JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.
(Public Sector Undertaking of the Government of Jammu and Kashmir)
Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu
Corporate Office: Opposite J&K Motor Garage Deptt near Hajj House Bemina Srinagar
Telephone: 0191-2478842; 191-3510489 (Jammu), 0194-2490662 (Srinagar)
email:mdjkmscl2@gmail.com; **website**: www.jkmsclbusIness.com

REQUEST FOR PROPOSAL

for

Operationalization, Management & Maintenance of Integrated 104 - Centralized Call Center cum Health Desk under NHM in Jammu & Kashmir

(REFERENCE NO: NIT/JKMSCL/TELERAD/2026/ 704 DATED: 15/07/2026

LAST DATE OF SUBMISSION OF ONLINE BIDS: 20.08.2026 upto 1600 hrs

Important Note: *Each page of e-Bid should be properly page marked and indexed. Page Number should be reflected at the bottom of each page. All documents requested in "Annexure-II", should be reflected in the column mentioned against each (Page No. ___). Any deviation may result in rejection of the bid and the bidder shall be solely responsible for the same.*

D I S C L A I M E R

The information contained in this bid document for proposed procurement or subsequently provided to the Bidder(s), in documentary or any other form by or on behalf of the Jammu and Kashmir Medical Supplies Corporation ltd. (procuring entity)or any of its employees or advisors, is provided to bidder(s) on the terms and conditions set out in this bid and such other terms and conditions subject to which such information is provided to the bidder.

Whilst the information in this bid has been prepared in good faith and contains general information in respect of the proposed procurement, the bid is not and does not purport to contain all the information which the bidder any require.

Jammu and Kashmir Medical Supplies Corporation Ltd., does not accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements , negligent or otherwise, relating to the proposed procurement, or makes any representation or warranty, express or implied, with respect to the information contained in this bid or on which this bid is based orwith respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and liability therefore is hereby expressly disclaimed.

This document is neither an agreement and nor an offer or invitation by the Jammu and Kashmir Medical Supplies Corporation Limited, (hereinafter referred to as “procuring entity”) to the prospective bidders or any other person. The purpose of the bid document is to provide interested parties with information to assist the formulation of their proposal/offer. The information contained in this bid document is selective and is subject to updating expansion, revision, and amendment. Eachrecipient must conduct its own analysis of the information contained in this bid document or to connect any inaccuracies therein that may be in this bid document and is advised to carry out its own investigation into the proposed procurement, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed procurement and seek its own professional advice on the legal, financial, regulatory and taxation consequences of the entering into any agreement or arrangement relating to the proposed procurement.

This bid document includes certain statements, estimates and targets with respect to the procurement. Such statements, estimates and targets reflect various assumptions made by the procuring entity, (and the base information on which they are made) which may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this bid document is, or should be relied on as, a promise, representation, or warranty. Bid document and the information contained therein is meant only for those applying for this procurement, it may not be copied or distributed by the recipient to third parties, or used as information source by the bidder or any other in any context, other than applying for this proposed procurement.

The procuring entity is, its employees and advisors make no representation or warranty and shall have no liability to any person, including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichmentor otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this bid document or otherwise, including the accuracy, adequacy, correctness, completeness or reliabilityof the bid document and any assessment, assumption, statement or information contained therein or deemed to form part of this bid document or arising in any way for participation in this bidding process.

The procuring entity also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this bid document.

The procuring entity may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this bid document.

The issue of this bid document does not imply that the procuring entity is bound to select a bidder or to appoint the selected bidder or bidder, as the case maybe, for the procurement and the procuring entity reserves the right to reject all or any of the bidders or bids at any point to time without assigning any reason whatsoever.

The bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the procuring entity or any other costs incurred in connection with or relating to its bid. All such costs and expenses shall remain with the bidder and the procuring entity shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

Any information/documents including information/ documents pertaining to this bid or subsequently provided to bidder and/or selected bidder and information/documents relating to the bidding process; the disclosure of which is prejudicial and/or detrimental to, or endangers, the implementation of the procurement is not subject to disclosure as public information/documents.

JKMSCL

JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD

(Public Sector Undertaking of Govt of Jammu & Kashmir)

Corporate Office: Plot No: 58, Friends Colony, Satyam Road, Trikuta Nagar Jammu

Corporate Office: Opp State Motor Garages Near Haj House, Bemina,Srinagar

Telephone: 0191-2580842, Telefax: 0194-2432008 (Srinagar)

Tender No. NIT/JKMSCL/2026/704 **Dated: 15/07/2026**

NOTICE INVITING TENDER

On Behalf of Jammu & Kashmir Medical Supplies Corporation Limited, e-bid under two cover system (Technical bid in cover-1 and Financial bid in cover-2) is invited for the Operationalization, Management & Maintenance of Integrated 104 - Centralized Call Center cum Health Desk under NHM in Jammu & Kashmir

Detailed tender document may be downloaded at J&K Govt. Portal www.jktenders.gov.in, www.jkmsclbusiness.com. The cost of the tender along with tender processing charges of Rs.10,000/- + 18% GST = 11,800/- (i.e Rupees Eleven thousand Eight Hundred only/-) i.e. Rs.1,000/- + 18%GST= 1180/- (Rupees one thousand one hundred eighty only) as cost of tender & Rs.9,000/- + 18% GST = 10620/- (Rupees Ten thousand Six hundred twenty only)as tender processing charges shall have to be paid either through **NEFT/RTGS only** in the Corporation's Bank Account No. 0373040500000032 maintained at J&K Bank Limited, Branch Medical College Jammu, IFSC Code JAKA0MEDJAM **or by depositing the amount directly into the above Account No**. along with the submission of requisite valid documentary proof.

- **IMPS mode of transfer is not verifiable and hence shall not be entertained as tender fee or tender processing charges. Bidders claiming to submit money through IMPS Mode shall be out-rightly rejected.**
- **DD as mode of payment for cost of tender/tender processing fees/Bid Security shall only be entertained if the same is deposited physically against proper receipt in the Corporate Office of JKMSCL, before the closing due date of e-bid.**
- Physical hard copy of Bid Security in form of FDR/CDR/BG may be submitted to the Corporate Head Office before closing the due date of e-bid. Scanned copy of the sameshall be uploaded along with Technical Bid, failing which bid shall be out rightly rejected.
- **The bidders seeking EMD exemption must submit the valid supporting document for the relevant category. Under MSE category only manufacturers for goods and service providers for services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.**
- **Scanned copies of NEFT/RTGS/Bank Transfer/Receipt towards the cost of tender documents and tender processing charges shall have to uploaded along with Technical Bid, failing which bid shall be out rightly rejected.**
- **Every participating supplier/contractor to mandatorily disclose the Bank account number which is linked with GSTIN at the time of bid submission. No payments shall be released by the Govt. Department/Agency to any other bank account except the one linked with the GST regarding number of the successful bidder"**

Sd/- Managing Director
Jammu and Kashmir Medical Supplies Corporation Ltd.

JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

(Public Sector Undertaking of the Government of Jammu and Kashmir)

Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu
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Telephone: 0191-2478842; 191-3510489 (Jammu), 0194-2490662 (Srinagar)

(Bid form is non–transferable)

Bid Form for Operationalization, Management & Maintenance of Integrated 104 - Centralized Call Center cum Health Desk under NHM in Jammu & Kashmir

Bid Reference: **JKMSCL/104 CALLCENTRE/2026/704** **Dated: 15.07.2026**

Date of publication of e-bid	: 15.07.2026 at 18.45 hrs.
Start date and time for download of bid document	: 15.07.2026 at 18.45 hrs.
Last date and time for download of bid document	: 20.08.2026 at 1600 hrs.
Pre- bid conference	: 25.07.2026 at 1100 hrs.
Google Code for Pre bid Conference	https://meet.google.com/apf-rhmy-vfy
Start date and time for submission of online bids	: 15.07.2026 at 1200 hrs.
Last date and time for submission of online bids	: 20.08.2026 at 1600 hrs.
Date and time for online opening of technical bids	: 22.08.2026 at 1100 hrs.
Cost of tender document	: Rs. 1000/- +GST
Tender Processing Fee	: Rs. 9000/- +GST

ADDRESS FOR COMMUNICATION:
Managing Director or General Manager, J&K Medical Supplies Corporation Ltd,

Address: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar, Jammu
Bemina Near Haj House- Srinagar (Kashmir)

Note :

1. The bidder shall have to get themselves updated with the date & time fixed for Pre-bid meeting. After pre-bid meeting necessarychanges in bid conditions shall be done with the recommendations ofpanel of technical experts drawn from the intending department after the approval of the competent authority. Bid should be submitted through e- portal www.jktenders.gov.in after pre-bid meeting including all the clarifications/ modifications/ amendments.
2. Corrigendum/addendum shall be the integral part of terms & conditions of bid which shall be duly signed and attached with the bid document by the bidder.
3. The JKMSCL is not bound to accept the lowest bid and may reject any/part there of or all bids without assigning any reason thereof.
4. The bidders shall have to submit a **GST No. and valid 'GST'** certificate/returns submitted from the taxation department and the 'PAN' issued by income tax department.
5. It is clarified that the information required in bidding document shouldbe submitted only in enclosed format bidding forms without any change or modification in its formats. Bids submitted with changed or modified annexure / formats shall be rejected.

6. Information of award of contract shall be communicated to all participating bidders on the website www.jktenders.gov.inwww.jkmsclbusiness.com.
7. *If any amendment/clarification is carried out in the bid terms & conditions following pre-bid meeting or any other information, the same shall also be uploaded on the websites mentioned above and the bidders shall keep themselves updated by regularly visiting the website / JK Tenders Portal.*
8. *No representation shall be allowed, accepted and entertained after the Pre-bid meeting (i.e upto 4.00 P.M of Pre-bid date). Bidders are requested to submit their queries/clarifications by or before the date fixed (mentioned above), so that the same can be discussed and clarified during the Pre-bid meeting.*
9. ***In case of any default by the bidder, at any stage of tender or subsequent approval by JKMSCL, for a particular items/s, the Disciplinary Committee/ any other committee constituted for the purpose shall be at liberty to take appropriate action as per provisions of Standard Procurement Procedures (SPP) and / or Policy for Blacklisting of JKMSCL.***

Important Note:

Every participating supplier/contractor to mandatorily disclose the Bank account number which is linked with GSTIN at the time of bid submission. No payments shall be released by the Govt. Department/Agency to any other bank account except the one linked with the GST regarding number of the successful bidder"

The Following Information is Mandatory to be submitted by the suppliers/contractors

Name of the bidder	Bank Name	A/C No. linked with GSTIN	IFSC CODE	BRANCH	STATE/UT

Annexure 'A'

Declaration Form (Notarized)

I/We .... (Name of Bidder) having our office at...(Address of Bidder) declare that I/ We have read all the Terms & Condition of the tender invited by the JKMSCL and agree to abide by all the Terms & Conditions set forth therein.

I/We declare that we are participating in this tender in the capacity of...................... (Company/Firm/Consortium/Trust/Society). I/We enclose valid Acknowledgement/ Memorandum/ IEM/ Registration of Unit/Import licensealong with Authorization(s) by Foreign Principal (whichever applicable).
I/We further declare that the rates offered by us shall remain valid for a period of one year which will be subject to escalation / variation after one year, as per the Price Escalation/ Price Variation clause mentioned in the tender document. I/We enclosed the following documents as per details given against each:

S. No.	Particulars	Submitted Yes/ No	Page No.
01	Earnest Money Deposit		
02	Documentary evidence regarding Company registered under the Companies Act/ Limited Liability Partnership (LLP) registered under the LLP Act 2008/ Consortium / Trust/Society.		
03	ISO & CE / BIS / USFDA /or any other mandatory certifications as asked, wherever applicable		
04	Average Annual Turnover Statement for Last 3 financial Years of the Company / Firm/ Consortium / Trust issued by Chartered Accountant/competentauthority with UDIN (2022-23, 2023-24 and 2024-25).		
05	Copies of Audited Balance sheet & profit / loss account for last three financial years certified by Chartered Accountant of the Indian Subsidiary for 2022-23, 2023-24 & 2024-25 with UDIN.		
06	Copy of the PAN Card of the Bidder with ITR of last three financial years.		
07	Declaration form duly signed & notarized – Annexure- A		
08	Original Tender along with Terms & Conditions / Letter of Acceptance duly signed by the bidder - Annexure-B		
09	Undertaking of Blacklisting & Banning - Annexure C		
10.	Annual Turnover Statement -Annexure D		
11.	Statement of Performance -Annexure E		
12.	Statement of No. of Employee – Annexure F		
13	Pre-Stamp Receipt -Annexure G		
14	Consolidated Contract Completion Report- Annexure-H		
15	Acceptance Certificate / Declaration- Annexure-I		
16	Memorandum of Appeal- Annexure – J		

Date: Place:

Name and Signature of Bidder with Seal

Annexure 'B'

Terms & Conditions of Tender and Contract

Bidder should read these terms & conditions carefully and comply strictly while submitting their tenders. If a bidder(s) has any doubt regarding the terms & conditions mentioned in the tender notice/ catalogue, he shall immediately refer these to the Managing Director (TIA), JKMSCL and obtain clarifications through e-mail at mdjkmscl2@gmail.com or prior to submission of bid. Decisions of the TIA, JKMSCL shall be final and binding on the bidder(s). The clauses of terms & conditions are as follows:

A. **General Terms & Conditions:-**

1. e-Tender (including both Technical as well as Financial bid) shall be uploaded on the web-portal www.jktenders.gov.in.

a. Bidders in the form of a Company incorporated under the Companies Act, Registered societies, Trusts incorporated under relevant laws/ Limited Liability Partnership ("LLP") registered under the LLP Act,2008; are allowed to bid. Consortium/ JV bids are accepted with maximum 3 members in the Consortium/ JV, wherein one member will act as a Lead member.

b. Consortium Agreement should specify the lead partner and joint and severe responsibility of all members.

c. Consortium Agreement should be valid and alive till conclusion of the contract under this tender.

2. Bidder should also submit duly attested and notarized copies of following documents in the technical bid:

i. In case, bidder is applying as a Consortium / JV, documentary evidence in support of the same specifying the lead partner / member and other partners/ members.

ii. Average Annual Turnover Statement for past three financial yearscertified by the Auditor/ Chartered Accountant.

iii. Audited Balance Sheet & Profit & Loss Statement for the preceding three financial year(s).

iv. Latest Tax clearance certificate (upto last quarter) from the Commercial Tax Officer of the circle concerned. Bidder shall have to submit all the relevant documents for Sister Concerns/ Group Companies/ Consortium also.

v. Bidder shall have to submit all the relevant documents for Sister Concerns/ Group Companies/ Consortium also.

3. Bidder should submit following along with Technical bids:

i. Scanned copies of financial instruments viz DDs CDR/ FDR/Bank Guarantee shall have to be uploaded at the time of bidding. However, these DDs/CDR/ FDR/ Bank Guarantee shall have to be deposited, in original, at the office of Managing Director, JKMSCL, Jammu/ Srinagar before the last date and time of bid submission. Other than these, no document is physically required to be submitted at the time of bidding.

ii. Undertaking/Declaration- regarding Non- Black Listing & Non-Banning must be submitted on Non Judicial stamp paper of Rs.100/- (Notarized).

iii. Tender should not be submitted for the services for which the Firm/Company/Trust/Societies has been blacklisted/banned/ debarred/ suspended for any reason whatsoever, in Medical Services either in the past or as on date of bid submission.

iv. If such Blacklisting/ suspension / ban / debarment is pending (including status-quo) before any Hon'ble Court of Law in India and final decision is pending (including status-quo) then such bidder shall not be eligible for submission of bid, unless the final verdict/ court order has been issuedin the favour of the bidder or such Blacklisting/ suspension / ban / debarment order is reversed by the order issuing authority. This also applies to the firm/company for its allied/ sister firms and units.

v. Bidders are also required to upload renewed/ revalidated documents, wherever applicable.

Note: -

A. All above mentioned documents duly notarized/attested by Notary public must be submitted. Un-attested/ Un-notarized copies of such document shall not be considered valid and shall liable to get rejected.
B. All attested document must be submitted in English language. If documents are not in English, same should be translated in English &attested by authorized translator. Translated copy along with copy of original document must be submitted.
C. Bids without following documents shall not be considered responsive:

   i. Tender Fees and processing fee.
   ii. EMD

4. Duly filled Financial Bid, (**BOQ only on e. portal)**, giving rates for Quoted services shall be submitted.

5. Financial bid shall be opened only for those Bidders who satisfy the standard criteria laid down in the NIT by JKMSCL on the details furnished by the Bidder in Technical bid, in compliance of Tender terms& conditions.

6. Tender must be signed by authorized signatory of the bidder which should be supportedby a suitable documents establishing the authority of the signatory tosign the bid. In event of a Company, tender must be signed on its behalf by a person holding a power of attorney authorizing him to do so.

7. Any change in the Constitution of the Firm/ Company/Trust/Society shall be notified forthwith by the bidder in writing to the JKMSCL and such change shallnot relieve any former member of the Firm/ Company/Trust/Society from the liability under the contract. No new partner(s) shall be accepted in the Firm bythe bidder in respect of the contract unless he/ they agree to abide by all its terms and conditions and submit with the JKMSCL a written agreement to this effect. The contractors receipt for acknowledgement or date of any partner subsequently accepted as above shall bind all of them and will be a sufficient discharge for any of the purposes of the contract.

Earnest Money:

i. Tender shall have to be accompanied with an Earnest Money Depositof

Rs.01.00 Lakh (Rupees One Lakhs only) without which tender shall not be considered as valid. EMD shall be in the form of CDR/ FDR/Bank Guarantee duly pledged in favor of FA/CAO, JKMSCL.Scanned copies of CDR/ FDR/Bank Guarantee shall have to be uploaded along with Technical bid and shall have to be deposited, inoriginal, at the Corporate office Jammu/ Srinagar of JKMSCL before the last date and time of bid submission. **Earnest Money Deposit inany other form will not be accepted.** The tenders submitted without sufficient EMD shall summarily be rejected.

ii. **Refund of earnest money**: The earnest money of unsuccessful Bidder shall be refunded soon after finalization of the tender. **Bidder has to produce a Pre stamp receipt.**

iii. The earnest money/ security deposit lying with the Corporation inrespect of other tenders awaiting approval or rejected or on accountof contracts being completed shall not be adjusted towards earnest money for the fresh tenders.

Forfeiture of Earnest Money:

The earnest money shall be forfeited when the bidder:

i. Withdraws or modifies the offer after opening of tender but before acceptance of tender.

ii. Fails to execute the agreement, if any, prescribed within the specified time or extended time by competent authority on the request of the Bidder.

iii. Fails to deposit the security money after the work order is given.

iv. Fails to commence the work order within the time prescribed.

v. Violates any terms & conditions of the tender document.

Preferential Treatment:

It may be noted that the corporation does not undertake to assist in the procurement of raw material whether imported or controlled as well as restricted and as such the Bidder must offer their rate to execute thework order of the specific items from own quota of stock by visualizingthe prospect of availability of raw material needed. Any of the above points if taken, as argument for non-execution /delayed period will not be entertained.

Rates and Comparison of Rates:

Only net rates should be quoted. No Separate free goods or cash discounts should be offered. Rate must be valid for the entire period of the contract and must be offered conforming to the following:

i. Rates must be offered net only against the specified works. The net rate must be inclusive of all charges including transit insurance and any other levies or duties etc. charge on the product except ***GST***. If rates are quoted giving any free goods quantity or cash discounts the sameshall not be considered.

ii. Any surcharge prevailing on the date of submission of the rate must be included in the net rate and should also be shown separately. In the event of any subsequent variation (increase or decrease) in ***GST/Surcharge*** by the government (State/UT or Central) the same shall be modified accordingly.

iii. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as “Best responsive bid” for award of the Project.

iv. Bidder shall exercise all due diligence at their own level regarding applicability of taxes, duties and fees etc. for the unit of supplies as specified in the tender and accordingly include in their quote. Any additional/extra claims over and above the rates agreed pertaining totaxes, duties and fees etc. shall not be entertained on account ofwhatever reasons may be.

v. Bidder shall sign with seal on every page of the tender form and Terms & Conditions in token of his acceptance of all the Terms & Conditions of the tender and return the same along with tender. He should also sign at the bottom of each page of the original tender catalogue, Non-receipt of terms and conditions duly signed with the tender shall render the tender to be rejected.

vi. Any change or insertion of any other condition or stipulation in the above terms of supplies are not allowed and if so found, shall render the tender to the rejection without notice.

Note:

a. **Bidder shall not make any change in the BOQ.**
b. Nomenclature in the Financial Bid should not be differ from the original tender catalogue specifications, otherwise tender may liable to be rejected.

Applicability of Taxes:

Taxes shall be payable, at actual, as applicable.

Demonstrations:

The tenderer shall be asked to demonstrate the technique, procedure and utility of services as per specification of tender document before the technical panel constituted by the JKMSCL to the satisfaction of the panel.

Security Deposit & Agreement:

i. All firms whose offers are accepted will have to deposit a security equal to five per cent (5%) of the yearly total value of approximate quantity as per tender catalogue in favor of FA/CAO, JKMSCL at the time of agreement, which shall be renewed every year before the expiry of the earlier deposit,until the end of the contract period. The security amount shall in no case be less than the earnest money.

ii. The earnest money of successful Bidder shall be returned or be adjusted toward Security Deposit (SD) and balance shall be given in the form of CDR/ FDR/ Bank Guarantee favoring FA/CAO, JKMSCL.

iii. The security deposit shall be refunded after six months from the date of expiry of the contract or satisfactory completion of contract, whichever is later and after satisfying that there are no dues outstanding against the Bidder.

iv. It is to be noted that previous earnest money/security deposit, on account any previous tenders, even if lying in JKMSCL, shall not be considered towards this contract and therefore fresh security deposit should be furnished.

v. The work order(s) shall only be placed after deposition of appropriate amount of Security Deposit (SD) and its adjustment orders by the Corporation.

vi. The department will pay no interest on security deposit/Earnest money deposit.

vii. Successful Bidders shall have to execute an agreement on a Non Judicial Stamp Paper Rs.100/- (as mentioned in Offer letter) in the prescribed form with the JKMSCL and deposit security for the performance of the contract within **21 days** from the date of acceptance of offer/ LoI communicated to him through e-mail/ fax/ courier, etc. whichever is earlier. However, JKMSCL may condone the delay in execution of contract by the Bidder. The expenses of completing and stamping theagreement shall be paid by the Bidder and the department shall be furnished free of charge with one executed stamped counter part of the agreement.

viii. The Bidder shall furnish the following documents at the time of execution of agreement:-

   a. Registration Number and year of registration in case of Company /Firm/Trust/Society registered under relevant laws.
   b. Address of office, telephone numbers.
   c. Registration issued by Registrar of Companies, Govt. of India in case ofCompany(ies) registered under the Companies Act, 1956/ 2013.

ix. Rate Contract shall remain in force for a period of <u>**Five Years**</u> on annual extension basis subject to annual review by the Health & Medical Education Department, J&K. Decision of Health &Medical Education Department, J&K shall be final and binding.

x. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to forfeiture in full or part by JKMSCL and decision of MD, JKMSCL shall be final.

xi. The contract for the service can be repudiated at any time by the Managing Director, JKMSCL if the services are not made to the satisfaction of Health & Medical Education Department, J&K after giving an opportunity to the Bidder of being heard and after reasons for repudiation being recorded by him in writing. However, Managing Director, JKMSCL may terminate agreement of rate contract at any time without notice/intimation to Bidder/firm /company/trust/society in publicinterest.

Work Orders:

i. Work order shall be placed to the approved bidder only (not Agents/Suppliers/Distributors etc.) *by JKMSCL,* through e-mail/fax/ registered/ speed post. Date of receipt of e-mail/ fax/ registration at post office, whichever is earlier, shall be treated as date of work order forcalculating the period of execution of job orders.

ii. Termination for default**:** The right to cancel the work orders rests only with the Managing Director, JKMSCL.

Submission of Return and Contract Completion Report:

a. The firm shall furnish consolidated statement of work executed, in enclosed formats to intending department by 10th of each month dulyverified by the consignee(s). Please note that if statements are not submitted in time then the payments may be withheld and the firms shall be responsible for such delay in payments. Firms shall have to submit consolidated statement in duplicate at the end of Rate Contractas well as after expiry of material warranty period (as provided in warranty clause of the contract) to enable the Corporation to examine the case for refund of security money. The consignee shall submit every month verified copy of statements along with his comments to the intending department for monitoring the project.

b. It shall be the responsibility of the consignee to get registered the complaint of defective performance immediately to the authorities for taking action against the contractor/supplier/firm.

c. Contractor/supplier shall also be sent by the consignee immediately just after noticing such defects in material/performance in such a manner, so as to reach in the office of the firm immediately and before completion of warranty period.

Terms of Payment:

a. **Payments shall be paid centrally from the JKMSCL Corporate office.**
b. No advance payments shall be made to the approved bidder.
c. **Payment in respect of Capex is released after the installation & successful commissioning of the Capex component as per the NIT Terms.**

Operational expenses shall be released on submission of invoices on monthly basis based on performance evaluation reports from Nodal Officers of the concerned Directorate(s)/intending departments(s).

a. Payment shall be made by RTGS. Expenses on this account, if any, shallbe borne by the firm.
b. All bills/ invoices should be raised in triplicate in the name of the authority concerned.

Recoveries:

i. Recoveries of liquidated damages, breakage, rejected articles shall ordinary be made from bills. Such amount may also be recovered from any other untied dues & security deposits available with department. In case recovery is not possible, recourse will be taken under the law invogue.

ii. Any recovery on account of L.D. charges/risk & cost charges in respect of previous rate contracts/work orders placed on them by the corporation, can also be recovered from any sum accrued against this tender after accounting for untied sum or due payment sum lying with corporation against previous rate contracts/work orders. Firm shall submit details of pending amount lying with corporation but decision ofManaging Director, JKMSCL regarding authenticity of sum payable shallbe final.

Periodic Inspections

The Technical committee constituted for the purpose, if deemed fit, shall carry out periodic inspections at random basis for smooth functioning of the centres/project.

Validity of Tender:

Rate Contract shall remain in force for a period of **Five years** on annual extension basis commencing fromthe date of the signing of the contract subject to annual review by the Health &Medical Education Department, J&K. Terms of tender will be extendable subject to successful satisfactory performance. Decision of Health & Medical Education Department shall be final and binding.

Subletting of Contract:

Subletting or assigning contract to third party is prohibited. In the event of Bidder violating this condition, the Managing Director, JKMSCL shall be at liberty to place the contract elsewhere on the Bidder's account and at his risk. The Bidder shall be liable for any loss or damage, which the Government may sustain in consequence or arising out of such replacement of the contract.

Fall Clause:

i. The prices charged for the Store supplies under the contract bysuccessful Bidder shall in no event exceed the lowest price at which the successful Bidder sells the stores of identical description to any other persons during the period of the contract. If any time, during the period of the contract, the Bidder reduces the sales price chargeable under the contract, he shall forth with notify such reduction to the MD, JKMSCLand the price payable under the contract of the stores supplied after the date of coming into force of such reduction or sale shall standcorrespondingly reduced. It implies that if the contract holder quotes/reduces its price to render similar goods at a price lower than thecontract price to anyone in the State at any time during the currency ofcontract including extension period, the contract price shall beautomatically reduced with effect from the date of reducing or quotinglower price for all delivery of subject matter of procurement under contract and the contract shall be amended accordingly.

Modifications

JKMSCL reserves the right to relax or change/ modification in terms and conditions including scope of work in the exigency excluding fundamentalchanges. In case of such urgency the terms & conditions shall be got approved from the Board of Directors of JKMSCL, J&K as the case may be. However, basic conditions of the agreement shall not be modified.

Right to Accept and Reject any Proposal

JKMSCL reserves the right to accept any bid not necessarily the lowest. The JKMSCL may reject any bid without assigning any reasons and accept bid forall or anyone or more of the articles for which bidder has been given or distribute items of stores to more than one firm/supplier.

JKMSCL will have the right of rejection of all or any of the bids without assigning any reason for the same. The right to conclude parallel rate contractswith another firm is also reserved by the Managing Director, JKMSCL.

Award of Contract and Agreement

On evaluation of technical and financial parts of proposal and decision thereon, the selected successful bidder shall have to execute an agreement with the Government within 21 days from the date of acceptance of the bid as communicated to him. This RFP along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance security as mentioned in the proposal above.

Agreement:

The Agreement is to made between MD NHM/Concerned HODs and the approved bidder.

Termination/ Suspension of Agreement

a) MD, NHM/Concerned DHS may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
   i. Shall specify the nature of failure, and
   ii. Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

b) MD, NHM/ Concerned DHS after giving 15 days clear notice in writing expressing the intention of termination by stating the ground/ grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to theservice provider.

   i. If the service provider do not remedy a failure in the performanceof his obligations within 45 days of receipt of notice or within such further period as the Government have subsequently approve inwriting.
   ii. If the service provider becomes insolvent or bankrupt.
   iii. If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services fora period of not less than 60 days: or
   iv. If, in the judgment of the JKMSCL, the service provider is engagedin corrupt or fraudulent practices in competing for or in implementation of the project.

Grievance/ Appeal:

a) In case of any dispute, the decision of Managing Director, JKMSCL shall be final and binding. In any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Managing Director JKMSCL, J&K, who will appoint his senior most officer assole Arbitrator of the dispute, who will not be related to this contract and whose decision shall be final and binding on both the Parties. The Arbitrator shall deal with the grievance expeditiously,as possible and shall Endeavour to dispose it off, within thirty days from the date of its submission.

b) If the officer designated as Arbitrator fails to dispose of the grievance filed within the period or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the Officer, appointed as Arbitrator, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a Appeal before Final Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the order passed by Arbitrator or of the date of receipt of the order passed by the Arbitrator, as the case may be.

c) **Appeal not to lie in certain cases**

No appeal shall lie against any decision of the Procuring Entity relating to thefollowing matters, namely:-

i. Determination of need of procurement;
ii. Provision limiting participation of Bidders in the Bid process;
iii. The decision of whether or not to enter into negotiations;
iv. Cancellation of a procurement process;
v. Applicability of the provisions of confidentiality.

d. Form of Appeal:

i. An appeal under in the form as annexed along with as many copies asthere are respondents in the appeal.
ii. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
iii. Every appeal may be presented to First Appellate Authority or Final Appellate Authority, as the case may be, in person or through registered post or authorized representative.

e. Fee for filling appeal:

i. Fee for filing appeal before final appellate authority shall be Rs. 10,000/- (Rupees Ten thousand only), which shall be 50% refundable, when the case has been proven true.
ii. The fee shall be paid in the form of bank demand draft only of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

f. Procedure for disposal of appeal:

i. Appellate Authority upon filling of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
ii. On the date fixed for hearing, the Appellate Authority shall -

    1. Hear all the parties to appeal present before him; and
    2. Peruse or inspect documents, relevant records or copies thereof relatingto the matter.

iii. After hearing the parties, perusal or inspection of documents andrelevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties free of cost.
iv. The order passed under sub-clause (iii) above shall be placed on the J&K

State e-Procurement portal www.jktenders.nic.in.

g. If the bidder wishes to lodge any complaint against the other bidder regarding submission of false documents, information etc., the bidder has to deposit Rs.10,000/- (Rupees Ten Thousand only) in the form of Demand Draft drawn in favor of JKMSCL in terms of deposit. The amount so deposited shall be refunded if after scrutiny the complaint is found to be true. However, if the complaint found to be false and mala-fide, the deposit will be forfeited. No interest shall be paid against this deposit. The complaint must be on letter head bears the signature of the bidder or the authority higher than the bid signatory of the firm.

Compliance with the Code of Integrity and No Conflict of Interest:

Any person participating in a procurement process shall-

a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
b) Not misrepresent or omit misleads or attempts to mislead so as to obtaina financial or other benefit or avoid an obligation;
c) Not indulge in any collusion, bid rigging or any-competitive behavior to impair the transparency, fairness and progress of the procurement process;
d) Not misuse any information shared between the procuring entity and the bidders with intent to gain unfair advantage in the procurement process;
e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any part or to its property to influence the procurement process;
f) Not obstruct any investigation or audit of a procurement process;
g) Disclose conflict of interest, if any; and
h) Disclose any previous transgressions with any entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:

Bidders participating in a bidding process must not have a conflict of interest. A conflict of interest is considered to be a situation in which a 2nd party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A bidder may be considered to be in conflict of interest with one or more parties in bidding process if, including but not limited to:

a. Have controlling partners/shareholders in common; or
b. Receive or have received any direct or indirect subsidy from any ofthem; or
c. Have the same legal representative for purposes of the bid; or
d. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to

information about or influence on the bid of another bidder or influence the the decisions of the procuring entity regarding the bidding process; or

e. The bidder participates in more than one bid in a bidding process. Participation by a bidder in more than one bid will result in the disqualification of all bids in which the bidder is involved. However, this does not limit the inclusion of the same sub contractor, not otherwise participating as a bidder, in more than one bid; or
f. The bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the goods, works or services that are the subject of the bid; or bidder or any of its affiliates has been hired (or is proposed to be hired) by the procuring entity as engineer-incharge/consultant for the contract.
g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge / consultant for the contract.

Situations leading to Disqualification of bidders

i. Direct or indirect canvassing on the part of bidder(s) or their representative(s) shall disqualify their bid
ii. Bidder may be disqualified, banned or suspended from business during the rate contract if :

    a. fails to execute a contract or fails to execute it satisfactorily;
    b. no longer has the technical staff or equipment considered necessary;
    c. is declared bankrupt or insolvent or its financial position has become unsound, and in the case of a limited company, it is wound-up or taken into liquidation ;
    d. The firm is suspected to be doubtful loyalty to state.
    e. The Anti Corruption Bureau or any other Investigating agency recommends such a course in respect of a case under investigation.
    f. MD, NHM is prima-facie of the view that the firm is guilty of an offence involving moral turpitude in relation to business dealings, which if established would result in business dealing with it banned.
    g. If any certificate/ documents/ information submitted by the bidder found to be false/ forged/ fabricated/ vexatious or frivolous or malicious appeals or complaints etc. than bidder shall be liable for the appropriate legal action along with disqualification, banning, suspension etc. for limited or unlimited period.
    h. Bidders are required to submit wanted information (if any) based on the facts. If the furnished information by the firm found to misleading or not based on facts disciplinary action against the firm may be taken as to banning concerned item/ items for certain or uncertain period.

Single bidder

Although JKMSCL will do it's best to encourage the participation of multiple parties for the tender, however in the case of a single bidder, Competent Authority can take a decision of awarding the contract due to the nature of the service being that of emergency services and affecting the lives of the citizens of the State.

- No Action on the letter head of the Bidder/firm regarding any complaints against the Corporation will be taken unless the letter head bears the signature of the Bidder or the Authority higher than the bid signatory of the firm.

i. Any certificate/documents/information submitted by the Bidder found to be false/forged/fabricated etc. than bidder shall be liable for the appropriate legal action along with disqualification, banning, suspension etc. for limited or unlimited period.

ii. Bidders are required to submit wanted information (if any) based on the facts. If the furnished information by the firm found to misleading or not based on facts disciplinary action against the firm may be taken as tobanning concerned item/items for certain or uncertain period.

- The Bidder must sign all the pages of tender document at the below of Terms & Conditions agreeing to abide by all conditions of the tender and accept them in toto.
- by all conditions of the tender and accept them in toto.

38 Jurisdiction:

All actions, legal proceedings and suits arising from or connected to this bid shall be subject to the exclusive jurisdiction of courts in Union Territory of J&Konly.

39 Extra stipulation or any other condition contrary to the above Tender conditions are not acceptable and may render the tender liable to rejection.

40 Modification / withdrawal of bids

Modification/ substitution/ withdrawal by the bidder in the proposal are permitted only before the closing date and time of submission of bids.

41 Saving Clauses

In the absence of any specific provision in the agreement, the issue will be decided on mutual agreement.

The failure of 2nd party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event:-

- Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
- Has informed the 1st party as soon as possible about the

occurrence of such an event.

42 Force Majeure:

a. As the Services being emergency in nature, the bidder shall not be allowed to suspend or discontinue Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, a suspension ofor failure to provide Emergency Services on the occurrence of aForce Majeure event will be an Event of Default and Department may terminate this Agreement without any termination payment being made in respect thereof and take legal action which include blacklisting/debarring of the firm.

b. On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Department may give instructions to the approved firm including requiring deployment of additional number of HRs, in such circumstances, the firm shall comply with such instructions.

Applicability of Clauses:

All the clauses from 1 to 42 and their annexure, formats & enclosures areapplicable for the tendered items and forms an integral part of the RFP.

Sd/-
Managing Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

I/ We have read the above terms and conditions and I/ We agree to abide myself/ ourselves by the above terms & conditions of the tender document.

Signature of Bidder withseal

Required Proposals	1. A. Technical Bid 2. B. Financial Bid
Pre-Bid conference	Pre-bid conference shall be held to provide clarifications, if any, to the prospective bidders and also collate clarifications from bidders which would be responded to, if required, after due consideration and uploaded on the website. The conference will be held at the Corporate Head Office Jammu/Srinagar.
Language in which proposals should be submitted	English
Single currency for price conversion	Indian National Rupee (INR)
Earnest Money Deposit	Rs.01.00 Lakh (Rupees One Lakhs only) in the form of CDR/ FDR/ BG pledged to the Financial Advisor/CAO,JKMSCL.
Performance SecurityDeposit	5% of 1st year CAPEX and OPEX cost in the form of BankGuarantee and to be valid up to six months after date of expiry of contract period.
Agreement Period	Rate Contract shall remain in force for a period of Five years on annual extension basis subject to annual review by the Health &Medical Education Department, J&K. Rate Contract may be further extendable, subject to successful satisfactory performance. Decision of Health &Medical Education Department, J&K shall be final and binding.
Bid validity period	The Proposal shall remain valid for 120 Working Days after the Date of Opening of Technical Bid. Any Proposal, which is Valid for a Shorter Period, shall be Rejected as Non-Responsive. However, the same can be extended with the mutual consent and acceptance of the bidder. **The bid validity means that the proposal submitted by the bidder is valid for 120 days before the finalization of the contract**

-Sd-

Managing Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

General Instructions

Before filling up of bid or submission of the tender form, kindly go through these following instructions along with terms & conditions carefully so that your tender is not considered invalid:

1. Detailed 'Request for Proposal' document comprising of the detailed terms & conditions can be downloaded from the website(s) - www.jktenders.gov.in, www.jkmsclbusiness.com.
2. Bids shall have to be submitted strictly as per the Terms & Conditions through e-procurement portal of Govt. of J&K **www.jktenders.gov.in** .
3. Bidder shall have to submit **Rs.10,000.00 + GST** as specified (Rupees Ten Thousand only) which includes Rs.1,000.00 as cost of tender document and Rs.9,000.00 as tender processing fees, both non-refundable, at the time of bidding as specified above.
   a. Scanned copies of financial instruments i.e DD/FDR/CDR/ BG etc. shall have to be uploaded along with Technical bid.
   b. Original DDs, CDR/ FDR/ BG shall have to be deposited, in original, at the office of Managing Director, JKMSCL, Jammu/ Srinagar a day before the last date and time of bid submission.
   c. Except, DDs and FDR/ CDR/ BG, no document is physically required to be submitted to Corporation.
4. All the Certificates/ License/ Documents which are required shall be complete and updated.
5. **Average Annual Turnover of the last three financial years shall be submitted as specified at Annexure A.** The statement duly audited by Chartered Accountants shall be submitted along with bid failing which bid shall summarily be rejected. Distributors/Suppliers/Agents/Loan Licensees are not eligible to participate in the tenders.
6. A Pre-Bid Meeting shall be held as per critical dates to clarify various issues and to answer questions on any matter that may be raised at thatstage. After pre-bid meeting, necessary modifications in tender conditions, etc., if required, can be made and shall be uploaded only on website(s) www.jktenders.gov.in & www.jkmsclbusiness.com. **The same shall neither be published in any newspaper nor be informed individually. Hence, bidders are advised to keep themselves updated through these websites.**
7. Bids shall be submitted after Pre-Bid meeting incorporating the modifications, if any.
8. The authorized signatory* of the firm shall only be entertained to correspondence with the department/ corporation regarding this tender issue.

*Authorized Signatory means a person duly authorized by the competent authority viz., MD/ Chairman/ Proprietor/ Board of Directors/ Partner through Power of Attorney to sign on behalf of the firm/ company/Trust/ Society /Consortium, pledged before the Hon'ble Court of Law.

Tender Inviting Authority & Other Details	
Tender Reference No. and Date	**NIT/JKMSCL/**
Place of Pre-Bid Meeting	**Corporate Office**: Plot No. 58, FriendsColony Satyam Road Trikuta Nagar Jammu **Corporate Office:** Opp. J&K Motor Garage Deptt Near Hajj House Bemina Srinagar
Place of Opening of Technical Bid	**Corporate Office**: Plot No. 58, FriendsColony Satyam Road Trikuta Nagar Jammu **Corporate Office:** Opp. J&K Motor Garage Deptt near Hajj House Bemina Srinagar
Tender Form Fees (Non-Refundable)	Rs.1,000.00 (Rupees One thousand only) +GST in the shape of DD drawn with any of the scheduled/ nationalized Bank in favour of J&K Medical Supplies Corporation Ltd. payable at Jammu/ Srinagar.
Tender Processing Fees (Non-Refundable)	Rs.9,000.00 (Rupees nine thousand only)+GST in the shape of DD drawn with any of the scheduled/ nationalized Bank in favour of J&K Medical Supplies Corporation Ltd. payable at Jammu/ Srinagar.
Earnest Money Deposit (EMD) (Refundable)	Rs. 01.00 Lakhs (Rupees One lakh only) in the shape of FDR/ CDR/ BG duly pledged in favour of CAO, JKMSCL
Address for Communication	Managing Director, JKMSCL
Contact Nos.:	0191-2580842, 0191-2581845
e-Mail for enquiries	mdjkmscl2@gmail.com

Note:
Date, Time and Venue of Opening of Financial Bids shall be communicated separately later through appropriate announcement/ update on e-Procurement Portal of Govt. of J&K www.jktenders.gov.in *and other websites including* www.jkmsclbusiness.com.

Bidders are required to keep themselves updated regarding various amendments/ modifications/ announcements on the portal/ websites. Such amendments/ modifications/ announcements shall neither be published in the newspapers nor be informed individually.

ELIGIBILITY CRITERIA

S.No.	Eligibility Criteria	Supporting Documents
1	The bidder must be an Indian registered company (as specified in Annexure A).	Company Registration Certificate
2	The average annual turnover of the company must be ₹ 10 Crore in the last three financial years (as specified in Annexure A).	Audited Balance Sheets and CA Certificate (must have Membership No., UDIN No.& Date) In case of consortium, the bidder must have minimum average annual turnover of INR 10 Crores during the financial years FY 2022-23, FY 2023-24 and FY 2024-25, in which the lead partner of the consortium must have at least minimum annual average turnover of INR 05 Crore. The cumulative total minimum average annual turnover of consortium members jointly must be Rs. 10 Crores.
3	The bidder must have a positive net worth in the last three financial years.	CA Certificate
4	The bidders must have executed a minimum of 03 Projects in last 05 years.	Copy of Work Order/Agreement

Section – I: Schedule of Activities/ Scope of Work:

1. **Background:** In accordance with the approvals from the Ministry of Health & Family Welfare, Government of India, an Integrated 104 - Centralized Call Center cum Health Helpline (hereinafter referred to as '104-Services') was established under National Health Mission in Jammu & Kashmir in the financial year – 2021-22 and is managed & operated by the service provider engaged for the purpose whose contract period completed on 30th June 2026. Present Integrated 104 - Centralized Call Center cum Health Helpline is established in the premises at the Regional Institute of Health & Family Welfare, Near Sainik School, Nagrota (Jammu) – 181221 (Jammu & Kashmir). The ambitious 104 Services deliver dissemination of information regarding various healthcare services/ Programmes/ Schemes to the Public at large, provides Basic Medical Advice & Counselling Services, acts as Grievance Redressal Mechanism, Data Verification/ Validation Center, etc.

2. Now, the National Health Mission J&K intends to engage service provider for operationalization, management and maintenance of the Integrated 104 - Centralized Call Center cum Health Helpline during the contract period as per the Scope of Services detailed herein-below, but not limited to:
   i. Refurbishment of 104 Call Center Premises.
   ii. Procurement/ Replacement of necessary equipment required for uninterrupted operationalization of 104 Services during the contract period.
   iii. Deployment of cloud-based call center software to support both inbound and out bound calling.
   iv. Operations, Management and Maintenance of 104 Services during the contract period.
   v. Deploy requisite manpower for 104 Services.
   vi. Transfer 104 Service to NHM J&K/ new service provider along with all the hardware, software and knowledge transfer, after completion of the contract period.

3. **Detailed Scope of Services:** The successful service provider is required to undertake all the following tasks/ activities, but not limited to:

A.) Refurbishment of Call Center Premises: Presently, the Integrated 104 - Centralized Call Center cum Health Helpline is established in the office campus of NHM J&K at the Regional Institute of Health & Family Welfare, Near Sainik School, Nagrota (Jammu) – 181221 (J&K). The successful service provider may undertake remodeling of the same, if required as per its proposed design/ solution for the call-center, after getting the same approved from NHM J&K.

Therefore, all the intended participants are advised to visit the office of NHM J&K, after obtaining necessary approvals from the office of the Mission Director NHM J&K, to assess the status of existing call center, requirements/ modification, if any, for the same, details/ status/ working condition of existing hardware, software, and other equipment available at the call center and accordingly submit the bid to ensure smooth and uninterrupted continuation of 104 Services during the envisaged contract period. All details, including proposed modifications, items to be procured, etc., are to be uploaded in the technical bid without corresponding financial details which are to be submitted separately.

Refurbishment of call center may include but is not limited to the following:

i) Ensure necessary seating arrangements to accommodate 60-seater call center. Present call center is established on 30-seat basis. The Mission Director, NHM J&K, in accordance with requirement as well as approvals from the MoH & FW, Government of India/ Health & Medical Education Department J&K, may require the successful service provider to augment seating capacity alongwith all the corresponding hardware and manpower, for enhancing the capacity of call center, as deemed appropriate.

ii) Successful service provider will be responsible for all the arrangements, including power, lighting, uninterrupted network connectivity, security systems, etc., in its premises.

iii) Provision must be made for seating with proper lighting, air conditioning etc. to ensure sufficient comfort levels to call center staff. Other basic facilities like water, toilets, etc. should also be provided.

iv) Adequate training facilities should also be provided, including availability of proper rooms with whiteboards, projectors and other appliances.

v) Provision to accommodate administrative, counselling and support staff and confidential records.

vi) Provision of Uninterrupted Power Supply (UPS) with suitable capacity to handle entire load of call-center.

vii) There should also be adequate provision of CCTV surveillance at the site, live feed from which should be provided to NHM J&K.

B.) Detail of Existing Integrated 104 - Centralized Call Center cum Health Helpline: Stated as annexure.

C.) Operationalization of Integrated 104 - Centralized Call Center cum Health Helpline: Successful service provider shall have to operationalize, manage and maintain the Integrated 104 Centralized Call Center cum Health Helpline under NHM in J&K with following broad premises:

a) Initially, the call center will continue to operate with 30 seats, or with any lesser No., as per the requirements of H&ME Department/ NHM J&K and will be scalable upto 60 seats, if required by H&ME Department/ NHM J&K, at any time during the contract period.

b) The call center should attend all the in-bound calls received from across the UT of Jammu & Kashmir and should also undertake out-bound calling for verification of beneficiaries and data validation of MIS and other reports pertaining to various schemes implemented by the H&ME Department J&K.

c) Plan optimal utilization of resources with suitable mix of inbound and outbound calling process in consultation with NHM J&K.

d) Obtain necessary license(s), as required, for operating call center and ensure compliance with various standards inter-alia IPV6, IT Act 2020, IT Rules 2021, EHR Standards, e-Governance Policies stipulated by Ministry of Electronics and Information Technology (MeitY)/ MoH&FW/ any other Government Organizations.

e) Procure, as & when required, install, operate, manage and maintain complete infrastructure, including IT, Non-IT, Others, etc. ensuring uninterrupted continuity of 104-Services during the entire contract period. Successful service provider must ensure upkeep & maintenance of all the equipment during the entire contract period without any additional financial implications for the H&ME Department/ NHM, J&K. It is, therefore, advised to make suitable provisions for the same while submitting financial bid for the project.

f) Earmark and mobilize call center team(s) optimally. However, any earmarking of team(s) should be swappable enough so as to handle other call(s) except those assigned to it, for e.g., in case of peak hours of in-bound calls, team(s) will attend the same. However, in case of any layover period, it should perform out-bound calling so as to utilize the call center optimally, minimizing idle time.

g) Maintain discipline of office environment and safety of call center and call center staff.

h) Establish and maintain the specified Service Level Agreements.

i) Go-Live of Call Center, within 15 days but in in any case not exceeding 30 days from the Date of Award of Contract. This period of 15/ 30 days, as the case may be, will be the 'Beta Period', during which performance of call center, including the hardware, software, deployment of manpower alongwith training thereof and its functioning will be closely monitored. During this 'Beta Period', challenges & impediments, if any, towards successful operationalization of call center will be thoroughly reviewed and addressed by the successful service provider in consultation with NHM J&K. Accordingly, initially suggested modalities, including No. of seats for in-bound & out-bound calling, Service Level Agreements, etc. will be finalized for the remaining 'Business as Usual Period'. These modalities shall remain applicable during the entire 'Business as Usual Period', unless amended/ modified subsequently, in mutual consultation with other stakeholders.

j) **Hardware, Software, Telecom facilities:** Successful service provider will takeover all the equipment available at existing call center and will be responsible for procurement, as & when required, installation, commissioning, management and maintenance of all the requisite hardware and software for smooth and uninterrupted functioning of 104-Services during the entire contract period. It includes:

   i) Complete hardware and software for call center staff (e.g., laptop/ desktop computers/ Headphones, Mics, etc.).

   ii) Deployment of cloud-based software to manage inbound and outbound calling facilities. Provide requisite applications such as IVR application, Computer Telephony Integration (CTI) Solution including Automated Call Distributor (ACD)/ Call routing, API integration with MIS applications of MoH&FW, Government of India, Dialer, Voice logger etc. The Cloud based solution should have Disaster Recovery Solutions as well ensuring that the servers of cloud-based call center shall be located within the Country.

   iii) Deployment of an Application Programme Interface (API), if required, for porting of data between various MIS applications of the MoH & FW, Government of India and call center software.

   iv) If feasible, the successful service provider may also consider deployment of VoLTE technology instead of VoIP.

   v) Appropriate No. of telephone instruments with conferencing facility and Hot Button Programming on all telephone sets, State-of-the-Art Switches/ EPABX with the capability to logically partition the switching system to avoid interference with other sets of users.

vi) Sufficient No. of incoming lines with the facility to expand/ install additional lines, if required in future.

vii) Other basic infrastructure such as cabling, Local Area Network, anti-virus, firewalls for data security against unwanted intrusion from Hackers, Worms, Viruses, Spamming, Malware, Ransomware, Trojan Horses, etc., requisite firmware, if any, etc.

viii) Regular upkeep and maintenance of all hardware, software & firmware, including repair & replacement, during the entire contract period shall be the responsibility of successful service provider, without any additional financial implications on the H&ME Department/ NHM, J&K.

ix) Suitable provision has to be made for Data Redundancy and backup of Call Record Database application. There should be no loss of data or discontinuity of 104-Services due to any hardware/ software failure.

x) All the intended participant(s) shall have to provide detailed Bills of Quantity (BoQ) of all the IT/ Non-IT equipment proposed for the project, including model, make and specifications, with the technical bid. NHM J&K may get the equipment supplied by the successful service provider inspected/ verified through any Government approved agency(ies). Inspection charges, if any, shall have to be borne by the successful service provider.

xi) If in pursuance to the 3rd Party inspection/ verification, or otherwise, it will come to notice that there is any deviation between the specifications of the equipment, IT/ Non-IT, offered vis-a-vis supplied by the successful service provider may lead to cancellation of the approved contract besides initiation of other requisite necessary actions including, forfeiture of EMD, black-listing of successful service provider, etc. However, this will not apply in case the successful service provider, in view of technological upgradations, or any other reasons, intends to procure/ supply any equipment with higher/ upgraded specifications, without any additional financial implications on NHM and after seeking prior approval from the office of Mission Director, NHM, J&K.

k) **Ownership of Hardware, Furniture & Fixtures:** Successful service provider shall ensure installation of latest equipment of standard quality and capable of suitable upgradations during the Contract period. Ownership of all the hardware, furniture & fixtures shall remain vested with the NHM J&K. Successful service provider shall hand over all the equipment, in working condition, to the H&ME Department/ NHM J&K, after successful completion of the contract period, or on termination of contract before the stipulated period, as the case may be. In case any equipment is found to be not in working condition, Net Realizable Value of the same, arrived at after deducting suitable depreciation towards wear & tear from the invoice value of such equipment, shall be deducted from the payments due to the successful service provider.

l) **Provision of Software and Updates there off:** The successful service provider, at the end of the contract period should provide call center software deployed to NHM J&K with source code. In the event of NHM deciding to use the software for call center operations post the conclusion/ termination of contract with the services provider, the service provider shall provide any software updates and maintenance of the software after the termination of the contract. Modalities for the annual maintenance cost shall be worked out at the time of transfer of operations to NHM J&K.

m) Information Ownership: All information received, acquired, processed, stored or transmitted by the successful service provider for this project belongs to H&ME Department/ NHM J&K. By having the responsibility to operate the call-center, successful service provider does not acquire access rights to the information or rights to transmit/ redistribute the information. Successful service provider shall have to understand that Civil, Criminal and/ or administrative penalty(ies) will apply for failure to protect information appropriately. The successful service provider must agree to and sign a Non-Disclosure Agreement with the H&ME Department/ NHM J&K that all the information of callers as well as data will be protected using appropriate security measures. Any legal issues due to leakage or disclosure of information of the caller or data will be the responsibility of successful service provider and any cost incurred for resolution of the issue shall have to be borne by it besides the Civil, Criminal and/ or administrative penalty(ies).

n) **Intellectual property Rights (IPRs):** Any pre-existing IPRs of successful service provider shall continue to remain its property. However, IPRs arising out of this project shall be owned by the H&ME Department/ NHM J&K. Source code of all the call center solution developed under this project shall be owned by the H&ME Department/ NHM J&K which reserves the right to modify the application or source code for its own use in future, at its own or through 3rd party professionals. Likewise, IPRs of any 3rd Party software, used by any party under this project, shall rest with OEM/ concerned party, except for customizations done over these software products for the project. The agency has to provide non-exclusive rights to use the pre-existing IPRs of the agency for exclusive use of NHM J&K.

D.) Operations & Maintenance of Call Center: After successful establishment of call center, successful service provider will be responsible for establishment, operations & maintenance of call center (as per Award of Contract) for a period of five (5) years, on annual extension basis. The successful service provider has to approach the Mission Director NHM J&K, at least two months prior to the completion of the year of service, for continuation of the project in the succeeding year. The performance of the successful service provider during the year will be reviewed by a Committee of Officers constituted by the Mission Director NHM J&K. In accordance with the Report/ Recommendations of the Committee and annual approvals from the MoH&FW, Government of India, the Mission Director NHM J&K may extend the contract for the next year. Proposed Integrated Solution is required to provide, but not limited to, following indicative service(s):

a) **Out-bound Call Center - 104:** Out-bound calls have to be made from call-center to beneficiaries/ health workers for validation of data, providing reminder/ following on mother and child health, including vaccinations etc., take feedback from the beneficiaries, creating awareness on various schemes and health education including, but not limited to the, calls to:
   i) Mother beneficiaries as well as healthcare service providers/ ASHAs, as per RCH database for validation of data and update the RCH database.
   ii) Early Childhood Development (ECD) services initiatives by reaching out to every pregnant mother and parents of every child up to the age of 2 years through ECD call center focusing on first 1000 days of child which consists of 270 days during pregnancy and the first 730 days or first 2 years after birth.
   iii) Beneficiaries of other healthcare Programmes/ Schemes including RBSK, RKSK, Population Based Screening, Nikshay Poshan Yojana (NPY), SEHAT Scheme/ AB-PMJAY, NP-NCD, Tele-Radiology Services, etc. Detail of such beneficiaries will be provided by the Health Department/ NHM J&K.
   iv) Conduct Surveys regarding various healthcare Programmes/ Schemes/ Services operational in J&K, for e.g., Mobile Health Teams functioning under RBSK, Mid-Level Health Providers deployed at Health & Wellness Centers, Referral Transport Services under JSSK/ 102-108 Ambulance Services, Bio-Medical Equipment Management & Maintenance Programme (BEMMP), Trainings imparted to healthcare workers/ ASHAs, availability of Drugs & Consumables, Diagnostic Services in the field, etc.
   v) Create awareness about various Government Schemes & Programmes.
   vi) Other responsibilities related to call center operations as assigned by the H&ME/ NHM J&K from time to time but not explicitly specified here in this document.

b) **In-bound Health Desk – 104:** People across Jammu & Kashmir may call at call center for availing desired service(s) including, but not limited to the followings:
   i) Basic healthcare advice on first aid, nutrition, disease prevention etc., using General Symptom Based Disease Support System. **Only Standard Medical Advice will be provided. In case of critical or complex medical conditions, they will be guided to consult the nearest healthcare facility. Any clinical advice in contravention to extant laws shall not be provided**.
   ii) Provide information on emergency health care services, health care facilities and diagnostic centers available including private and provide information on National Ambulance Service and Emergency Transport.
   iii) Provide emergency health related information during epidemics and disasters.
   iv) Provide information about blood banks, blood storage centers and availability of blood.
   i) Give high priority to the complaints regarding female feticide and infanticide and forward the information to the nearest enforcement authority.
   ii) Counselling services on rehabilitation (Alcohol, Drugs, Smoking, etc.), psychological (Anxiety, Depression, Suicidal Tendencies, etc.) problems, adolescent health issues, suicide prevention, family planning, pregnancy & safe birth practices, childcare, birth disorders, stigmatized diseases (HIV, AIDS, Leprosy, etc.).
   iii) Mental health helpline including De-addiction cum crisis helpline.
   iv) Adolescent health helpline including Menstrual Hygiene Services.
   v) Healthcare Directory services providing various information inter-alia including various Public Healthcare Facilities available in the area of caller, various National Health Programmes/ Schemes and how to avail benefits under these, etc.
   vi) Redressal of grievances of beneficiaries, healthcare workers, ASHAs, general public, etc. It includes registering complaints/ grievances against Officers/ Officials of the Health Department/ NHM J&K, complaints regarding female feticide & infanticide, etc., forwarding these complaints to the concerned Officers for resolution and providing feedback status to the complainant in co-ordination with the concerned Officers.

c) **Call Center Timing:** The successful service provider is required to run the call center operations with 40 seats on 24 x 7 basis as follows -

   i. Day Shift: From 08.00 AM to 08.00 PM with 30 seats, including 20 Call Centre Executives, 6 Counsellors and 4 Medical Officers.

   ii. Night Shift (Initially for attending In-bound calls only): From 08.00 PM to 08.00 AM with 10 seats, including 6 Call Centre Executives, 2 Counsellors and 2 Medical Officers.

   iii. The No. of seats mentioned herein-above is indicative and may increase/ decrease as per the requirements from the H&ME Department/ NHM J&K vis-à-vis approval of funds from the MoH&FW, Government of India. Notwithstanding anything contrary stated in this Scope of Services, the final No. of seats will be decided by H&ME Department/ NHM J&K and conveyed to the successful service provider at the time of Agreement.

   iv. The successful service provider should ensure that call center staff should not be assigned more than 48 hours of working hours in one week, and accordingly it should plan to keep buffer staff for call center operations during the envisaged contract period/ timing.

The service provider should provide details of call center operations on a monthly basis with team deployment and hours worked during the month etc.

d) **Key Functional Requirements of Call Center:** Some key features/ specifications required for call center include, but not limited to, the followings:

I. Interactive Voice Response System (IVRS):

1. Receive all inbound calls on the telephone number specified by the Health Department/ NHM J&K and prompt the callers to make their selection.
2. Identify the caller through Caller Line Identification (CLI) and support Intelligent Call Routing. Identify the Region from which call is originating and greeting the caller in corresponding language(s) including English, Hindi & Local Language (Dogri/ Gozri/ Kashmiri/ Urdu). Language of IVRS menu should then be decided based on caller's choice thereon.
3. Include Speech Recognition Engine in order to support and interpret multiple languages, especially Hindi/ English and local Regional languages including Kashmiri/ Dogri/ Gozri/ Urdu.
4. Support Text to Speech (TTS) capability especially for English.
5. Provide an easy to configure IVRS that enables the technical staff to customize it with minimum effort.
6. Support scheduling of messages.
7. Capture usage details of each caller as the caller transverses through a call.
8. IVRS should be scalable and provide ease of integration with other components of call center solution.
9. IVRS shall have a Graphical User Interface (GUI) based tool to develop call trees/ applications, configure customer types, configure messages based on campaigns, caller group identification etc.
10. Caller may skip menu by pressing the necessary response. At any time during the call, caller may be transferred to call center executive by pressing a pre-defined number.
11. IVRS should be integrated with call center/ RCH solution and stakeholder profiles of previous callers can be referenced through their contact number, Unique ID, ANMs/ ASHAs/ Aanganwari workers etc. based on caller input.
12. IVRS should be able to retrieve call center executive availability from Automatic Call Distributor (ACD) and announce expected caller's queue waiting time and queue length.
13. Provide automated responses outside of working hours based on business rules defined by H&ME Department/ NHM J&K.

II. Automatic Call Distribution (ACD)

1. Handle High Call Volumes efficiently.
2. Support multiple groups, for e.g., programme-wise, for calls, IVRS.
3. Provide integration with IVRS to intelligently route calls.
4. Provide configurable system for whitelisting/ blacklisting users.
5. Support relaying of Information, Education and Communication (IEC) messages to voice callers waiting in queues or on hold.

III. Computer Telephone Integration (CTI)

1. Ability to integrate with call-center solution.

2. Interfaced to send/ receive data, which needs to be populated.
3. Ability to generate service requests.
4. On transferring call to Supervisor/ Counsellor/ Medical Office, screen too should be transferred.
5. Call events should be handled from the system, such as, Hold, Retrieve, Conference, Transfer, etc.

IV. Call Center Application

1. Ability to raise Support Ticket with all related data logging and tracking.
2. Enable users to monitor the overall performance of call center when needed.
3. Must interface with related web portals to retrieve information and perform tasks which are required.
4. Must integrate with CTI and should be able to pull IVRS usage details of the caller including all options selected by the caller and all details entered by caller from the time the caller reaches a Call Center Executive.
5. Call Center Executive should be able to log and track each ticket.
6. Information about escalated tickets should be made available as and when required by the Health Department/ NHM J&K.

V. Call Recording and Analysis

1. Maintain 100% call recording for a period of one (1) year. Archived media will be provided to the NHM J&K.
2. Recording should contain detailed call information, feedback of quality analysts for analyzed calls, updation in questionnaires, etc.
3. Developed solutions must provide advanced searching capabilities.

VI. Data Security and Privacy

1. Ensure that information is collected directly from the caller and should be used for the specific purpose for which it is collected.
2. Privacy of caller information guidelines must be adhered to by everyone including Call Center Executives to ensure data security and privacy.
3. Maintenance of log including Date, Time, Mac ID, No. of Call Center Executives, Attendance Record, Application Logs, Call Detail Record (CDR) of Primary Rate Interface (PRI) Lines, etc.
4. Ensure complete and comprehensive security from unauthorized access and misuse.

VII. Technical Infrastructure

1. Entire infrastructure for operationalization of call center is to be arranged and managed by the successful service provider during the entire contract period. The call center software needs to be deployed on Cloud based platform.
2. Successful service provider must ensure complete setup of call center including designing, sizing, procurement, deployment and management in a web-enabled environment.
3. Health Department/ NHM J&K will not provide any direct access to data. Only relevant Programme data may be provided through web services. The services provider may be required to use Application Programme Interface (APIs) provided by NHM for data transfer between 104 Services application and concerned portals of the MoH&FW, Government of India/ J&K. NHM J&K will provide necessary assistance and connect the service provider with the RCH technical team for assessing necessary information required for deployment of API and data access/ porting.
4. There should be proper Business Continuity and Disaster Recovery Plan and process in place during the entire contract period.
5. Successful service provider must provide, or should have the capability to provide, infrastructure scalable beyond the initial requirement for any software application that needs to be developed/ required for the project.

VIII. Application Development

1. Preparation of Functional Requirement Specifications (FRS).
2. Preparation of System Requirement Specifications (SRS).
3. Database Design and Development.
4. Design of web services for integration with other applications.

5. Develop the application with capabilities of data exchange with various portals, including but not limited to, RCH, RBSK, SNCU, DVDMS, HMIS, 102-108 Ambulance Services, BEMMP, Tele-radiology Services, Mental Health Programme/ Tele-MANAS, etc.
6. Delivering reports including development of customized query builders as approved by the H&ME Department/ NHM J&K.

IX. Reporting Requirements: Following reports shall have to be updated on the web-based dashboard on daily basis and copy of the compiled reports for every month should be provided to the Health Department/ NHM J&K by 05th of subsequent month(s):

1. Successful service provider should provide Call Report – In-Bound and Out-Bound along with status details on daily basis, through Web-based Online Dashboard, to all BMOs (Block Medical Officers) of Jammu & Kashmir and other Officers of H&ME Department/ NHM J&K. Any failure in this regard would render Successful service provider for penalty;
2. Successful service provider should also provide all system generated reports required to monitor SLAs for the project. Reports to provide evidence of SLAs on monthly basis to be submitted to H&ME Department/ NHM J&K inter-alia following report(s):
   a. System Performance Report(s) including Application Availability, Dialer Availability, Network Availability, Power Availability;
   b. Manpower Performance Report(s) including Availability of Call Center Executives(s), Counsellor(s), Medical Officer(s), Attendance Report, No. of Calls Handled, No. of Hours of Call Handling segregated into duration of Calls Handled by Call Center Executives(s)/ Counsellor(s)/ Medical Officer(s) and IVRS;
   c. Project Performance Report(s) including reports generated based on the feedback of Caller(s);
   d. Call Status Report(s) including report(s) containing various details such as, No. of calls, Wrong Nos., Correct Nos., Spam/ Junk Calls, Emergency Calls, Counselling Calls, Medical Advice Calls, Calls Not Attended, Calls attended after 01st attempt, Duration of Calls, etc.;
   e. Any other Customized Report(s) as required by the H&ME Department/ NHM J&K from time to time.
3. Should be able to generate reports to aid operational efficiency like:
   a. Most frequent query analysis and create IVRS self-service module, if required for them;
   b. Analysis of queries based on region, call resolution time, first/ second level resolution, language chosen by caller(s) for interaction etc.;
   c. Call center executive-wise/ call center executive group-wise activity reports (both real-time and historical): login, logout time, idle time, average speed of answer, average handling time, number of dropped calls, number of unresolved queries, number of queries escalated to next level, average or total number of free agents in each group, efficiency of each agent or agent group etc.;
   d. Call Analysis: Number of calls answered, number of calls abandoned, average and total call duration for different call center executive(s)/ groups;
4. Capability to export reports into various format such as Excel, Word, plain text etc.

E.) Staff required in Call Center: Successful service provider is required to deploy following staff at the call center. Team composition along with minimum qualification & experience required are indicated below**:**

S. No.	Category	No. of Persons	Minimum Qualification	Minimum Experience
1.	Call-Center Manager	1	Post-Graduate in any discipline. Candidate with MBA is preferred.	Five (5) years post qualification experience out of which at least two (2) years should be in ITeS/ Call Center Industry and should have managed the at least a team 20 call center executives.
2.	Call-Center Supervisor	1	Post-Graduation from any recognized university with Diploma in Computer Applications from any recognized institution	Two (2) years post qualification experience in a call center out of which at least one (1) year should be in supervisory capacity.

S. No.	Category	No. of Persons	Minimum Qualification	Minimum Experience
3.	Technical/ IT Support	1	B.E./ B. Tech./ MCA from any recognized university	Two (2) years post qualification experience out of which at least one (1) year should be in ITeS/ Call Center Industry. He/ She should be responsible for deployment of APIs and porting of data into MoHFW MIS applications on regular basis.
4.	Call Center Executives/ Health Advisors	20/ 6	Graduation from any recognized university with Diploma in Computer Applications from any recognized institution. One (1) year post qualification experience in Call Center Industry	During 01st year of operations, requisite No. of Call Center Executives, will be deployed as per annexure 'H'. If, call volume increases, additional Executives may be deployed after the approval of MD, NHM.
5.	Counsellors	6/ 2	Post-Graduation in Sociology/ Psychology/ Social Works/ Clinical Psychology from any recognized university	During the first year of operations, only 4 Counsellors shall be deployed. If the in-coming call volume is high, with the approval of MD, NHM, J&K, 2 more counsellors shall be deployed.
6.	Doctors	4/ 2	MBBS Degree recognized by Medical Council of India	During the first year of operations, only 2 Medical Doctors shall be deployed. If the in-coming call load volume is high, with the approval of MD, NHM, J&K, 2 more Doctors shall be deployed.

As the Call Center will be established at State level and will cater to both the Divisions, it shall be ensured that at least 50% of the staff shall be from both the Divisions viz., Jammu & Kashmir, to successfully address the concerns/ grievances of people from both the Divisions. The agency should identify and deploy call center executives from the UT of Jammu & Kashmir and make sure that the right balance is maintained in the selection of executives with different languages and dialects commonly spoken in the regions.

4. **Project Deliverables:** Services to be included in the proposed call center will have following deliverables:

i) Call Center Functioning:

a) Initially, the call center will function with 30 seats from 08.00 AM to 08.00 PM and 10 seats from 08.00 PM to 08.00 AM. 'Call Center Seat' means No. of workstations through which calling operations, In-bound as well as Out-bound both, are carried out and include Call Center Executives/ Counsellors and Medical Officers, but does not include Call Center Manager, Supervisor and Technical/ IT Support;

b) Any subsequent extension of call center shall be considered only after review of functioning of existing call center and assessment of requirement for extension by H&ME Department/ NHM J&K and approval of the same by the MoH&FW, Government of India/ Competent Authority.

c) Furthermore, categories of seats to be increased in later stages will be the sole discretion of H&ME Department/ NHM J&K and the same may be in the form of one category, or a mix of categories. Accordingly, the successful service provider will have to increase the No. of seats, alongwith corresponding infrastructure.

d) Cost attributed to corresponding infrastructure with respect to increased No. of seats, if any, will be based upon the 'approved unit rates' arrived at as a result of this NIT, and may be subject to any modification, upward/ downward, to be decided by the H&ME Department/ NHM J&K.

e) With Average Call Handling Time (ACHT), that is, average time to manage a call including average actual talk time, hold time and wrap-up time, ranging between 3.00 to 3.30 minutes, minimum out-bound calls ranging between 160 - 140 calls per day by each out-bound Call Center Executive(s), as dedicated by the successful service provider in consultation with the H&ME Department/ NHM J&K, will have to be ensured.

f) Likewise, for in-bound Helpdesk executive(s), as dedicated by the successful service provider in consultation with the H&ME Department/ NHM J&K, minimum eight (8) hours of working within the support window shall be ensured by the successful service provider.
g) Average Call Response Time (ACRT), also known as 'Average Speed of Answer (ASA)', that is average time taken by Call Center Executives to attend the callers waiting in queue shall not be more than 5 to 10 seconds for minimum 90% in-bound calls.
h) Abandoned Call Rate (ACR), that is rate (%) of in-bound calls abandoned by the callers in queue before being answered, dropped/ disconnected after 20 Seconds, shall not exceed 2% of the total in-bound calls.
i) Call center should have to maintain the Call Closure Rate of 100%.

ii) **Languages to be supported:** Call center will support English, Hindi & Local Languages, including Dogri/ Gozri for Jammu Division and Kashmiri/ Urdu for Kashmir Division. Call center Executives will be able to take calls, answer in chosen language with all interactions logged and maintained in call-center for later reporting and analysis.

iii) **Technologies to be Implemented:** Technologies/ methods to be used to communicate with beneficiaries, ASHAs and healthcare workers, include outbound calls, inbound calls, IVRS and SMS/ Audio messages.

iv) **Other Key Deliverables:**

a) All pregnant women and parent of children having phone Nos. will be contacted through call center. Call center is expected to validate mother and child records by making outbound calls to health beneficiaries and health workers. It should also create awareness about health programs and provide guidance to health workers and health beneficiaries through IVRS calls. It will receive its working data set from RCH.
b) Special calls will be made to high-risk pregnant women on monthly basis. Special calls will also be made for overdue services.
c) Information of various health schemes and promotion of health facilities available in Government Hospitals for pregnant women, mother and children will also be covered during interaction through the proposed call center.
d) A database will be created regarding actual implementation of health schemes from the inputs received during interaction.

v) **Level(s) of Calls (Out-Bound) from Call Center:**

Level	Name of Activity
1st	Verification/ Validation of records by calling various beneficiaries including beneficiaries under JSY, NPY, RBSK, RKSK, SEHAT/ AB-PMJAY, NP-NCD, 102-108 Ambulance Services, BEMMP, Tele-Radiology Services, HMIS, Mental Health Programme/ Tele-MANAS, etc. Healthcare Workers and ASHAs.
2nd	Special calls to beneficiaries, for e.g., High Risk Pregnant Women, Overdue to Services, etc.
3rd	Follow-up calls for e.g., in case of services not availed by beneficiaries after 1st & 2nd level of calls or due to non-updation of records by Health Workers/ ASHAs, feedback regarding redressal of grievances, etc.

vi) **Call Center Functionality(ies):** Main functions of call center, working through Helpdesk Agent/ IVRS, are broadly classified into, but not limited to, following core activities:

S. No.	Activity	Detailed Scope
1.	Data Validation	Validation of RCH database including records of beneficiaries under JSY, NPY, RBSK, RKSK, SEHAT/ AB-PMJAY, NP-NCD, 102-108 Ambulance Services, BEMMP, Tele-Radiology Services, HMIS, Mental Health Programme/ Tele-MANAS, etc., Healthcare Workers and ASHAs. Validation exercise needs to be carried out by making outbound calls to

S. No.	Activity	Detailed Scope
		respective beneficiaries, ASHAs and health workers. Errors/ deviations that generated in validation exercise must be reported back to RCH/ other concerned so that corrections can be made.
2.	Query Resolution	Call Center shall have different call resolution models to resolve the queries of health beneficiaries/ workers.
2.a	Call Resolution by Call Center Executives/ Health Advisors	Call Center Executives are expected to enable the following functionalities: Validation of data present in RCH Resolution of queries posed by beneficiaries & health functionaries & beneficiaries based on the standard templates. Information dissemination about local public healthcare facilities and healthcare workers/ ASHAs for providing Ante-Natal Care (ANCs), Post-Natal Care Check- ups (PNCs) and immunization for children. Information dissemination about Government healthcare Programmes/ Schemes. Dissemination of standardized awareness messages tailored to the Region.
2.b	Call Resolution by Counsellors	Counsellors will enable following functionalities: Resolve medical/ health queries related to pregnancy and child immunization and other health related queries of beneficiaries. Provide medical guidance to grassroots health workers like ASHAs, ANMs, Aanganwari Workers, etc.
2.c	Call Resolution by Medical Officers	Medical Officers will enable following functionalities: Resolve basic medical/ health queries of beneficiaries as well as of health workers/ ASHAs which could not be addressed by the Medical Counsellors/ require medical treatment.
3.	IEC activity	One of the calling requirements of the project is to promote various healthcare Programmes/ Schemes among the beneficiaries at appropriate stage. Call Center Executives/ IVRS calls are expected to increase awareness among beneficiaries directly by educating them about the benefits they can avail through these Government Programmes/ Schemes.

5. Augmentation/ Expansion of Call Center Capacity:

a) In case of any extension in capacity of call center, successful service provider will make every effort to arrange the same within the existing location. However, in case creation of additional capacity at Nagrota premises is not feasible, due to any reasons whatsoever, successful service provider may be allowed to hire suitable space in the vicinity of existing location, after proper rent assessment of the same by the Government agency(ies).

b) Likewise, cost of refurbishment of the same will be assessed in light of the rates finalized for the instant NIT and mutual discussion between various stakeholders. Unit rates indicated in the bids shall be basis for working out the cost of upgradation/ expansion.

c) If required, successful service provider may be asked to follow proper procurement process and collect the quotations and seek approval for the total cost required to create proposed additional seats, before starting the work on the expansion.

d) In case of any failure to arrive at logical conclusion regarding extension of the capacity of call center beyond 30 seats, due to any reasons, inter-alia non-availability of suitable space in the vicinity of existing center, reasonability of cost of refurbishment, etc., H&ME Department/ NHM J&K, may at its discretion, but not under the obligation to do so, either continue with the existing set up, or terminate the contract after giving suitable opportunity of being heard to the successful service provider and initiate appropriate action, including calling for a fresh bids/ NIT.

e) In case, NHM J&K, after recording reasons in writing and obtaining approval from the Competent Authority, decides to terminate the contract before completion of intended period, successful service provider will be allowed suitable time to wind up its operation and handover all the equipment, data, etc. to the H&ME Department/ NHM J&K.

f) Any pre-mature termination of contract shall not entitle the successful service provider for any compensation in any form, except legitimate payments due in its favour and the same will be released after settlement of all the pending dues/ claims to/ from successful service provider.

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Section – II: Service Level Agreements (SLAs):

Service Levels: Successful service provider shall make all efforts that are necessary and reasonable to deliver the services as per the agreement and ensure to deliver the services as per the industry standards. In case of breach, JKMSCL, on the recommendations from NHM J&K, may impose the damages and penalties as agreed in the Service Level Agreement or take appropriate action, including termination of contract. The H&ME Department/ NHM J&K will review the performance of successful service provider against defined SLA(s) and other performance measures, as deemed appropriate, at any given time or duration. Supervision Reports submitted by successful service provider, Monitoring Reports prepared by NHM J&K on performance of services pursuant to these SLA(s) by the successful service provider, shall form the basis for imposing damages/ penalties towards breach of contract. If required, a 3rd Party (Individual or Agency) may be engaged to review the performance of successful service provider towards the SLAs. Based on the instructions of H&ME Department/ NHM J&K, findings of the 3rd Party Auditor/ Agency need to be accepted and addressed by the successful service provider to the satisfaction of H&ME Department/ NHM, J&K.

If the successful service provider is not able to deliver the services as per the SLAs defined in contract/ Scope of Services, which translates into Material Breach, then 30 days written notice may be served for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the H&ME Department/ NHM J&K will have the option to terminate the contract after according reasonable opportunity to the successful service provider to explain the circumstances leading to such breach. In case of repeated failures on part of the successful service provider, the H&ME Department/ NHM J&K may decide to terminate the contract. In such case, decision of the H&ME Department/ NHM J&K is final and binding.

These SLA(s) specifies expected levels of service (i.e. Baseline Service Level) to be provided by the successful service provider to various stakeholders, including intended callers comprising of health beneficiaries, health workers, ASHAs, General Public, the H&ME Department/ NHM J&K, etc.

Payment to successful service provider is linked to compliance with SLA metrics laid down in subsequent table. The table also specifies the limits and metrics for Lower/ Higher Performance and breach levels:

S. No.	SLA Parameter	High Level	Medium Level	Low Level
1	In case of any failure to meet either of the scheduled timelines, without explicit approval from H&ME Department/ NHM J&K in light of force majeure clause	Penalty = 1% of Total Contract for per Week of Delay subject to maximum 5 Weeks delay after that contract may be terminated		
2	Availability of agreed No. of resources at the call center	>=90% = Full Payment	Between 88.9% and 85% = 10% Deduction from Monthly OPEX bill	< 85% = 20% Deduction from Monthly OPEX Bill

S. No.	SLA Parameter	High Level	Medium Level	Low Level
3	Availability/ Uptime of call center solution	>=99% = Full Payment	Between 98.9% and 95% = 10% Deduction from Monthly OPEX Bill	< 95% = 20% Deduction from Monthly OPEX Bill

Successful service provider will get 100% payment if Baseline Performance Metrics are complied with, and if no additional penalties are imposed as specified in RFP. In case of a lower performance on any parameters defined in the SLA(s), appropriate petalites shall be imposed and the payment shall be adjusted accordingly.

SLA Monitoring: The SLA parameters shall be measured on monthly basis as per the individual SLA parameter requirements. If performance of System/ services is degraded significantly at any given point in time during the contract period, and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of H&ME Department/ NHM J&K, or an agency designated by them, then H&ME Department/ NHM J&K shall have the right to take appropriate corrective actions including termination of the contract.

It is to be noted that the maximum deduction on account of SLA(s) at any point of time on accumulative basis and for any period shall not exceed 20% of OPEX bill. In case the deduction exceeds 20%, the H&ME Department/ NHM J&K reserves the right to terminate the project.

These SLA(s) shall be reviewed periodically by the H&ME Department/ NHM J&K in consultation with the successful service provider and other agencies, if any, and accordingly, suitable modifications may be made in these SLA(s). All such modifications shall be agreed in writing.

SLA Metrics: Deductions shall be made only for reasons attributable to performance of successful service provider. Any risks/ issues foreseen by successful service provider shall be brought to the notice of H&ME Department/ NHM J&K immediately. However, in case of any falter in one or more of the SLA(s), resulting in lower performance or breach, then deductions from monthly OPEX payment will be calculated as follows:

a. For baseline performance by successful service provider, no deductions shall be made from monthly amount payable.
b. For lower performance and breach, deductions in percentages shall be made from monthly amount payable.

The aforementioned SLA parameters shall be measured on monthly basis (average) as per the individual SLA parameter requirements.

Following table highlights the definition of 'Baseline' and 'Lower' categories of SLA(s) above:

1	The application developed and deployed by the Successful service provider shall be used for monitoring issue resolution timelines and Successful service provider shall be responsible for building such functionality into the software solution deployed for call center.
2	Scheduled maintenance time will be excluded from the computation.
3	Scheduled maintenance time shall not exceed 4 hours in a calendar month
4	Planned Maintenance shall be scheduled between 10 P.M. and 2 A.M. IST on the intervening night of 02nd Saturday and Sundays
5	Scheduled maintenance periods) shall be planned and published for six months at a time and in the event of any changes to this plan, the same shall be notified at least 3 days in advance of the schedule.

6	For User Management, activities shall be carried out only after the approval from the Designated Authority, in writing or through online communication mechanism viz. official e-mail, etc.

Expected Service Level Parameters: The table below lists minimum expected service levels for 'Integrated 104 - Centralized Call Center cum Health Helpline'. These must be achieved within 3 months of commencement of 'Integrated 104 - Centralized Call Center cum Health Helpline':

S. No.	Average Call Handling Time (ACHT)	Expected (20 pts.)	Manageable (10 pts.)	Breach (0 pts.)
1	ACHT of 15 Sec. for Non-Productive Calls	90% of calls	80-90% of calls	<80% of calls
2	ACHT of 2-3 Min. for Health Advice Calls	85% of calls	75-85% of calls	75% of calls
3	ACHT of 3-5 Min. for M.O. Calls	85% of calls	75-85% of calls	<75% of calls
4	ACHT of 5-12 Min. for Counselling Calls	80% of calls	70-80% of calls	<70% of calls
5	ACHT of 5-10 Min. for Grievance Calls	80% of calls	70-80% of calls	<70% of calls
6	Daily Reports to Designated Officers/ Officials within 24 Hours	<24 hours	24-36 hours	>36 hours

Calculation of points: In a given month the service provider shall score points between Zero to One Hundred and Twenty. The points shall be calculated based on the level of performance under each of the 6 indicators listed above. For the purpose explanation an indicative performance of a given month and basis for calculation of score are provided below.

Performance of Call Center in the Billing Month & Score Calculation

S. No.	Average Call Handling Time (ACHT)	Performance level	Score achieved
1	ACHT of 15 Sec. for Non-Productive Calls	90% of calls	20
2	ACHT of 2-3 Min. for Health Advice Calls	<75% of calls	0
3	ACHT of 3-5 Min. for M.O. Calls	75-85% of calls	10
4	ACHT of 5-12 Min. for Counselling Calls	75-85% of calls	10
5	ACHT of 5-10 Min. for Grievance Calls	80% of calls	20
6	Daily Reports to Designated Officers/ Officials within 24 Hours	<24 hours	20
Score Achieved			**80**

Along with the invoice, the service provider has to submit self-assessment and score calculation as per the matrices defined above. The H&ME Department/ NHM J&K will have its own assessment of the performance and finalize the score of the billing month. In case the score for two consecutive months is less than 90 points, a penalty of 5% on the payable amount will be imposed while making the payment of the OPEX bill. If the score does not improve in the next two months, the H&ME Department/ NHM J&K at its discretion, may decide to terminate the contract with Successful service provider or impose higher penalties of up to 15% of the due amount for the defaulting month on the OPEX bill.

System Availability (Uptime for In-Bound & Out-Bound Calling Facilities)

Objective	To ensure that the period in which No Customer could have been Serviced is Not More than 1% of the Total Period.	
Measured As	Total Down Time Minutes/ Total Minutes in a month.	
Data Capture	System availability should be captured by IT Systems at Call Center. Period of non-availability should be clearly split by Causes i.e., Power Failure, Network Downtime, Telecom Link Failure, Manpower Failure, Hardware Downtime, natural calamity, etc.,	
Measurement Interval	Daily	
Reporting Period	Monthly	
Service Level		
S. No.	**System Availability Value for Month**	**Penalty**
1.	>=99%	Nil
2.	>=95% but < 99%	5% of monthly billed amount of OPEX cost
3.	< 95%	15% of monthly billed amount of OPEX cost

Call Queue Waiting Time, also known as Average Call Response Time (ACRT) or Average Speed of Answer (ASA)

Objective	To ensure that more than 90% of In-bound calls requesting to speak with an Executive are attended to within 5 to 10 seconds	
Measured As	Waiting Time in Automatic Call Distributor (ACD) Queue after Pressing prescribed Digit to Talk to an Executive, but before being answered by the Executive.	
Data Capture	This will be captured from the time the customer has keyed the relevant number in the IVR option menu, for speaking to an Executive.	
Measurement Interval	Daily	
Reporting Period	Monthly	
Service Level		
S. No.	**Percentage of Calls Attended**	**Penalty**
1.	>= 95% of calls attended within 5 to 10 Seconds	Nil

2.	>= 90 but < 95% calls attended within 5 to 10 Seconds	2% of Monthly billed amount
3.	< 90% calls attended within 5 to 10 Seconds	5% of Monthly billed amount

Abandoned Call Rate (ACR) on ACD

Objective	To ensure that not more than 2% of In-bound calls requesting to speak to an Executive, abandoned by the Caller(s) in queue before being Answered/ Dropped/ Disconnected.
Measured As	Number of Calls Abandoned on ACD/ Total Number of Calls that Reached on ACD
Data Capture	The number of calls requesting to speak to Executives and the number of calls which are answered by the Executives, both, would need to be captured.
Measurement Interval	Daily
Reporting Period	Monthly

Service Level

S. No.	Percentage of Calls Un-attended	Penalty
1.	< 2%	Nil
2.	Between 2%-5%	3% of Monthly billed amount
3.	Between 5%-10%	5% of Monthly billed amount
4.	>10%	10% of Monthly billed amount

Abandoned Call Rate (ACR) on Inter-Active Voice Response System (IVR)

Objective	To ensure that not more than 2% of calls on IVR get abandoned without execution of a single function. This SLA will also help to ensure that menus/content on IVR are appropriately designed so that it does not take too long for the customers to be self-serviced through IVR.
Measured As	Number of Calls which were Abandoned on IVR Without Execution of a Single Function/ Total Number of Calls which Reached IVR.
Data Capture	The number of calls that reached IVR and the number of calls which were abandoned on IVR without execution of a single function, both, would need to be captured.
Measurement Interval	Daily
Reporting Period	Monthly

Service Level

S. No.	Percentage of Calls Un-attended	Penalty
1.	< 2%	Nil
2.	Between 2%-5%	3% of Monthly billed amount
3.	Between 5%-10%	5% of Monthly billed amount
4.	>10%	10% of Monthly billed amount

Call Quality Score

Objective	To measure the quality of calls being handled by the Executives and ensure that certain standards are adhered to during the calls with respect to quality of information provided, diction, language, politeness etc.
Measured As	This is measured by Scoring a Random Sample of Calls on Pre-defined Parameters
Data Capture	Call Center needs to have Call Logging facility to Record all the Calls that have been handled by the Executives. A random sample of these calls will then be graded by H&ME Department/ NHM J&K Call Quality Audit Team against Pre-Decided Parameters.
Measurement Interval	Daily
Reporting Period	Monthly

Service Level

S. No.	Percentage of Calls Attended	Penalty
1.	>= 99%	Nil
2.	< 90% and >=95%	5% of Monthly billed amount
3.	< 95%	10% of Monthly billed amount

Other SLA(s):

Indicator(s)	Performance Benchmark	Penalty(ies)
Complete (100%) follow-up calls with mothers for completion of vaccination, medical check-up etc.	Make sure that 100% mothers/ parents should be called and reminded regarding following services	Failure to comply with the requirement will be treated as non-performance, and it will affect KPIs and renewal of contract
Data validation	Attend all the data validation requirements assigned by NHM	
Hardware & Software	All the Call Center Agents/ Staff shall have necessary hardware and software	Failure to comply with the same will be treated as non-performance and suitable penalty, maximum upto 5% of the Average Hardware Cost per Seat, may be imposed

Indicator(s)	Performance Benchmark	Penalty(ies)
All the hardware shall be of latest specifications, with appropriate warranty, to withstand the contract period	All Hardware shall be strictly as per the detailed specifications uploaded in the technical bid	In case of any failure/ downward deviation of specifications, suitable penalty, maximum upto 25% of the hardware cost, may be imposed, besides other necessary action, as deemed appropriate after suitable enquiry into the matter
Maintenance of hardware during the contract period	In the event of any equipment/ system failure, successful service provider shall have to make alternative arrangements(s), at its own cost, and ensure that there shall be no impediment in call center operations	In case of any failure, suitable penalty, equivalent to daily operational cost of call center, may be imposed for each hour of the downtime.
Software upgradations during the contract period	Service provider has to ensure regular upgradations of all the software, indigenous as well as 3rd Party, likely to be used in the call center operations	In case of any failure, suitable penalty, maximum upto 10% of the monthly operational cost, may be imposed, besides other necessary action, as deemed appropriate after suitable enquiry into the matter
Confidentiality of Data during the contract period, and thereafter, by the successful service provider and its staff	In view of the sensitivity of the information, successful service provider shall have to ensure full confidentiality of all the data coming into its consideration during the operations of the call center and shall ensure that under no circumstances either the successful service provider, or its staff, shall divulge/ reveal/ share any of the data with anyone except for the purposes envisaged in the documents for intended call center operations	In case of any failure either on part of the successful service provider, or its staff, NHM J&K, in addition to the action envisaged under the Information Technology Act, 2000, may reserve the exclusive rights to impose Liquidated Damages upto Rs.50.00 Lakhs and initiate necessary action to blacklist the successful service provider
Provision of copy of the software including Source Code and data available with the service provider	At the end of the contract period, successful service provider has to provide the updated software copy, including source code of the application shall be provided to NHM J&K. The IPR of original portion of the application will be owned by the successful service provider, whereas the customized portion will be owned by NHM J&K and the successful service provider has to provide a non-exclusive right to use and modify the pre-owned original portion of the	Failure to submit Source Code of application and data will lead to forfeiture of Performance Security provided by the successful service provider, besides withholding any payment(s) due in favour of the successful service provider. It is reiterated that in case, off-the-shelf software is deployed, no need to provide the source code, but the successful service provider will transfer the knowledge and ensure smooth transition of operations to NHM or the 03rd Party service provider selected for the purpose.

Indicator(s)	Performance Benchmark	Penalty(ies)
	source code being deployed by the service provider. In case, the successful service provider chooses to deploy off the shelf software, no Source Code needs to be provided.	In case of any failure to provide the Source Code, or any other assistance required in transition, at subsequent stages, NHM J&K may also consider black listing of successful service provider.
The agency is required to deploy an Application Programming Interface (APIs) for data porting and inter-operability of data between the call center application and GoI MIS applications. On a regular basis data should be transferred to various RCH and other MIS portals prescribed by the MoH&FW, GoI on a regular basis adhering to the reporting timelines prescribed by NHM	Ensure portability of data on monthly basis with the stipulated reporting dates provided by NHM	Delay in reporting/ data transfer shall be viewed seriously. Habitual delay in transfer of data porting might attract penalty of Rs. 50,000/- per month for delayed reporting and data porting.
Any other matter(s) associated with the Project	Successful service provider shall have to act as 'Trusted Partner' of the Government maintaining highest level of integrity and performance standards through the contract period, as extended from time to time	In case of receipt of any complaint, and after enquiry to be conducted by the Committee constituted by the NHM J&K in this behalf, it is found that the alleged act of successful service provider, or its staff, is detrimental to the interests of H&ME Department/ NHM J&K, MD, NHM reserves the unconditional right to initiate necessary action against the successful service provider, including imposition of penalty, forfeiture of Performance Security, Blacklisting, etc., as deemed appropriate, after according reasonable opportunity of being heard to the successful service provider.

Key Performance Indicator (KPI) Parameters: Similar to SLAs defined above, there are other critical performance parameters that shall be tracked on a regular basis to evaluate call center's performance. The H&ME Department/ NHM J&K reserves the right to include any of these KPI(s) as part of SLA(s) from a future date in consultation with successful service provider.

Unlike SLA(s), these KPI(s) shall not be linked to commercial penalties, but the successful service providers are expected to maintain and ensure that its performance on these parameters is acceptable. In the Monthly Review Meeting(s), the H&ME Department/ NHM J&K and the successful service provider shall jointly take decisions regarding acceptable performance required on different KPI(s).

IVRS Efficiency (% of Calls Disposed Off Successfully at IVR)

Objective	To measure % of Calls that are Successfully Disposed Off by IVR System. This is to Track if appropriate Capacity of IVR Ports and Quality of Content is in place to achieve Minimum Successful Disposal Rate at IVR.
Measured As	Number of Calls Satisfactorily Disposed Off at IVR/ Total Number of Calls Reaching IVR. Calls considered Disposed Off at IVR are the Calls that are ended at a Defined Level in IVR Menu and which don't request for talking to the Executive.
Data Capture	Number of Calls Satisfactorily Disposed Off at IVR and the Total Number of Calls Reaching IVR, both, would need to be Captured
Measurement Interval	Daily
Reporting Period	Monthly
Desired Level	>33%

Average Time Taken for a Customer to be Disposed Off at IVR

Objective	It is a measure to ensure that IVR Menus/ Content is appropriately Designed so that it does Not take too long for the Customers to be Self-Serviced through IVR
Measured As	Time it takes for the Customers to be Successfully Serviced by IVR on Calls where Customer doesn't ask for an Executive.
Data Capture	This is measured from the time Customer reaches IVR to the Time Customer is Successfully Disposed Off from IVR. Only for those Calls in which the Customer chooses to be Serviced from IVR itself by Keying in the required Menu Option and does Not Request to Speak with an Executive.
Measurement Interval	Daily
Reporting Period	Monthly
Desired Level	> 99% Calls to be Disposed Off within 60 Seconds

Call handling Efficiency of Executives Managing Outbound calls

Objective	To measure the Efficiency of Executives in making Outbound Calls
Definition	This KPI measures the Efficiency of Operators in making Outbound Calls in Terms of Average Number of Calls made by an Executive per Day and the Talk Time Taken to Complete Calls.
Measurement Interval	Daily

Reporting Period	Monthly
Desired Level	>180 Calls per Executive/ Day

In any given month, if the Total Penalty/ Damages Imposed exceeds 20% of the billing month's OPEX, the contract may be terminated by H&ME Department/ NHM J&K after according reasonable opportunity of being head to the successful service provider.

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Section – III: Roles and Responsibilities:

Detailed Roles & Responsibilities of various stakeholders are enumerated below:

I. Collective Responsibility of all Stake Holders:

1. Providing all support to other stakeholders as and when requested and required.
2. Taking the lead in resolving any project issues.
3. Active participation in all the phases of the project by dedicating time & resources.
4. Duly considering the project requirements before making any changes in the internal operations with respect to processes, services, technology, legal & human resource areas.
5. Strict adherence to the timelines and service level agreements.

II. Role & Responsibility of Successful Service Provider: All activities mentioned in this section including procurement, development, management, support, maintenance etc. would be the responsibility of successful service provider who shall have the complete responsibility to design & refurbish, if & as required, and operate complete setup of comprehensive call center. Successful service provider shall have complete responsibility of operationalization, maintenance and support of all components of call center including, but not limited to the following activities:

1. Successful service provider shall procure & install, as & if required, operate and maintain the complete infrastructure (IT, Non-IT and others) required for call center for complete duration of project on turnkey basis inter-alia including provision of suitable telephone lines, accessible across India via multiple telephony networks on a single Toll-Free Access No. In case of PRI lines, the successful service provider will have to map such Toll-Free Nos. to PRI lines.
2. Successful service provider shall obtain the license of call center operations.
3. Successful service provider shall manage overall project as a single point of contact.
4. Successful service provider shall undertake full responsibility of any kind of software development or customization required for successful implementation and execution of project.
5. Successful service provider will have to develop its own software for management of call center and record keeping.
6. Successful service provider shall integrate the proposed call center application with RCH, RBSK, SNCU, DVDMS, NC-NCD, SEHAT/ AB-PMJAY, 102-108 Ambulance Services, BEMMP, HMIS, Tele-Radiology Services, Mental Health Programme/ Tele-MANAS, and other portals maintained by the MoH&FW, Government of India/ other Government Agencies.
7. Creation of detailed Knowledge Bank for management of project including its regular updation and validation from H&ME Department/ NHM J&K, etc. will be the responsibility of successful service provider. It will also be responsible for identifying the knowledge gaps for domain specific areas and will collaborate with the domain experts, from H&ME Department/ NHM J&K, to develop appropriate content.
8. Successful service provider shall prepare and monitor the project plan, periodic status reports on availability of Call Center Executives, Call Center Application, Training Guidelines & Modules, prepare and submit risk and mitigation strategies, review meetings etc.;
9. **Provide detailed hardware specifications, if required to be procured, alongwith the bid and ensure that there shall be no deviation in the equipment offered and actually installed**.
10. Manpower will be managed by the successful service provider and they will be under the payroll of successful service provider. H&ME Department/ NHM J&K will not be liable for any kind of manpower related issues.
11. Continual revision in the formats and data to be incorporated by the successful service provider in Weekly/ Fortnightly/ Monthly/ Quarterly/ Yearly reports to be submitted with regards to call center operations & SLAs.

12. Successful service provider shall prepare guidelines and details of the changes if any that are required in the applications, SLAs, reporting formats, in consultation with the Nodal Officer from NHM J&K.
13. Complete responsibility to commission, operate, update and maintain Non-IT components including access control system, CCTV cameras, power etc. vest with the successful service provider.
14. Any other IT and Non-IT components that would be required for smooth operation of project should be procured, commissioned, operated, update and maintained by the successful service provider during the entire project period.
15. Successful service provider shall establish and maintain the specified SLAs. Successful service provider should provide all the system generated reports required to monitor the SLAs for the project through web-based solution.
16. Successful service provider shall undertake regular maintenance and upgradation of system to ensure its optimum utilization and performance.
17. Successful service provider shall have the responsibility to maintain discipline of office environment and safety of helpdesk and staff deployed at call center.
18. Commissioning, installation & maintenance of phone lines is the responsibility of Successful service provider.
19. Successful service provider shall provide maintenance, update and support all components (including IT and Non-IT).
20. Successful service provider shall have the complete responsibility of data security and privacy for the project.
21. Successful service provider would ensure that all Laws, Rules and Guidelines governing the operation of call center, including but not limited to, safety of call center employees, etc. should be strictly adhered to.
22. Successful service provider would ensure that all Laws, Acts, Rules and Guidelines governing the applications and the Security Guidelines of the Ministry of Communications & Information Technology should be strictly adhered to.
23. Successful service provider shall hand over the call-center site alongwith all the equipment built for the project, in working condition, to the H&ME Department/ NHM J&K, after successful completion of the contract period, or on termination of the contract before the stipulated period, as the case may be.
24. There should be provision of sending SMS/ audio messages to beneficiaries.
25. To provide direct access of the customized application to NHM J&K and other authorized Officers of H&ME Department J&K for generation of reports.
26. Detailed Daily/ Monthly reports generated from customized software should be made available to Health Department/ NHM/ other stakeholders through web-based solutions.
27. Findings of calls should be captured in customized application, and it should be shared with the NHM J&K on weekly basis so that corrective measures can be taken based on the findings.
28. Option for report generation with different types of findings should be available in customized application so that same can be sent to different Divisions/ Districts for corrective measures.
29. All voice calls to be recorded. Voice storage should be of minimum three months in the online application and provision of backup of archive data for contract period in removable storage. Size of storage should be mentioned clearly. Backup of the database to be submitted to the H&ME Department/ NHM J&K on monthly basis.
30. **Staff Retention Program:** Successful service provider will put in place systems to ensure that resources are not changed frequently for internal reasons. Suitable motivational efforts and incentives may be provided to the staff so that attrition rate is kept at minimum level. If attrition rate rises to above 7%, NHM J&K can suggest policies which will need to be implemented by successful service provider to reduce attrition.
31. Successful service provider should have internal call escalation mechanism to record and respond to all calls received at Helpline. Successful service provider should maintain 100% record and same report should be shared with NHM J&K on Daily basis.
32. Successful service provider shall develop, conduct and maintain comprehensive and continuous training programme for its staff associated with the project, before start of call center operations, so as to impart them with adequate knowledge and information regarding local & Departmental policies, procedures regarding existing and new services, confidentiality policies & protocols, etc. These trainings may include training on call center solutions, soft-skill training for handling calls in appropriate manner, domain specific knowledge trainings, etc. Refresher training courses may also have to be conducted on periodic basis.
33. Successful service provider shall have to ensure that the manpower deployed at call center shall be courteous and well versed with the subject matter so as to avoid dissemination of any wrong/ false/ misleading information/ advice/ counselling with respect to healthcare services/ Programmes/ Schemes.
34. Successful service provider shall indemnify the H&ME Department/ NHM J&K in respect of any costs or damages or any claims made by 3rd Party(ies), howsoever arising out of or related to breach of warranty or representation, contract/ work order or Statutory duty, or tortious acts or omission by it or its personnel.

35. Successful service provider will be solely responsible for completing the risk assessment and ensure implementation of adequate security, best practices, processes & technology to prevent and breach of security and resulting liability therefrom.
36. Successful service provider shall keep accurate and systematic accounts, files and all other records inter-alia including the basis upon which calculation of invoices have been calculated and shall maintain the same intact throughout the contract period. Upon written request from the H&ME Department/ NHM J&K, successful service provider shall provide relevant record(s) to the authorized personnel and co-operate with respect to the enquiry(ies) about such record(s).

III. J&K Medical Supplies Corporation Limited (JKMSCL)

1. JKMSCL will issue Letter of Intent/ Rate Contract in favour of successful service provider and execute requisite agreement for creating legal framework towards operationalization, management and maintenance of Integrated 104 - Centralized Call Center cum Health Helpline ('104-Services') under NHM in J&K.
2. JKMSCL will seek performance guarantee from the successful service provider.
3. JKMSCL will release payment in favour of successful service provider after deducting penalties leviable, if any, and statutory dues in accordance with the performance reports provided by the NHM/ Directorate of Health Services Jammu/ Kashmir.
4. JKMSCL will provide requisite assistance to all the stakeholders towards successful implementation of the initiative in J&K.

IV. Role & Responsibility of National Health Mission/ Directorate of Health Services J&K:

1. To allow usage of existing space in the premises of Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K) for implementation of the Project during the contract period, or unless terminated, whichever is earlier.
2. To appoint Nodal Officer(s) for regular monitoring of Project in co-ordination with the successful service provider.
3. The Nodal Officer(s) shall ensure regular and timely uploading of data on various web-based portals of the MoH&FW, Government of India/ other Government agency(ies), including RCH, NPY, RBSK, SNCU, NP-NCD, AB-PMJAY/ SEHAT, 102-108 Ambulance Services, BEMMP, Tele-Radiology Services, HMIS, Mental Health Programme/ Tele-MANAS, etc., from which data shall be provided to the successful service provider after seeking approval from the Mission Director, NHM, J&K.
4. To ensure provision of RCH and other data required for execution of the Project in co-ordination with the MoH&FW, Government of India/ Health Department, J&K.
5. Ensure regular and appropriate IEC activities including advertisement and awareness of the initiative to ensure optimal utilization of call center by/ for the targeted beneficiaries.
6. To act as financing window for the Project, subject to annual approval(s) by the Ministry of Health & Family Welfare, Government of India, and accordingly ensure timely release of funds in favour of JKMSCL.
7. Owning of IRPs of call center application developed by successful service provider, system software procured for establishment of call center.

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Section – IV: Financial Bid/ Bill of Quantity:

I. CAPEX & OPEX Cost to be Quoted in Financial Bid/ Bill of Quantity (BoQ):

1. Intended participants(s) should quote blended operational costs for establishing, running and maintaining 30-seater call center, scalable to 60 seats, including data management & security costs, administrative and other expenses, in the BoQ, categorized into following(s):

S. No.	Particulars	Accounting Unit	Quantity (in Nos. of Units)	Rate per Unit (in Rs.)	GST (in Rs.)	Total Amount (in Rs.)
A.)	**Capex Cost for Establishment/ Refurbishment of 30-Seater Call Center, scalable upto 60 Seats**					
1.	Refurbishment Cost of Existing Premises at Nagrota, Jammu	Details, without any financial implications, be mentioned in the technical bid		Price to be Quoted in BoQ		
2.	Procurement of IT Equipment	Detailed list of all the equipment, with Make & Model, be given in the technical bid		Price to be Quoted in BoQ		
3.	Procurement of Non-IT Equipment	Detailed list of all the equipment, with Make & Model, be given in the technical bid		Price to be Quoted in BoQ		
4.	Development of IT Solution, customizable as per the requirements of H&ME Department/ NHM J&K	Details to be given in the technical bid		Price to be Quoted in BoQ		
5.	Cost of Development, Management & Integration of APIs for seamless Data Transfer between Call Center Software and MIS Portals of the MoH&FW, Government of India	Details to be given in the technical bid		Price to be Quoted in BoQ		
	Total – Capex Cost (A)					
B.)	**Opex Cost for Operationalization, Management & Maintenance of 30-Seater Call Center, scalable upto 60 Seats**					
1.	Monthly Charges per Medical Officer	Per Person	1	Price to be Quoted in BoQ		
2.	Monthly Charges per Counsellor	Per Person	1	Price to be Quoted in BoQ		
3.	Monthly Charges per Call Center Executive/ Health Advisor	Per Person	1	Price to be Quoted in BoQ		
4.	Monthly Charges for Call Center Manager	Per Person	1	Price to be Quoted in BoQ		
5.	Monthly Charges for each Call Center Supervisor	Per Person	1	Price to be Quoted in BoQ		
6.	Technical/ IT Support	Per Person	1	Price to be Quoted in BoQ		

S. No.	Particulars	Accounting Unit	Quantity (in Nos. of Units)	Rate per Unit (in Rs.)	GST (in Rs.)	Total Amount (in Rs.)
7.	Monthly Operational/ Running & Maintenance Expenses, including cost of Support Staff, if any, Training/ Refresher Training, etc.	Per Month	1	Price to be Quoted in BoQ		
	Total – Opex Cost (B)					
	Grand Total – Project Cost [A + B]					

2. Above-mentioned BoQ is indicative with 3 Nos. of Call center Resource Person(s) and 30 seats, mix of categories, scalable upto 60 seats.
3. The H&ME Department/ NHM J&K, subsequently at later stages but during the currency of contract period, at its discretion, but without under any obligation to do so, may consider for Increase in No. of seats from 30 to 60, or any lesser No. Accordingly, the successful service provider will have to increase respective category(ies) of seats, alongwith corresponding infrastructure, accordingly. Category(ies) of seats to be increased in later stage(s) will be the sole discretion of H&ME Department/ NHM J&K and the same may be in the form of one category, or a mix of category(ies), between S. No. (1), (2) & (3) under Pt. (B) of Table at S. No. (1.) above.
4. Cost attributed to corresponding infrastructure with respect to increased No. of Seat(s), if any, will be based upon the 'Average Cost' arrived at as a result of this NIT, and may be subject to any modification, upward/ downward, to be decided by the Committee of Officers to be constituted by the MD NHM J&K.
5. Rates have to be quoted strictly for each of the items described in the BoQ. In case, any intended participant(s) fails to quote for any of the category(ies), it shall be presumed that intended participant(s) are willing to provide such resource(s), alongwith corresponding infrastructure, without any additional charge(s) on Free of Cost basis.
6. Rates should be inclusive of GST/ other taxes and charges. In case, intended bidder(s) fail to mention any amount with respect to GST, it shall be presumed that amount of GST has been subsumed in the Basic Rate(s).
7. In case of any change or revision of GST, or its equivalent in any new tax structure, payment will be made as applicable. Documentary evidence(s) for payment of applicable tax(es) will have to be provided by the successful service provider.
8. ***Bidder shall have to quote the rates of OPEX and CAPEX Separately as per the BOQ uploaded.***
9. **Conditional tenders shall not be considered.**
10. The bidder should quote rates in Indian rupees (INR) only and payment shall be made in Indian rupees.
11. All certificates should be valid on the date of submission of tender & issuance of Rate Contract.
12. The cumulative rates for (CAPEX+OPEX) Shall be calculated for evaluation criteria for the entire period of contract.
13. The successful bidder have to ensure minimum wages as per the notification issued by the Labor Dept. of J&K Government. Bidder not adhering to the same shall lead to termination of the contract.

II. Validity of Rates and Escalation Clause:

a. Presently proposed duration of the project is for a period of five (5) years, to be continued on year-to-year performance basis of the call center and as per the approval(s) from the MoH&FW, Government of India and will be subject to following price escalation;
   i) Approved rates shall be annually escalated by 5% (Five percent), to be calculated on the rates of year – 1, for each subsequent year(s), for e.g., if the approved rate is Rs.100/- for year - 1, then rate for each subsequent year(s) shall be increased by Rs.5/- (i.e., 5% of Rs. 100), as compared to the rate of immediately preceding year(s). Accordingly, rate applicable for year – 2 will be Rs.105/- and for year – 3 will be Rs.110/-, and so on.

ii) First annual escalation shall be applicable with effect from completion of one year of the project after its final commissioning as per the date defined in the agreement to be signed in this behalf.

b. After successful completion of the contract period of five (5) years, to ensure transition of such call center to the new arrangement/ mechanism, the Rate Contract, coming into existence as a result of this process, may be extended, if deemed appropriate by the Competent Authority, for such another period on similar Rates and Terms & Conditions as in vogue at that time.

c. Any amendment to the contract shall be in writing only.

III. Contract Value

The monthly OPEX cost is subject to 5% price escalation on year on year, starting from beginning of year 2. Hence, contract value for year 1 is indicated below. At the end of each year, the OPEX cost for next year shall be worked out and agreed. Summary of agreed CAPX and OPEX cost for first year of operations are indicated below.

S. No.	Cost Component	Amount (in Rs.)	Taxes (in Rs.)	Total (in Rs.)
1.	CAPEX Cost			
2.	OPEX Cost			
3.	Total Cost for Year 1			

Detailed CAPEX & OPEX Cost for 1st year is indicated below

S. No.	Cost Component	Cost Description	Amount (in Rs.)	Basis of Payment
1.	**CAPEX Cost**			
1.1	Cost of refurbishment	Cost of facelift, repairs and refurbishment of call center premises	XX	Final design and work plan, including cost break up shall be submitted to MD, NHM for approval. Actual cost of refurbishment shall be reimbursed.
1.2	Procurement of IT Equipment - Hardware cost for setting up of 30-seater call-center	Cost of hardware as per the technical specification proposed in the bid document	XX	Actual cost, as per original invoice(s), will be reimbursed. In case of expansion, Successful service provider has to procure necessary hardware and claim the actual expenditure.
1.3	Procurement of Non-IT Equipment			
1.4	Cost of call center software – to be deployed on cloud platform	The software should manage both in-bound and out-bound call and also support call center operations management. Should integrate API provided by MoHFW, Government of India for seamless data transfer from Call Center Software and	XX	Cost of software shall be reimbursed. If the Successful service provider proposed to deploy bespoke software, at the end of Project, Source Code of application shall be provided to NHM. In case Off the Shelf Software is being proposed and used, Source Code of the application need Not to be provided.

S. No.	Cost Component	Cost Description	Amount (in Rs.)	Basis of Payment
		MIS portals of MoHFW, Government of India		
1.5	Deployment of Application Programming Interface (API) for data porting into various MIS applications of MoHFW, Government of India	API should be capable porting the data into various MIS applications of MoHFW, Government of India	XXX	Subject to maximum amount quoted by the bidder, actual cost agreed for deployment of API for porting of data into respective MIS portal of MoHFW, Government of India portals shall be reimbursed. Successful service provider has to submit the invoice after completion, deployment and successful data porting in initial 2 months. For any performance related issues, Successful service provider will be responsible.
	Sum of CAPEX Cost		XXXX	
	Tax on CAPEX Cost		XXX	
	Total CAPEX Cost - **A**		XXXX	
II	**OPEX Cost**			
2.1	Medical Officer	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	Cost of monthly staff salaries is only indicative. Payment shall be made based on the agreed unit rate against actual No. of staff deployed in a given month. Monthly rate indicated is for an 8 Hours operations of call center. In case, operations of call-center are extended beyond 8 Hours a Day, cost of remuneration shall be adjusted accordingly. In such case, base rate quoted for 8 hours' operations shall be the basis.
2.2	Counsellor	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	
2.3	Call Center Manager	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	
2.4	Technical/ IT Support at State Level	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	
2.5	Call Center Supervisor	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	
2.6	Call Center Agents/ Executives	Monthly Rate x 12 Months x No. of Agreed Head Count	XX	

S. No.	Cost Component	Cost Description	Amount (in Rs.)	Basis of Payment
2.7	Monthly Operational/ Running & Maintenance Expenses, including cost of Support Staff, if any, Training/ Refresher Training, etc.	Monthly rate X 12 months	XX	Monthly operational/ running & maintenance expenses shall be reimbursed based on actuals subject to submission of bills and vouchers.
	Sum of OPEX Cost			
	Taxes on OPEX Cost			
	Total OPEX Cost for year 1 - **B**			
	Total Cost of 1st year **A + B**		XXX	

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No. of In-bound and Out-bound Calls

As per the existing Guidelines of Early Childhood Development (ECD), the beneficiaries include pregnant woman, child (0-1 year) and child (1-2 year), out of which pregnant woman will receive 9 out-bound calls during her pregnancy period, parents of child (0-1 Year) and child (1-2 Years) will receive 9 out-bound calls and 3 out-bound calls. Moreover, 10% of the beneficiaries registered on RCH portal will be covered by the call center annually. Based on suggestive annual coverage of pregnant women & children, ASHAs, No. of beneficiaries under other healthcare Programmes/ Schemes under NHM, inter-alia Rashtriya Bal Swasthya Karyakaram (RBSK), Nikshay Poshan Yojana under National Tuberculosis Elimination Programme (NTEP), AB-PMJAY/ SEHAT, Other Disease Control Programmes, HMIS, follow-up calls w.r.t Grievance Redressal Mechanism, etc., total No. of Out-bound calls made by the call center during the period from September 2021 till May 2026 are as follows:

S. No.	Financial Year(s)	Total Outbound Calls (in Nos.)
1	2021-22 (w.e.f. - 17-09-2021)	3,84,812
2	2022-23	10,10,449
3	2023-24	11,43,521
4	2024-25	10,17,147
5	2025-26	11,37,084
6	2026-27 (end. May 2026)	2,25,154

Likewise, Total No. of In-bound calls received/ attended at the call center staff, including Call Centre Executives (CCEs), Counsellors and Medical Officers, during the period from September 2021 till May 2026 are as follows:

S. No.	Financial Year(s)	CCEs	Counsellors	Medical Officers	Off-Working Hours	Aggregate Inbound Calls
1	2021-22 (w.e.f. 17-09-2021)	1,01,892	68	5,194	522	1,07,676
2	2022-23	1,47,150	245	9,181	22,322	1,78,898

3	2023-24	1,48,694	954	7,944	48,297	2,05,889
4	2024-25	1,17,783	3,290	7,134	38,547	1,66,754
5	2025-26	1,28,813	5,644	10,662	49,635	1,94,754
6	2026-27 (end. May 2026)	20,365	550	1,295	7,485	29,695
Aggregate In-Bound Calls		**6,64,697**	**10,751**	**41,410**	**1,66,808**	**8,83,666**

Short Messaging Service (SMS): In addition to above mentioned indicative No. of beneficiaries, monthly SMSs, as per the content provided by NHM J&K, may be required to be sent to ASHAs, Healthcare Workers under NHM in J&K:

S. No.	Beneficiary	Approx. No.	Expected No. of SMSs to be sent during the Year, Per Beneficiary	Total Expected No. of SMSs to be sent during the Year
1	ASHAs	12,440	12	1,50,000
2	Other Health Care Workers	8,000	4	32,000

1. Above-mentioned No. of calls/ SMSs is purely indicative and may likely to increase/ decrease.
2. Accordingly, NHM J&K will review the in-bound/ out-bound calls received/ made, and SMSs sent, by call center during the period of three (3) months from the date of operationalization of call center.
3. Based on the performance of call center operations during first three (3) months, as per (2) above, NHM, J&K will set-in-forth revised performance indicators, alongwith requisite manpower for in-bound/ out-bound calling and penalties, as deemed appropriate, with respect to the same, classifying these into: (a.) Performance Benchmark - $\geq$98%; (b.) Manageable -Between 95% - 98%; and (c.) Poor < 95%.
4. In case of Performance being Poor, Mission Director NHM J&K will be at liberty to suggest appropriate necessary action in the matter after according reasonable opportunity of being heard to the successful service provider and the decision of the Mission Director shall be final and binding upon all the stakeholders.

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Details of Existing Integrated 104 - Centralized Call Center cum Health Helpline

1. Location: Regional Institute of Health & Family Welfare, Near Sainik School, Nagrota (Jammu) – 181221 (J&K).

2. Capacity for which infrastructure/ logistics is available: 30-Seats.

3. Actual operational seats at present: 26, including 2 Medical Officers, 4 Counselors and 20 Call center Executives.

4. Other staff supported under NHM at existing call center: One (1) Manager, One (1) Supervisor and One (1) IT Support.

5. Equipment, including IT, Non-IT & other, available at existing 30-seater Integrated 104 - Centralized Call Center cum Health Helpline (104-Services) at Regional Institute of Health & Family Welfare, Near Sainik School, Nagrota (Jammu) – 181221 (J&K) is stated herein-below for ready reference of all the intended participant(s):

S. No.	Items/ Specifications	Make/ Model	Year of Purchase	No. of Units		Warranty
				F.	N.F.	
1	Blended Quick Call Dialler Licenses with CRM	AVYUKTA	2021	30		Expired
2	HPE ProLiant DL 380 Gen 10 - Rack Server (1U) 2 x HPE DL380 Gen 10 8 Cores, P408i - a Raid Controller with 96W Battery, 2U SFF Easy Install Rail Kit, 1 x CMA for Rail Kit, 32GB RAM, 600 X 3 HDD SATA, 2 x 500W Power Supply, HPE Custom H/W Onsite Support - 3 Years NBD with Microsoft Licenses	HP	2021	4		Expired
2.b	Microsoft Windows Server 2019 R2 Standard	Microsoft	2021	2		Expired
2.c	Microsoft SQL Server 2019 R2 Standard	Microsoft	2021	2		Expired
3	PRI Card 4 Port (A104E 4E1)	Sangoma	2021	1		Expired
4	Desktop HP 280G6 (10th Gen. Intel Core i3, 4 GB RAM, 1 TB HDD)	HP	2021	34		Expired
4.b	18.5" (46.9 Cm) LED Backlit Monitor	HP	2021	34		Expired
4.c	USB Keyboard	HP	2021	31		Expired
4.d	USB Mouse	HP	2021	34		Expired
4.e	Microsoft Windows Licenses 10 Pro 64 Bit	Microsoft	2021	34		Expired
4.f	Microsoft Office 2019 Standard	Microsoft	2021	4		Expired
4.g	Antivirus Licenses - SEPM, Annual	Symantec	2021	34		N.A.
5	Firewall XG 125 Rev.3 Security Appliance - IN Power Cord with XG 125 Full Guard	Sophos	2021	2		Under Warranty
6	Headsets USB	Vonia	2021	36		Expired
7	CISCO S Business Switch: SG350	CISCO	2021	4		Expired

S. No.	Items/ Specifications	Make/ Model	Year of Purchase	No. of Units		Warranty
				F.	N.F.	
8	Server Rack 42 U, 600 x 1000 FS Enclosure with Accessories	Netrack	2021	1		Expired
9	Projector	Benq MS535P	2021	1		Expired
10	All-in-One Printer	Canon MF244dw	2021	1		Expired
11	Genset 62.5 KVA	Cummins/ Sudhir	2021	1		Expired
12	10 KVA Online UPS System	Vertiv Liebert - Miebert ITA2	2021	2		Expired
13	12V 42AH SMF Battery with Rack	Amararaja - Quanta	2021	40		Expired
14	Aquaguard Compact Water Purifier Classic Model	Eureka Forbes	2021	1		Till Oct. 26
15	Water Cooler NST6080 (150 Ltr.)	Blue Star	2021	1		Expired
16	AC 1 Ton 3 Star with Well Guard 3 KVA Stabilizer	Blue Star	2021	2		Expired
17	Workstation (Size - 3x2) - Partition Panel of Aluminium Duly Power Coated, Main Spine 54 mm Thick, Return Spine 32 mm, Tabletop 25 mm Thick, MDF, Dual Raceway on Main Spine	Modular	2021	60		N.A.
18	Training Desk - 750mm x 450mm Top made up of 25mm and Base made up of 18mm, Dual Colour Combination. Provision for MS Raceway (3-Seater - 3 Nos., 2-Seater - 3 Nos. and 1-Seater - 1 No.)	Modular	2021	16		N.A.
19	Manager Table - 1500mm x 750mm x 750mm with Pedestral Unit 2d/1F with facia	Modular	2021	2		N.A.
20	Conference Table - 2100 x 1050 mm	Modular	2021	1		N.A.
21	3-Seater Airport Chair	Modular	2021	2		N.A.
22	Two-Seater Sofa	Modular	2021	2		N.A.
23	Chairs Medium Back with PU Seat (Black Colour), PP Arms, Black Nylon Base, Syncrotilt Mechanism	AKS	2021	26		N.A.
24	Visitor Chair with PU Arms, MS Pipes Frame, PU Seat Back	AKS	2021	3	1	N.A.
25	Smoke Detector	System Sensor	2021	24		Expired
26	Manual Break Glass Unit	Agni Suraksha	2021	3		N.A.
27	Electric Alarm	Agni Suraksha	2021	3		N.A.

S. No.	Items/ Specifications	Make/ Model	Year of Purchase	No. of Units		Warranty
				F.	N.F.	
28	O2 Zone Panel	Agni Suraksha	2021	1		Expired
29	Roller Blinds (Curtains) for Windows	J.M Shade	2021	5	10	N.A.
30	Magnetic White Board - 6 x 4	Laxmi	2021	2		N.A.
31	Notice Board (Pin Up Board) - 4 x 3	Laxmi	2021	4		N.A.
32	CCTV Cameras 8 Nos. with Rack, 8 Channel DVR, HDD 2 TB (WD)	Dahua	2021	1		Expired
33	Table for Café	Supreme - Live	2021	4		N.A.
34	Chairs for Café	Supreme - Hybrid	2021	16		N.A.
35	Biometric Machine	Secureye - CB100	2021	1		Expired
36	Managed Switch - SF300-24 PP, 24-Port 10/ 100	CISCO	2021	2		Expired
37	Network Rack (12/ 16 RU)	D Link	2021	2		Expired
38	Training Chairs - Small Back with Foam Seat		2021	7	5	N.A.
39	Manager Chairs Revolving		2021	4	2	N.A.
40	Electricity Panel Switchgear	L&T	2021	1		Expired
41	Networking & Electrical Items	D Link/ Anchor	2021	1		Expired
42	Air Conditioners	Voltas	2021	8	1	N.A.
43	Ceiling Fans	V-Guard	2021	16		N.A.
44	Wall Fans	S-Standard	2021	14		N.A.
45	Exhaust Fans	S-Standard	2021	3		N.A.
46	Gyser	Bajaj	2021	2		N.A.
47	Fire Extinguisher – 6 Kg.	Ceasefire	2021	2		N.A.
48	Fire Extinguisher – 4.5 Kg.	A.B. Fire Safety	2021	5		N.A.
49	Fire Extinguisher Roller – 6 Kg.	Ceasefire	2021	2		N.A.

[(F) = Functional; (N.F.) = Non-Functional; (N.A.) = Not Available/ Applicable]

6. Successful service provider will take over these equipment and use the same during the contract period. If required, successful service provider will have to procure requisite equipment, as required, for operationalization of 30 seats during the contract period. Cost payable towards such equipment shall not in any case exceed the CAPEX finalized and coming into force as a result of this selection process.

7. It is, therefore, strictly emphasized that prior to submission of bid(s), intended participant(s) shall inspect the available infrastructure and other logistics available at existing 104 Services at above location after seeking permission from the office of Mission Director, NHM J&K, thoroughly assess the feasibility of available

infrastructure and equipment/ logistics towards smooth & uninterrupted continuation of intended services in accordance with the detailed Scope of Services & Service Level Agreements for the envisaged contract duration of five (5) years vis-a-vis likelihood of procurement of existing/ new equipment during the contract period, and accordingly submit their bid(s).

8. To elucidate the same, it is for consideration of the intended participant(s) that the computer systems presently available at 104 Services are with Windows 10 operating system for which the support has been ended by the OEM from October 2025. In addition, these systems have 4 GB RAM and as such the operating system cannot be upgraded to Windows 11 or any subsequent versions. In the similar manner, the intended participant(s) shall have to assess all available equipment and shall have to take cognizance whether to continue operations of 104 Services for the entire contract period with these equipment or to procure new equipment. NHM J&K will not allow procurement of any new equipment/ release payment of any equipment details of which are not stated in the technical bid and for which CAPEX has not been quoted by the successful service provider in financial bid.

9. Bid(s) of any intended participant(s), submitted without thorough inspection/ assessment of available infrastructure and equipment/ logistics are liable to be rejected outrightly without any opportunity/ recourse to such intended participant(s).

10. The H&ME/ NHM J&K shall not be responsible for any loss, in any manner whatsoever, which may likely be caused to the successful service provider towards its failure in thorough inspection/ assessment of infrastructure and other logistics available at existing 104 Services.

11. In case of disruption of 104 Services or any other loss, in any manner whatsoever, caused due to failure of successful service provider towards making proper and thorough assessment of equipment and/ or consequent non-quoting of CAPEX for all/ any of the requisite equipment for the services, it shall have to indemnify the H&ME Department/ NHM J&K for an amount equivalent to the CAPEX cost charged, if any, as well as OPEX cost from the Effective Date of operationalization of services till the Date of selection of new service provider, other than the successful services provider. In shall be in addition to forfeiture of the Performance Security Guarantee to be furnished by the successful service provider.

Bid Validity period

The Proposal shall remain valid for 120 Working Days after the Date of Opening of Technical Bid. Any Proposal, which is Valid for a Shorter Period, shall be Rejected as Non-Responsive. However, the same can be extended with the mutual consent and acceptance of the bidder. **The bid validity means that the proposal submitted by the bidder is valid for 120 days before the finalization of the contract**.

Acknowledgement by Bidder:

a. It shall be deemed that by submitting the Proposal, the bidder has: -
    i. Made a complete and careful examination of the RFP.
    ii. Received all relevant information requested from Department.
    iii. Acknowledged and accepted the risk of inadequacy, error ormistake in the information provided in the RFP or furnished by or on behalf of Department or relating to any of the matters stated in the RFP Document.
    iv. Satisfies himself/ herself about all the matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under.
    v. Acknowledged that it does not have any Conflict of Interest.
    vi. Agreed to be bound by the undertaking provided under and in terms hereof.

b. JKMSCL shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the aboveor on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Department..

Bidders shall note the following:

1. Incomplete proposals in any respect or those that are not consistent with the requirements as specified in this RFP or those that do not contain or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
2. Strict adherence to formats, wherever specified, is required.
3. All communication and information should be provided in writing and in English language.
4. All communication and information provided should be legible.
5. No change in/ or supplementary information shall be accepted once the proposal is submitted. However, JKMSCL reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications soughtby JKMSCL may be a ground for rejecting the proposals.
6. Proposals shall be evaluated as per the criteria specified in thisRFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, JKMSCL reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
7. Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to representthe Bidder in its dealings with JKMSCL. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries. Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the firm.
8. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. JKMSCL reserve the right to vet and verify any or all information submitted by the Bidder as well as right to reject.
9. If any claim made or information provided by the Bidder in theProposal or any information provided by the Bidder in response to any subsequent query by JKMSCL, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection and EMD shall be forfeited. Mere clerical errors or bona- -fide mistakes may be treated as an exception at the sole discretion of JKMSCL if adequately satisfied.
10. In every specific case, where the Bidder is constrained by statute/law from fulfilling any specific provision of this document, the Bidder is encouraged to contact Managing Director, JKMSCL.
11. JKMSCL may, in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda. Communication of such extension to the persons who purchased the RFP document shall be made by JKMSCL.

Sd
Managing Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

“Definitions”

“Affiliate” shall mean a Company that, directly or indirectly,

1. controls, or
2. is controlled by, or
3. is under common control with, a Company developing a Project

“Agreement” shall mean the Contract between the MD NHM/DHS(s) and the service provider in accordance with the provisions of this RFP.

“Bid” Bid shall mean the Technical Bid and Financial Bid submitted by the Bidder, in response to this RFP, in accordance with the terms and conditionshereof.

“Bidder” shall mean Bidding Company, Bidding Registered Society or a Trust submitting the Bid. Any reference to the Bidder includes Bidding Company / Registered Society, Registered Trust , as the context may require”.

“Bidding Company” shall refer to such single company that has submitted the response in accordance with the provisions of this RFP.

“Chartered Accountant” shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

“Company” shall mean a body incorporated in India under the Company’s Act, 1956.

Conflict of Interest” A Bidder may be considered to be in a Conflict of Interest with one or more Bidders in the same bidding process under this RFP if they have a relationship with each other, directly or indirectly through a common company / entity, that puts them in a position to have access to information about or influence the Bid of another Bidder.

“Department” shall mean Department of Health and Medical Education

“Effective Date” shall mean the date of signing of agreement by both the parties.;

“Financial Closure or Financial Close” shall mean the execution of all the Financing Agreements required for the project and fulfillment of conditions precedents and waiver, if any, of the conditions precedent for the initial draw down of funds for the project.

“***Financially Evaluated Company / Entity***” shall mean the company / entity which have been evaluated for the satisfaction of the financial requirement set forth herein in the RFP.

“Force Majeure conditions” means any event or circumstance which is beyond the reasonable direct or indirect control and without the fault or negligence of the bidder and which results in bidder’s inability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in part andmay include rebellion, mutiny, civil unrest, riot, strike, fire, explosion, flood, cyclone, lightening, earthquake, act of foreign enemy, war or other forces, theft, burglary, ionizing radiation or contamination, Government action, inaction orrestrictions, accidents or an act of God or other similar causes.

“Letter of Intent” or “LOI” shall mean the letter to be issued by the JKMSCL, to the Successful Bidder”.

“Project Company” shall mean the company incorporated by the bidder as per the Indian laws.

“**Proprietorship firm**” shall mean whose owner is an Individual

“**Partnership firm**” shall mean a firm registered with the Income Tax department and evidenced by a Partnership Deed.

“***Registered Society***” shall mean a Society registered under the Society Act as well as registered under the Income Tax Act, 1961.

“RFP” shall mean this Request for Proposal along with all formats and RFP Project Documents attached hereto and shall include any modifications, amendments alterations or clarifications thereto.

“RFP Documents” shall mean the documents to be entered into by the parties to the respective agreements in connection with the Service”.

“Selected Bidder(s) or Successful Bidder(s)” shall mean the Bidder(s) selected by the Department, pursuant to this RFP to set up the project and operate professionally managed Service as per the terms of the RFP Project Documents, and to whom a Letter of Intent has been issued.

“Statutory Auditor” shall mean the auditor appointed under the provisions of the Companies Act,1956 or under the provisions of any other applicable governing law.

Annexure – 'C'

Declaration and Undertaking of Blacklisting

(On Non Judicial Stamp Paper worth Rs.100/- attested by Notary Public & submitted with Technical Bid)

I/We..(Name of firm) do hereby undertake that

1. We certify that the rates (quoted) are reasonable and lower rates to any one than charge from this institution.

2. We do hereby undertake that our company/firm/Trust/Society is not black- listed/banned/debarred/suspended for any reason whatsoever, in providing Medical Services either inthe past or as on date of bid submission. If such Blacklisting/ suspension / ban / debarment is pending (including status-quo)before any Hon'ble Court of Law in India and final decision is pending (including status-quo) then such bidder shall not be eligible for submission of bid, unless the final verdict/ court order has been issued in the favour of the bidder or such Blacklisting/ suspension / ban / debarment order is reversed by the order issuing authority,

   OR

   We do hereby undertake that our company/firm/Trust/Society is black-listed/banned/debarred/suspended for___________________ ______in ______________________ by..._____________________(Name of Govt./Deptt.)and required information as below:

   (i.) Cause of blacklisting/banning/Debarring/ Suspension.(ii.) For which item..................................:

   (iii.) Period of blacklisting/banning/Debarring/ Suspension.

   (iv.) Latest Status of blacklisting/banning/Debarring/ Suspension.

Signature of Authorized Signatory

ANNEXURE 'D'

ANNUAL TURNOVER STATEMENT

The average annual turnover of M/s..............................*(Name of Firm)* .... and address

............................for the past three years are given below and certified that the statement is true and correct:-

It is further certified that the Annual Turnover Statement has been prepared strictly as per returns filed with Taxation Department for the Financial year 2021-22 , 2022- 23 and 2023-24 and shall be responsible, if any variation/discrepancy is found during evaluation /later stage.

Sl. No.	Financial Years	Turnover in Lakhs(Rs.)
1.	2022-23	
2.	2023-24	
3.	2024-25	
	Total Lakhs	-__________________

Average gross annual turnover Lakhs __________________

Note :

1. To be prepared strictly as per returns filed with the taxation department and should be supported with returns filed for the last three financial years.
2. The turnover should be supported by the balance sheets of the respective years.
3. The Certificate issued by Taxation Department shall also be considered for turn over certification.
4. **The bid(s) not falling under the Annual Turnover clause shall be out rightly rejected.**

Date

Signature of the bidder

Signature of Auditor/Seal

Chartered Accountant

(Name & Address.)

ANNEXURE 'E'

STATEMENT OF PERFORMANCE

I/We... *(Name of bidder...................)* do hereby certify that we have supplied / rendered.................. *(Name of equipment / Service ....)* as per details given below:-

Financial year	Work order placed by [full address of purchaser with telephone & fax no.]	Order No. and date	Description of work	Date of Completion of delivery		Remarks indicating reasons for late delivery, If any
				As per contract	Actual	
2022-23						
2023-24						
2024-25						

1. It shall be submitted with technical bid and the above information should be verifiable from relevant documents of the bidder.
2. In case of supply of imported item(s), the suppliers may be asked to furnish a certificate and other information to the effect that the firm has completed all the formalities including bill of entries in custom in connection with import of the item in question. (If applicable)

Place:
Dated :

Signature of bidder with Seal

ANNEXURE 'F'

Statement of No. of Employees

(On Non Judicial Stamp Paper worth Rs.100/- attested by Notary Public &submitted with Technical Bid)

i. Manpower status and details

(Name)

Signature of Bidder with Seal

Annexure 'G'

Pre-Stamp Receipt under)

(To be submitted with Technical Bid)

We have received FDR/ CDR/ BG No. ....dated......................for an amount of Rs.01.00 Lakh (Rupees One Lakh only) towards our Earnest Money Deposit from the Managing Director, J&K Medical Supplies Corporation Limited, Jammu, J&K submitted in reference to e-Bid No.: dated:

Signature of Authorized Signatory

Place: Date:

Name of Signatory

Designation with seal

Annexure 'H'

Consolidated Contract Completion Report

To,

Managing Director
J&K Medical Supplies Corporation Ltd.

Name of Firm: M/s

Rate Contract No & Date:

S. No.	Work/ Supply Order		Ordered Qty.			Stipulated date of Completion of supplies /	Actual Supply		Qty. (Services) Remained unsupplied		Date of Expiry of guarantee period	Pending Complaint of defect iv e material	Remarks/ comments of Consignee or- performance
	No.&Dt.	Amount (Rs.in Lacs)	Consignee	Item / Service	Qty. (in unit		Actual date of receipt	Quantity (in unit)	Quantity (in unit)	Reasons			
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Name of Item / Service:

Please also comment on comprehensive annual maintenance contract date &present status.

(Signature of Seal of Firm)

NOTE:-

1. Column no.1 to14 are to be filled by firm and shall be submitted to the JKMSCL.
2. The information filled in by firm shall be corrected, completed and verified by Consignee/Purchase Officer, wherever required.
3. Attach separate sheets whenever necessary. Fill the details as applicable.

Annexure 'I'

Acceptance Certificate / Declaration

(On Non Judicial Stamp Paper of Rs.100/-)

I/We M/s ………………..…………………………………………… represented by its Proprietor/ Managing Partner/Managing Director having its Registered Office at ……………………………………….. ……………………………..… do hereby declare that–

1. I/we have carefully read all the conditions of e-bid no. ....Dated………. including all the amendments and accept all clauses, conditions, any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions;
2. I/We have carefully examined and conform to all the parts of the RFP documents and have obtained all the requisite information affecting this proposal and am/ are aware ofall conditions and difficulties likely to affect the execution of the agreement;
3. I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement and the technical aspects as indicated inthis RFP;
4. I/ We possess the necessary professional, technical, financial and managerial resources and competence required by the bidding document issued by the JKMSCL;
5. I/We are not insolvent, in receivership, bankrupt or being wound up, not have my/ our business activities suspended and not be the subject of legal proceedings for any of the foregoing reasons;
6. I/We do not have, and our directors, members, trustees, associates, subsidiariesand/or officers not have, been convicted of any criminal offence.
7. I/We do not have a conflict of interest as specified in the bidding document, which materially affects fair competition;
8. the contents at annexure(A) to (I) and other documents are true and correct to the best of my knowledge and nothing has been concealed therein;
9. JKMSCL may forfeit Earnest Money Deposit and or Security Deposit and debar me/ us for a period specifying in orders, if any information/ document furnished by us is proved to be false/ fabricated at the time of inspection and not complying with the terms and conditions of the bid document as presented in e-bid, Annexure and other relevant documents.

Date &Place:

Signature & Seal of bidder

Name & Address:

Note: To be attested by the Notary

Annexure 'J'

Memorandum of Appeal

Appeal no................. of......................

Before the..(appellate authority)

1. Particulars of appellant:
   (i) Name of the appellant:
   (ii) Official address, if any:
   (iii) Residential address:

2. Name and address of the respondent(s):
   (i)
   (ii)
   (iii)

3. Number and date of the order appealed against and name and designation of the officer/authority that passed the order(enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4. If the appellant proposes to be represented by a representative, the name and postal address of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Ground of appeal:
   ....
   ....
   .... (supported by an affidavit)

7. Prayer:...
....

Demand Draft of Rs.. ...bearing No. ....dated .... as appeal fees

Place..
Dated ....

Appellant's signature

Annexure-K
LETTER OF ACCEPTANCE

M/s……………………………
……………………………………

Sub: Acceptance of the bid rates for the service

Ref :-Your bid no. ……….dated …………….

1. Service(s) as per schedule enclosed/noted/is/are approved in your favour against the rate(s) quoted by you in the above mentioned bid. According to the terms &conditions of the bid it is necessary to execute an agreement in the prescribed form enclosed, on a non-judicial stamp paper of Rs. **…………**and furnish the requisite amount of performance security. The amount of performance security calculated on the basis of the approved items and indicative quantity mentioned in the bid from works out to ……………….. ……………………………………………………………………………………… only)

2. The performance security shall be furnished to Jammu and Kashmir Medical Supplies Corporation Limited through bank draft payable at Jammu.

3. All terms and conditions of the bid document shall be an integral part of the contract. You are informed to return the agreement form along with schedule of rates for approved service(s) in duplicate duly filled in and signed by you with signature and addresses of two witnesses below signature at the appropriate place mentioned in the agreement form. The copies of the agreement form mustbe send duly completed in all respect along with the amount as mentioned abovefalling which it will be treated as a breach of the terms and conditions of the bidand it will also be presumed that you are not interested in entering into thecontract and approval of the rates shall be cancelled without notice or anyreference.

4. The list of approved service(s) may be checked and in case there is any difference between your offer and the approved rates, the same may be intimatedimmediately, failing which it will be presumed that it is correct as per your offer and technical specification.

5. The firm shall furnish consolidated statement of supplies / services made to JKMSCL by the 10th of the next month as per terms of conditions.

6. Please note that self attested/notarized copies of documents shall be considered valid. If photo copies are submitted, than at the time of signing the agreement,the firm shall bring original documents for confirmation.

7. Also please arrange to furnish the following documents required under the terms and conditions of the bid failing which the agreement will not be executed and the failure would lie at your part

   (i) **The original copy of bid document signed on each page, which has been uploaded on e-procurement portal.**

8. You are therefore; requested to please complete the above formalities within 21 days from the date of issue of this letter. The duly signed duplicate copy of the agreement will be returned to you for reference.

Encl.:1. Agreement form
2. Schedule of Rates
3. Any other

-Sd-
Managing Director
Jammu and Kashmir Medical Supplies

Annexure-L

Agreement

This Agreement is executed on this___________________day of_________2026 amongthe following:

i. The Mission Director, NHM (1^{st} Party)_______herein after called party of first part) which expression shall, unless repugnant to the context, include its successors and assigns).

ii. The (2^{nd} Party)___________through its herein after called party of 2^{nd} part) which expression shall, unless repugnant to the context, include its successors and assigns).

WHEREAS M D NHM (1^{st} Party) enter into this Agreement with (2^{nd} Party____) having its registered Office____)

" All the terms and Conditions, Scope of Work, and subsequent amendments of the NIT shall be part of the Agreement"