

REQUEST FOR PROPOSAL

FOR

SELECTION OF IMPLEMENTATION SUPPORT AGENCY FOR INFRASTRUCTURE ENABLEMENT, IT EQUIPMENT & CONSUMABLES SUPPLY, AND OPERATION & MAINTENANCE FOR IMPLEMENTING THE HOSPITAL MANAGEMENT & ELECTRONIC HEALTH RECORDS SOLUTION

[Infrastructure Enablement (Power & Earthing), Networking, Supply of End-User IT Equipment & Consumables, and Operation & Maintenance for a period of Three (3) Years]

**NATIONAL HEALTH MISSION,
GOVERNMENT OF MEGHALAYA**



October 2026

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The Respondent shall bear all costs associated with or relating to the preparation and submission of its Response, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by National Health Mission, Government of Meghalaya or any other costs incurred in connection with or relating to its Response. All such costs and expenses will remain with the Respondents and National Health Mission, Government of Meghalaya shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Respondent in preparation or submission of the Response, regardless of the conduct or outcome of the Bidding Process.

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Purpose of the Request for Proposal

The National Health Mission, Government of Meghalaya is soliciting responses from experienced and eligible firms for engagement on a single-point turnkey basis, as the “Implementation Support Agency” (ISA / Service Provider / SP) for infrastructure enablement, supply of end-user IT equipment and consumables, and Operation & Maintenance (O&M) in respect of implementing the Hospital Management and Electronic Health Records (HM&EHR) solution, across the identified District Hospitals, Community Health Centres, Primary Health Centres, and Ayurvedic/Homeo hospitals in East Khasi Hills (EKH) District, Meghalaya.

The primary responsibility of the Service Provider shall be to enable stable and reliable power and earthing infrastructure, deploy networking, supply and commission end-user IT equipment, ensure uninterrupted availability of operational consumables, support the deployment of the HMS/EHR application in coordination with the Software Solution Provider (SSP), and provide Operation & Maintenance (O&M) services for a period of three (3) years from the date of Go-Live at each facility.

This RFP excludes: (i) design, development, customization, source-code ownership and licensing of the HMS/EHR application software, which has been procured separately through a Software Solution Provider (SSP); and (ii) the Hospital Readiness Assessment, which has been procured by the Implementing Authority through a separate, preceding engagement. The Service Provider under this RFP shall base its infrastructure-enablement and equipment-deployment plan on the facility-wise Readiness Assessment Report, Gap Analysis and Bill of Quantities (BoQ) to be furnished by the Implementing Authority.

This RFP does NOT obligate National Health Mission, Government of Meghalaya to award any work. National Health Mission, Government of Meghalaya reserves the right to accept or reject any quotation at its sole discretion.

1. Data Sheet

Sl. No	Item	Description
1	Project Title	Selection of Implementation Support Agency for Infrastructure Enablement (Power & Earthing), Networking, Supply of End-User IT Equipment & Consumables, and Operation & Maintenance for implementing HMIS and EHR
2	Contact Person	M G L Nongpiur
3	Contact Person (Alternate)	+918837094584
4	Address for the purpose of tender submission	Office of the Mission Director, NHM, Health Complex, Red Hills, Laitumkhrah, Shillong - 793003, Meghalaya
5	Cost of the Tender Document	Rs.2000/- in demand draft in favor of Mission Director, National Health Mission, payable at Shillong, if tender document is obtained from the office of the undersigned. No tender fee is required if the bidder downloads the tender document from the NHM website
6	Tender Documents	Can be obtained from the NHM office, Shillong or downloaded from www.nhmmeghalaya.nic.in
7	Active dates for download of tender	24/10/2026 to 14/11/2026 4: 30 PM
8	Pre-Bid Meeting	02/11/2026
9	Last date and time for submission of response to Tender document	16/11/2026 4.30 PM
10	Opening date of Tender (Technical Bid)	17/11/2026 at 3.00 PM

11	Technical Presentation Date and Venue	To be intimated
12	Opening date of Financial Bid (only for qualified bidders).	Will be intimated to technically qualified Bidders

2. Project Background and Objectives:

National Health Mission, Government of Meghalaya is implementing an enterprise-wide HM&EHR solution across its network of Government hospitals to standardize hospital workflows, digitize patient records, and improve the efficiency and quality of healthcare delivery. The core application shall be procured, customized, deployed and maintained by a separately engaged Software Solution Provider (SSP).

A facility-wise Hospital Readiness Assessment, covering civil, electrical/power, earthing, network and IT-equipment readiness, has been carried out by NHM through a separate engagement, and its outputs — Facility Readiness Assessment Reports, Gap Analysis Reports and Bill of Quantities (BoQs) — shall be furnished to the Service Provider engaged under this RFP as the technical basis for infrastructure enablement and equipment deployment.

Successful adoption of the HM&EHR solution depends critically on each facility being brought to a stable, safe and adequately equipped operating condition, and on sustained on-ground support once the system goes live. This RFP seeks to engage a single Implementation Support Agency to deliver these workstreams end-to-end, based on the approved readiness outputs, based on readiness assessment agency findings/assessments.

2.1. Objectives of the Engagement

The objective of the engagement shall be, but not limited to,

- i. Enable stable and reliable electrical power supply — including dedicated circuits, tiered multi-source redundant power backup (grid, DG/solar and inverter) suited to District Hospitals, CHCs and PHCs, and safety compliance — at every digitization touchpoint, as per the approved facility-wise BoQ.
- ii. Upgrade/install IT-grade earthing to protect servers, network and end-user equipment, as per the approved facility-wise BoQ.
- iii. Deploy structured cabling, secured Wireless LAN, wireless and redundant internet connectivity at each facility.
- iv. Supply, install, commission and maintain all end-user IT equipment and associated furniture required for HM&EHR operations.
- v. Supply, provision and maintain facility-level offline/local server infrastructure to support continuity of HM&EHR operations at facilities with intermittent or limited internet connectivity.
- vi. Ensure uninterrupted availability of operational consumables at every facility.
- vii. Support deployment and Go-Live of the HM&EHR application in coordination with the SSP, without undertaking any software development activity.

- viii. Provide comprehensive Operation & Maintenance services, including facility management, a centralized helpdesk and asset upkeep, for three (3) years from Go-Live.

3. Scope of Services

The Service Provider shall act as the single-point Implementation Support Agency for infrastructure enablement, IT equipment, and consumables deployment and operational support for the HM&EHR solution across the identified facilities, based on the facility-wise Hospital Readiness Assessment, Gap Analysis and approved BoQ.

The initial implementation shall commence in East Khasi Hills district as the first phase. Based on the learnings, validated readiness assessment, implementation experience and requirements identified during the East Khasi Hills phase, the implementation shall subsequently be extended to health facilities across all districts of Meghalaya in a phased manner. The phasing, facility-wise deployment plan and timelines shall be finalized in consultation with NHM and aligned with the readiness of the respective facilities.

The detailed requirements, quantities, specifications, and service requirements under each of the following activities shall be derived from the **facility-wise Hospital Readiness Assessment and Gap Analysis** and shall be captured in the **BoM and BoQ** approved by the Implementing Authority. The Service Provider shall execute the activities in accordance with the approved BoM, BoQ and deployment plan. Each gap shall be tracked to closure and verified by the Facility Head before the facility is declared ready for Go-Live.

The scope of the present engagement shall be limited to the identified District Hospitals, Community Health Centres (CHCs), Primary Health Centres (PHCs), and other designated healthcare facilities in East Khasi Hills District, as specified in this and shall not, by itself, constitute a commitment for implementation across other districts or facilities of the State. Subject to satisfactory performance, successful implementation, achievement of defined deliverables and Go-Live milestones, and the requirements of the National Health Mission, Government of Meghalaya, the selected Service Provider may be considered/preferred for similar implementation and support requirements at other districts/facilities of the State, subject to applicable Government procurement rules, approvals and terms and conditions.

For the purpose of facility readiness, the Implementing Partner for the HM&EHR software solution, shall undertake the Hospital Readiness Assessment of the identified facility as a reference/baseline assessment. The Service Provider shall review and independently validate the readiness assessment, including the identified gaps, infrastructure requirements, IT requirements, power and connectivity requirements, and other

relevant parameters, and shall use the validated assessment as the basis for planning and execution of the required infrastructure enablement and deployment activities.

If, during the independent validation, site verification, detailed assessment, or implementation of the HM&EHR solution, the Service Provider identifies any additional gaps, deficiencies, risks, or requirements that were not captured in the baseline Hospital Readiness Assessment, the Service Provider shall document and report such requirements to NHM, along with the proposed corrective measures, technical specifications, estimated quantities, cost implications and implementation timelines. Such additional requirements may include, but shall not be limited to, civil and electrical works, earthing and power backup, connectivity and networking, IT and computing infrastructure, server/storage requirements, furniture and workstation requirements, security and safety measures, environmental requirements, consumables, training, or any other infrastructure or operational support necessary for successful implementation and Go-Live of the HM&EHR solution.

The Service Provider shall not undertake any additional procurement or expenditure without prior written approval of NHM. Upon approval by NHM, the identified additional requirements shall be incorporated into the applicable BoM/BoQ and facility-wise deployment plan, and the Service Provider shall arrange, install, configure, commission and operationalize the approved items/services in accordance with the approved specifications and timelines. All such additional requirements shall be tracked as part of the facility readiness gap-closure process and shall be verified by the Facility Head and/or designated authority from NHM prior to declaration of the facility as ready for Go-Live.

3.1. Furniture and Equipment Placements:

The Service Provider shall supply and deliver suitable **tables, chairs and other required furniture** for placement and operation of Desktops, UPS, Printers, Servers and other HMIS/EHR hardware equipment, as specified in the approved facility-wise BOQ.

3.2. Power, Electrical Infrastructure & Earthing

The Service Provider shall undertake the required electrical, power backup and earthing works identified through the Hospital Readiness Assessment, including:

- i. Provisioning and augmentation of electrical infrastructure for HM&EHR workstations and IT equipment.
- ii. Provisioning and installation of adequate electrical power points/sockets at all designated locations where HMIS/EHR Desktops, UPS, Printers, Servers, networking equipment and other related IT equipment are to be installed and operated

- iii. Installation of dedicated IT power circuits, electrical protection and distribution systems wherever not available.
- iv. Extending and expanding the existing power backup arrangement, wherever required, to cover the identified HMIS/EHR operational areas, IT equipment, networking equipment and other critical systems necessary for uninterrupted operations.
- v. Provisioning and integration of UPS and other power backup arrangements, as applicable. in accordance with the tiered power backup architecture described below (Tier A – District Hospitals, Tier B – CHCs, Tier C – PHCs).
- vi. Procurement, installation, and commissioning of Generator/DG backup requirements identified during the readiness assessment, if any, shall be decided upon and approved by NHM. Where a functional DG already exists at a District Hospital or CHC, the Service Provider shall integrate it with the critical IT distribution board through an ATS/AMF changeover instead of procuring any new DG; a new DG shall be considered only if NHM is satisfied that no more economical battery/solar alternative can meet the autonomy requirement.
- vii. Provisioning, augmentation and rectification of IT-grade earthing infrastructure.
- viii. Ensuring that proper earthing is provided for all relevant electrical points within the facility.
- ix. Electrical and earthing testing, certification, labelling and documentation.
- x. Testing and commissioning of the completed infrastructure.

Power Backup Architecture – Tiered, Multi-Source Redundant Design

Meghalaya experiences frequent and, in hilly and remote locations, prolonged grid outages. The HM&EHR solution shall therefore not depend on grid availability or on a single battery. The Service Provider shall design, supply, install, commission and maintain, as part of the approved BoQ, a facility-level IT power backup system for every District Hospital (DH), Community Health Centre (CHC) and Primary Health Centre (PHC), using the most economical configuration that meets the tier-wise requirements below. The design principles are:

(a) Facility-level, not workstation-level, backup: the critical IT load (server, core network and ISP equipment, and the workstations at registration, OPD, pharmacy, laboratory, billing and emergency) shall be fed from a dedicated critical IT distribution board backed by a centralized UPS/hybrid system

(b) Two independent layers for the server and core network: facility-level backup plus the dedicated 2 kVA online UPS supplied with the server

(c) Two independent energy sources in addition to the inverter: the existing DG at DHs and CHCs (integrated through ATS/AMF, with no new DG unless approved by NHM), and, at PHCs without a functional DG covering the IT area, rooftop solar PV with a hybrid inverter (reusing existing PV wherever it exists).

(d) Right-sized batteries through load segregation: battery capacity shall be sized for the critical IT load only; non-critical loads shall be kept on a separate, non-backed-up circuit.

(e) Remote visibility: every backup system shall report grid status, load, battery state of charge/health, alarms and (where applicable) PV generation to the Service Provider's helpdesk, so that failures are detected and attended to before the battery is exhausted.

(f) Reuse before buy: a power-infrastructure survey of all 38 facilities in East Khasi Hills (4 DHs, 8 CHCs and 26 PHCs; Annexure 3) shows that most PHCs already have solar PV, that all four DHs and the seven CHCs for which data is available (Mawsynram CHC is under renovation) have DG sets, and that none of the surveyed CHCs has solar PV. Existing DG and solar assets shall be verified and reused wherever they are safe and economical to restore; new generation or storage capacity shall be procured only to close the gaps identified.

The tier-wise minimum requirements are summarised below. Ratings shown are indicative planning values; the Service Provider shall validate the actual critical IT load of each facility during site validation and size the system with a minimum 25% margin, subject to NHM approval of the facility-wise BoQ.

Parameter	Tier A – District Hospital	Tier B – Community Health Centre	Tier C – Primary Health Centre
Energy sources	Grid + existing hospital DG (via ATS/AMF) + battery. All four surveyed DHs report DG sets	Grid + existing DG (via ATS/AMF) + battery. All seven CHCs with survey data have a DG of 25–65 kVA (Mawsynram is under renovation); none has solar PV	Tier C-1/C-2: Grid + existing (or restored) rooftop solar PV + battery. Tier C-3: Grid + existing DG (via ATS/AMF) + battery
Facility-level backup system	2 × online double-conversion UPS in parallel-redundant (1+1) configuration; indicative 10 kVA each	1 × online double-conversion UPS with maintenance bypass; indicative 5 kVA	Tier C-1/C-2: 1 × hybrid inverter-charger, indicative 3 kVA, transfer time ≤ 10 ms, connected to the existing/restored PV array. Tier C-3: 1 × online double-conversion UPS, indicative 3 kVA
Minimum battery-only autonomy at design critical load	2 hours (bridges DG start-up and DG failure)	2 hours where a functional DG covers the critical IT board (all seven CHCs with survey data); 4 hours otherwise	Tier C-1/C-2: 4 hours (extended by solar generation during daytime). Tier C-3: 2 hours (functional DG)
Battery	LiFePO4 preferred; VRLA (SMF/tubular) acceptable	LiFePO4 preferred; VRLA tubular acceptable	Tier C-1/C-2: LiFePO4 with BMS; indicative 5 kWh nominal (≥ 4 kWh usable). Tier C-3: LiFePO4 preferred, VRLA tubular acceptable; sized for 2-hour autonomy
Solar PV	Not required	Not required (all surveyed CHCs have a DG; none has PV)	Tier C-1/C-2: reuse existing PV; restore, complete or augment to ≥ 3 kWp where defective, partial or undersized. Tier C-3: existing PV, if any, retained as is
Second layer for server and core network	2 kVA online UPS, 60 min at 75% load (item 5.4)	2 kVA online UPS, 60 min at 75% load (item 5.4)	2 kVA online UPS, 60 min at 75% load (item 5.4)

Parameter	Tier A – District Hospital	Tier B – Community Health Centre	Tier C – Primary Health Centre
Remote power monitoring	Mandatory	Mandatory	Mandatory
Indicative design critical load (to be validated)	≈ 6 Kw	≈ 3 kW	≈ 1 kW

Verification and reuse of existing DG and solar assets: Within [two (2)] weeks of mobilisation, jointly with the Facility Head, the Service Provider shall verify and report for each facility: (i) the DG rating (kVA), make, condition, fuel arrangement, starting mode (manual/auto) and whether it supplies the areas where HM&EHR equipment will be placed; (ii) the PV array capacity (kWp), inverter type and rating, whether the system is grid-tied or hybrid, condition, shading, structural integrity and warranty status; and (iii) the cost and time needed for any repair, completion, augmentation or DG feeder extension. Several survey entries use inconsistent units (for example, PV capacity stated in kVA instead of kWp) or appear implausible, and these must be confirmed on site.

Integration and responsibilities: The Service Provider shall connect existing arrays to the hybrid inverter and battery (or provide another islanding-capable arrangement) so that PV supplies the critical IT load during outages. Repair, completion or augmentation of PV and extension of DG feeders are in scope, subject to prior written NHM approval of the verification report. Repair or replacement, fuel and routine servicing of existing DG sets are outside the Service Provider's scope unless NHM specifically approves; the Service Provider shall report DG deficiencies to NHM and test the DG changeover at commissioning. Restored or augmented PV and all integration equipment shall be maintained by the Service Provider during the O&M period. Where an existing asset is found unsafe or unfit, the Service Provider shall notify NHM and shall not connect the IT load to it.

Technical requirements: All systems shall conform to IEC 62040-1/-3 (UPS), IEC 62109-1/-2 (hybrid inverters), IEC 62619 or equivalent BIS standard (lithium batteries), IEC 61215/61730 (PV modules) and IS 3043 (earthing), as applicable. Equipment shall be rated for continuous operation at altitudes up to 2,000 m (Shillong is at about 1,500 m) without loss of rated capacity, or be suitably derated/oversized, and shall be suitable for a humid, high-rainfall and lightning-prone environment (Type-2 AC surge protection, DC surge protection and lightning arrester for PV, and IP-rated or protected enclosures). Batteries shall be installed in a ventilated, lockable enclosure above likely flood level.

Acceptance: At commissioning, the Service Provider shall demonstrate, in the presence of the Facility Head or designee: (i) automatic changeover on grid failure with no interruption to the critical IT load; (ii) the stated battery autonomy at the actual connected load (on-load discharge test); (iii) DG/solar changeover and battery recharge behaviour, where applicable; and (iv) delivery of outage and fault alerts to the helpdesk. Test records shall form part of the Go-Live readiness certificate.

Lifecycle and alternatives: Batteries, inverters/UPS units and all other components of the power backup system shall be maintained and replaced at the Service Provider's cost throughout the three (3) year O&M period (including replacement of any battery whose capacity falls below 80% of rated) and shall be priced accordingly. Bidders shall state the battery chemistry, rated cycle life at 80% depth of discharge and warranty offered. Bidders may propose an alternative configuration (for example, a different split between battery and solar capacity) that achieves the same or better tier-wise autonomy and redundancy at lower lifecycle cost, subject to NHM approval.

3.3. Network & Internet Connectivity

The Service Provider shall install, establish, augment and maintain the facility network and internet infrastructure required for reliable HM&EHR operations, including:

i. Structured Wireless LAN network infrastructure.

Enterprise Wireless LAN should have minimum 802.11ax (Wi-fi-6) standard, with central/cloud managed enterprise grade managed APs, Wpa2/Wpa3 enterprise preferred, Wpa2 personal minimum.

Separate SSIDs for Clinical, office & medical device uses along with seamless roaming enabled in the entire facility for smooth operation.

Wireless LAN shall be designed keeping high-availability fault tolerant core components such as wireless controller, core & access switch, which will be powered by available redundant power source.

Critical Clinical areas such as OPD/IPD, ICU, Pharmacy and Labs should have overlapping RF coverage so that any single AP failure does not result in loss of Wireless LAN coverage.

Wireless LAN should have good coverage in registration, Nursing, OPD/IPD, patient Wards, ICU, OT, Pharmacy, Labs and administrative areas of the facility for seamless operation.

ii. Internet Connectivity:

Two internet ISP has been provisioned for each facility in the BoQ (3.5 & 3.6). The bidder should provision configurations for High Availability and automatic failover for Primary and secondary internet connectivity in each facilities. The secondary ISP must be different from the primary ISP.

- iii. Network equipment, cabling, racks and connectivity at all facilities as per the BoM.
- iv. ISP coordination, last-mile connectivity and installation/provisioning of required ISP equipment such as modem/ONT/CPE.
- v. Coordination with ISPs for service availability, fault resolution and SLA compliance.
- vi. VPN/Data Centre connectivity support, wherever applicable.
- vii. Network configuration, testing and commissioning.
- viii. Network documentation and as-built records.

3.4. IT Equipment & Peripherals

The Service Provider shall supply, install, configure, test, commission and maintain the IT equipment like computing devices, printers, scanners, barcode/biometric devices, network equipment and other associated peripherals identified in the approved facility-wise BoQ.

The scope shall cover deployment of required computing devices, printers, scanners, barcode/biometric devices, network equipment and other associated peripherals at identified HM&EHR service points.

The Service Provider shall undertake the complete equipment lifecycle from **supply and delivery through installation, configuration, commissioning, asset tagging, acceptance and warranty coordination**.

The Service Provider shall ensure timely warranty repair or replacement, including installation and recommissioning, in accordance with the applicable OEM warranty and SLA, without additional cost to NHM.

3.5. Server Hardware for Offline Application

The Service Provider shall supply, install, configure and maintain facility-level offline/local servers as per the approved facility-wise BoQ, with server sizing based on facility type, user load, transaction volume and storage requirements. The scope shall include server OS installation and hardening, rack/placement, dual-layer UPS and power protection (facility-level backup under Section 3.2 plus a dedicated online UPS for the server and core network equipment), LAN connectivity, antivirus/security, server

real time monitoring dashboard, Role based access control and Multi factor authentication whenever applicable for security, schedule data backup, preventive and corrective maintenance, hardware replacement, data retention and time synchronization.

The Service Provider shall coordinate with the SSP for HM&EHR application/database deployment, offline data capture, store-and-forward functionality and secure synchronization with the central system when connectivity is restored. The Service Provider shall be responsible for infrastructure, server, network, backup and hardware-related support, while the SSP shall be responsible for application functionality, database/application configuration, synchronization logic and application-level data integrity.

The deployed personnel shall support:

- i. HM&EHR user handholding and operational support.
- ii. Basic IT, device and connectivity troubleshooting.
- iii. Coordination with the central technical support team and Software Solution Provider.
- iv. Rollout, stabilization and user-adoption activities.

Detailed manpower categories, qualifications, deployment requirements, shifts and SLAs shall be specified in the approved deployment plan/RFP.

3.6. Operations & Maintenance Services

The Service Provider shall provide comprehensive O&M services for three (3) years from the date of Go-Live at each facility, covering the infrastructure and equipment supplied/implemented under this RFP. The scope shall include preventive and corrective maintenance, fault identification and isolation, troubleshooting and resolution of electrical/earthing, power backup, network/connectivity, computers, printers, scanners, UPS and other IT equipment/peripherals, asset verification and support, and other facility-level requirements identified through the Facility Readiness Assessment and approved deployment plan. The Service Provider shall abide by and comply with all Service Level Agreement (SLA) terms and conditions, including response, resolution, uptime, support and escalation requirements which will be defined in the agreement. The Service Provider shall deploy adequate and suitably qualified onsite manpower for the above activities at PHCs, CHCs and DHs, as applicable.

Response time once an incident report is generated is to be mentioned

3.6.1. Facility Management

- i. Deployment of onsite support personnel as approved.
- ii. Preventive maintenance.
- iii. Corrective maintenance.
- iv. Hardware and peripheral support.
- v. Asset support and verification.

3.6.2. Centralised Helpdesk

- i. Incident management through a ticketing platform.
- ii. Multi-channel support.
- iii. Incident classification and prioritization.
- iv. Escalation management.
- v. SLA monitoring.
- vi. Closure and user confirmation.

3.6.3. Comprehensive AMC

AMC/support shall cover, as applicable:

- i. Hardware.
- ii. Network equipment.
- iii. UPS.
- iv. Power backup systems (facility-level UPS/hybrid inverters, battery banks, solar PV arrays, ATS/AMF interfaces, surge protection and remote-monitoring gateways), including battery replacement.
- v. Peripherals.
- vi. Servers/storage.
- vii. Replacement of defective equipment.
- viii. Required spares and technical support.

3.6.4. Connectivity Management

- i. ISP coordination.
- ii. Network uptime monitoring.
- iii. Connectivity incident management.

- iv. Security monitoring, where applicable.
- v. Connectivity reporting.

3.6.5. Application Support Coordination

The Service Provider shall provide infrastructure-side L1/L2 support and coordinate with the Software Solution Provider for:

- i. Functional issue escalation.
- ii. Application-related incident coordination.
- iii. OEM coordination.
- iv. Infrastructure-side patch deployment.
- v. Application connectivity issues.

The Service Provider shall not undertake application source-code modification or software development.

3.6.6. Reporting & Governance

The Service Provider shall submit:

- i. Monthly SLA Reports.
- ii. Helpdesk/Incident Reports.
- iii. Asset Reports.
- iv. Consumable Reports.
- v. Infrastructure Availability Reports.
- vi. Power Availability Reports (outage events, autonomy achieved, battery health and solar generation).
- vii. Quarterly Review Reports.
- viii. Annual Performance Reports.

3.7. Consumables

The Service Provider shall ensure availability of the consumables and operational materials required for HM&EHR implementation and shall supply approved branding, signage and IEC material, including:

- i. IT and printer consumables (Paper, Toner/cartridge etc...., on need basis).
- ii. Barcode/printing materials.

Quantities and replenishment requirements shall be as specified in the approved BoQ and deployment plan.

4. Service Level Agreement (SLA) and Incident Management

The Service Provider shall provide comprehensive O&M support in accordance with the Service Level Agreement (SLA) defined herein and as further detailed in the Agreement executed between NHM and the Service Provider. The SLA shall be applicable from the date of Go-Live of the respective facility and shall remain valid throughout the three (3) year O&M period.

The Service Provider shall establish and operate a centralized helpdesk/ticketing system through which all incidents, service requests, faults and complaints shall be logged, tracked, escalated and closed. Each incident shall be assigned a unique ticket/reference number, priority/severity level, date and time of reporting, facility, asset/service affected, action taken, current status and date/time of closure.

4.1. Incident Severity Classification

Incidents shall be classified based on their impact on the HM&EHR-enabled facility and its operations as follows:

Priority	Severity	Indicative Impact	Acknowledgement	Action Initiation	Target Restoration/Resolution
P1	Critical	Complete loss of critical infrastructure/service resulting in inability of the facility to carry out essential HM&EHR operations; major /network/server failure affecting the facility	15 minutes	15 minutes	District Hospitals: Restoration within 6 hours CHC/PHC: Restoration within 12 hours
P2	High	Significant degradation or failure affecting a major service, multiple users or critical equipment, but limited workaround is available	30 minutes	1 hour	District Hospitals: Restoration within 12 hours CHC/PHC: Restoration within 24 hours

P3	Medium	Failure affecting an individual user, non-critical equipment or a limited functionality where a workaround is available	2 hours	4 hours	Resolution within 24 hours
P4	Low	Minor issue, service request, configuration request, reporting request or issue having negligible impact on operations	4 hours	1 business day	Resolution within 3 business days

Note:

1. **District Hospitals (DH)** shall be treated as always within the Service Provider's reachability/accessibility for SLA purposes owing to their proximity, and the applicable restoration timelines shall be adhered to accordingly.
2. For **CHC/PHC facilities**, where physical intervention is required and the facility is located in a remote or difficult-to-reach area, the Service Provider shall initiate remote troubleshooting immediately and undertake necessary on-site intervention at the earliest possible opportunity, without affecting the prescribed acknowledgement and action-initiation timelines.

The above timelines shall be measured from the time the incident is successfully logged in the centralized helpdesk/ticketing system. Where an incident is reported through an authorized alternate channel such as telephone, email or other approved communication mechanism, the Service Provider shall ensure that the incident is logged in the ticketing system and the applicable SLA clock shall commence from the time of such report.

Power backup incidents: loss of power to the critical IT load at a facility (including failure of the facility-level backup system during a grid outage, or battery exhaustion) shall be classified as P1. Failure or degradation of the facility-level backup system, DG/solar interface or battery (including capacity below 80% of rated) that does not interrupt operations because grid power is available shall be classified as P2 for DHs and CHCs and P3 for PHCs, and the lost redundancy shall be restored within the corresponding resolution timeline. Remote-monitoring alerts shall be treated as incident reports and the SLA clock shall start when the alert is generated.

4.2. Response and Resolution Requirements:

- Acknowledgement Time shall mean the time taken by the Service Provider to acknowledge receipt of the incident and provide the ticket/reference number to the reporting facility/user.

- Action Initiation Time shall mean the time by which the Service Provider has assigned the incident to the appropriate technical personnel and commenced diagnostic/troubleshooting activities.
- Restoration Time shall mean the time taken to restore the affected service or provide a functional workaround that enables the facility to continue essential operations.
- Resolution Time shall mean the time taken to permanently resolve the underlying cause of the incident and close the incident.
- Where permanent resolution requires replacement of equipment, procurement of spare parts, OEM intervention, ISP intervention or coordination with the Software Solution Provider, the Service Provider shall provide a temporary workaround/restoration within the applicable SLA timeline and shall continue to pursue permanent resolution without interruption.
- Any request for exclusion from the SLA clock shall be supported by documented evidence and shall require approval by NHM or its designated representative. Delays attributable to the Service Provider, its subcontractors, OEMs, ISP partners or other agencies engaged by the Service Provider shall not automatically qualify for SLA exclusion.

4.3. Escalation Matrix

- The Service Provider shall establish a defined escalation mechanism for all unresolved incidents.
- P1 incidents: Escalation to the Service Provider's designated senior technical/management personnel immediately upon ticket creation. If not restored within the prescribed timeline, the incident shall be escalated to the designated NHM authority.
- P2 incidents: Escalation to the Service Provider's technical lead if not resolved/restored within 50% of the applicable SLA timeline and to senior management upon SLA breach.
- P3/P4 incidents: Escalation through the standard helpdesk hierarchy based on the applicable SLA timeline.
- All SLA breaches shall be reported to NHM along with the reason for breach, corrective action and preventive action proposed.
- The Service Provider shall submit and maintain an updated escalation matrix containing the names/designations, contact numbers, email IDs and escalation levels of responsible personnel.

4.4. Service Availability

The Service Provider shall ensure availability of the infrastructure and services under its O&M scope in accordance with the following minimum service levels:

Service/Component	Minimum Availability
Critical network/connectivity infrastructure	99% per month
Critical IT infrastructure/equipment	98% per month
UPS/power backup systems	98% per month
Centralized Helpdesk/Ticketing System	99% per month
Continuity of power to critical IT load (all sources combined) – DH and CHC	99.5% per month
Continuity of power to critical IT load (all sources combined) – PHC	99% per month

Availability shall be calculated on a monthly basis, excluding approved planned maintenance windows and documented force majeure events. Any other exclusion from availability calculations shall require prior approval of NHM.

Continuity of power to the critical IT load shall be measured per facility, over the facility's operating hours, from remote-monitoring data. Grid outages shall not be a ground for exclusion; only documented causes outside the Service Provider's scope (for example, faults in the facility's own electrical network beyond the critical IT distribution board) may be excluded, with NHM approval. These targets are indicative and may be reviewed by NHM after the East Khasi Hills phase using actual outage data.

4.5. Preventive Maintenance SLA

The Service Provider shall undertake preventive maintenance of all equipment and infrastructure under its scope at least once every quarter, or at such frequency as recommended by the respective OEM, whichever is more stringent.

Preventive maintenance shall include, as applicable:

- Physical inspection and cleaning of IT equipment and peripherals;
- Testing of UPS, batteries and power backup systems;
- Quarterly on-load autonomy and battery capacity test of facility-level power backup systems (results to be recorded, and any battery below 80% of rated capacity to be replaced within 15 days), thermographic/torque check of power connections, and cleaning and inspection of PV modules, mounting structures and DC cabling;
- Inspection of electrical connections, earthing and associated safety arrangements;
- Network equipment and connectivity health checks;
- Printer/scanner and other peripheral checks;

- Firmware/driver updates, where applicable;
- Asset verification and tagging;
- Identification of potential failures and replacement requirements; and
- Documentation of preventive maintenance activities.
- A preventive maintenance report shall be submitted to NHM/facility authorities after each scheduled maintenance cycle.

4.6. Spare and Replacement Requirements

The Service Provider shall maintain adequate critical spares and replacement equipment to meet the prescribed SLA timelines. For equipment that cannot be restored within the applicable SLA due to hardware failure, the Service Provider shall provide a suitable equivalent or better temporary replacement, wherever technically feasible, until permanent replacement/repair is completed.

All replacement equipment shall be compatible with the existing HM&EHR infrastructure and shall meet or exceed the specifications of the originally supplied equipment.

For power backup systems, the Service Provider shall pre-position district-level spares (indicatively, at least [one] spare inverter/UPS unit and battery module set for every [ten] facilities, to be confirmed in the approved plan) so that the P1 restoration timeline can be met in hilly and remote locations.

4.7. Consumables

Consumables specifically included in the approved BoQ/O&M scope shall be replenished by the Service Provider before depletion affects facility operations. The Service Provider shall maintain minimum stock levels for critical consumables and shall monitor consumption through the helpdesk/asset management system.

4.8. SLA Monitoring and Reporting

The Service Provider shall maintain a centralized SLA dashboard and submit monthly reports to NHM containing, at a minimum:

- I. Total incidents registered, resolved and pending;
- II. Incident-wise acknowledgement, response, restoration and resolution times;
- III. P1/P2 incidents and escalation details;
- IV. SLA compliance percentage;
- V. SLA breaches and reasons thereof;
- VI. Facility-wise uptime/availability;
- VII. Preventive maintenance status;
- VIII. Asset failures and replacements;
- IX. Recurring/repeated incidents and root-cause analysis;
- X. Pending issues requiring intervention of NHM, ISP, OEM or Software Solution Provider; and
- XI. Corrective and preventive action (CAPA) taken for recurring or critical incidents.

5. Exclusions from Scope

The following activities are specifically excluded from the scope of this RFP:

- i. Hospital Readiness Assessment services, which shall be undertaken through a separate preceding engagement.
- ii. HMS/EHR software licensing.
- iii. HMS/EHR software development.
- iv. Software customization and enhancement.
- v. Source-code modification.
- vi. Application bug fixing/development.
- vii. Major Civil construction, building renovation and structural modifications.
- viii. Major furniture procurement unrelated to HMS/EHR operations.
- ix. Biomedical equipment procurement and maintenance, except IT/network connectivity interfaces specifically identified in the approved BoQ.
- x. Fuel supply, routine servicing and repair or replacement of existing DG sets, unless specifically approved by NHM under Section 3.2.
- xi. Any other activity specifically excluded in the RFP/Agreement.

6. Cancellation

The National Health Mission, Government of Meghalaya reserves the right to cancel this RFP process, or any contract awarded pursuant to it, at any stage, without assigning any reason, and without any liability to compensate or reimburse any Respondent/Service Provider for costs incurred. In the event of cancellation of an awarded contract for reasons attributable to the Service Provider, the Implementing Authority may forfeit performance security and pursue other remedies available under the contract and applicable law.

7. Confidentiality

All the information and materials furnished by the respondents as a response to RFP will be property of National Health Mission, Government of Meghalaya with no restrictions on using them for the purpose for which it has been obtained. National Health Mission, Government of Meghalaya ensures that all the information shared by the SI will be held in strict confidence and will not be made public unless directed by a court of law.

8. Expenses for responses

The SI or the bidder is solely responsible for the expenses incurred by them, if any, in preparing the response to this RFP. This would include any costs incurred during initial presentation or subsequent meetings or providing clarifications etc.

9. Indemnification

The Service Provider shall indemnify and hold harmless the National Health Mission, Government of Meghalaya, its officers and employees from and against any claims, losses, damages, costs and expenses arising out of or in connection with the Service Provider's breach of this RFP/contract, negligence, or infringement of third-party rights (including intellectual property rights) in the course of performing the Services, except to the extent such claims arise from the Implementing Authority's own act or omission.

10. Applicable Law:

Both National Health Mission, Government of Meghalaya and SI accepts that its individual conduct shall (to the extent applicable to it), at all times, comply with all applicable laws, rules and regulations. For the avoidance of doubt the obligations of both National Health Mission, Government of Meghalaya and SI are subject to their respective compliance with all applicable laws and regulations.

11. Warranties

- i. All IT equipment, network equipment and UPS systems supplied shall carry a minimum manufacturer's warranty as specified in technical specifications, and the Service Provider shall be responsible for coordinating warranty claims.
- ii. Facility-level UPS/hybrid inverters shall carry a minimum 3-year onsite OEM warranty; lithium batteries a minimum 5-year warranty (VRLA batteries a minimum 3-year warranty) covering replacement; and PV modules a minimum 10-year product warranty and 25-year performance warranty. In every case, coverage shall extend at least through the 3-year O&M period.
- iii. The Service Provider warrants that all works (electrical, earthing, networking) shall be executed in accordance with applicable Indian Standards (IS) and statutory safety norms.
- iv. The Service Provider warrants that the personnel deployed shall possess the requisite skills, qualifications and experience for the Services described in this RFP.

12. Period of Validity of Proposal

The Proposal submitted by the Respondent shall remain valid for a minimum period of 180 days from the date of submission. National Health Mission, Government of Meghalaya may request an extension of validity, which the Respondent may accept or decline without forfeiting its bid security, where applicable.

13. Prices

- i. Prices quoted shall be firm and fixed for the duration of the implementation phase and shall include all applicable taxes, duties, freight, insurance, installation and commissioning charges, unless explicitly stated otherwise in the Price Bid format.
- ii. O&M prices for the 3-year period shall be quoted year-wise and shall be inclusive of all manpower, spares (except those explicitly excluded), consumables covered under Section 4.8, and applicable taxes.
- iii. No price escalation shall be permitted during the contract period except as explicitly provided for statutory levies/taxes.

14. Bid Submission and Evaluation Process

Bids shall be submitted in a two-envelope system — Pre-Qualification cum Technical Bid, and Price Bid — as per the formats prescribed in Section 17.5. The evaluation process shall comprise:

1. Pre-Qualification Evaluation — on a Yes/No compliance basis against the criteria in Section 15.1.
2. Technical Evaluation — scored evaluation of the Technical Proposal, including a technical presentation, against the criteria and weightages in Section 15.2. Only Bidders scoring the minimum qualifying technical score (e.g., 70 out of 100) shall be considered technically qualified.
3. Price Bid Evaluation — Price Bids of only the technically qualified Bidders shall be opened.
4. Combined Evaluation — the Contract shall be awarded on a Quality-cum-Cost Basis (QCBS) using the weightages specified in Section 15.

15. Eligibility Criteria:

15.1. Pre-Qualification Criteria

Criterion	Requirement
Legal Entity	Bidder should be a company registered in India under the Companies Act, 2013 (or applicable predecessor Act) / LLP / Partnership, in operation for at least [5] years.

Criterion	Requirement
Financial Turnover	Average annual turnover of at least INR 25 crores out of which [INR 10 Crore] from IT infrastructure/facility management services in the last three (3) financial years.
Net Worth	Positive net worth in each of the last three (3) financial years.
Relevant Experience	Experience of having executed at least 3 similar projects (IT infrastructure deployment/FMS/AMC) of value not less than [INR 5 Crore] each, preferably in the healthcare or public sector, in the last [5] years.
Facility Management Presence	Demonstrated capability (own offices/service centres or documented partner network) to provide onsite FMS support across the geographic spread of facilities covered under this RFP.
Manpower Strength	The bidder shall have a minimum of twenty (20) qualified technical personnel on its payroll as on the last date of submission of the bid. Such personnel shall possess relevant educational qualifications and technical competencies in areas such as IT infrastructure, networking and connectivity, electrical and power systems, UPS/solar-hybrid systems, hardware deployment, and helpdesk/facility management services, as relevant to the scope of work under this RFP
Certifications	ISO 9001 (Quality Management) and ISO 27001 (Information Security Management), or equivalent, held by the Bidder or its OEM/technology partners as applicable.
Blacklisting	The Bidder should not be currently blacklisted or debarred by any Central/State Government department or PSU.
Trading License	The Bidder shall submit a valid Trading License issued by the applicable Autonomous District Council, i.e., KHADC, JHADC, or GHADC, as applicable, with “IT” specifically mentioned under the Trading Category for non-tribal firm.
Consortiums Or Joint Ventures	Bids from consortiums or joint ventures shall be permitted, subject to the eligibility conditions specified in this RFP. The bidder may also engage or subcontract suitably qualified and appropriately licensed personnel/agencies for undertaking electrical works, wherever applicable, in compliance with the relevant statutory and regulatory

Criterion	Requirement
	requirements. Such engagement or subcontracting shall not absolve the bidder of its overall responsibility for the satisfactory execution of the contract.

15.1.1 Earnest Money Deposit (EMD)/Bid Security

- I. The Bidder shall furnish an **Earnest Money Deposit (EMD)/Bid Security of ₹20,00,000/- (Rupees Twenty Lakh only)** along with the Pre-Qualification-cum-Technical Bid. The EMD/Bid Security shall be submitted in any of the following forms:
 - a) **Demand Draft (DD)** drawn in favour of the designated authority of NHM, Meghalaya, payable at Shillong; or
 - b) **Bank Guarantee (BG)** issued by a Scheduled Commercial Bank in India, in the prescribed format and valid for the period specified in the RFP; or
 - c) **Online payment**, through the payment mechanism specified by NHM Meghalaya in the RFP, wherever applicable.
- II. Bids submitted without the requisite EMD/Bid Security, or with an EMD/Bid Security not conforming to the prescribed form, validity, or amount, shall be liable for rejection, unless the Bidder is eligible for exemption under applicable Government procurement rules.
- III. The EMD/Bid Security of unsuccessful Bidders shall be returned/released in accordance with the terms of the RFP and applicable procurement rules. No interest shall be payable on the EMD/Bid Security.

15.2. Technical Evaluation Criteria

Evaluation Parameter		Max Scoring
Experience of the company	5 Yrs to 10 Yrs -3 Marks Above 10 Yrs - 5 Marks	5
Average Turnover in the last three years	10 Cr - 6 Marks 10 Cr – 20 Cr 8 Marks Above 20 Cr 10 Marks	10

Evaluation Parameter		Max Scoring
Licenses and Certifications	Trade License 4 Marks ISO 9001 3 Marks ISO 27001 / CMMi Level Certification 3 Marks	10
Experience in Facility management or System Integration projects with multi location implementation	3 Projects 6 Marks 5 Projects 10 Marks	10
Experience in Healthcare/Government IT Infrastructure & FMS Projects	1 Project 5 Marks 3 Projects 10 Marks	10
Proposed Approach and Methodology (Infra Enablement, Equipment Deployment, O&M)	Understanding of scope; infrastructure enablement and equipment deployment approach; power backup design, reuse of existing DG/solar and battery lifecycle; logistics in hilly terrain; helpdesk, O&M and SLA model; implementation plan and risk management	25
Proposed Team — Qualification and Experience of Key Personnel	i. Project Manager (graduate, min. 10 years): similar projects; one health/Government project ii. Power & Electrical Lead (min. 8 years): 2 UPS/solar-hybrid projects; one hill-region project. iii. Network & Connectivity Lead (min. 5 years): 2 similar projects; one health/Government project	20 (5 marks for each Key resource)

Evaluation Parameter		Max Scoring
	iv. Helpdesk & FMS Lead (min. 5 years, ITIL certified): 2 FMS projects one health/Government project	
Technical Presentation	Technical presentation	15
Total	100	100

16. Project Timelines

Milestone	Activity
T0	Contract signing and mobilization; receipt of Facility Readiness Assessment Reports/BoQs from the Implementing Authority
T0 + 1 week	Submission of Project Implementation Plan (facility/batch sequencing) and joint verification report on existing DG and solar assets (Section 3.2)
T0 + 2–3 weeks	Completion of electrical, earthing, power backup (including solar installation, where applicable) and networking enablement works (first batch)
T0 + 3–4 weeks	IT equipment supply, installation and commissioning; application deployment coordination and UAT
T0 + 4–5 weeks	Go-Live (first batch) and hyper-care support
Go-Live + 3 years	Completion of Operation & Maintenance period; exit/handover

Timelines are indicative per facility/batch and assume timely furnishing of the Readiness Assessment Report/BoQ for each facility by the Implementing Authority; the final Project Implementation Plan, submitted by the Service Provider and approved by the Implementing Authority, shall govern actual delivery across all facilities/batches.

17. Bid Formats

17.1. General Information

Sl. no.	Particulars	Details to be Furnished		
I	Details of the Bidder			
	Name			
	Address			
	Telephone		Fax	
	E-mail		Website	
	Details of Authorized person			
	Name			
	Address			
	Telephone		Email	

17.2. Details of the Organization

Details of the Organization	
Name of the Organization	
Nature of the legal status in India	(Public Ltd. / Private Ltd.)
Nature of business in India	
Address of the Headquarters	
Address of the Registered Office in India	
Date of Incorporation	Date and ROC No.
Date of Commencement of Business	Date and ROC No.
Other Relevant Information	
PAN Number, GST Number, etc.	

17.3. Financial Information

Financial Information			
	FY 2023-24	FY 2024-25	FY 2025-26
Revenue (in INR crore)			
Profit Before Tax (in INR Crore)			
Other Relevant Information			

17.4. Technical covering Letter

(Company letter head)

[Date]

The Mission Director cum Secretary,
NHM – Health & Family Welfare,
Government of Meghalaya,

Dear Sir,

Ref: RFP for Infrastructure, Equipment & O&M Support – HMS & EHR Solutions - Reg

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the details for above said Project.

We attach hereto the technical response as required by the RFP document, which constitutes our proposal.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the National Health Mission, Government of Meghalaya is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the National Health Mission, Government of Meghalaya as to any material fact.

We agree that you are not bound to accept the bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2026

Authorized Signatory

Designation

Seal/Stamp of the Bidder

17.5. Price Bid

(Company letter head)

[Date]

The Mission Director cum Secretary,
NHM – Health & Family Welfare,
Government of Meghalaya,

Dear Sir,

Ref: Price Bid — RFP for Infrastructure, Equipment & O&M Support – HMS & EHR Solutions - Reg

Having examined the RFP Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement the above-mentioned Project at client place. To meet such requirements and to provide services as set out in the RFP document, the following is our quotation summarizing our commercial proposal.

Pricing Summary

Form P-0: Total Bid Price (summary)

Form	Component	Pricing basis	Amount (excl. GST)	GST amount (for information)
P-1	Package 1 – Furniture	One-time		
P-2	Package 2 – Power, Electrical & Earthing	One-time		
P-3	Package 3 – Network & Internet (one-time activation and equipment)	One-time		
P-4	Package 4 – IT Equipment & Peripherals	One-time		
P-5	Package 5 – Server Hardware for Offline Application	One-time		
A. Total one-time cost (Packages 1–5)				
P-6A	Package 6.1 – Facility Management, 36 months	Per facility per year, year-wise		

Form	Component	Pricing basis	Amount (excl. GST)	GST amount (for information)
P-6B	Package 6.2 – Internet Connectivity, 36 months	Per facility per month		
P-6C	Package 6.3 – Consumables, 36 months	Unit rate × annual quantity × 3		
B. Total recurring O&M cost (Package 6)				
C. TOTAL BID PRICE = A + B (Evaluated Price, excl. GST)				
Total Bid Price in words:				

Package 1 - Furniture - Workstation Table and Chair

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (excl. GST)
1	Furniture - Workstation Pair of Table and Chair	Sturdy, commercial-grade table suitable for Desktop/Monitor, UPS, keyboard, mouse and related IT peripherals; minimum size 4 feet * 3 feet	Nos	90		
PACKAGE SUBTOTAL (excl. GST)						

Package 2 – Power, Electrical & Earthing

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
2.1.1	Tier A – DH: Facility IT Power Backup (1+1 redundant)	Two (2) online double-conversion (VFI, IEC 62040-3) UPS units in parallel-redundant (N+1) configuration, indicative 10 KVA each (sized per validated critical load with ≥25% margin); static and maintenance bypass; SNMP card; battery bank with ≥2 hours autonomy at design critical load (LiFePO4 preferred, VRLA	Set	8		

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
		acceptable); DG input via ATS (item 2.1.6); rated for $\geq 2,000$ m altitude; complete with battery rack, DC protection and cabling				
2.1.2	Tier B – CHC: Facility IT Power Backup	One online double-conversion UPS, indicative 5 kVA, with maintenance bypass and SNMP card; battery bank with ≥ 2 hours autonomy at design critical load where a functional DG covers the critical IT board (≥ 4 hours otherwise), LiFePO4 preferred, VRLA tubular acceptable; DG input via ATS (item 2.1.6); rated for $\geq 2,000$ m altitude; complete with battery rack/enclosure, DC protection and cabling. Indicative quantity: 8 surveyed CHCs (Mawsynram CHC is under renovation; its configuration to be confirmed on completion of works)	Set	8		
2.1.3(a)	Tier C-1/C-2 – PHC: Solar-hybrid Power Backup (reusing existing PV)	Pure sine wave hybrid inverter-charger, indicative 3 kVA, transfer time ≤ 10 ms, MPPT charge controller, programmable grid/PV/battery/DG priority; includes integration and re-commissioning of the existing PV array so that it supplies the critical IT load during grid outages; LiFePO4 battery with BMS (IEC 62619 or equivalent), indicative 5 kWh nominal (≥ 4 kWh usable), ≥ 4 hours autonomy at design critical load; protected enclosure. Indicative quantity: 15 surveyed PHCs (Tier C-1: 10, Tier C-2: 5)	Set	15		
2.1.3(b)	Tier C-3 – PHC with functional DG: Online UPS Backup	One online double-conversion UPS, indicative 3 kVA, with SNMP card; battery bank with ≥ 2 hours autonomy at design critical load (LiFePO4 preferred, VRLA tubular acceptable); DG input via ATS (item 2.1.6); rated for $\geq 2,000$ m altitude. Indicative quantity: 11 surveyed PHCs	Set	11		
2.1.4	Solar PV – Restoration, Completion or	Inspection, testing and repair/replacement of defective modules, mounting structures, DC cabling and DC distribution boxes	Set	6		

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
	Augmentation (PHC)	of existing PV arrays; completion of partially installed arrays; augmentation to a minimum of 3 kWp where existing capacity is lower (new modules to IEC 61215/61730, hot-dip galvanised structure designed for hill-region wind and rain, DC SPD, lightning arrester and earthing). Ordered only on written NHM instruction after approval of the verification report. Indicative maximum quantity: 6 surveyed PHCs (5 in Tier C-2 and Swer)				
2.1.5	DG–Grid Changeover (ATS/AMF) Interface	Automatic changeover between grid and existing DG for the critical IT distribution board, with potential-free auto-start signal and interlock; includes extension of the DG feeder to the IT board where the DG covers only part of the facility (e.g., Mawphlang, Mawryngkneng, Wahsherkhmut). At DHs, CHCs and Tier C-3 PHCs. Indicative quantity: 4 DHs + 8 CHCs + 11 Tier C-3 PHCs	Set	23		
2.1.6	Critical IT Distribution Board with Surge Protection	Dedicated distribution board with incomer MCCB, outgoing MCB/RCBO, and Type-2 AC SPD (IEC 61643-11); segregates critical (backed-up) and non-critical circuits; includes labelling	Set	38		
2.1.7	Remote Power Monitoring	SNMP/Modbus gateway reporting grid status, load, battery state of charge/health, alarms and PV generation to the Service Provider's helpdesk over LAN or 4G; automatic alerts for outage >5 minutes and state of charge <30%	Set	38		
2.1.8	Counter-level Ride-through UPS (Optional)	650–850 VA line-interactive UPS, ≥15 minutes at 150 W, for selected high-criticality points (e.g., Emergency, Registration, Laboratory) where NHM approves in addition to facility-level backup; quantity shown is an indicative maximum	Nos.	40		

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
2.2	Dedicated IT Power Points	Supply and Installation of 2 × 1 Module (2 Nos. 6A sockets with 1 No. 6A switch) – Dedicated power point, including all required cabling, accessories, and electrical protection	Nos.	820		
2.3	Electrical Cabling & Accessories	Supply, installation and termination of Suitable cabling, conduits and accessories as per site requirement	Mtr./Lot	38		
2.4	Chemical Earthing / Earth Pit	As per approved electrical/earthing design (IS 3043), Earth resistance shall be maintained at $\leq 5 \Omega$ as the general facility target and $\leq 2 \Omega$ for sensitive IT/EHR/server equipment, with Neutral-to-Earth voltage $\leq 2 \text{ V}$ under normal operating conditions, or as otherwise specified by applicable standards	Set	38		
2.5	Earthing Cable & Accessories	Suitable cable and associated accessories	Lot	38		
2.6	Electrical & Earthing Testing and Certification	Testing and certification of installed system	Facility	38		
PACKAGE TOTAL (excl. GST)						

Package 3 – Network & Internet Connectivity

SL	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Installation / Deployment Cost (INR, excl. GST)	Total Amount (INR, excl. GST)
3.1	Router	Dual WAN router for ISP Failover	Nos	38			
3.2	UTM Firewall	As per the specifications	Nos	38			
3.3	Network Switch	16 Port Gigabit unmanaged Switch	Nos.	26			

SL	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Installation / Deployment Cost (INR, excl. GST)	Total Amount (INR, excl. GST)
		24 port Gigabit Unmanaged Switch	Nos.	24			
3.4	Wireless LAN	Centrally managed controller based enterprise grade Dual Band; 802.11/AX (wifi-6); wi-fi with seamless coverage in all clinical, registration, OPD, IPD, Patient Wards, Pharmacy and labs with complete installation and commissioning	DH, CHC & PHC	38			
3.5	Network Rack	4U Network Rack	Nos.	26			
		6U Network Rack	Nos.	12			
3.6	Cables for Laboratory Integration	Suitable cables/interfaces for identified laboratory equipment integration	Lot	38			
3.7	Primary Internet Connectivity	500 Mbps at Shillong Civil Hospital	Facility	1			
		100 Mbps at CHC	Facility	11			
		50 Mbps at PHC	Facility	26			
3.8	Secondary / Redundant Internet Connectivity	50 Mbps (Secondary ISP must be different from the primary ISP)	Facility	38			
Total							
PACKAGE TOTAL (excl. GST)							

Package 4 – IT Equipment & Peripherals

Sl & Item	Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
4.1	Desktop	As per the specifications	Nos.	407		
4.2	Laptop	As per the specifications	Nos.	407		
4.3	Endpoint Internet Security for Desktop/Laptop Computers	Supply, installation, configuration, licensing, and maintenance of Endpoint Internet Security Software for desktop/laptop computers	Nos	407		
4.4	Android Tablet	As per the specification	Nos.	293		
4.5	Printer	As per the specification	Nos.	232		
4.6	Multi-Function Printer (MFP)	As per the specification	Nos.	43		
4.7	QR Code Printer / Barcode Printer / Token Printer	As per the specification	Nos.	38		
4.8	Barcode Reader / Scanner	As per the specification	Nos.	38		
4.9	Webcam	As per the specification	Nos.	40		
4.10	Token Printer at Registration	As per the specification	Nos.	40		
4.11	Cables, Connectors & Standard Accessories		Lot	38		
SUBTOTAL (excl. GST)(excluding Laptop Costs)						

Note: The bidder shall quote prices for both Desktop and Laptop items, as applicable, in the prescribed financial bid format. However, for the purpose of commercial evaluation, only one of the two items—Desktop or Laptop—as selected by the Department shall be considered.

Package 5 - Server Hardware for Offline Application

SL	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty	Unit Rate (INR, excl. GST)	Total Amount (INR, excl. GST)
5.1	Server For PHCs	As per Specifications	Nos.	26		
5.2	Server for CHCs	As per Specifications	Nos.	8		
5.3	Server for District Hospitals	As per Specifications	Nos.	8		
5.4	Online UPS (2KVA)	As per specifications	Nos.	42		
5.5	15.6-inch LED Monitor for Servers	15.6-inch TFT LED	Nos.	42		
5.6	Cables, Connectors & Standard Accessories	All accessories required for installation and operation of supplied equipment	Lot	42		
SUBTOTAL (excl. GST)						

Package 6 - Operations & Maintenance Services and Consumables — 3 Years from Go-Live

6.1. Facility Management

Sl	Item/ Service Description	O&M Service Component	Pricing Unit	No. Of Facility	Year 1 Amount (INR,	Year 2 Amount (INR,	Year 3 Amount (INR,	Total cost per 3 Years
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					excl. GST)	excl. GST)	excl. GST)	
6.1	Facility Management	For District Hospitals	Per Facility/Year	4				
6.2	Facility Management	For Community Health Centre	Per Facility/Year	8				
6.3	Facility Management	For Primary Health Centre	Per Facility/Year	26				

6.2 Internet Connectivity

Sl	Item/ Service Description	O&M Service Component	Pricing Unit	No. Of Facility	Unit Rate	Yearly Amount (INR, excl. GST)
6.2.1	Primary Internet Connectivity	500 Mbps	Facility/Month	1		
		100 Mbps	Per Facility /Month	11		
		50 Mbps	Per Facility /Month	26		
6.2.2	Secondary / Redundant Internet Connectivity	50 Mbps	Per Facility /Month	38		
Sub Total (Excl GST)						

6.3 Consumables:

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty per year	Unit Rate (INR, excl. GST)	Total Cost (INR excl GST)
6.3.1	Printer Paper – Initial Requirement	Compatible with supplied printers	Ream/ per month	3660		
6.3.2	Printer Toner / Cartridge – Initial Requirement	Compatible with supplied printers as per package section 4.3 and 4.4	Toner/ per month	2628		
6.3.3	QR / Barcode Labels	Compatible with supplied printer/scanner system as per package section 4.5	Roll/Pack per month	912		
PACKAGE TOTAL (excl. GST)						

We attach hereto the price proposal as required by the RFP document, which constitutes our proposal.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the National Health Mission, Government of Meghalaya is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the National Health Mission, Government of Meghalaya as to any material fact.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2026

(Signature)

(In the capacity of)

Seal/Stamp of bidder

17.6. Performance Security / Performance Bank Guarantee (PBG)

The successful bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the contract value within 15 days from the date of issue of the Letter of Award or within such other period as may be specified by the Department in accordance with the applicable procurement rules.

The PBG shall be issued by a bank acceptable to the Department, in the prescribed format, and shall remain valid for the period specified in the contract, including any additional claim period prescribed therein. Where the contract period or applicable obligations are extended, the bidder shall extend the validity of the PBG accordingly.

The PBG may be invoked in accordance with the terms of the contract in the event of specified contractual defaults. It shall be released upon satisfactory fulfilment of the applicable contractual obligations and expiry of the required validity and claim period, subject to the conditions of the contract.

18. Annexure 1- Indicatives Bill of Material (BoM)

HM&EHR Infrastructure Enablement

The quantities under the following BoQ shall be finalized based on the **facility-wise Hospital Readiness Assessment, Gap Analysis and approved deployment plan**. The bidder shall quote unit rates against each applicable item. The final quantities and locations shall be communicated by the Implementing Authority through the approved facility-wise BoQ.

The Service Provider shall submit the commercial proposal in the prescribed BOQ format, clearly indicating quantities, unit rates, deployment/installation costs and other applicable charges. The BOQ shall provide sufficient breakup to enable verification, comparison and approval of costs at facility, district and State level, as applicable. During the time of implementation, the facility wise quantities will be shared with the System Integrator by the department.

Validity of Commercial Quotation: The commercial rates quoted in the BOQ shall remain **valid for six (6) months/ One year from the date of submission of the quotation**. Any request for revision of rates after expiry of the validity period shall be subject to review and approval by **the Department/NHM**, wherever applicable.

The scope, line items, and quantities mentioned in the RFP BOQ are indicative only. NHM reserves the right to add, remove, increase, or decrease any items. If new items are required for successful implementation, the SP shall arrange them subject to prior written approval from NHM, and costs will be reimbursed accordingly.

Package 1 - Furniture - Workstation Table and Chair

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty
1	Furniture - Workstation Pair of Table and Chair	Sturdy, commercial-grade table suitable for Desktop/Monitor/Laptop, UPS, keyboard, mouse and related IT peripherals; minimum size 4 feet * 3 feet	Nos	90

Payment Terms :

1. 90% the quoted amount is payable after supply and commissioning of the furniture for the completed facilities.
2. The Service Provider shall submit the Installation reports along with Confirmation report from the Head of Hospital.
3. Balance 10% amount shall be paid after completion of One Year of Maintenance.

Package 2 – Power, Electrical & Earthing

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty
2.1.1	Tier A – DH: Facility IT Power Backup (1+1 redundant)	Two (2) online double-conversion (VFI, IEC 62040-3) UPS units in parallel-redundant (N+1) configuration, indicative 10 KVA each (sized per validated critical load with ≥25% margin); static and maintenance bypass; SNMP card; battery bank with ≥2 hours autonomy at design critical load (LiFePO4 preferred, VRLA acceptable); DG input via ATS (item 2.1.6); rated for ≥2,000 m altitude; complete with battery rack, DC protection and cabling	Set	4
2.1.2	Tier B – CHC: Facility IT Power Backup	One online double-conversion UPS, indicative 5 kVA, with maintenance bypass and SNMP card; battery bank with ≥2 hours autonomy at design critical load where a functional DG covers the critical IT board (≥4 hours otherwise), LiFePO4 preferred, VRLA	Set	8

		tubular acceptable; DG input via ATS (item 2.1.6); rated for $\geq 2,000$ m altitude; complete with battery rack/enclosure, DC protection and cabling. Indicative quantity: 8 surveyed CHCs (Mawsynram CHC is under renovation; its configuration to be confirmed on completion of works)		
2.1.3(a)	Tier C-1/C-2 – PHC: Solar-hybrid Power Backup (reusing existing PV)	Pure sine wave hybrid inverter-charger, indicative 3 kVA, transfer time ≤ 10 ms, MPPT charge controller, programmable grid/PV/battery/DG priority; includes integration and re-commissioning of the existing PV array so that it supplies the critical IT load during grid outages; LiFePO4 battery with BMS (IEC 62619 or equivalent), indicative 5 kWh nominal (≥ 4 kWh usable), ≥ 4 hours autonomy at design critical load; protected enclosure. Indicative quantity: 15 surveyed PHCs (Tier C-1: 10, Tier C-2: 5)	Set	15
2.1.3(b)	Tier C-3 – PHC with functional DG: Online UPS Backup	One online double-conversion UPS, indicative 3 kVA, with SNMP card; battery bank with ≥ 2 hours autonomy at design critical load (LiFePO4 preferred, VRLA tubular acceptable); DG input via ATS (item 2.1.6); rated for $\geq 2,000$ m altitude. Indicative quantity: 11 surveyed PHCs	Set	11
2.1.4	Solar PV – Restoration, Completion or Augmentation (PHC)	Inspection, testing and repair/replacement of defective modules, mounting structures, DC cabling and DC distribution boxes of existing PV arrays; completion of partially installed arrays; augmentation to a minimum of 3 kWp where existing capacity is lower (new modules to IEC 61215/61730, hot-dip galvanised structure designed for hill-region wind and rain, DC SPD, lightning arrester and earthing). Ordered only on written NHM instruction after approval of the verification report. Indicative	Set	6

		maximum quantity: 6 surveyed PHCs (5 in Tier C-2 and Swer)		
2.1.5	DG–Grid Changeover (ATS/AMF) Interface	Automatic changeover between grid and existing DG for the critical IT distribution board, with potential-free auto-start signal and interlock; includes extension of the DG feeder to the IT board where the DG covers only part of the facility (e.g., Mawphlang, Mawryngkneng, Wahsherkhmut). At DHs, CHCs and Tier C-3 PHCs. Indicative quantity: 4 DHs + 8 CHCs + 11 Tier C-3 PHCs	Set	23
2.1.6	Critical IT Distribution Board with Surge Protection	Dedicated distribution board with incomer MCCB, outgoing MCB/RCBO, and Type-2 AC SPD (IEC 61643-11); segregates critical (backed-up) and non-critical circuits; includes labelling	Set	38
2.1.7	Remote Power Monitoring	SNMP/Modbus gateway reporting grid status, load, battery state of charge/health, alarms and PV generation to the Service Provider's helpdesk over LAN or 4G; automatic alerts for outage >5 minutes and state of charge <30%	Set	38
2.1.8	Counter-level Ride-through UPS (Optional)	650–850 VA line-interactive UPS, ≥15 minutes at 150 W, for selected high-criticality points (e.g., Emergency, Registration, Laboratory) where NHM approves in addition to facility-level backup; quantity shown is an indicative maximum	Nos.	40
2.2	Dedicated IT Power Points	Supply and Installation of 2 × 1 Module (2 Nos. 6A sockets with 1 No. 6A switch) – Dedicated power point, including all required cabling, accessories, and electrical protection	Nos.	820
2.3	Electrical Cabling & Accessories	Supply, installation and termination of Suitable cabling, conduits and accessories as per site requirement	Mtr./Lot	38
2.4	Chemical Earthing / Earth Pit	As per approved electrical/earthing design (IS 3043), Earth resistance shall be maintained at ≤5 Ω as the general facility target and ≤ 2 Ω for sensitive IT/EHR/server equipment, with Neutral-to-Earth voltage ≤2 V under normal operating conditions,	Set	38

		or as otherwise specified by applicable standards		
2.5	Earthing Cable & Accessories	Suitable cable and associated accessories	Lot	38
2.6	Electrical & Earthing Testing and Certification	Testing and certification of installed system	Facility	38

Scope: Supply, installation, testing and commissioning of the above items, including all necessary accessories, cabling, connectors and installation material required for making the system operational.

The readiness assessment specifically identifies electrical load, UPS/power backup, dedicated IT circuits, MCB/ELCB, generator backup and earthing requirements.

Payment Terms :

1. 85% the quoted amount for the specified Equipment / Service is payable after supply and commissioning for the completed facilities.
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.
3. Balance 15% shall be paid in three equal instalments, 5% for each year after completion of Yearly Maintenance.

Package 3 – Network & Internet Connectivity

SL	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty
3.1	Router	Dual WAN router for ISP Failover	Nos	38
3.2	UTM Firewall	Internet Bandwidth capacity 500 Mbps Firewall throughput: Minimum 500 Mbps. IPS throughput: Minimum 100 Mbps.	Nos	38

		Threat protection throughput: Minimum 100 Mbps with antivirus/anti-malware, IPS and application control enabled. Integrated firewall, intrusion prevention, antivirus/anti-malware, web filtering and application control. IPsec VPN and secure remote-access VPN capability. Minimum 4 Gigabit Ethernet interfaces. Web-based management, logging, monitoring and reporting. OEM security updates and threat intelligence subscriptions for the specified license period. Installation, configuration, testing, commissioning and handover of configuration backups. Minimum 3-year hardware warranty and technical support, with the required security subscription included in the quoted price.		
3.3	Network Switch	16 Port Gigabit unmanaged Switch	Nos.	26
		24 port Gigabit Unmanaged Switch	Nos.	24
3.4	Wireless LAN	Centrally managed controller based enterprise grade Dual Band; 802.11/AX (wifi-6); wi-fi with seamless coverage in all clinical, registration, OPD, IPD, Patient Wards, Pharmacy and labs along with Configuration, Testing & Commissioning	DH, CHC & PHC	38
3.5	Network Rack	6U Network Rack	Nos.	26
		9U Network Rack	Nos.	12
3.6	Cables for Laboratory Integration	Suitable cables/interfaces for identified laboratory equipment integration	Lot	38
3.7		500 Mbps at Shillong Civil Hospital	Facility	1

	Primary Internet Connectivity	100 Mbps at CHC	Facility	11
		50 Mbps at PH C	Facility	26
3.8	Secondary / Redundant Internet Connectivity	50 Mbps (Secondary ISP must be different from the primary ISP)	Facility	38

The readiness assessment requires verification of primary and secondary connectivity, required bandwidth, connectivity at HM&EHR workstations and Wi-Fi coverage.

Payment Terms :

1. 85% the quoted amount for the specified Equipment / Service is payable after supply and commissioning for the completed facilities.
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.
3. Balance 15% shall be paid in three equal instalments, 5% for each year after completion of Yearly Maintenance.

Package 4 – IT Equipment & Peripherals

Sl & Item	Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty
4.1 Desktop	Product Type	Business class All in One computer with integrated display and computing unit.		407
	Processor	Latest generation Intel Core i5 processor or AMD Ryzen 5 pro 8000 series or better. Processor TDP not less than 65W (Processor should not be older than 2024)		
	Chipset / Motherboard	OEM-designed motherboard compatible with the offered processor, with integrated TPM 2.0 security		
	Memory	16 GB (1 x 16GB) DDR5 @ 4800 MT/s Memory. Should be upgradeable to 64GB DDR5 4800 MT/s		
	Display Size and resolution	22inch PS or equivalent technology, anti-glare, LED-backlit display having Full HD, 1920 × 1080 pixels or higher		

	Graphics	Integrated graphics compatible with Full HD display	Nos.	
	Storage	512 GB M.2 PCIe NVMe SSD onboard. Provision to add additional PCIe NVMe SSD in future without removing onboard M.2 NVMe SSD		
	Wireless	Wi-Fi 6 or better and Bluetooth 5.2 or better		
	Network interface	Integrated 10/100/1000 mbps GbE LAN		
	Wireless Connectivity	Integrated Wi-Fi 6 2x2, 802.11ax+ Bluetooth wireless card or better		
	Audio	Integrated HD Audio		
	Input Devices	USB Wired Keyboard with Indian Rupee Symbol; Scroll Mouse (both Same Input Devices Desktop OEM make)		
	Free Expansion Slots	Minimum 2 Half height PCIe X1 slots, 1x Half height PCIe X16 slots		
	Ports	Minimum 8nos. USB port with at least 4 x USB 3.2 ports including 1 no. USB 3.2 Type-C port; 1 no. HDMI port; 1 no. DP port; Global headset jack; 1 no. RJ-45 port, 4x USB2.0 Port		
	Video connectors	1 no. HDMI 2.1 and 1 no. Display port		
	Operating System	Factory pre-installed Windows 11 Home (64 bit) with latest Service Pack and Preloaded License, Systems Hardware driver should be available in OEM website against the offered model.		
	Power Supply	OEM-supplied power adapter or internal power supply, compatible with 230 V AC, 50 Hz Indian electrical supply		
	Compliance & Certification	OEM should have own ISO9001, ISO14001, ISO45001, ISO50001 certified own India Factory (No 3rd party / ODM certificates will be accepted). Quoted Desktop model should have UL, FCC CE, RoHS, EPR, ENERGY STAR 8.0, EPEAT Gold India, Windows and Ubuntu / Red Hat / Suse Linux (windows and Linux certification must available in the public domain against the quoted model name)		
	OS Support / Drivers	Support for Windows 10, 11 and downgraded version; 32/64 bit		

		support; OS certification is must for latest Windows version and latest Linux versions of Ubuntu / Fedora / RHEL.		
		Quoted model's Windows and Linux Hardware Drivers must be available in OEM website for download.		
	Warranty	3 (Three) Years onsite Comprehensive Warranty from the OEM		
		Written confirmation about Warranty details from the OEM must be submitted. After Delivery / Installation, OEM must provide "Warranty Certificate" stating all the specifications / configurations of the system purchased including OS and other necessary information.		
		OEM Warranty should be visible in the OEM website with respect to each product serial number.		
4.2. Laptop	Processor Description	Minimum Intel Core 5 Ultra or AMD Ryzen 5 or latest. Processor should be launched in the year 2025 or later	Nos	
	Mother board / Chipset security features	Integrated with processor .TPM 2.0 (integrated in the laptop motherboard) and Integrated hardware Diagnostic tool in laptop BIOS		
	RAM	Minimum 16GB DDR5 5200 MT/S Memory		
	RAM upgradability and Slots	2 physical DIMM slots with field replaceable memory slots. No memory to be soldered onto motherboard, supporting up to 64 GB or higher.		
	HDD	Minimum 512 GB PCIe NVMe M.2 SSD Drive		
	Communication & I/O Ports (Integrated in the laptop motherboard)	Minimum 4 USB 3.2 ports including 2 Thunderbolt ports (Type C), 1 x HDMI , RJ-45 (Integrated/External), Universal Audio port Jack, security Lock slot.		
	Keyboard & Mouse	Full size spill resistant BACKLIT Keyboard with touchpad		
	Camera	Minimum Integrated High-Definition Webcam with Integrated noise cancelling Mic		
	Graphics	Integrated UHD Graphics.		

	Sound card	High-Definition Audio with Integrated stereo sound.		
	Display	14" FHD Anti-Glare, LCD display		
	Battery Type and Capacity	Minimum 3 cell 45 Wh or higher battery (Battery should be covered under 3 years warranty)		
	Weight	Not more than 1.5Kg. (Including battery)		
	Wireless &	Minimum Integrated Dual Band Wireless (supporting 802.11a/b/g/n/ac and ax network and Bluetooth v 5.2 or higher.		
	Bluetooth			
	Power and supply	AC adapter of same OEM makes (Minimum Type C and 65W)		
	Operating Systems	Factory Preloaded Genuine Windows 11 Home. OEM letter confirming that Operating system is pre-loaded / pre-installed from OEM factory and is genuine. Such declaration should be signed by OEM representative who has been approved through a Board resolution. Such Board Resolution should be part of the technical bid submission		
	Certifications (for the quoted model)	For OEM: ISO 9001, 14001:2004, ISO 45001 for own India Factory (No 3rd party or ODM documents will be accepted). For the quoted Laptop Model: TCO 9 (for the quoted laptop model not for the series) , UL,FCC ,CE, Energy Star 8.0 ; EPEAT India for the quoted model and not for the series, quoted model ROHS, Windows and Redhat/ Ubuntu Linux (offered Certifications must available in the public domain for quoted product model name) and Military Grade MIL 810 Std Certification		
	Manageability software from same Laptop manufacturer.	Hardware diagnostic tool through BIOS and Software that Improved battery runtime and Enhanced audio & video quality.		
	Carry Case (same OEM make)	Standard Good Quality Carrying Case from the same laptop OEM. OEM letter confirming that carry case is from same laptop OEM (Standard or Backpack with OEM Logo)		
	Warranty	3 years On-site Comprehensive OEM Warranty (including battery 3 year		

		warranty). OEM must have 24/7 Telephonic support toll-free phone no.		
Note: The bidder shall quote prices for both Desktop and Laptop items, as applicable, in the prescribed financial bid format. However, for the purpose of commercial evaluation, only one of the two items—Desktop or Laptop—as selected by the Department shall be considered.				
4.3	Endpoint Internet Security	Real-time antivirus and anti-malware protection. Ransomware and spyware protection Web and internet threat protection, including malicious URL blocking Automatic security updates and scheduled scanning. Centralized administration and security monitoring. Compatibility with the organization's existing desktop operating systems. Incident detection, alerts, and security reporting	Nos	407
4.4 Android Tablet	Display	11" 2.5K (2560x1600) IPS 500nits Anti-fingerprint, 72% NTSC, 90Hz, Touch	Nos.	293
	IP grading	IP 57 or higher		
	Operating system	Android™ 15 or later		
		Processor-MediaTek Dimensity 6300 (8C, 2x A76 @2.4GHz + 6x A55@2.0GHz) or higher		
	Processor	MediaTek SoC Platform or higher		
	Screen size	11" 2.5K (2560x1600) IPS 500nits Anti-fingerprint, 72% NTSC, 90Hz, Touch		
	Storage & memory	8GB Soldered LPDDR4X, 128GB UFS 2.2 on system board, microSD card, supports up to 2TB (exFAT)		
	Wireless connectivity	Wi-Fi® 5, 802.11ac 1x1 + BT5.2		
		5G Sub-6 GHz		
	GPS	GPS + GLONASS + Galileo + A-GPS		
	Camera	Front 8.0MP / Rear 13.0MP with Flashlight or higher		
	Battery	7000mAh or above		
		10V / 2A (20W)		
	Graphics card	Integrated Arm Mali-G57 MC2 GPU		
	Input-Output Ports	1x USB-C® (Hi-Speed USB / USB 2.0), with charging, 1x Headphone / microphone combo jack (3.5mm), 1x Card slot		
	Audio	4 speakers, optimized with Dolby Atmos®		
	Stylus/ Pen	Compatible active stylus/pen shall be	Nos	293

		provided along with the with the tablet equal to the number of tablets.		
	Protective Back Cover:	A durable, tablet-compatible protective back cover shall be provided with each tablet equal to the number of tablets.	Nos	293
4.5 Printer	Function	Print	Nos.	232
	Print Technology	Inkjet Precision Core Printhead		
	Cartridge Technology	Ink Cartridge/Bottle		
	Type of Printing	Monochrome (Black)		
	Paper Size	A4		
	Operating System Compatibility	Windows 10 and Above, Mac OS, Linux		
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM)	18 ipm		
	Minimum Ink Droplet Volume	2.8 pl		
	Print Speed Draft	Up to 33 ppm		
	Input Capacity	100 sheets or more		
	Printer Language	ESC / P-R		
	Interface	USB 2.0, Wi-Fi IEEE 802.11b/g/n, Wi-Fi Direct, Ethernet		
	Power Consumption- Operating- 12 W, Standby- 5.8 W	Operating- 12 W, Standby- 5.8 W		
	Yield of Cartridge	6000 Pages		
	Warranty	1 Year including print head		
	Weight	3.4 Kg or less		
4.6 Multi-Function Printer (MFP)	Core Function	Print, Scan and Copy & ADF	Nos.	43
	Print Technology	Precision Core Heat free Inkjet		
	Cartridge Technology	Ink Cartridge/Bottle		
	Minimum Ink Droplet Volume	2.8 pl		

	Type of Printing	Monochrome (Black)		
	Print Paper Size	A4 and Legal		
	Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM)	18.0 ipm		
	Copy Speed	14.0 ipm		
	Maximum Copy Size	Legal		
	Maximum Paper Size	215.9 x 1200 mm (8.5 x 47.24")		
	ADF	Yes		
	Connectivity	USB Port, Ethernet Port, Wi-Fi		
	Control Panel	1.44" Colour LCD Screen		
	Yield of the Cartridge	6000		
	Warranty Cover	Including Print Head		
4.7 QR Code Printer / Barcode Printer / Token Printer	Type	Handheld Barcode Scanner	Nos.	38
	Barcode Support	1D and 2D barcodes		
	Scanning Technology	Area Imaging / CMOS or equivalent		
	Supported Barcodes	Commonly used 1D and 2D barcode formats, including QR Code		
	Connectivity	USB		
	Scanning Mode	Handheld / Manual scanning		
	Interface	USB Plug-and-Play or equivalent		
	Scan Performance	Suitable for normal office / commercial applications		
	Compatibility	Compatible with standard Windows-based systems		
	Operating Environment	Suitable for indoor/general office use		
	Accessories	USB cable and standard accessories required for operation		
	Warranty	Minimum 3 year or higher		
4.8 Barcode Reader / Scanner	Barcode Reader / Scanner	1D/2D handheld barcode scanner including QR codes; USB connectivity. Minimum 3 year or higher	Nos.	38
4.9 Webcam	Type	USB Web Camera	Nos.	40
	Application	Suitable for video conferencing, video capture and face authentication		
	Image Resolution	HD or better		
	Connectivity	USB		
	Image Quality	Suitable for clear facial image capture		

	Focus	Fixed Focus / Auto Focus		
	Compatibility	Compatible with standard Windows-based systems		
	Installation	Plug-and-Play or standard driver-based installation		
	Mounting	Suitable for monitor/desktop mounting		
	Microphone	Integrated microphone, if provided by OEM		
	Warranty	Minimum 3 year or higher		
4.10 Token Printer at Registration	Printer Type	Token / Receipt Printer	Nos.	40
	Application	Suitable for printing registration token slips		
	Printing Technology	Thermal / equivalent suitable technology		
	Print Type	Monochrome		
	Media	Compatible with standard thermal/receipt paper suitable for token slips		
	Connectivity	USB and/or other standard interface compatible with the registration system		
	Compatibility	Compatible with the registration/token management software and standard Windows-based systems		
	Print Quality	Clear and legible printing of text, numbers and basic symbols		
	Operation	Suitable for continuous/regular registration counter use		
	Accessories	Necessary cables, power adapter and standard accessories		
	Warranty	Minimum 3 year or higher		
4.11 Cables, Connectors & Standard Accessories	All accessories required for installation and operation of supplied equipment		Lot	38

The desktop/tablet/laptop requirement shall be mapped to the identified service points such as Registration, OPD, Nursing Station, Laboratory, Pharmacy, Billing, Emergency, Radiology and IPD, based on the approved assessment.

The readiness assessment also specifically captures printer, MFP, barcode scanner and biometric-device requirements.

Payment Terms :

1. 90% the quoted amount for the specified Equipment / Service is payable after supply and commissioning for the completed facilities.
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.
3. Balance 10% shall be paid after six months of successful operation of the HM&EHR implementation.

Package 5 - Server Hardware for Offline Application

SL	Item / Service Description	Minimum Technical Specification / Scope		Unit	Indicative Qty
5.1	Server For PHCs	Component	Specification	Nos.	26
		Server type	Enterprise-grade tower server with integrated baseboard management controller		
		Processor and motherboard	Intel Xeon Silver 4310/ AMD EPYC 72F3, 8 cores / 16 threads. Motherboard. OEM manufactured motherboard compatible with the processor		
		Processor frequency	2 GHz base, up to 4 GHz turbo		
		Processor cache	18 MB Intel Smart Cache		
		Processor power	120 W TDP		
		Memory installed	32 GB DDR4 ECC server memory		
		Memory expansion	Expandable to 64 GB minimum		
		Primary storage	2 × 1 TB enterprise-compatible SSDs, 1 × 2TB HDD for backup,		
		RAID controller	Compatible hardware RAID controller		
		RAID level	RAID 1 mirroring recommended		
		Usable storage	Approximately 1 TB in RAID 1, before formatting		
		Network interface	2xGigabit Ethernet LAN		
		Expansion interface	PCI Express 4.0 support at the processor level; available slots depend on the server model		
		USB ports	USB connectivity for peripherals and external storage, as provided by the selected model		
		Remote management	Dedicated BMC/IPMI or vendor-specific remote management, if supported		

		Power supply	Server-rated redundant power supply		
		Cooling	Processor heatsink, system fans and chassis airflow		
		Operating System	Ubuntu 24.04 LTS Server edition		
		Warranty	3 Years On site		
5.2	Server for CHCs	Component	Full specification	Nos.	8
		Server type	Enterprise-grade tower server with integrated baseboard management controller		
		Processor and motherboard	Intel Xeon Silver 4314/ AMD EPYC 7313, 16 cores / 32 threads. OEM manufactured motherboard compatible with the processor		
		Processor frequency	2.40 GHz base frequency; up to 3.40 GHz turbo frequency		
		Processor cache	24 MB Intel Smart Cache		
		Installed memory	64 GB DDR4 ECC registered server memory (RDIMM), subject to platform compatibility		
		Memory expansion	Expandable to at least 128 GB		
		Memory speed	Up to DDR4-2667 MHz		
		Storage	2 × 1 TB enterprise-compatible SSDs, 1 × 2 TB HDD for backup,		
		SSD interface	SATA or NVMe, as supported by the selected server and RAID controller		
		RAID controller	Compatible hardware RAID controller		
		RAID configuration	RAID 1 mirroring		
		Usable storage	Approximately 1 TB in RAID 1, before formatting		
		Network interface	At least 1 × Gigabit Ethernet (1GbE) LAN; additional ports optional		
		Expansion slots	PCIe expansion slots for compatible network adapters, storage controllers and other peripherals		
		USB connectivity	USB ports for peripherals and external storage		
		Remote management	Dedicated BMC/IPMI or vendor-specific remote server management, if supported		
		Power supply	Server-rated redundant PSU,		
		Cooling	Processor heatsink, system fans and chassis airflow designed for the CPU's thermal requirements		
		Operating System	Ubuntu 24.04 LTS Server edition		

		Warranty	3 Years on site		
5.3	Server for District Hospitals	Component	Full specification	Nos.	8
		Server type	Enterprise-grade tower server with integrated baseboard management controller		
		Processor and processor	Intel Xeon Silver 4314/ AMD EPYC 7313, 16 cores / 32 threads. OEM manufactured motherboard compatible with the processor		
		Processor frequency	2.40 GHz base frequency; up to 3.40 GHz turbo frequency		
		Processor cache	24 MB Cache		
		Installed memory	64 GB DDR4 ECC registered server memory (RDIMM), subject to platform compatibility		
		Memory expansion	Expandable to at least 128 GB		
		Memory speed	Up to DDR4-2667 MHz		
		Storage	2 × 2 TB enterprise SSDs, 1 x 2TB HDD for backup,		
		SSD interface	SATA or NVMe, as supported by the selected server and RAID controller		
		RAID controller	Compatible hardware RAID controller		
		RAID configuration	RAID 1 mirroring		
		Usable storage	Approximately 1 TB in RAID 1, before formatting		
		Network interface	At least 2 × Gigabit Ethernet (1GbE) LAN; additional ports optional		
		Expansion slots	PCIe expansion slots for compatible network adapters, storage controllers and other peripherals		
		USB connectivity	USB ports for peripherals and external storage		
		Remote management	Dedicated BMC/IPMI or vendor-specific remote server management, if supported		
		Power supply	Server-rated redundant PSU,		
		Cooling	Processor heatsink, system fans and chassis airflow designed for the CPU's thermal requirements		
		Virtualization	Hardware virtualization support, subject to operating system and hypervisor compatibility		

		Operating System	Ubuntu 24.04 LTS Server edition		
		Warranty	3 Years on site		
5.4	Online UPS (2KVA)	Pure Sinewave Online UPS - 2 KVA, Backup time - 60 minutes with 75% load; shall also feed the core network equipment (router, core switch, ISP modem/ONT) as the second layer of power protection behind the facility-level backup		Nos.	42
5.5	15.6-inch LED Monitor & Keyboard & mouse for Servers	15.6-inch TFT LED Standard USB keyboard with function and numeric keys with USB Optical mouse with scroll wheel		Nos.	42
5.6	Cables, Connectors & Standard Accessories	All accessories required for installation and operation of supplied equipment		Lot	38

Payment Terms :

1. 90% the quoted amount for the specified Equipment / Service is payable after supply and commissioning for the completed facilities.
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.
3. Balance 10% shall be paid after six months of successful operation of the HM&EHR implementation.

Package 6 - Operations & Maintenance Services and Consumables — 3 Years from Go-Live**6.1 Facility Management**

Sl	Item/ Service Description	O&M Service Component	Scope (RFP Section 4.8)	Pricing Unit	(No. Of Facility)	Year 1 Amount (INR, excl. GST)	Year 2 Amount (INR, excl. GST)	Year 3 Amount (INR, excl. GST)	Total cost per 3 Years
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6.1.1	Facility Management	For District Hospital (DH)	Undertake preventive/corrective maintenance, fault identification and isolation, troubleshooting of earthing, power, network/connectivity, computers, printers, UPS/hybrid inverters, battery banks, solar PV, ATS/AMF interfaces and other IT equipment/peripherals, asset verification and all other facility-level support activities OEM Coordination, Vendor Coordination etc.	Per Facility/Year	4				
6.1.2	Facility Management	For Community Health Centre (CHC)		Per Facility/Year	8				
6.1.2	Facility Management	For Primary Health Centre (PHC)		Per Facility/Year	26				
PACKAGE TOTAL (excl. GST)									

Payment Terms :

1. 100% the quoted amount for the specified Equipment / Service is payable in Quarterly Advance .
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.

6.2 Internet Connectivity

Sl	Item/ Service Description	O&M Service Component	Scope (RFPSection 4.8)	Pricing Unit	No. Of Facility
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6.2.1	Primary Internet Connectivity	500 Mbps	At Shillong Civil Hospital. The primary internet link should have a minimum 99% uptime/month	Facility	1
		100 Mbps	At CHCs. The Primary Internet link shall have a minimum 99% monthly uptime.	Per Facility /Month	11
		50 Mbps	At PHCs. The Primary Internet link shall have a minimum 99% monthly uptime.	Per Facility /Month	26
6.2.2	Secondary / Redundant Internet Connectivity	50 Mbps	At DHs, CHCs, and PHCs. This Secondary ISP shall be different from the Primary ISP to ensure ISP-level redundancy and avoid a common point of failure	Per Facility /Month	38

Payment Terms :

1. 100% the quoted amount for the specified Equipment / Service is payable in Quarterly Advance .
2. The Service Provider shall submit the Installation, commissioning and testing reports along with Confirmation report from the Head of Hospital.

6.3 Consumables:

Sl	Item / Service Description	Minimum Technical Specification / Scope	Unit	Indicative Qty per year
6.3.1	Printer Paper – Initial Requirement	Compatible with supplied printers	Ream/ per month	3660

6.3.2	Printer Toner / Cartridge – Initial Requirement	Compatible with supplied printers as per package section 4.3 and 4.4	Toner/ per month	2628
6.3.3	QR / Barcode Labels	Compatible with supplied printer/scanner system as per package section 4.5	Roll/Pack per month	912

Payment Terms :

1. 100% the quoted amount for the specified Equipment / Service is payable in after supply of consumables .
2. The Service Provider shall submit Confirmation report from the Head of Hospital.

Annexure -2: Summary of BoQ Packages

Sl	Package	Description	Pricing Basis (Annexure 2)
1	Package 1	Furniture - Workstation Table and Chair	Item/Facility
2	Package 2	Power, Electrical & Earthing	Item/Facility
3	Package 3	Network & Internet Connectivity	Item/Meter. /Facility/Month
4	Package 4	IT Equipment & Peripherals	Item/Unit
5	Package 5	Server for Offline Mode	Item/Unit
6	Package 6	Operations & Maintenance Services (3 Years from Go-Live) and Consumables	Month-wise

Annexure -3: Existing Power Infrastructure – Facility Survey Summary and Proposed Configuration

Source: facility power-infrastructure survey of 38 facilities in East Khasi Hills (4 DHs, 8 CHCs and 26 PHCs). Columns 3 and 4 reproduce the survey as reported, including its units. The proposed configuration is indicative, follows Section 3.2 and shall be confirmed through the Service Provider's joint verification. Summary: Tier A – 4 DHs; Tier B – 8 CHCs; Tier C-1 – 10 PHCs; Tier C-2 – 5 PHCs; Tier C-3 – 11 PHCs.

Facility	Type	Existing DG (as reported)	Existing solar PV (as reported)	Proposed configuration	Points to verify
Nongspun g	PHC	Yes – 1.4 kva; covers entire facility: No	Yes – 8 Kva	Tier C-3: online UPS (2 h) + DG changeover	DG ratings too low.
Swer	PHC	Not Available	Yes – 0.11 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	PV reported as 0.11 kVA; augment to ≥3 kWp.

Facility	Type	Existing DG (as reported)	Existing solar PV (as reported)	Proposed configuration	Points to verify
Sohbar	PHC	Yes – 30 Kva; covers entire facility: Yes	Yes – 10 Kva	Tier C-3: online UPS (2 h) + DG changeover	–
Smit	PHC	Yes – 25 Kva; covers entire facility: Yes	Yes – 4 Kva	Tier C-3: online UPS (2 h) + DG changeover	–
Shella	PHC	No	Yes – 10 Kva (Needs repair)	Tier C-2: restore/complete PV + hybrid inverter + battery (4 h)	PV needs repair; No DG, so PV restoration is critical.
Pomlum	PHC	Yes – 35 Kva; covers entire facility: Partially	Solar Panel: Non-functional	Tier C-2: restore/complete PV + hybrid inverter + battery (4 h)	DG (35 kVA) covers part of the facility only; PV partially available but not functioning, capacity not stated – establish extent.
Mawsahe w	PHC	No	Not working (Needs Repair) – 10 Kva	Tier C-2: restore/complete PV + hybrid inverter + battery (4 h)	PV needs repair; no DG, so PV restoration is critical.
Dangar	PHC	Yes – 20 Kva; covers entire facility: Yes	Yes – 5 Kva	Tier C-3: online UPS (2 h) + DG changeover	–
Khatarsh nong	PHC	Yes – 30 Kva (Not working); covers entire facility: No	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	DG not working and not covering the facility; PV working.
Jatah	PHC	Yes - 2.8 KVA (non functional)	Yes – 3.5 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	DG not working. PV 3.5 kVA – confirm ≥3 kWp.
Jongksha	PHC	No	Yes – 7.5 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–
Laitkynse w	PHC	Yes – 5.5 (unit not stated); Covers entire facility: Partially	Yes – 5 Kva Covers: Partially	Tier C-2: restore/complete PV + hybrid inverter + battery (4 h)	DG capacity stated without unit, partial coverage; PV partial.

Facility	Type	Existing DG (as reported)	Existing solar PV (as reported)	Proposed configuration	Points to verify
Laitlyngkot	PHC	No	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–
Laitryngew	PHC	Yes – 20 Kva; covers entire facility: Yes	Yes – 7 Kva	Tier C-3: online UPS (2 h) + DG changeover	
Lawbah	PHC	Yes – 25 Kva; covers entire facility: Yes	Yes – 15 Kva	Tier C-3: online UPS (2 h) + DG changeover	–
Diengiei	PHC	Yes – 2.4 kVA (Not working)	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	DG not working; coverage not known.
Diengpasoh	PHC	No	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–
Mawkyrnw	PHC	Yes – 25 kva; covers entire facility: Yes	Yes – 10 Kva (not functional)	Tier C-3: online UPS (2 h) + DG changeover	PV not functional ; restoration not required while the DG is functional – at NHM discretion.
Mawlai Mawroh	PHC	No	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–
Mawlong	PHC	Yes (ratings unknown) (Not functioning)	Yes - 7.5 Kva Covers – Partially	Tier C-2: restore/complete PV + hybrid inverter + battery (4 h)	DG not functioning; PV partially available.
Mawphlang	CHC	Yes 2 Available – 40 Kva and 62.5 Kva; covers entire facility: Partially Covers the new building	No	Tier B: online UPS (2 h) + DG changeover	Two DGs cover the new building only – extend DG feeder if IT areas lie outside it.
Mawryngkeng	CHC	Yes – 30 Kva; covers entire facility: No (partially)	No	Tier B: online UPS (2 h) + DG changeover	DG does not cover the entire facility – extend feeder to critical IT board.

Facility	Type	Existing DG (as reported)	Existing solar PV (as reported)	Proposed configuration	Points to verify
Ryngku	PHC	Yes – 30 Kva; covers entire facility: Yes	Yes – 10 Kva	Tier C-3: online UPS (2 h) + DG changeover	
Sohra	CHC	Yes – 65 Kva; covers entire facility: Yes	No	Tier B: online UPS (2 h) + DG changeover	–
Mawiong	CHC	Yes – 30 Kva; covers entire facility: Yes	No	Tier B: online UPS (2 h) + DG changeover	–
Wahsherk hmut	PHC	Yes – 7 Kva; covers entire facility: Partially	No	Tier C-3: online UPS (2 h) + DG changeover	DG (7 kVA) partially available – extend feeder to critical IT board; no PV.
Sohiong	CHC	Yes – 40 Kva; covers entire facility: Yes	No	Tier B: online UPS (2 h) + DG changeover	–
Mawkliaw	PHC	No	Yes – 10 Kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–
Mawsiatk hnam	PHC	Yes – 10 kva; covers entire facility: Yes (covers all premises)	Yes – 10 kva	Tier C-3: online UPS (2 h) + DG changeover	Confirm the 10 kVA DG can carry the critical IT load; if undersized, reclassify to Tier C-1 (10 kVA PV reported).
Mawsynram	CHC	Facility under renovation – no data reported	Not reported	Tier B: online UPS + DG changeover (2 h where a functional DG covers the IT board; 4 h otherwise) – to be confirmed	Facility under renovation; confirm DG and PV status on completion of works. BoM quantity retained.
Pongtung	PHC	Yes – 30 Kva; covers entire facility: Yes	Yes – 3 kva	Tier C-3: online UPS (2 h) + DG changeover	–
Weilyngkut	PHC	No	Yes – 10 kva	Tier C-1: hybrid inverter + battery (4 h) on existing PV; DG not relied upon	–

Facility	Type	Existing DG (as reported)	Existing solar PV (as reported)	Proposed configuration	Points to verify
Pynursla	CHC	Yes – 40 KVA; covers entire facility: Yes	No	Tier B: online UPS (2 h) + DG changeover	–
Ichamati	CHC	Yes – 25 KVA; covers entire facility: Yes	No	Tier B: online UPS (2 h) + DG changeover	–
Civil Hospital Shillong	DH	Yes – 500, 250 and 200 KVA;; 500 kVA covers– whole hospital excluding Radiology; 250 kVA – MRI; 200 kVA – CT scan	Not reported	Tier A: 2 × online UPS (1+1) (2 h) + DG changeover	500 kVA DG excludes the Radiology department – extend feeder or confirm supply for any HM&EHR points there. MRI and CT DGs are unit-specific.
MIMHANS	DH	Yes - 250 KVA; covers entire facility: Yes	No	Tier A: 2 × online UPS (1+1) + DG changeover (2 h); if no functional DG, ≥4 h autonomy	
Ganesh Das Hospital	DH	Yes – 500, 200, 200 and 250 KVA; covers entire facility: Yes	No	Tier A: 2 × online UPS (1+1) (2 h) + DG changeover	–
RB Chest TB Hospital	DH	Yes – 200, 40 and 100 KVA; covers entire facility: Yes	No	Tier A: 2 × online UPS (1+1) (2 h) + DG changeover	

