installed by the strategic partner shall not be moved or shifted to any different location or premises without the prior mutual understanding between the Parties.
- The on-time maintenance of all equipment and the AMC/CMC for the existing machines shall be under the scope of strategic partner.
- Strategic partner should ensure that the offered equipment including products & services should be scalable, configurable, capable, and upgradable to suit the ever-increasing need and requirement of the concerned facility.
- All the equipment, infrastructure, furniture shall be procured and installed by the strategic partner at its own cost.
- Strategic Partner at its own cost shall provide all necessary and required allied and ancillary equipment such as Refrigerator, Air Conditioner, Bar Code Reader, Computer, Printer, UPS Online/ Sine Wave including batteries (as per required load), LIS integration, SMS Alert facility, Online reporting, Furniture & Fixtures, etc. along with other relevant accessories as and when required.
- Strategic partner shall upgrade/ add equipment and ancillary equipment as and when required and shall not be limiting to the initial installation of equipment. All the installations shall be with concurrence from the respective authority and should meet the quality requirements.

Repairs and maintenance Service

- Strategic partner shall ensure comprehensive maintenance and servicing of the existing and installed equipment at the respective authority's premises.
- In case of failure on account of breakdown, unavailability of spares, reagents, consumables etc., Strategic partner shall take necessary steps to secure uninterrupted services at respective authority's premises by making suitable stand-by/Stop Gap arrangements including but not limited of replacement of Equipment as may be required.
- Strategic Partner at its own cost shall ensure and provide complete Supply-chain and Vendor management for ensuring uninterrupted supply of necessary reagents and consumables to be used in the operations & maintenance of the equipment and infrastructure installed in the consultation with the respective authority.

IV. Other Services.

IT And Software Support

- Strategic partner shall install its own information system for the various equipment/ infrastructure installed by it, along with its integration with the any web platform of the respective authority.
- Strategic partner shall provide the required IT support by offering computer hardware and networking devices, for online reporting, SMS alerts, and Centralized Dashboard as per the requirement of respective authority.
- 95% Uptime time has to be ensured for all software and related services provided by Strategic Partner.
- Strategic Partner shall also assist the respective authority for developing, testing, deploying any software, web application, mobile application which such authority wishes to develop for achieving its own objective.
- Strategic Partner shall setup an Unified Platform (Branded Web and Mobile Apps) for providing Licensed Access of Latest & Updated E-books, E-journals, E Research Material, Learning Videos & Animations & Objective Assessments to the students and faculty of government colleges.
- Strategic Partner shall setup Web Application and mobile application (Android & IOS, Branded App, with online Check-in & Check-out facility) as may be required by the respective authority.

Lab Accreditation & Quality Control

- Strategic partner shall ensure Quality control as per NABL guidelines of all the equipment, infrastructure installed by it.
- Quality Control & Quality assurance arrangement can be checked by respective authority at any point of time.
- Strategic partner shall help and support the respective authority in adoption and implementation of NABL protocols and availing NABL accreditation.
- All payments towards the Quality control and assurance program in the any services, shall be solely borne by strategic partner.

Teaching and training program

- Strategic partner shall provide application training and support, including Orientation Program & Skill development and modernization workshops to all the existing staff of respective authority from time to time, so as to acquaint them with the offered technology used by the respective authority along with extending full support in teaching, training & research activities.

Operation and Management

- Strategic Partner shall run, maintain, manage, operate on public-private partnership (PPP) basis hospitals, healthcare facilities & allied services, medical stores, ambulance & emergency services etc.
- Procuring requisite pharmaceutical products including but not limited medicines, instruments, equipment, machinery, devices, infrastructure etc. as may be required for undertaking and managing the entire operations of such facilities.