



**National Health Mission,  
Department of Health & Family Welfare  
Government of Punjab**

## **TENDER DOCUMENT**

**TENDER FOR SUPPLY of 26900 GSM/Volte/LTE  
MOBILE CONNECTIONS & 250 Dongles with 4G  
Internet Connections.**

(Tender fee = Rs. 1,000/-)

Year 2025

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## Section-I



## Notice Inviting Tender for Mobile Phone Connections/Dongles with Internet Connections

### General Instructions

National Health Mission is a flagship programme focusing on affordable and accessible health care services for community through smooth implementation of various health programmes. State Health Society, Punjab implementing National Health Mission in the State of Punjab requires CUG Mobile Phone Connections/ Dongles with internet Connections for better coordination and communication among different categories of employees working at State Head Quarter NHM Punjab, Chandigarh and 23 districts in the State of Punjab for smooth implementation of Health related activities. State Health Society, Punjab hereby invites bids from the Mobile Phone/Internet Service Providers in the State of Punjab through Gem Portal for the supply of following Product/services: -

Description of Item	Category	Employee Category	Quantity Required (Tentative)	EMD (Amount in Rs.)
Mobile Phone connections (Voice + 4G Data connectivity on GSM/Volte/LTE)	I	For ASHA Worker & For SPMU/DPMU/AN Ms and other staff.	26900	Rs.10,00,000/-
Mobile Phone connections (Voice + 4G Data connectivity on GSM/Volte/LTE)				
Dongles with 4G Internet Connections	II	For RBSK Teams	250	Rs.50,000/-
				<b>Rs.10,50,000/-</b>

1. The Service Providers are free to bid for any or all the above tabulated categories as per their eligibility. The bidder is required to submit the price of above said services/product through online bidding in the Gem Portal through reverse auction on the schedule date. Price for each of the above requirements will be quoted separately by the bidder i.e. there will be two L1 bidders.
2. A complete set of bidding documents specifying eligibility criteria, specifications and other terms and conditions applicable for the above procurement can be downloaded from the website <https://nhm.punjab.gov.in> or from GEM Portal from 20.3.2025. The tenderer is required to deposit Rs.1,000 as tender fees to Bank A/c No.-50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd and share UTR No. along with Technical Documents. The tender not accompanied with UTR Numbers of Tender document fees of Rs.1,000 or EMD amount prescribed in the tender document will be straight way rejected.
3. The service providers are requested to upload the bidding document as prescribed in the Tender Document in the Gem Portal 11.4.2025 till 2:00PM. The Technical bids will be finalized by the

Committee, O/o Mission Director NHM Punjab by 17.04.2025.

4. All the requisite documents must be uploaded in the Gem Portal by due date. No opportunity will be given for uploading any document after due date.
5. All the bidders are advised to check the official web site <https://nhm.punjab.gov.in>. regularly for any amendments/corrigendum/latest updates with respect to this tender.
6. Mission Director, NHM, Punjab reserves the rights to postpone/cancel the tender without assigning any reason.

**MISSION DIRECTOR  
NHM, PUNJAB.**

**Section-II**

**Schedule of Tender**

**OFFICE OF MISSION DIRECTOR, NATIONAL HEALTH MISSION, PUNJAB, PRAYAAS BHAWAN,  
SEC. 38 B CHANDIGARH, TEL.NO. 0172-4012017, 4012027**

**Bid Ref. No. -**

<b>Date of commencement of Sale of Tender Documents</b>	21.03.2025
<b>Pre Bid Conference</b>	28.03.2025 at 11:00 AM
<b>Last date &amp; time for uploading bids</b>	11.04.2025 till 2:00 PM
<b>Time &amp; date for finalization of Technical Bids</b>	17.04.2025
<b>Time and date for bidding for financial price</b>	22.04.2025 at 2:00 PM
<b>Place of opening of bids &amp; Pre Bid conference</b>	Committee Room, NHM, 5 <sup>th</sup> Floor, Prayaas Building, Sec-38 Chandigarh
<b>Address for Communication</b>	Mission Director, State Health Society, Punjab National Health Mission, 5 <sup>th</sup> Floor, Prayaas Building, Sector 38 B, Chandigarh

### Section-III

## TENDER FOR CLOSED USER GROUP(CUG) MOBILE PHONE CONNECTIONS (GSM/VOLTE/LTE) AND DONGLES WITH INTERNET CONNECTIONS FOR VARIOUS PROGRAMMES OF NHM IN THE STATE OF PUNJAB

### **Section-I: Eligibility Criteria**

#### **1. Qualification Criteria for Eligible Bidders:**

- i. The bidder along with the associates shall be GSM/Volte/LTE Mobile Service Providers having valid Cellular (GSM/Volte/LTE) licenses duly issued by Department of Telecommunication, Govt. of India.
- ii. The bidder shall be operating in the State of Punjab having **95 % or more** network coverage and the service provider/bidder must have connectivity/operation in all the areas of the State of Punjab.
- iii. The bidder shall be able to integrate with USSD gateway of NIC.
- iv. Only bidders willing to provide following services as per following schedule of requirement should participate in the tender: -

#### **For Category I**

SN	Number Required (Tentative )	Categories of employees	Services Required
1	21,000	For ASHA workers	<ul style="list-style-type: none"><li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle.</li><li>• Free incoming calls.</li><li>• 25 GB Monthly 4G Data.</li><li>• In case 25 GB data has been completed by the user in the month, the data should be available on the number at throttle speed of the Service Provider.</li><li>• In case the user has not used the full quota of 25 GB in a month, the unused data should be carried forward and added to the next month's allocation of 25 GB and this cycle shall keep on going.</li><li>• Activation of caller tune to be provided by the department from time to time .</li></ul>
2	4900	For ANMs	<ul style="list-style-type: none"><li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle.</li><li>• Free incoming calls.</li><li>• 25 GB Monthly 4G Data.</li><li>• In case 25 GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li><li>• In case the user has not used the full quota of 25 GB in a month, the unused data should be carried forward and added to the next month's allocation of 25 GB and this cycle shall keep on going.</li><li>• Activation of caller tune to be provided by department from time to time.</li></ul>

SN	Number Required (Tentative)	Categories of employees	Services Required
3	1000	For SPMU, DPMU Staff	<ul style="list-style-type: none"> <li>Unlimited Outgoing Calls within the circle and outside the circle.</li> <li>Free incoming calls.</li> <li>30 GB Monthly 4G Data.</li> <li>In case 30GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>In case the user has not used the full quota of 30GB in a month, the unused data should be carried forward and added to the next month's allocation of 30 GB and this cycle shall keep on going.</li> <li>Activation of caller tune to be provided by department from time to time.</li> </ul> <p>(To be given at State Head Quarter and 23 Districts)</p>

**For Category II**

SN	Number Required (Tentative)	Services Required
1	250	<ul style="list-style-type: none"> <li>30 GB Monthly 4GData.</li> <li>In case 30 GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>In case the user has not used the full quota of 30GB in a month the unused data should be carried forward and added to the next month's allocation of 30 GB and this cycle shall keep on going.</li> </ul>

v. The average annual turnover of the bidder in the previous 3 years i.e. FY 2021-2022 to FY 2023-2024 should not be less than Rs. 19 Crore for supply of SIM of CUG Mobile Phone Connections and Rs.50 lacs for Dongle with Internet Connections and turn over certificate in original as per Annexure-I duly attested by Chartered Accountant must be attached with bid.

vi. Bids of bidders quoting as authorized representative of the original Mobile Service Providers can be considered, provided the bidder furnishes a legally enforceable authorization from the Original Mobile Service Provider in the prescribed form (**Annexure-II**).

vii. State Health Society Punjab will not pay any cost towards SIM charges, security deposit (Local/STD) and installation/activation charges. SIM cards are to be issued in the name of SHS.

viii. The bidder should have never been blacklisted/debarred/de-registered by any Government /Government undertaking. The bidder should submit a Notarized Undertaking/affidavit certifying that their firm has never been blacklisted/debarred/de-registered by any Government department/ Government undertaking in the sample format provided at **Annexure-VI**.

ix. a) Bidder submitting the bid for category I must submit 10,00,000/- (Rs. Ten lakh Only) as Earnest Money Deposit through online mode to Bank A/c No.-50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd. of State Health Society Punjab by due date i.e. 11.04.2025 till 2:00 PM .

x. b) Bidder submitting the bid for category II must submit Rs. 50,000/- (Rs. Fifty Thousand) as Earnest Money Deposit through online mode to Bank A/c No.-50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd. of State Health Society Punjab by due date i.e. 11.04.2025 till 2:00 PM.

- xi. The bidding document to be uploaded in the Gem Portal must accompany the UTR numbers (Annexure X) pertaining to EMD and Tender Fees, without which the tender will not be considered. The said amount will be forfeited, if any successful bidder fails to execute the contract or fails to furnish the performance security within the stipulated time period or withdraw/rescind from offer/bid.
- xii. Delivery and activation time will be of maximum 15 days from the date of award of tender.
- xiii. The bidder must provide a full time Service Manager at State level and one person at each District level who:
- a) Should be responsible for all the relevant issues like billing issues, payments, issuing of new SIM cards in case previous SIM card is damaged or lost, mobile number /SIM card swapping, suspension or restoration, network or signal related issues.
- b) Must be available during standard business hours (9.00 am to 6.00 pm) via email/telephone/SMS. There must be a specified individual to serve as backup during vacations and other times if the nominated Service manager is not available. The alternate manager must be able to be reached for emergency purposes during off hours.
- xiv. No promotional or marketing SMS/call should be received on CUG number. DND service should be activated forever on all CUG numbers.
- xv. The Vendor shall issue new connection on the request of SHS Punjab within 2 days. This includes delivery of SIMs and activation of the SIMs within the stipulated period.
- xvi. No VAS (Value Added Services) i.e. (Hello tunes, Game shows) facility be provided on any of the CUG connection until the request is forwarded by SHS Punjab. In case, any VAS is activated on CUG SIM without prior permission from SHS, no payment will be made.
- xvii. The quantity of mobile connections/Dongle with Internet Connection mentioned in the schedule of requirement are tentative quantities and can be increased / decreased by 20%.
- xviii. Bidder shall provide temporary barring of numbers, which are not in use. Temporary Barring means service provider would not charge any rent on the SIMs which are not being used. Temporary barring should be provided for at least 1 year.
- xix. Service Provider submitting the bid for Dongle with Internet Connection is required to provide the Dongle free of Cost and the same will remain the property of NHM Punjab after the expiry of contract.
- xx. Free Outgoing calls within the circle include all the mobile calls within CUG Group and Free Outgoing calls outside circle includes mobile calls to any mobile number outside CUG Connection, to land line phone and nationally (means users shall be able to call Nationally from anywhere within India). National Roaming is also required on all the numbers as mentioned above. No roaming charges to be levied.
- xxi. The successful bidder shall be responsible for providing mobile number portability on all the existing numbers through E-KYC and facilities to get the existing number spotted. The service providers will be responsible for maintaining the data of each and every user as per guidelines of Ministry of Telecomm. In case of new user or change in the existing user, Service provider will be responsible for updating/maintaining the data through E-KYC.
- xxii. Bidders is required to submit copies of Last three months GST 3B return i.e. November 2024 to January 2025 and Two Years Income Tax Returns i.e. AY 2022-23 to 2024-25.
- xxiii. Bidder is required to submit the details of other institutional orders executed by the bidder during last three financial years i.e. 2021 to 2024 as per Annexure III.
- xxiv. The successful bidder will provide the software/dashboard with respect to numbers issued to each employee and information of data usage of each user of CUG, raising of complaints by the user and their redressal.
- xxv. The SHS through its employees shall have the right to access the software at any time to check/verify any detail, monitor complaint redressal The data is in the software shall belong to SHS Punjab only and shall not be used by the service provider.
- xxvi. The successful bidder shall undertake to provide 4G or higher services (Voice + Data) on the same rate, terms and conditions as and when launched in the State of Punjab. As connectivity Technology upgraded to 5G connectivity or higher in future, then Service Provider will provide the same to department with no cost escalation during the contract period.
- xxvii. Data Protection: Regarding personal data, data protection regulations in India is governed by provisions of the Information Technology Amended Act, 2008 (ITAA) under Sections 43-A and 72A of the Act or any latest act for the data protection by the Government of India have to be respected by the successful bidder. Strict legal action will



be initiated in cases like data theft/ espionage or illegal call tapping of any of the user's mobile or any complaint of such kind as per the law of the land or relevant acts (Information & Technology Act). The successful bidder should give an undertaking to NHM Punjab, stating that no unauthorized mobile surveillance (of CUG mobiles) will be allowed.

xxviii. All the new connections shall be provided in a single series.

**Section-IV**  
**Other Terms and Conditions**

- 1.0 The Bidder is required to upload the Technical Bids online in the GEM Portal till **2:00 PM** on **11.04.2025** marked as **“Bid for the Mobile Connections and Bid for Dongle with 4G Internet Connections”**. No document will be accepted manually by O/o MD NHM Punjab.
- 2.0 The bid, all correspondence and documents shall be in English Language.
- 3.0 Interested eligible bidders may obtain further information from Accounts Office, O/o Mission Director, Prayaas Building, Sector 38, Chandigarh.
- 4.0 Bidding documents must be downloaded from tender section of official website <https://nhm.punjab.gov.in> of NHM Punjab or through Gem Portal.
- 5.0 Bidder should read all the terms and conditions of the bid document properly before submitting the tender.
- 6.0 Rates should be quoted at F.O.R destination which will be at O/o Mission Director-NHM, Pb, 5<sup>th</sup> Floor, Sector 38-B, Chandigarh for Mobile Connection SIMs and Dongle with Internet Connections pertaining to State Health Society, Punjab and O/o Civil Surgeon of respective district for Mobile Connection SIMs and Dongle with Internet Connections pertaining to Districts. The successful bidder shall ensure delivery and activation of SIMs within 15 days of issue of Award. SHS Punjab will not reimburse any expenditure incurred by bidder for delivery of Mobile Phone SIMs and Dongle with Internet Connections at State Head Quarter NHM Punjab and O/o Civil Surgeons of respective districts.
- If the supplier fails to execute the purchase order within the stipulated time, NHM, Punjab, Chandigarh is empowered to make emergency purchases and claim the difference in total cost from the supplier in addition to other penal remedies. The deliveries shall be made strictly as per the purchase order.
- 8.0 Bids should be as per tender document invited by the department. Bids in any other format will not be considered.
- 9.0 Tender received after the time and date specified for receipt of tenders will not be entertained.
- 10.0 Contract once concluded shall be valid for 24 months from date of issuance of Award and can be further extended on prevailing terms and conditions up to one year or till new tender is finalized whichever is earlier.
- 11.0 At any time prior to the date of submission of bid, NHM may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding document by an amendment. All prospective bidders will be notified of the amendment in writing/online up-dation through Official website of NHM Punjab and that will be binding on them. In order to allow reasonable time, for taking the amendment into account, NHM may at its discretion, extend the date and time for submission of bids.
- 12.0 In case of Loss/theft/Non-functioning of the SIM card, Service Provider will be responsible for providing new SIM card free of cost to the user along with facility for SIM activation/re-activation. As connectivity Technology upgraded to 5G connectivity or higher in future, then service provider will provide the same to department with no cost escalation during the contract period. The Service provider will provide a local contact in each district for attending the local issues.
- 13.0 If any of the dongle gets faulty within the contract period, tenderer has to arrange for repair/replacement of the data card within 24 hours from the time of complaint, otherwise no payment will be made for that card for the full month. The tenderer is bound to provide the stand-by arrangements, if the complaint is expected to be sorted out beyond 24 hours and SHS Punjab will not be bound to pay any charges for such stand-by arrangements.
- 14.0 In case the services of successful bidder found to be unsatisfactory after execution of contract, The Buyer i.e. SHS Punjab will have liberty to offer the contract to L2 firm on L1 price or price mutually agreed between the offerer or offeree.
- 15.0 Technical Qualified firms will be required to submit the Price Bid on line in the Gem Portal through Reverse Auction basis on the scheduled date and time i.e. at **2:00 PM on 22.04.2025** PM mentioned in the Tender Document. NHM will make every endeavor to finalize the bids in the original validity period of the bids.

However, if for any reason, NHM is not able to finalize the tender within the schedule date and time SHS Punjab will intimate the same to bidders who have submitted the bids.

16.0 Each bid must be accompanied with details of a bid security (EMD) and Tender fees i.e. UTR Number. **Bid Security submitted in the form other than online will not be accepted.** Any bid submitted without detail of UTR Number of Bid Security and Tender Fees in accordance with this clause will be rejected. The Bid Security amount of the successful bidder will be retained by NHM till the completion of the tender process/period. The Bid Security of unsuccessful bidder would be returned after finalization of the tender. The Bid Security amount will not carry any interest. If the successful bidder fails to execute the agreement and or deposit the Performance Security (Security Deposit) within the specified time, or withdraws his bid within the validity period of the bid, this bid security amount will be forfeited. No exemption is available to any organization from submission of bid security and bids not accompanied by the requisite bid security will be rejected out rightly.

17.0 No bid conditions like “AT CURRENT MARKET RATES” shall be accepted. No handling, clearing, transport charges etc., will be paid. The deliveries should be made as stipulated in the purchase order placed with successful bidders.

18.0 Incomplete or conditional offer incorporating price maintained and force majeure etc. will not be entertained.

19.0 If at any time during the period of contract, the price of tendered items is reduced or brought down by any law or Act of the Central or State Government or by the bidder himself, the bidder shall be morally and statutorily bound to inform and offer the said rates to the Mission Director, NHM, Punjab, Chandigarh immediately. **The Mission Director, NHM, Punjab, Chandigarh is empowered to unilaterally effect such reduction as is necessary in rates, in case the bidder fails to notify or fails to agree for such reduction of rates, from the date such reduction has been otherwise implemented.**

20.0 The rates quoted in the bid will be binding on the bidder for the stipulated period and no request for increase in the price will be entertained till the completion of the tender period.

No bidder will be allowed at any time on any ground whatsoever to claim revision of or modification in the rates quoted by him. The representation of the bidder that clerical error, Typographical error etc. has been committed in the bid and request for revision shall not be considered. Conditions such as “SUBJECT TO AVAILABILITY” “SUPPLIES WILL BE MADE AS AND WHEN SUPPLIES ARE RECEIVED” etc., will not be considered under any circumstances and the bids of those who have placed such conditions shall be treated as conditional and such bids, shall be summarily rejected.

21.0 The monthly bill should not exceed the number of active connections and should strictly be as per the approved plan and rates finalized in the tender. SHS Punjab will not make any payment of charges which are not as per approved plans and rates.

22.0 The Successful bidder shall be responsible for updating existing applications, if required centrally, without any further extra cost.

23.0 If any new application as mandated by MoH&FW of GoI/ Punjab Government is to be uploaded on all the numbers, then the Service Provider will be paid at a mutually agreed rate.

## Section-V

### Section-II: Procedure for Submission of bids

#### TECHNICAL BID (COVER A)

1. The bidder should upload, along with bid, the following for the items tendered:-
  - (a) Duly signed and stamped copy in original of Tender Document.
  - (b) The detail of UTR Numbers pertaining to online transfer in respect of requisite EMD and Tender Fees(annexure X) .
  - (c) Bid Security (Earnest Money Deposit) and Tender Fees should be submitted online through online mode to Bank A/c No.-50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd. EMD/Tender Fees will not accepted in any other form.
  - (d) Duly self-attested photocopy of License issued by the Department of Telecommunication, GoI of India for providing GSM/Volte/LTE Mobile Phone and Internet Services in State of Punjab.
  - (e) Documentary evidence for the constitution of the bidding organization e.g. companies firms etc. such as Memorandum and Articles of Association, Partnership deed etc. with details of the Name, Address, Telephone Number, Fax No., Email address of the firm and of the Managing Director/Partners/ Proprietor exclusively.
  - (f) Authorization like power of attorney, resolution of board, for the senior officer of the company who has signed the tender documents and the bid. In case of partnership firm authority like Power of Attorney for the partner who has signed the bid and in case of sole proprietorship the bid should be signed by the sole proprietor.
  - (g) Annual Turnover Certificate for last 3 financial years i.e. FY 2021-22 to FY 2023-2024 in the format given in **Annexure-I** certified by Chartered Accountant.
  - (h) Copies of Last three months i.e. November 2024 to January 2024 of GST 3B return and Two Years Income Tax Returns i.e. AY 2023-2024 to AY 2024-2025.
  - (i) Declaration Form in **Annexure-IV** for acceptance of all Tender Conditions.
  - (j) The bidder should also provide an undertaking in regard to the network coverage in the State of Punjab i.e. area covered and area which is not covered by the Service Provider (complete list).
  - (k) Undertaking that the Bidder is not blacklisted/debarred by any Government department or Government organization as per Annexure VI.
  - (l) Legally enforceable authorization from the original Mobile Service provider in the prescribed form (Annexure II), in case, of bids by authorized representatives of the Mobile Service Provider.
  - (m) The bidder shall submit a Checklist (**Annexure-VII**) for the list of documents enclosed with their page number. The documents shall be serially arranged as per this Check List and shall be securely tied or bound otherwise bids will be rejected.
2. The Bidders are also required to submit the Bid Documents (as uploaded in the GEM Portal) to O/o Mission Director NHM Punjab in original. The above documents should be submitted in a sealed cover super scribed as "Cover A", Tender for Supply of Mobile Phone Connections 26,900/ Dongle with internet Connections 250 numbers for National Health Programme in the State of Punjab on or before 11.04.2025 up to 02:00 PM addressed to the Mission Director, State Health Society Punjab, National

**PRICE BID (COVER-“B”)**

3. The Bidder is required to submit the price bid online in the Gem Portal through Reverse Auction basis on the scheduled date and time i.e. 22.04.2025 at 2:00 PM. The price bid in any other form will not be accepted.
  - b) The bidder is strictly prohibited to change/alter specifications, Price once finalized.

## Section-VI

### Procedure for Evaluation of bids

- 1) **Technical Bid** : On the basis of the documents uploaded by the bidder in cover “A” the committee will check whether the bidder fulfills the eligibility criteria and whether the offer of the bidder meets the requirement of the tender.
- 2) **Price Bid Cover “B”**: The bidder successful in the Technical Bids is required to submit the price bid online in the Gem Portal through reverse auction basis. The bidder who will quote minimum price will be selected as L1.

**For connections (Category I): -**

**(Amount in Rs.)**

SN	Number Required (Tentative)	Services Required
1	21000	<ul style="list-style-type: none"><li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle.</li><li>• Free incoming calls.</li><li>• 25 GB Monthly 4G Data.</li><li>• In case 25GB data has been completed by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li><li>• In case the user has not used the full quota of 25 GB in a month the unused data should be carried forward and added to the next month’s allocation of 25 GB and this cycle shall keep on going.</li><li>• Activation of caller tune to be provided by the department from time to time.</li></ul>
2	4900	<ul style="list-style-type: none"><li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle.</li><li>• Free incoming calls.</li><li>• 25 GB Monthly 4G Data.</li><li>• In case 25 GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li><li>• In case the user has not used the full quota of 25 GB in a month the unused data should be carried forward and added to the next month’s allocation of 25 GB and this cycle shall keep on going.</li><li>• Activation of caller tune to be provided by department from time to time.</li></ul>

SN	Number Required (Tentative)	Services Required
3	1000	<ul style="list-style-type: none"> <li>• Unlimited National Outgoing Calls within the circle and outside the circle.</li> <li>• Free incoming calls.</li> <li>• 30 GB Monthly 4G Data.</li> <li>• In case 30GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>• In case the user has not used the full quota of 30GB in a month the unused data should be carried forward and added to the next month's allocation of 30 GB and this cycle shall keep on going.</li> <li>• Activation of caller tune to be provided by department from time to time. (To be given at State Head Quarter and 23 Districts)</li> </ul>
		<b>Total</b>

Average Price = Total Price for all categories/number of connections

#### For Category II

Dongles with Internet Connections (Category II)

SN	Number Required (Tentative)	Services Required
1	250	<ul style="list-style-type: none"> <li>• 30 GB Monthly 4G Data.</li> <li>• In case 30GB data has been completed by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>• In case the user has not used the full quota of 30GB in a month the unused data should be carried forward and added to the next allocation of 30 GB and this cycle shall keep on going</li> </ul>
	250	<b>Total</b>

Important Notes: -

**Note.1:** The bidder is required to quote the price for every category separately and price will be compared for each category separately.

**Note.3:** The Service Providers are free to bid for any or all categories as per their eligibility. The price for each of the above requirements will be evaluated separately i.e. there will be two L1 bidders.

**Note.4:** The price quoted by all the service providers for total Mobile Phone connections will be compared on average price basis and L1 Service provider will be decided and finalized under this category.

**Note.5:** The bidder is required to provide the Dongle free of cost.

**Note.6:** After usage of allocated monthly data within month by the user, the data should be available on the number at throttle speed of the service provider means the data availability on each number

**should not be compromised.**

**In case the user has not used the full quota of monthly allocated data, the unused data should be carried forward and added to the next month's allocation and this cycle shall keep going for 6 months. In case the user is not able to use the consolidated data of 6 months, it would lapse and fresh roll on cycle will start. The bidder should give an access to each user for checking of his/her usage on real time basis.**

**Note.7: Company should activate the caller tune to be provided by the department from time to time to all the Mobile number Connections.**

**Note.8: The billing cycle should be from 1<sup>st</sup> to 30<sup>th</sup> or 31<sup>st</sup> of every month.**

**Note9: The successful bidder will provide the software/dashboard with respect to numbers issued to each employee/user for information of data usage pertaining to each user of CUG, raising of complaints by the user and their redressal.**



## Section-VII

### AWARD OF CONTRACT

- a) The SHS Punjab will award the Contract to the successful Bidder who has quoted lowest price after successfully qualified all eligibility criteria of Tender Document.
- (b) In case of tie among two or more bidders, then sealed discount shall be invited from the tied bidders and the lowest bid shall be the L-1.

### ACCEPTANCE OF CONTRACT/EXECUTION OF CONTRACT

- (c.) The acceptance of the tender shall be communicated to the bidder in writing/uploaded on the website.
- (d) The Mission Director, NHM, Punjab reserves the right to reject the tenders or to accept the tenders for the supply of all connections without assigning any reason.
- (e) The signature of the bidder on this tender document at the time of bid submission shall be considered to be the acceptance of all terms and conditions of the tender by the bidder. No separate contract will be executed with the successful tenderer/bidder and this only signed tender document by the bidder shall be construed to be a valid contract between the successful bidder and SHS Punjab.

### PERFORMANCE SECURITY (SECURITY DEPOSIT)

The Successful bidder within 14 days of issuance of Procurement order by SHS Punjab, shall have to submit Performance Security Deposit equivalent to 5% of total Bill Value of two years of successful bidder for 26,900 CUG Mobile Phone connections and 250 Dongles with 4 G Internet Connections. The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms (a) An irrevocable bank guarantee issued by a nationalized/ scheduled bank located in India in the format provided in the Bidding Document (Annexure –V) ; or (b) Online to Bank A/c No.-50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd. This performance security amount will be refunded after satisfactory completion of contract period. The performance security amount will not carry any interest. However, if provided in shape of Bank Guarantee the validity of Bank Guarantee should be 60 days beyond the contract period, the Bank Guarantee valid for a shorter period will be considered as major deviation and could lead to termination of contract and forfeiture of EMD.

In addition to other penal action if the supplier fails to perform the services as per terms and conditions of contract, it will lead to termination of the contract and the Performance Security amount will be forfeited

## **Section-VIII**

### **DELIVERY CONDITIONS**

Rates should be quoted at F.O.R destination which will be at O/o Mission Director-NHM, Pb, 5<sup>th</sup> Floor, Sector 38-B, Chandigarh for Mobile Connection SIMs and Dongle with Internet Connections pertaining to State Health Society, Punjab and O/o Civil Surgeon of respective district for Mobile Connection SIMs and Dongle with Internet Connections pertaining to Districts. The successful bidder shall ensure delivery and activation of SIMs within 15 days of issue of Award. SHS Punjab will not reimburse any expenditure incurred by bidder for delivery of Mobile Phone SIMs and Dongle with Internet Connections at State Head Quarter NHM Punjab and O/o Civil Surgeons of respective districts.

If the supplier fails to execute the purchase order within the stipulated time, the NHM, Punjab, Chandigarh is empowered to make emergency purchases and claim the difference in total cost from the supplier in addition to other penal remedies.

The deliveries shall be made strictly as per the purchase order.

### **PAYMENT PROVISIONS**

#### **Payment of Monthly bills:**

The service provider shall raise monthly consolidated bill for all the connections and submit the same to the NHM (HQ) before 7<sup>th</sup> of the following month. 100% Payment will be made by the State Health Society Punjab within 15 days from the submission of bill on the condition that the Services are found to be satisfactory. The bill to be raised by the service provider should include usage of both voice as well as data of each connection.

## Section-IX

### PENALTIES

Furnishing of any wrong information, declaration, forged documents or false affidavit/undertaking by the bidder to win the tender may lead to forfeiture of EMD/Performance Security submitted by such bidder and the bidder may also be Blacklisted for participating in any tender floated by the NHM either permanently or for a specified period of time as deemed fit by the Mission Director, NHM, Punjab, Chandigarh.

If the successful bidder fails to execute the award and /or deposit the required Performance Security within the specified time or withdraws his tender after the intimation of the acceptance of his tender, sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the Earnest Money Deposited by him along with his tender shall stand forfeited to the NHM-Pb., Chandigarh. And he will also be liable for all damages sustained by the NHM by reasons of breach such as failure to provide services not conforming to the tender specifications, including the liabilities to pay any differences between the prices accepted by him and those ultimately paid for the procurement of the services concerned. Such damages shall be assessed by the Mission Director, NHM, Punjab, Chandigarh whose decision is final in the matter. **The Earnest Money Deposit/ Performance Security of the bidder may also be forfeited in case the bidder submits any wrong information/Affidavit in the bid.**

If the supplier fails to perform the services within the stipulated delivery period or within any extension period granted by the Purchaser as per terms and condition of contract, the purchaser will be at liberty to terminate the Contract without prejudice to any other Rights that the purchaser may have against the supplier as per the provisions of the Contract. State Health Society is free to forfeit the amount of Performance security deposited with SHS Punjab

The Mission Director, NHM-Punjab, Chandigarh will be at liberty to terminate without assigning any reasons thereof, the contract either wholly or in a part on 30 days' notice. The bidder will not be entitled for any compensation whatsoever in respect of such termination.

### LIQUIDATED DAMAGES

*Subject to force majeure conditions, if the Supplier fails to perform the any of the services i.e. voice, data etc. as per terms and conditions of contract within the scheduled delivery period, Liquidated damages at 0.5 percent of the purchase order price per week or part thereof will be levied for the delayed period, subject to maximum of 10 percent of the Purchase order price. Once the maximum levy is reached the purchaser may consider termination of the Contract.*

### FORCE MAJEURE

Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events include but are not limited to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. The Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### Dispute Resolution

- a. In the event of any dispute the matter will be referred to the Administrative Secretary of the department for arbitration.
- b. The award of arbitration shall be final and binding on both the parties to this contract.
- c. In event of any dispute arising out of tender such dispute would be subject to the jurisdictions of Civil courts within the Chandigarh only

**Section-X**

**ANNEXURE –I**

**ANNUAL TURN OVER STATEMENT**  
(To be submitted in original)

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

Sr. No.	Year	Turnover (Rs. In Crores)
1.	2021-22	
2.	2022-23	
3.	2023-24	
	Total =	

Average Annual Turnover –Rs. \_\_\_\_\_ Crores.

**Note- the above said statement should be certificated by the Chartered Accountant firm**

**SERVICE PROVIDER'S AUTHORIZATION FORM**

No. \_\_\_\_\_ Dated: \_\_\_\_\_

To

Dear Sir,

Bid Ref. No. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable service providers of \_\_\_\_\_ having company outlets at \_\_\_\_\_ Registered office at \_\_\_\_\_ possessing License No. \_\_\_\_\_ dated \_\_\_\_\_ valid up to \_\_\_\_\_ (copy enclosed) do hereby authorize M/s \_\_\_\_\_ (Name and Address of Representative) to submit a bid, and subsequently negotiate and sign the contract with you against the above-mentioned tender.

No company or Firm or individual other than M/s, \_\_\_\_\_ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the tender conditions for the services offered for supply against this invitation for bid by the above firm.

Place: \_\_\_\_\_

Date \_\_\_\_\_

**Seal and Signature of authorized person**

**Name** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Contact No.** \_\_\_\_\_

**ANNEXURE – III**

**PROFORMA FOR PERFORMANCE STATEMENT**

**(FOR A PERIOD OF LAST 3 FINANCIAL YEARS) Name of bidder**

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Order Placed by (Full Address of Purchaser/ consignee)	Order Number (along with Page No. in the Tender Document) and Date	Description and quantity ordered	Value of Order (Rs.)	Date of completion of Contract		Remarks indicating reasons for delay if any	Have the services been functioning Satisfactorily attach documentary proof **
				As per contract	Completed. Date		
1	2	3	4	5	6	7	8

**Signature and Seal of the Tenderer:** \_\_\_\_\_

**\*\* The documentary proof will be certificate from the consignee/end user with cross reference of order no. and date in the certificate along with a notarized certificate authenticating the correctness of the information furnished. If at any time, information furnished is proved to be false or incorrect, the Earnest Money / Performance Security furnished will be forfeited and the bidder shall be blacklisted/ debarred by Mission Director, SHS NHM Punjab**

**ANNEXURE – IV**

**DECLARATION FORM**

I/We \_\_\_\_\_ have our \_\_\_\_\_ office at \_\_\_\_\_  
\_\_\_\_\_do declare that I/We have carefully read all the conditions  
of bid document and hereby agree to all the conditions and abide by all the conditions set form therein,  
for the supply of \_\_\_\_\_to State Health Society NHM Punjab as per their requirement as cited  
in the tender clause no. \_\_\_\_\_

**Signature: Date: Name of the Organization and Address:**

**ANNEXURE –V**

**PERFORMANCE SECURITY FORM**

To: (Name of Purchaser)

WHEREAS..... (Name of Supplier) hereinafter called “the Supplier” has undertaken, in pursuance of Contract No..... dated..... 20... to supply.....  
..... (Description of Goods and Services) hereinafter called “the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the Supplier a Guarantee: THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of. ....(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of be ..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the .....day of.....20.....

Signature and Seal of  
Guarantors.....  
.....  
.....  
Date.....20.....  
Address: .....  
.....



**ANNEXURE-VI**  
**AFFIDAVIT FOR NON-BLACKLISTING OF THE FIRM**  
**(To be attested by Notary/ Magistrate)**

I,.....S/o Sh.....  
R/o.....  
.....

do hereby solemnly affirm and declare as under:

That I/we are the sole Proprietor/ authorized partner/ signatory of  
.....

1. That Our Company (Name of company) / Firm wants to participate in the tendering process for supply of Mobile Phone Connections/Dongle with Internet Connection under the National Health Mission, Department of Health and Family Welfare, Punjab for Tender No..... dated.....
2. That neither I, nor any of the Partners/Directors/Members in my Firm/Company/Society are blacklisted nor proceedings for blacklisting are under consideration by any Central/State/Government department/ Semi-Govt. Organization/Corporation or Co-operative institution.
3. That I and my Firm/Company/Society shall abide by the Terms & Conditions of this tender and instructions issued in this regard from time to time by National Health Mission, Punjab.

Dated:.....

Deponent

**Verification:**

Verified that the contents of my above affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Dated:.....

Deponent

**ANNEXURE –VII CHECK LIST FOR TECHNICAL BID IN “COVER-A”**

<b>Sr. No.</b>	<b>Particulars 1</b>	<b>Yes/ No/ NA</b>	<b>Page No.</b>	<b>Remarks</b>
1.	Duly signed & Stamped copy of Tender Document			
2	Copy of detail of UTR Number of Rs. 1,000 as tender fees.			
3	Copy of detail of UTR Number of EMD in the form of DD shall be kept in an envelope			
	- For XXXX Mobile Phone connections			
	- For XXX Dongle with Internet Dongle Connections			
4.	Self-attested photocopy of License for providing GSM Mobile Service/ Volte Mobile Service/4 G internet Services as the case may be, in the State of Punjab			
5.	Annual turnover statement as per <b>Annexure-I</b>			
6.	Details of institutional orders executed by the bidder during last three financial years as per <b>Annexure-III</b> given in Tender document with copies of Client Satisfactory Certificate and Purchase orders.			
7.	List of Service Centers in the State of Punjab along with network coverage in the State of Punjab.			
8.	Authorization to a responsible officer of the organization for signing bid documents.			
9.	Documentary evidence for the Constitution of the firm			
10.	Copies Income Tax Returns for AY 2023-24 and 2024-25			
11.	GST 3B return for the last three months i.e. November ,2024 to January, 2025			
12.	Undertaking that Bidder is not blacklisted/debarred by any Govt. undertaking or any other organization- <b>Annexure-VII</b>			
13	Declaration form in <b>Annexure-IV</b> for acceptance of all tender conditions.			

**PRICE BID FORM FOR XXXX CONNECTIONS**  
**Category I (On Reverse Auction basis)**

(Amount in Rs.)

SN	Number Required (Tentative )	Services Required	Monthly Price per connection (including GST)	Total Monthly Price(including GST)
1	21000	<ul style="list-style-type: none"> <li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle</li> <li>• Free incoming calls.</li> <li>• 25 GB Monthly 4G Data.</li> <li>• In case 25GB data has been completed by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>• In case the user has not used the full quota of 25 GB in a month the unused data should be carried forward and added to the next month's allocation of 25 GB and this cycle shall keep on going.</li> <li>• Activation of caller tune to be provided by the department from time to time .</li> </ul>		Number of connection x Rate per Connection

SN	Number Required (Tentative )	Services Required	Monthly Price per connection (including GST)	Total Monthly Price(including GST)
2	4900	<ul style="list-style-type: none"> <li>• Unlimited Local Outgoing Calls within the circle and Limited Local Outgoing Calls outside the circle</li> <li>• Free incoming calls.</li> <li>• 25 GB Monthly 4G Data.</li> <li>• In case 25 GB data has been used completely by the user in the month, the data should be available on the number at throttle speed of the Service Provider</li> <li>• In case the user has not used the full quota of 25 GB in a month the unused data should be carried forward and added to the next month's allocation of 25 GB and this cycle shall keep on going.</li> <li>• Activation of caller tune to be provided by department from time to time.</li> </ul>		Number of connection X Rate per Connection

*Note: Price will be decided on Reverse Auction basis. The bidder is required to submit online price on scheduled date and time on reverse auction basis.*

**PRICE BID FORM FOR 250 DONGLES WITH INTERNET CONNECTIONS(on reverse Auction basis)**  
**Category**

(Amount in Rs.)

SN	Number Required (Tentative)	Services Required	Monthly Price per Connection (including GST)	Total Monthly Price
1	250	<ul style="list-style-type: none"> <li>• 30 GB Monthly 4G Data</li> <li>• In case 30GB data has been completed by the user in the month, the data should be available on the number at throttle speed of the Service Provider.</li> <li>• In case the user has not used the full quota of 30GB in a month the unused data should be carried forward and added to the next allocation of 30 GB and this cycle shall keep on going.</li> </ul>		250 X Monthly Rate
	<b>250</b>	<b>Total</b>		

*Note: Price will be decided on Reverse Auction basis. The bidder is required to submit online price on scheduled date and time on reverse auction basis.*

**TENDER/EMD declration.**

Sum of Rs. \_\_\_\_\_ transfer online to Bank Account No. Bank A/c No.- 50100144024425, IFSC Code-HDFC0000213, HDFC Bank Ltd. of State Health Society Punjab through UTR No. \_\_\_\_\_ on \_\_\_\_\_ (date) as EMD/Tender Fees, for supply of 26900 GSM/Volte/LTE mobile connections & 250 GSM/Volte/LTE Dongles with Internet connections under NHM.

**Note: bidder is required to submit two declarations i.e. one for EMD and second for Tender Fees.**

**Section-XI**

**Abbreviations**

<b>Sr.No.</b>	<b>Abbreviations used</b>	<b>List</b>
1	MD	Mission Director
2	L1	Lowest Bidder
3	A.M.	Ante Meridiem
4	P.M.	Post Meridiem
5	NHM	National Health Mission
6	EMD	Earnest Money Deposit
7	GSM	Global System for Mobile communication
8	LTE	Long Term Evolution
9	F.O.R	Free On Road
10	SIM	Subscriber Identity Module
11	r/o	Respect of
12	SHS	State Health Society
14	HQ	Head Quarter
15	S/O	Son of
16	W/O	Wife Of
17	CUG	Closed User Group
18	GST	Good and Service Tax
19	SPMU	State Programme unit
20	DPMU	District Programme unit
21	MoH&FW	Ministry of Health and Family Welfare
22	GoI	Government of India
23	SMS	Short Message Service
24	RBSK	Rashtriya Bal Swasthya Karyakram
25	GB	Gigabyte
26	DND	Don't Disturb

<b>Sr.No.</b>	<b>Abbreviations used</b>	<b>List</b>
27	USSD	Unstructured Supplementary Service Data
28	NIC	National Informatic Centre