



F32(177)/NHM/H&WC/Desktop/2021-22/326

Date: 09/10/2025

Clarification/Corrigendum/Addendum

In reference to the UBN NO: MHS2425GLOB04763 and eproc Tender ID: 2025_MEDIC_446379_1, Clarification/Corrigendum/Addendum is hereby issued under RFP published vide no. 458 dated 06.02.2025 for the "Supply, Installation & Commissioning of IT Equipments".

Sr	Present Clause	Amended Clause												
1	CHAPTER 5. QUALIFICATION/ ELIGIBILITY CRITERIA 2. Financial: Turnover & Net Worth A bidder, which is a legal entity as envisaged at point no 1 above, may submit appropriately filled bid in this bid process. The minimum average annual turnover requirement of a bidder shall be 500 crores in any three financial years in last Five financial years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24). The bids from only those bidders shall be considered which are bidding for the IT hardware products of the OEM's who have a minimum annual average turnover of Rs 500 crores in IT hardware products in any three financial years in last Five financial years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24). If at any point of time it is found that average annual turnover of OEM of any item of which the bid has been submitted by a bidder is less than Rs 500 crores then the entire bid submitted by the bidder shall be liable for outright rejection.	CHAPTER 5. QUALIFICATION/ ELIGIBILITY CRITERIA 2. Financial: Turnover & Net Worth A bidder, which is a legal entity as envisaged at point no 1 above, may submit appropriately filled bid in this bid process. The minimum average annual turnover requirement of a bidder shall be 200 crores in any three financial years in last Five financial years (2020-21, 2021-22, 2022-23, 2023-24 & 2024-25). The bids from only those bidders shall be considered which are bidding for the IT hardware products of the OEM's who have a minimum annual average turnover as defined below: <table><tr><th>S. No</th><th>Cate gory</th><th>Equipments</th><th>OEM Turnover (in crore)</th></tr><tr><td>1</td><td>I</td><td>Headphone, Webcam, Biometric Device, Barcode Printer, Barcode Scanner, UPS, Dot Matrix Printer</td><td>30</td></tr><tr><td>2</td><td>II</td><td>Printer, MFP, Desktop Computer</td><td>500</td></tr></table> in IT hardware products in any three financial years in last Five financial years (2020-21, 2021-22, 2022-23, 2023-24 & 2024-25). If at any point of time it is found that average annual turnover of OEM of any item of which the bid has been submitted by a bidder is less than as required above then the entire bid submitted by the bidder shall be liable for outright rejection.	S. No	Cate gory	Equipments	OEM Turnover (in crore)	1	I	Headphone, Webcam, Biometric Device, Barcode Printer, Barcode Scanner, UPS, Dot Matrix Printer	30	2	II	Printer, MFP, Desktop Computer	500
S. No	Cate gory	Equipments	OEM Turnover (in crore)											
1	I	Headphone, Webcam, Biometric Device, Barcode Printer, Barcode Scanner, UPS, Dot Matrix Printer	30											
2	II	Printer, MFP, Desktop Computer	500											

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2	CHAPTER 5. QUALIFICATION/ ELIGIBILITY CRITERIA 3. Technical Capability Minimum Three years of experience in the business of supply, installation and commissioning of IT Hardware all over India in last Five financial years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24). The Bidder should have required experience in IT Hardware supply and commissioning/ITES (IT Enabled Services) in a single supply order of minimum 50 crores in atleast any one of the last 5 (Five) financial years (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) in India to any Government Department/ Government Institution/ Public Sector undertakings/ Banking Sector.	CHAPTER 5. QUALIFICATION/ ELIGIBILITY CRITERIA 3. Technical Capability Minimum Three years of experience in the business of supply, installation and commissioning of IT Hardware in India in last Five financial years (2020-21, 2021-22, 2022-23, 2023-24 & 2024-25). The Bidder should have required experience in IT Hardware supply and commissioning/ITES (IT Enabled Services) in a single supply order of minimum 30 crores or two supply orders of combined value of 40 crores or three supply orders of combined value of 50 crores with work completion certificate in at least any one of the last 5 (Five) financial years (2020-21, 2021-22, 2022-23, 2023-24 & 2024-25) in India to any Government Department/ Government Institution/ Public Sector undertakings/ Banking Sector. The bidders can also submit work orders with completion certificate as above for the current FY till date.
3	CHAPTER 8. GENERAL TERMS AND CONDITIONS OF BID & CONTRACT 42. Dividing quantities among more than one bidder at the time of award: As per rule number 74 of the RTPP Rules 2013, the quantity of the subject matter of the procurement to be procured is very large and the supplies are required in time bound manner across the State. The quantities for the supply may be divided as follows: 1. The bidder whose bid is accepted as lowest/ most advantage one shall be given the supply order of 60% of the quantity rounded-off to next natural number. 2. The second lowest bidder (L2) may be offered 25% of the quantity at the rates of the bidder whose bid is accepted as lowest/most advantageous. In case, the L2 bidder is unable to accept the price of the lowest/most advantageous bidder than counter offer to the next lowest bidder in the order of L3/L4 etc at the rates of the lowest/most advantageous bidder may be offered. Whosoever in the above order (L2/L3/L4 etc) accepts to supply 25% of the quantity at the price accepted at the lowest/ most advantageous, no further offer to	CHAPTER 8. GENERAL TERMS AND CONDITIONS OF BID & CONTRACT 42. Dividing quantities among more than one bidder at the time of award: As per rule number 74 of the RTPP Rules 2013, the quantity of the subject matter of the procurement to be procured is very large and the supplies are required in time bound manner across the State. The quantities for the supply may be divided as follows: 1. The bidder whose bid is accepted as lowest/ most advantage one shall be given the supply order of 50% of the quantity rounded-off to next natural number. 2. The second lowest bidder (L2) may be offered 30% of the quantity at the rates of the bidder whose bid is accepted as lowest/most advantageous. In case, the L2 bidder is unable to accept the price of the lowest/most advantageous bidder than counter offer to the next lowest bidder in the order of L3/L4 etc at the rates of the lowest/most advantageous bidder may be offered. Whosoever in the above order (L2/L3/L4 etc) accepts to supply 30% of the quantity at the price accepted at the lowest/ most advantageous, no further offer to any

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	any other bidder may be given and the supply order for 25% quantity may be given to the bidder who has accepted the offer as above. 3. The next lowest to the bidder which has accepted the offer of 25% may be offered remaining 15% of the quantity at the rates of the bidder whose bid is accepted as lowest/most advantageous. In case, the said bidder is unable to accept the price of the lowest/most advantageous bidder than counter offer to the next lowest bidder in the order of L4/L5 etc at the rates of the lowest/most advantageous bidder may be offered. Whosoever in the above order (L3/L4/L5 etc) accepts the supply 15% of the quantity at the price of accepted of lowest/ most advantageous, no further offer to any other bidder may be given and the supply order for 15% quantity may be given to the bidder who has accepted the offer as above. If not accepted than counter offer to the next lowest bidder in the order of L4/L5 etc may be given at the price of the lowest/most advantageous bidder. 4. In case, any bidder is unable to accept the price of the lowest/most advantageous bidder than the remaining 25% quantity may be added to the 60% quantity of the L1 bidder who may be bound to supply the 85% quantity ($60\% + 25\% = 85\%$). 5. In case, no bidder is unable to accept the price of the lowest/ most advantageous bidder then the 15% quantity may also be added to 85% quantity of the L1 bidder. This may mandate the L1 bidder to supply the complete quantity of 100%. It is hereby clarified that any quantum of supply not accepted by any bidder may be transferred to the quantum of L1 bidder.	other bidder may be given and the supply order for 30% quantity may be given to the bidder who has accepted the offer as above. 3. The next lowest to the bidder which has accepted the offer of 30% may be offered remaining 20% of the quantity at the rates of the bidder whose bid is accepted as lowest/most advantageous. In case, the said bidder is unable to accept the price of the lowest/most advantageous bidder than counter offer to the next lowest bidder in the order of L4/L5 etc at the rates of the lowest/most advantageous bidder may be offered. Whosoever in the above order (L3/L4/L5 etc) accepts the supply 20% of the quantity at the price of accepted of lowest/ most advantageous, no further offer to any other bidder may be given and the supply order for 20% quantity may be given to the bidder who has accepted the offer as above. If not accepted than counter offer to the next lowest bidder in the order of L4/L5 etc may be given at the price of the lowest/most advantageous bidder. 4. In case, any bidder is unable to accept the price of the lowest/most advantageous bidder than the remaining 30% quantity may be added to the 50% quantity of the L1 bidder who will then be bound to supply the 80% quantity ($50\% + 30\% = 80\%$). 5. In case, any bidder is unable to accept the price of the lowest/ most advantageous bidder then the 20% quantity may also be added to 80% quantity of the L1 bidder. This will then mandate the L1 bidder to supply the complete quantity of 100%. It is hereby clarified that any quantum of supply not accepted by any bidder may be transferred to the quantum of L1 bidder.
4	CHAPTER 8. GENERAL TERMS AND CONDITIONS OF BID & CONTRACT 10. Delivery & Installation A. Successful bidder has to supply, install & commission items/equipments at the respective locations (Annexure-17) and the bidder/OEM should have service centres in majority of districts (at least 30 districts in the state) must be active and working from past 12 months (Legal/Authorized proof to be submitted).	CHAPTER 8. GENERAL TERMS AND CONDITIONS OF BID & CONTRACT 10. Delivery & Installation A. Successful bidder has to supply, install & commission items/equipments at the respective locations (Annexure-17) and the bidder/OEM/authorized service partner should have service centres (Legal/Authorized proof to be submitted) as below:

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		<table><tr><th>S. No</th><th>Cate gory</th><th>Equipments</th><th>Service centres (min required)</th></tr><tr><td>1</td><td>I</td><td>Headphone, Webcam, Biometric Device, Barcode Printer, Barcode Scanner, UPS, Dot Matrix Printer</td><td>1</td></tr><tr><td>2</td><td>II</td><td>Printer, MFP, Desktop Computer</td><td>30</td></tr></table>	S. No	Cate gory	Equipments	Service centres (min required)	1	I	Headphone, Webcam, Biometric Device, Barcode Printer, Barcode Scanner, UPS, Dot Matrix Printer	1	2	II	Printer, MFP, Desktop Computer	30
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	B. Bidder shall appoint district wise grievance redressal officer (details to be given in Annexure-16) and also provide contact number and email of the officer for registration of complaints. Maximum duration for onsite resolution/repairment of equipments by bidder/OEM must be within 48 hours. Bidder should always keep specific number of reserve devices to prevent disruption of services in case repair takes more time. Any delay in providing in onsite resolution/repair of equipment beyond 48 hours from the time of lodging a complaint shall be liable for imposition of penalty on the contractor as envisaged in CHAPTER 9 of this bid document. C. Also, the bidder should provide a grievance redressal portal to the procuring entity with admin rights to view and track the grievance timelines. The portal should have the option for lodging of complaints, status tracking and approval of resolutions by relevant users.	B. Bidder shall appoint a nodal officer for coordination and redressing grievances who will be promptly available on call (details to be given in Annexure-16) and also provide contact number and email of the officer for registration of complaints. Maximum duration for onsite resolution/repair of equipments by bidder/OEM/authorized partner must be within 72 hours (an additional 24 hrs, in case of hardware replacement). Bidder should always keep specific number of reserve devices to prevent disruption of services in case repair takes more time. Any delay in providing in onsite resolution/repair of equipment beyond 72 hours (an additional 24 hrs, in case of hardware replacement) from the time of lodging a complaint shall be liable for imposition of penalty on the contractor as envisaged in CHAPTER 9 of this bid document. C. The L1 bidder shall provide a grievance redressal portal to the procuring entity and relevant users to lodge, track, update and dispose of the grievance issues for the whole project. The portal and its data shall be hosted in the State Data Centre.												
5	CHAPTER 9. SPECIAL TERMS AND CONDITIONS OF BID & CONTRACT 1)Payment Terms and Schedule (i) The payment to the Contracted Supplier shall be made in as under:	CHAPTER 9. SPECIAL TERMS AND CONDITIONS OF BID & CONTRACT 1)Payment Terms and Schedule (i) The payment to the Contracted Supplier shall be made in as under:												



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S.No	% Payme nt	Condition/ Event	S.No	% Payme nt	Condition/ Event
1.	85%	<u>On successful delivery</u> Proof of Delivery acceptable to the Department as per prescribed format is to be obtained from the Location / delivery site In-charge. The bills for payment would only be raised after that. Final settlement will be complete only after submitting original hard copy. This amount will be released after supplier submits Bank Guarantee of 20% amount of work order for validity period minimum up to six months, which would be extended if required.	1.	70%	<u>On successful delivery</u> Proof of Delivery, acceptable to the Department as per prescribed format, is to be obtained from the Location / delivery site In-charge. The bills for payment would only be raised after that, submitting the original hard copy along with.
	10%	<u>On successful installation & commissioning</u> This amount can be released on successful installation & commissioning of IT equipments at desired locations after submission of duly signed & sealed delivery & installation report, verified by competent person of the receiving organization/ institution.		30%	<u>On successful installation & commissioning</u> This amount can be released after successful installation & commissioning of IT equipments at desired locations after submission of duly signed & sealed delivery, installation report and full completion, verified by competent person of the receiving organization/ institution.
2	5%	<u>After commissioning and successful performance in warranty period</u> However, this amount shall be released as, 1% after completion of one year of warranty period, then 2% after completion of second year of warranty period and the remaining 2% after completion of third year of warranty period.	C. Successful Commissioning of a location will be considered as successful operations/ functioning of all the equipments required at that particular location. D. The bidder can raise monthly bills for all the locations where successful delivery & installation of all the required items has been done.		

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6	CHAPTER 9. SPECIAL TERMS AND CONDITIONS OF BID & CONTRACT 2)Penalties (i) The penalties levied on the Contracted Supplier shall be as under: <table border="1" data-bbox="268 488 818 1310"> <thead> <tr> <th>S.No</th><th>Amount of Penalty (INR)</th><th>Condition/ Event</th></tr> </thead> <tbody> <tr> <td>1</td><td>2% of approved value/day (for each equipment) {Upto a maximum of approved value of equipment}</td><td> <u>After 48 hrs of lodging a complaint for repair/resolution</u> Penalty will be levied for each faulty equipment registered for resolution/ repair in a complaint. After completion of 48 hrs without resolution from the time of successful registration of complaint, penalty will be levied for the whole day till next 24 hrs and so on for further delay in resolution of complaint. </td></tr> </tbody> </table>	S.No	Amount of Penalty (INR)	Condition/ Event	1	2% of approved value/day (for each equipment) {Upto a maximum of approved value of equipment}	<u>After 48 hrs of lodging a complaint for repair/resolution</u> Penalty will be levied for each faulty equipment registered for resolution/ repair in a complaint. After completion of 48 hrs without resolution from the time of successful registration of complaint, penalty will be levied for the whole day till next 24 hrs and so on for further delay in resolution of complaint.	CHAPTER 9. SPECIAL TERMS AND CONDITIONS OF BID & CONTRACT 2)Penalties (i) The penalties levied on the Contracted Supplier shall be as under: <table border="1" data-bbox="842 488 1382 1310"> <thead> <tr> <th>S.No</th><th>Amount of Penalty (INR)</th><th>Condition/ Event</th></tr> </thead> <tbody> <tr> <td>1</td><td>1% of approved value/day (for each equipment) {Upto a maximum of approved value of equipment}</td><td> <u>After 72 hrs (an additional 24 hrs, in case of hardware replacement) of lodging a complaint for repair/resolution</u> Penalty will be levied for each faulty equipment registered for resolution/ repair in a complaint. After completion of 72 hrs (an additional 24 hrs, in case of hardware replacement) without resolution from the time of successful registration of complaint, penalty will be levied for the whole day till next 24 hrs and so on for further delay in resolution of complaint. </td></tr> </tbody> </table>	S.No	Amount of Penalty (INR)	Condition/ Event	1	1% of approved value/day (for each equipment) {Upto a maximum of approved value of equipment}	<u>After 72 hrs (an additional 24 hrs, in case of hardware replacement) of lodging a complaint for repair/resolution</u> Penalty will be levied for each faulty equipment registered for resolution/ repair in a complaint. After completion of 72 hrs (an additional 24 hrs, in case of hardware replacement) without resolution from the time of successful registration of complaint, penalty will be levied for the whole day till next 24 hrs and so on for further delay in resolution of complaint.
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7	ANNEXURE-2: TECHNICAL SPECIFICATIONS 1. Specifications of Desktop Computer System <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>9</td><td>Antivirus (for both Intel i3 & Ryzen 3 models)</td><td>Latest Antivirus & Internet Security, with minimum 3 years subscription.</td></tr><tr><td>10</td><td>Certification (for both Intel i3 & Ryzen 3 models)</td><td>BIS (for Monitor only)</td></tr><tr><td>11</td><td>Compliance (for both Intel i3 & Ryzen 3 models)</td><td>RoHS</td></tr></table> 2. Specifications of Printer <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>4</td><td>Print Speed (Minimum) (for both Laser & InkTank models)</td><td>20 PPM (Mono) or higher</td></tr><tr><td>14</td><td>Certifications (for both Laser & InkTank models)</td><td>BIS</td></tr><tr><td>15</td><td>Compliance (for both Laser & InkTank models)</td><td>RoHS</td></tr></table> <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>2</td><td>Printing Technology (for InkTank models)</td><td>Ink Tank</td></tr></table>	Sr. No	Parameter	Minimum Technical Specification	9	Antivirus (for both Intel i3 & Ryzen 3 models)	Latest Antivirus & Internet Security, with minimum 3 years subscription.	10	Certification (for both Intel i3 & Ryzen 3 models)	BIS (for Monitor only)	11	Compliance (for both Intel i3 & Ryzen 3 models)	RoHS	Sr. No	Parameter	Minimum Technical Specification	4	Print Speed (Minimum) (for both Laser & InkTank models)	20 PPM (Mono) or higher	14	Certifications (for both Laser & InkTank models)	BIS	15	Compliance (for both Laser & InkTank models)	RoHS	Sr. No	Parameter	Minimum Technical Specification	2	Printing Technology (for InkTank models)	Ink Tank	ANNEXURE-2: TECHNICAL SPECIFICATIONS 1. Specifications of Desktop Computer System <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>9</td><td>Antivirus (for both Intel i3 & Ryzen 3 models)</td><td>Minimum 3 years subscription Antivirus with protection for Ransomware, Browsing, Phishing along with OEM undertaking to be provided.</td></tr><tr><td>10</td><td>Model specific Certification (for both Intel i3 & Ryzen 3 models)</td><td>BIS (for Monitor only)</td></tr><tr><td>11</td><td>Compliance (for both Intel i3 & Ryzen 3 models)</td><td>RoHS, ISO 9001</td></tr></table> 2. Specifications of Printer <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>4</td><td>Print Speed (Minimum) (for both Laser & InkTank models)</td><td>18 PPM (Mono) or higher</td></tr><tr><td>14</td><td>Model specific Certifications (for both Laser & InkTank models)</td><td>BIS</td></tr><tr><td>15</td><td>Compliance (for both Laser & InkTank models)</td><td>RoHS, ISO 9001</td></tr></table> <table><tr><th>Sr. No</th><th>Parameter</th><th>Minimum Technical Specification</th></tr><tr><td>2</td><td>Printing Technology (for InkTank models)</td><td>InkTank (Bottle/ Pouch Based)</td></tr></table>	Sr. No	Parameter	Minimum Technical Specification	9	Antivirus (for both Intel i3 & Ryzen 3 models)	Minimum 3 years subscription Antivirus with protection for Ransomware, Browsing, Phishing along with OEM undertaking to be provided.	10	Model specific Certification (for both Intel i3 & Ryzen 3 models)	BIS (for Monitor only)	11	Compliance (for both Intel i3 & Ryzen 3 models)	RoHS, ISO 9001	Sr. No	Parameter	Minimum Technical Specification	4	Print Speed (Minimum) (for both Laser & InkTank models)	18 PPM (Mono) or higher	14	Model specific Certifications (for both Laser & InkTank models)	BIS	15	Compliance (for both Laser & InkTank models)	RoHS, ISO 9001	Sr. No	Parameter	Minimum Technical Specification	2	Printing Technology (for InkTank models)	InkTank (Bottle/ Pouch Based)
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3. Specifications of MFP

Sr. No	Parameter	Minimum Technical Specification
15	Scan Type (for both Laser & InkTank models)	FLATBED with ADF
20	Certifications (for both Laser & InkTank models)	BIS
21	Compliance (for both Laser & InkTank models)	RoHS

Sr. No	Parameter	Minimum Technical Specification
2	Printing Technology (for InkTank models)	Ink Tank

6. Specifications of Barcode Scanner

Sr. No	Parameter	Minimum Technical Specification
2	Connectivity Technology	UPS
6	Certifications	BIS, RoHS, ISO 9001 for OEM
7	Test Report	OEM should submit test report for the quoted model issued by State/ Central laboratory/NABL accredited labs (not old from last 5 Years)
8	Warranty	3 Year comprehensive on-site OEM warranty

3. Specifications of MFP

Sr. No	Parameter	Minimum Technical Specification
15	Scan Type (for both Laser & InkTank models)	FLATBED with ADF/ DADF or better
20	Model specific Certifications (for both Laser & InkTank models)	BIS
21	Compliance (for both Laser & InkTank models)	RoHS, ISO 9001

Sr. No	Parameter	Minimum Technical Specification
2	Printing Technology (for InkTank models)	InkTank (Bottle/ Pouch Based)

6. Specifications of Barcode Scanner

Sr. No	Parameter	Minimum Technical Specification
2	Connectivity Technology	USB
6	Model specific Certifications	BIS
7	Compliance	RoHS, ISO 9001
8	Test Report	OEM should submit test report for the quoted model issued by State/ Central laboratory/NABL accredited labs (not old from last 5 Years)
9	Warranty	3 Year comprehensive on-site OEM warranty

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7. Specifications of Biometric Device (Scanner)

Sr. No	Parameter	Minimum Technical Specification
5	Sensing Area	15mm x 18mm
8	Certification	BIS, STQC & UIDAI Certified
9	Compliance	RoHS

8. Specifications of Web Camera

Sr. No	Parameter	Minimum Technical Specification
5	Features	Clear and richer picture with 5G/>=55 degree wide angle lens, brightness controller, digital zoom
6	OS Support	Windows, Mac and Linux
11	Certification	RoHS compliance, BIS
12	Warranty	3 Year comprehensive on-site OEM warranty

9. Specifications of Head Phone

Sr. No	Parameter	Minimum Technical Specification
3	Connection Type	Single/ Double 3.5mm Jack (As per requirement of Department)
7	Certification	BIS
8	Compliance	RoHS

10. Specifications of UPS

Sr. No	Parameter	Minimum Technical Specification
12	Certifications	BIS, ISO 9001
13	Compliance	RoHS (Only UPS)

7. Specifications of Biometric Device (Scanner)

Sr. No	Parameter	Minimum Technical Specification
5	Platen Area	Minimum 12.8mm x 17 mm
8	Model specific Certification	BIS, STQC & UIDAI Certified
9	Compliance	ROHS, ISO 9001

8. Specifications of Web Camera

Sr. No	Parameter	Minimum Technical Specification
5	Features	Clear and richer picture with 5G/>=55 degree wide angle lens, brightness controller, digital zoom, Integrated privacy shutter
6	OS Support	Windows, Mac and Linux and Chromebook
11	Model specific Certification	BIS, UL
12	Compliance	RoHS, ISO 9001
13	Warranty	3 years comprehensive on-site warranty

9. Specifications of Head Phone

Sr. No	Parameter	Minimum Technical Specification
3	Connection Type	USB-C
7	Certification	BIS (Removed)
8	Compliance	ROHS, ISO 9001

10. Specifications of UPS

Sr. No	Parameter	Minimum Technical Specification
12	Model specific Certifications	BIS
13	Compliance	ISO 9001

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Government of Rajasthan
National Health Mission, Rajasthan
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur
Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in

<i>Note:</i> V. The subject matter of procurement shall be provided with onsite Comprehensive OEM warranty as specified in the technical specifications and premium support from the Date of final acceptance test (Go-Live).	<i>Note:</i> V. The subject matter of procurement shall be provided with onsite Comprehensive OEM warranty as specified in the technical specifications and premium support from the 61st day from the date of work order for all the equipments that have been installed till that day. For items installed beyond the said period, then the warranty shall start from the installation date itself.
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Annexure-16: DETAILS OF SERVICE CENTRES

Name of Nodal Officer for Grievance Redressal :

Contact no & Email-id:

S. No.	Name of District	Service centre Complete Postal Address with Contact no.	Service centre GST registration no.	For Category I Equipments (Yes/No)	For Category II Equipments (Yes/No)

Note:- Authorized/Legal proof of service centers to be submitted

Place:

Date:

Bidder's Company Seal:
Authorized Signatory's Signature:
Authorized Signatory's Name and Designation:

(Dr. Amit Yadav)
Mission Director, NHM