



**NATIONAL HEALTH SYSTEMS RESOURCE CENTRE,**  
(Ministry of Health and Family Welfare, Government of India),  
NIHFW Campus, Baba Gangnath Marg, Munirka,  
New Delhi 110067  
Website: [www.nhsrccindia.org](http://www.nhsrccindia.org), Tel No.: 011-26108983

**Expression of Interest (EOI) for Empanelment of vendors for Designing,  
Printing, Videography, and creative work**  
EOI Ref No: NHSRC/12-13/Tender/Print/01/Vol.2

- 1) NATIONAL HEALTH SYSTEMS RESOURCE CENTRE (NHSRC), under the Ministry of Health and Family Welfare, Government of India intends to empanel vendors having professional and latest facilities of printing & communication material; situated in Delhi and National Capital Region (NCR). The said contract will be primarily for one (01) year, extendable up to three (03) years for making NHSRC publications and other creative requirements.
- 2) The empaneled vendor will be responsible for graphic designing, designing, printing, videography, and translating services of books, modules, diaries, coffee table books, brochures, folders, certificates, Flex, Vinyl, I'd cards, and any other material, Animated video 2D, Animated video 3D, Video spots/ Documentaries/ Films, Audio spots with/ without music, Translations, Editing, Proof Reading, Typing, Transcribing, Photography within the given time schedule. The requisite quantity/quality of paper to be used for printing of text, cover and illustrations are to be arranged by the vendor.
- 3) Interested vendors who fulfill the eligibility/essential criteria and submit all the annexures from (I, IV-IX) will be eligible for technical bid and thereafter financial bid. The vendors will be evaluated on **QCBS: Quality and Cost Based Selection** (Combined Technical and Financial Score (CTFS) with Weightage 70:30). Terms & conditions, and quality parameters along with other aspects mentioned in the tender form should be sent in two sealed envelopes containing technical bid (Annexure-II) and financial bid (Annexure-III) placed in one covering envelope in the tender box, addressed to the Principal Administrative Officer, NATIONAL HEALTH SYSTEMS RESOURCE CENTRE by 21<sup>st</sup> March 2023 by 5:00 PM.
- 4) The detailed terms and conditions of the tender may be downloaded from the NHSRC website <https://nhsrccindia.org/> and the same shall be read as part and parcel of this EoI.
- 5) Vendors shall submit their bids within three weeks from the date of publication of the tender notice.

## **6) BACKGROUND**

NHSRC is interested to empanel vendors for undertaking a wide range of services prescribed. The services of the vendors would be undertaken for various publications viz books, modules, diaries, coffee table books, brochures, folders, certificates, Flex, Vinyl, ID cards, and any other material, Animated video 2D, Animated video 3D, Video spots/ Documentaries/ Films, Audio spots with/ without music, Translations, Editing, Proof Reading, Typing, Transcribing, Photography. The purpose of this EoI is to shortlist and empanel the vendors based on specific parameters. It is planned to create panel of High Quality vendors who can execute graphic designing, designing, printing, videography, and translating services of books, modules, diaries, coffee table books, brochures, folders, certificates, Flex, Vinyl, ID cards, and any other material, Animated video 2D, Animated video 3D, Video spots/ Documentaries/ Films, Audio spots with/ without music, Translations, Editing, Proof Reading, Typing, Transcribing, Photography on tight schedules on zero hour basis as and when required.

## **7) This EOI is floated for onboarding following services:**

- a) Books,
- b) Designing,
- c) Printing,
- d) Modules,
- e) Diaries,
- f) Coffee table books,
- g) Brochures,
- h) Folders,
- i) Certificates,
- j) Flex,
- k) Vinyl,
- l) ID cards,
- m) Animated video 2D,
- n) Animated video 3D,
- o) Video spots,
- p) Documentaries,
- q) Films,
- r) Audio spots with/ without music,
- s) Translations,
- t) Editing,
- u) Proof Reading,
- v) Typing,
- w) Transcribing,
- x) Power Point Presentation,
- y) Photography, and/ or
- z) any other work required in printing, designing and creative work.

**8) SCHEDULE TO THE INVITATION OF TENDER:**

<b>1</b>	Tender document download/Sale date/time	:	01-03-2023 10:00 A.M.
<b>2</b>	Pre bid meeting	:	07-03-2023 11:00 A.M. at NHSRC office
<b>3</b>	Tender document download/sale end date/time	:	21-03-2023 5:00 P.M.
<b>4</b>	Last date and time for receipt of bids	:	21-03-2023 5:00 P.M.
<b>5</b>	(a) Date and time for opening of Prequalification- cum-Technical bid (b) Date and time for opening of Financial bid	:	27-03-2023 11:00 A.M. at NHSRC office  03-04-2023 11:00 A.M. at NHSRC office
<b>6</b>	Service to be provided	:	Empanelment of vendors for designing, printing and other creatives <b>(Refer S.No.7)</b>
<b>7</b>	Period/Extension of contract	:	For a period of 1 year from the date of award of contract, extendable up to 3 more years (on yearly basis) at the sole discretion of NHSRC, on the same terms and conditions or as amended by NHSRC
<b>8</b>	Validity of tender offers	:	180 days from date of opening of pre-qualification-cum-technical bid
<b>9</b>	Bids/queries to be addressed to	:	Principal Administrative Officer National Health Systems Resource Centre NIHFW Campus, Baba Gang Nath Marg, Munirka New Delhi- 110067
<b>10</b>	Performance Security total cost of Bid (for Finalized Bidder only)	:	3% of contract value or ₹50,000/-, whichever is higher
<b>11</b>	Website for downloading the tender document, corrigendum's etc.	:	<a href="http://www.nhsrcindia.org">www.nhsrcindia.org</a>

## **9) IMPORTANT INSTRUCTIONS**

- Vendors should read the document carefully as enclosed and comply strictly with the terms and conditions before submitting their bids. Submission of bids shall be construed to be acceptance of the terms and conditions mentioned herein and in the Tender document.
- Please read and note each and every term and condition carefully before filling up the Tender Documents.
- Tenderers must sign and stamp each page of the Tender Document.
- Tenderers must submit all the supporting requisite documents in a sealed envelope along with the duly signed and stamped tender document.
- The envelope shall clearly mention the Date, Applicant's Name and Address and shall be super scribed "Application for Empanelment of vendors for creative works – for NHSRC"

## **10) ELIGIBILITY CRITERIA**

- a.) The registered office of the firm/ facility/ association/ company (hereinafter referred to as "Vendor") submitting the Bid shall be based within Delhi-NCR region.
- b.) The Vendor undertakes that it is fully equipped with human and technical resources and equipment required for successful and efficient delivery of any work that may be assigned to it by NHSRC in pursuance of this Tender and EoI.
- c.) The vendor should have GSTIN issued by the GST Department.
- d.) The vendor should have PAN number issued by the Income-tax department.
- e.) The vendor should be duly registered with the competent authority in accordance with the prevailing laws of India prior to 31.03.2018 and shall submit a copy to NHSRC of all necessary documents, such as Licenses, Registration Certificates etc., in support thereof, and represents and warrants that it is duly organized, validly existing and in good standing under the laws of its land.
- f.) The Vendor should have a minimum experience of 3 years (i.e., 2019-20, 2020-21 and 2021-22) of running a business in the sectors of printing, publishing, designing, photography and videography, specifically, of producing quality publications, i.e., Books, Magazine, Journals and other related work, and working with central govt./ State Government/ PSUs, Ministries, Govt. Departments, Corporates etc. The Vendor shall submit proof of the productions with the copy of the contracts, local purchase orders, contact details of clients, annual report, contact details of atleast 10 clients, number of employees, etc. alongwith a sample of such publication if so required by NHSRC.
- g.) The Vendor should not have any actions, suits, proceedings, or investigations pending or to their knowledge threatened against them at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may constitute their inability to perform their assignment(s) as per this EoI.

- h.) The Vendor should not be blacklisted by any Central/ State Government, / agency of Central/ State Government of India or any other country / Public Sector Undertaking/ any Regulatory Authorities in India or any other country for any kind of fraudulent activities.
- i.) Copy of any documentary proof to establish bonafides of the registered office (as on date) i.e., landline/mobile/Electricity Bill in the name of the bidder agency or registration under shop & establishment act, local authority or lease agreement must be attached and the Vendor shall agree to physical verification of the same by NHSRC.
- j.) The Vendor shall have minimum cumulative annual turnover of Rupees One Crore in the last three financial years (2019-20, 2020-21, 2021-22).
- k.) The vendor should have in-house, state-of-art facilities for printing, designing and all auxiliary facilities in accordance with the requirements in this EoI.

**Note:**

- Non-inclusion of any requisite document or failure to provide the requisite document in the prescribed manner will leave the vendor exempted from being considered in Technical Evaluation.
- The final decision for approval/ rejection of the Bid of the Vendor at any stage of evaluation shall lie solely with NHSRC and NHSRC shall be under no obligation to disclose the reasons for the same to the Vendor.

**DOCUMENTS TO BE ATTACHED WITH THE TENDER:**

1. Tender document and terms & conditions (each and every page) duly filled, signed and stamped by the vendor along with the supporting Documents.
2. Vendor relevant Registration certificate from appropriate authority.
3. Audited copy (including balance sheet and P&L) of the annual turnover for last 3 years should be submitted.
4. Copy of PAN number issued by the Income-tax department.
5. Copy of GSTIN
6. Letter of associated press/own vendor facility
7. (i) The two sealed envelopes containing technical bid (Annexure-II) and financial bid (Annexure-III) respectively should be placed in one covering envelope and sealed.  
(ii) The technical bid should not contain any indicating of price offered; else the entire bid will be rejected.  
  
Income tax return of last 3 years (certified copy is to be submitted with application).
8. Details of printing, videography, graphic designing works (Work order, completion certificate) executed for the last 3 financial years for Govt. & Public undertaking organizations.
9. Sample of work (Books/ Annual Report/ Pamphlet/ Leaflet/ Brochure/ Videos/ Animation etc.)

**Checklist for Pre-Qualification for Technical Bid**

Following documents are required to be submitted in the Pre- Qualification for Technical Bid in a Sealed Envelope marked as “**TECHNICAL BID**”.

<b>S. No.</b>	<b>Items to be submitted</b>	<b>Remarks</b>
1.	Covering letter for Empanelment of vendors <b>Annexure – I</b>	
2.	Original/downloaded tender document duly filled in, signed and stamped by the bidder or his authorized representative of the bidder. Additional Information of the Bidder duly signed by the bidder or authorized representative of the bidder in the Performa and format as given in <b>Annexure-IV</b> .	
3.	Attested Copies of following <b>Annexure –V</b> (a) Income Tax Return for the last three years/Annual turnover (b) PAN No/TIN No. (c) GSTIN, etc.	
4.	Proof of successfully providing of the similar services i.e., certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last five years) along-with endorsement from the concerned Institution. <b>Annexure – VI</b>	
5.	Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per <b>Annexure - VII</b> (on Non-Judicial stamp paper of denomination of Rs. 50/-)	
6.	<b>Self-Declaration – No Blacklisting Annexure-VIII</b>	
7.	Bid Security Declaration Form <b>Annexure-IX</b>	
8.	Letter stating - (a) Proof of operation for 3 years (b) Availability of in-house facilities	As per S. No.10(f) S. No.10(k)

**Signature of Bidder**

(Prop. / Partner/ Authorized Signatory)  
Name & Address with Seal of the firm

**(FOR OFFICIAL USE ONLY)**

**Before opening of technical bid, documents as listed above from Annexure A will be checked. Companies fulfilling these documents will be eligible for opening of technical bid.**

## 11) EVALUATION CRITERIA

<b>Experience</b>	Vendor must have work experience in the field applied ( <b>Refer S.No.7</b> ) for the last 3 years (as on 31 <sup>st</sup> March, 2022) and experience of working with central govt./ State PSUs, Ministries, Govt. Departments, Corporates. A list of such clients, duly attested by a qualified and registered Chartered Accountant, shall be submitted. The applicant agency should have clients (listed companies) both in Govt., public and private sector; duly attested copies of award of contract (AOC)/ Work Order/ Purchase Order during the last 3 fiscal years must be submitted.
<b>Office Infrastructure</b>	The vendor should be a registered legal entity having a fully-equipped office based in Delhi-NCR with relevant expertise & creative personnel and required infrastructure. Copy of any documentary proof to establish bonafides of the office (as on date) i.e., landline/mobile/Electricity Bill in the name of the bidder agency or registration under shop & establishment act, local authority or lease agreement must be attached. The bidder agency must submit certificate of incorporation/ Registration that should be prior to 31st March 2018. In case of change of name of bidder agency, incorporation in previous name will be counted. Documents executed by the Vendor in compliance of change of name to be submitted.
<b>Financial Capability</b>	The vendor should have a minimum turnover of Rupees One Crore each year during the financial years i.e., 2019-20, 2020-21 & 2021-22 as per audited balance sheet. Vendor will submit the audited financial statements duly signed by the authorized Chartered Accountant. (Standalone turnover of the company applying for the selection will only be reckoned, not of the Group Company or subsidiaries).
<b>Registrations/ Licenses</b>	The applicant vendor should be duly registered with the concerned authority (in Govt. of India / State Govt.) for GST (Goods & Services Tax), VAT/CEN-VAT, PAN, TIN No., Sales Tax, Service Tax etc. as per the prevailing law in India. Certificate(s) duly issued by the respective authority/ Department should be attached.



<p style="text-align: center;"><b>Human Resources</b></p>	<p>The applicant vendor should have sufficient manpower which includes Creative Team (consisting of Creative Head, Copywriter, Designer, Graphic/Visualizer), Production Team (Print &amp; Electronic one for each), Media Manager [+ One Computer (DTP) Operator as Assistant], Client Manager, Computer (DTP) Operator, Videographer, Photographer, Editor, Voice Over Artist, Animator, Graphic Designer, Language Dubbing Artist, and other necessary personnel. These staff members should be regular/contractual employees of the company, certified copy of pay roll for each office or copy of payment of Employees Provident Fund certified by the Company's Chartered Accountant and/or the authorized signatory must be submitted alongwith their detailed bio-data.</p>
<p style="text-align: center;"><b>Infrastructure Facilities</b></p>	<p>Applicant agency shall have the following infrastructure (pre-reprographic facilities of latest technology) and submit undertaking of availability of such facilities. Details to be furnished as (i) Digital Printing Machine (ii) Offset Printing Machine (iii) High Resolution Scanner (iv) Facsimile Machine (iv) Color Copier (A3/A4 Size/etc.) (v) Fully equipped design facilities (vi) High End Cameras (vii) Editing hardware &amp; software (viii) Studio and all other necessary detail list of equipment work applied for required to deliver high quality work. Details and documents for such equipment and software(s) used shall be submitted</p>

**Technical Evaluation Framework (Table I)**

**For reference Purpose only**

<b>S. No.</b>	<b>Evaluation Criteria</b>	<b>The award of marks will be as under</b>		<b>Maximum marks</b>
<b>1.</b>	<b>Operational experience (minimum 3 years)</b>	<b>Experience (In years)</b>	<b>Marks</b>	<b>10</b>
		>20	<b>10</b>	
		10-20	<b>7</b>	
		5-10	<b>5</b>	
		3-5	<b>2</b>	
<b>2.</b>	<b>Work Experience with Government of India entities</b>	>7	<b>10</b>	<b>10</b>
		4-7	<b>7</b>	
		2-4	<b>5</b>	
		Less than 2	<b>2</b>	
<b>3.</b>	<b>Turnover (last three financial years)</b>	>3 Crore	<b>10</b>	<b>10</b>
		2-3 Crore	<b>7</b>	
		1-2 Crore	<b>5</b>	
<b>4.</b>	<b>Sample Work</b>	<b>to be judged on the basis of overall quality (2 to 5 samples)</b>		<b>10</b>
<b>5.</b>	<b>Human Resource-Deployed manpower/Experience</b>			
	<b>Videographer/ Photographer/ Editor/ Voice Over Artist/ Animator/ Graphic Designer/ Language Dubbing Artist/ Translator/ Proof readers and other necessary personnel</b>	>5	<b>10</b>	<b>10</b>
		3-5	<b>7</b>	
		2-3	<b>5</b>	
	<b>Production Team (Print &amp; Electronic one for each), Media Manager, Client Manager, Computer (DTP) Operator,</b>	>5	<b>10</b>	<b>10</b>
		3-5	<b>7</b>	
		2-3	<b>5</b>	
	<b>Creative Team (Creative Head, Copywriter, Designer, Graphic/Visualizer, etc.)</b>	>5	<b>10</b>	<b>10</b>
		3-5	<b>7</b>	
		2-3	<b>5</b>	
<b>6.</b>	<b>Infrastructure Facilities</b>			
	Pre-reprographic facilities of latest technology, digital printing machine, offset printing machine, high resolution scanner, and fully equipped design facilities	<b>to be judged on the total number of best machineries/ equipments/ Area (Brand names of machinery with model number and year)</b>		<b>15</b>
	Editing hardware & software, Studio, Microphone, Light reflector, Tripod, and fully equipped video facilities			<b>15</b>

## **12) PRE-BID MEETING**

- Pre-bid meeting shall be held as per Notice Inviting Tender (NIT) schedule so as to provide an opportunity to the bidders to interact with NHSRC with regard to various tender provisions/ clauses before the bids are submitted.
- Request for clarification during pre-bid, if any, may be sent by email on [tendernhsrcrepublications@gmail.com](mailto:tendernhsrcrepublications@gmail.com) at least five working days prior to the commencement of pre-bid meeting. The email id shall remain active for further clarification if any till 12-03-2023.
- Bidders are required to attend the pre-bid meeting or through a duly authorised representative, failing which, request for any additional meeting may not be entertained.

## **13) REGULAR INSPECTION OF WEBSITE**

Prospective bidders are advised to visit NHSRC website <https://nhsrcindia.org/> on regular basis for any change in schedule like amendment / corrigendum in Tender Document including technical requirement and pre-bid minutes etc.

## **14) PERFORMANCE SECURITY**

- The successful bidder shall furnish a Performance Security for an amount equivalent to 3% of the contract value or Rs. 50,000/-, whichever is higher (as required under the Rule 171, General Financial Rules, 2017).
- The successful bidder shall furnish Performance Security for an amount as indicated above to ensure due performance of the contract within fifteen days (15) or earlier from the date of receipt of communication from NHSRC informing 'Acceptance of Bid'.
- The Performance Security shall be furnished in form of a Demand draft/ Pay order /Bank Guarantee/Fixed Deposit Receipt (FDR) in favour of "National Health Systems Resource Centre." Issued by a Schedule Bank from its branch in Delhi in the prescribed format.
- In case the Performance Security is submitted in form of Bank Guarantee/Fixed Deposit Receipt (FDR) shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the work order.
- Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.
- The Performance Security as mentioned in the sub-para (i) above shall be released on satisfactory completion of all contractual obligation.

## **15) AMENDMENTS TO TENDER ENQUIRY (TE) DOCUMENTS**

At any time, prior to the deadline for submission of tender, NHSRC may, for any reason deemed fit by it, modify the Tender Enquiry document by issuing suitable amendment(s) to it. The amendment will be uploaded on NHSRC website only. NHSRC will be under no obligation to inform the Bidders of such amendment on individual basis.

In order to provide reasonable time to the prospective bidders to take necessary action in preparing their tenders as per the amendment, NHSRC may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

#### **16) EMPANELMENT PERIOD**

- The empanelment will be valid for a period of 1 year from the date of award of contract, extendable up to 3 more years (on yearly basis) at the sole discretion of NHSRC, on the same terms and conditions or as amended by NHSRC.
- The Panel of vendors empaneled through this EoI shall be eligible for award of work, as per the requirement(s) of NHSRC, from time to time.

#### **17) EMPANELMENT PROCEDURE**

- The evaluation of the applications for empanelment shall be carried out by the Committee constituted for the purpose.
- The Committee of NHSRC will open the technical & financial bids received.
- The Committee will examine and evaluate each application on the basis of information and documents submitted by the applicant.
- On the basis of evaluation, a list of vendors who fulfill the requirement and provide the most preferred rates shall be prepared.
- The final decision for approval/ rejection of the Bid of the Vendor at any stage of evaluation shall lie solely with NHSRC and NHSRC shall be under no obligation to disclose the reasons for the same to the Vendor.

#### **18) NOTIFICATION OF EMPANELMENT**

- NHSRC shall notify the successful applicant about empanelment in writing by registered letter or by e-mail.
- The applicant shall acknowledge in writing, receipt of the notification of empanelment and shall send its acceptance within 7 days of receiving the notification, failing which, the empanelment may stand terminated.

#### **19) AWARDING OF WORKS**

- NHSRC deserves all the rights to grant work as per its requirements and considering the Vendor's expertise and capabilities to deliver the said work within the stipulated time.
- The selected vendor shall be responsible and bound for successful and timely execution of the work. If the work assigned to the Vendor is beyond the scope of its contractual terms and conditions with NHSRC, the Vendor is required to inform NHSRC of the same, within 2 days' of such assignment, failing which the objection shall not be considered.
- If the scope of work exceeds the contractual terms and conditions, NHSRC shall invite quotations for the work.
- NHSRC shall carry out detailed evaluation of such received quotations to select best vendor for that work as per its Policy.

- The vendor would be required to develop a specimen/ dummy of the required printing material and upon approval of the same by NHSRC in writing, proceed with final printing as per assignment.

## **20) PAYMENT**

- Payment will be released on presentation of correct bill in the prescribed format, supported with the copy of the work order of the authorized officer of the NHSRC.
- Any penalties/ liquidated damages, as applicable, for delay and non-performance, imposed on the Vendor by NHSRC, will be deducted from the payments.
- Post awarding of the Bid, penalties for unsatisfactory work will also be factored in the contract.

## **21) CONFIDENTIALITY**

- For all purposes of this Agreement, the term “Confidential Information” shall collectively refer to all non-public information or material disclosed or provided by NHSRC to the Vendor or vice-versa, either orally or in writing, or obtained by the recipient Party from a third party or any other source, concerning any aspect of the business or affairs of the other Party or its “Affiliates”, including without limitation, any information or material pertaining to products, formulae, specifications, designs, processes, plans, policies, procedures, employees, work conditions, legal and regulatory affairs, assets, inventory, discoveries, trademarks, patents, manufacturing, packaging, distribution, sales, marketing, expenses, financial statements and data, customer and supplier lists, raw materials, costs of goods and relationships with third parties. Confidential Information also includes any notes, analyses, compilations, studies or other material or documents prepared by the recipient Party which contain, reflect or are based, in whole or in part, on the Confidential Information.

Notwithstanding the foregoing, Confidential Information shall not include information or material that:

- is publicly available or becomes publicly available through no action or fault of the recipient Party,
  - was already in the recipient Party’s possession or known to the recipient Party prior to being disclosed or provided to the recipient Party by or on behalf of the other Party, provided, that, the source of such information or material was not bound by a contractual, legal or fiduciary obligation of confidentiality to the non-disclosing Party or any other Party with respect thereto,
  - was or is obtained by the recipient Party from a third Party, provided, that, such third Party was not bound by a contractual, legal or fiduciary obligation of confidentiality to the non-disclosing Party or any other Party with respect to such information or material, or
  - is independently developed by the recipient Party without reference to the Confidential Information.
- Both Parties shall keep strictly confidential and shall not disclose, or cause or permit to be disclosed, to any person or entity, any confidential information or the fact that it has received the Confidential Information and related thereto, except to those officers, employees or other authorized agents and representatives and professional consultants of Third Party to whom disclosure is reasonably necessary in connection with the execution of work assigned, and except as otherwise consented to in writing by the other

Party. Both Parties shall take all actions reasonably necessary to ensure that the Confidential Information remains strictly confidential and is not disclosed to or seen, used or obtained by any person or entity except in accordance with the terms of this EoI.

## **22) BLACKLISTING**

- The Vendor should not have any actions, suits, proceedings or investigations pending or to the their knowledge threatened against them at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may constitute their inability to perform their assignment(s) as per this EoI.
- The Vendor should not be blacklisted by any Central/ State Government, / agency of Central/ State Government of India or any other country / Public Sector Undertaking/ any Regulatory Authorities in India or any other country for any kind of fraudulent activities.

## **23) DISCLAIMER**

The close relatives of NHSRC personnel are prohibited from participation in this tender. The close relatives for this purpose are defined as:

- Members of a Hindu Undivided Family.
- The one is related to the other in the manner as wife or husband, father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife (Sister-in-law), sister(s) and sister's husband (brother-in-law)

## **24) INDEMNIFICATION**

- The Vendor hereby undertakes that NHSRC shall not be liable for or in respect to any damages or compensation payable to any of its employee, associate, agent or contractor or sub-contractor. The Vendor shall indemnify and keep indemnified the NHSRC against all such damages and compensation, all claims, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto.
- The Vendor shall indemnify and keep indemnified NHSRC for any losses/ penalties as may be levied upon the Vendor, by any judicial/ statutory/ administrative authorities/ Court of law, on account of violation of any law/ rule/ regulation/ condition etc. attributable to the Vendor/ its agents/ or any other person in its employment of or any of its contractors/sub-contractors.
- The Vendor shall indemnify and keep indemnified NHSRC for any losses/ penalties as may be levied for any losses/ penalties as may be levied upon it, by any judicial/ statutory/ administrative authorities/ Court of Law, on account of violation of any law/ rule/ regulation/ condition/ infringement of Intellectual Property Rights, etc. attributable to the Vendor/ its agents/ its Affiliates or any other person in its employment or any of its contractors/ sub-contractors, while providing its services herein.

## 25) **OTHER TERMS & CONDITIONS**

- NHSRC decision in respect of evaluation methodology and short listing of applicants will be final and binding, and no communication, whatsoever in this respect, shall be entertained.
- NHSRC also reserves the right to reject any application if:
  - i.) The same has not been made in the prescribed format.
  - ii.) At any time, a material misrepresentation, concealment or omission is made or uncovered.
  - iii.) The vendor/firm/entity does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the application.
  - iv.) Any un-authenticated alterations, erasures, overwriting, blanking out or discrepancies may render the EOI submission invalid.
- In case any of the documents furnished by the vendor is found to be forged or fabricated at any stage, i.e., during assessment or post-awarding of Bid or during the tenure of the empanelment or post completion of the tenure of empanelment, penal action may be initiated against the vendor, and damages, if any, shall be recoverable from the said defaulting Vendor resulting from such act.
- NHSRC reserves the right to de-panel the Vendor, with immediate effect, in case of:
  - Violation of any term of this Eol or Tender;
  - Unsatisfactory performance as per the general policies of NHSRC;
  - Lack of funds with NHSRC;
  - Services of the vendor no longer required by NHSRC;
  - Implementation of the Terms of this Eol no longer feasible due to change in requirements or circumstances of NHSRC or change in policies or laws;
  - Any other reason as deemed fit by NHSRC
- NHSRC's decision will be final and binding in this regard, and NHSRC shall have the right to call for fresh empanelment/ re-initiate the empanelment process.
- For all services, approved rates shall be applicable. No hike in the rates shall be entertained.
- If the work order includes any items not provided in the empanelment rates, payment shall be allowed on reasonable basis at the rates approved by NHSRC in writing, prior to commencement of such work.
- NHSRC will periodically review the performance of the empaneled Vendor and in case of non-performance or unsatisfactory performance initiate necessary action as per its Policy.
- NHSRC reserves the right to approach and assign work to vendors other than the empaneled Vendors, in case of the empaneled Vendor's failure to respond within the stipulated time or as per prescribed format.
- This Eol is neither an agreement nor an offer and is only an invitation by NHSRC to the interested parties for submission of Applications.

**Cover letter for Empanelment of Vendors**

(To be typed & submitted in the Letter Head of the Company/Firm of vendor)

Offer Reference No.....

Dated: .....

To,  
NATIONAL HEALTH SYSTEMS RESOURCE CENTRE  
NIHFW Campus, Baba Gangnath Marg,  
Munirka,  
New Delhi 110067

Dear Sir,

Sub: Submission of Application against EOI Ref No: NHSRC/12-13/Tender/Print/01/Vol.2

We wish to introduce ourselves as vendor and request you to consider our application for empanelment as a vendor for graphic designing, designing, printing, videography, and translating services for various work detailed in the EOI issued by NHSRC, in accordance with the terms and conditions thereof.

I/We have carefully read the terms and conditions specified in EOI and also following listed documents connected with the EOI documents and agree to abide by the same.

1. Amendments/Clarifications/Corrigenda/Errata/etc. issued in respect of the EOI by NHSRC (if any).
2. Notice Inviting Application.
3. Documents referred in EOI document.

Authorized Representative of Applicant





**NATIONAL HEALTH SYSTEMS RESOURCE CENTRE,**  
(Ministry of Health and Family Welfare, Government of India),  
**Application form for empanelment of vendors**

**Note to fill the Application Form:**

1. It is essential to fill all columns of the application.
2. Each page of the application form to be signed by the authorized signatory.
3. Attach separate sheets to fill the details, wherever required.
4. The vendor should clearly specify the expertise for which he/she is applying for empanelment (like only for designing, only for printing, only for videography or for combination of two works or more or for all works)

- Work being applied for empanelment:

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- Name of the Vendor:

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- Office Address:

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- Telephones Nos.:

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- E-mail / Website:

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- Fax Nos.:

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- Mobile Nos.:

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- Nature of ownership of firm (Sole/Partnership/otherwise)

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- If Registered, Regn. No. with name of authority:

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- Validity of registration:

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- GST. No.: \_\_\_\_\_

- PAN No.: \_\_\_\_\_

- Is the firm, on the panel of any other govt. organization:  
\_\_\_\_\_  
\_\_\_\_\_

- Details of printing and designing works executed for the last 3 financial years  
(indicate year-wise)  
Please attach list

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- Details of turn over for the last 3 financial years (indicate year wise)  
\_\_\_\_\_  
\_\_\_\_\_

- List of clients with telephone Nos. in respect of which works have been executed  
successfully:

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- Sample of work (copy attached):  
\_\_\_\_\_  
\_\_\_\_\_

**(Signature of the Proprietor/Authorized Signatory)**

**Rubber Seal of the firm**

**Place:**

**Date:**

**Specifications for Financial information**

**Please fill the information as required under following documents:**

- 1.) Price Quotation 1, and
- 2.) Price Quotation 2.

**Note:**

Any changes in excel sheet data will result in immediate disqualification/termination of the vendor/agency contract.

**TECHNICAL BID**

**Additional Information**

**(To be submitted in a sealed envelope to PAO, NHSRC, NIHFV Campus, Baba Gangnath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid)**

1. Name & Address of Bidder:
2. Permanent Income Tax A/c No. of the bidder:
3. Name & Address of Banker of the Bidder:
5. Business Name and constitution of the Bidder firm:

Also state if the firm is registered under:

- (i) The Indian Companies Act, 1956
- (ii) The Indian Partnership Act, 1932
- (iii) Any act, if not, who are the owners (Please give full Names and Address)  
(Attach copies)

5. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative, please state further: -

(i) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.

(ii) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.

6. State whether business dealing with you has been banned by any Central/ State Government Organization? If so, give details.

**Signature of witness**

Full Name and Address of Witness  
(In BLOCK LETTER)

**Signature of Bidder**

1. Full name & address of Person signing.

2. Whether signing as Proprietor/Partner/Constituted Attorney / duly authorized by company.

**Income Tax Return & PAN Number**

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry is being submitted along with this tender as per details given below: -

Details	Remarks
Copies of Income Tax Returns for the Financial Years (for last three years)	
Copy of Permanent Account Number	
Copy of Service Tax Registration Number	
Copy of GST/ VAT/ Sales Tax Registration Number, if any	

**Signature of Bidder  
(Prop. / Partner/ Authorized Signatory)  
Name & Address with Seal of the firm**

**Certified copies of the work order**

Proof of successfully providing of the similar services i.e., certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last five years) along-with endorsement from the concerned Institution.

(a) Whether any work of Govt. or Semi Govt. Dept or Reputed Private Organization has been done in previous year Y/N \_\_\_\_\_

(b) It yes, furnish full details \_\_\_\_\_  
\_\_\_\_\_

**Signature of Bidder  
(Prop. / Partner/ Authorized Signatory)  
Name & Address with Seal of the firm**

**UNDERTAKING**

(To be submitted on Rs. 50/- stamp paper)

**Declaration by the Bidder**

I/We \_\_\_\_\_  
hereby declare that:

1.) I/We am/are the provider of designing, printing, publication, videography, and photography related services duly recognized by the Govt. of India/State Govt./Any other reputed Public Institution/Body have examined the above-mentioned tender document including amendment/corrigendum (if any) the receipt of which is hereby confirmed.

2.) I/We do hereby offer to provide the publication related services at the prices and rates mentioned in the price bid.

3.) I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.

4.) I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.

5.) I/We agree for all the clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.

6.) I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.

7.) The tender document has been downloaded from the official website i.e., [www.nhsrcindia.org](http://www.nhsrcindia.org) and/or tender website in for bidding purpose and is a true copy of the original.

8.) I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause (S. No. 23) of EOI is/are employed in NHSRC.

**Signature of Bidder  
(Prop. / Partner/ Authorized Signatory)  
Name & Address with Seal of the firm**

**SELF-DECLARATION – NO BLACKLISTING {to be filled by the bidder}**

To,

{Tendering Authority},

\_\_\_\_\_,  
\_\_\_\_\_

In response to the Tender No. \_\_\_\_\_ dated \_\_\_\_\_ for Empanelment of Publication and Creative Agencies on Agreed Financials, as an Owner/ Partner/ Director of \_\_\_\_\_, I/ We hereby declare that presently our Company/ firm \_\_\_\_\_, at the time of bidding, is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU. If this declaration is found to be incorrect then without prejudice to any other action that may be taken and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:



**Bid Security Declaration Form**

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

To (insert complete name and address of the bidder)

I/We the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)  
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)  
Corporate Seal (where appropriate)