DHS/NHM/HMIS/99/2024-2025 (XLVIII) Dated: 05.11.2026

ADDENDUM/CORRIGENDUM-2

Name Of Work: 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

Request For Bids No.: DHS/NHM/HMIS/99/2024-2025/1 dated: 22.10.2026

Sl	RFP page cited	RFP section / item	RFP clause (as per RFP)	Query / request (summarised)	Bidder's stated rationale	Response/Clarification
CORRIGENDUM						
1	14 (Section 3.2)	Section 3.2 Power Backup Architecture – Energy sources; Battery	Tier A: Grid + existing hospital DG (via ATS/AMF) + battery. Battery: LiFePO4 preferred; VRLA (SMF/tubular) acceptable.	Clarify how the batteries will be connected; confirm whether the battery mentioned is the battery backup of the UPS.	Kindly clarify or confirm battery mentioned is battery backup from UPS.	It shall connect on the DC side of the UPS / Inverter. DC Protection and cabling, all of which are within the item scope.
2	37–40	Package 2 – Power, Electrical & Earthing	General	Provide list of DHs, CHCs and PHCs with contact details so bidders can survey sites; extend the submission date to complete the survey.	(none given)	The requirements and quantities are arrived post readiness assessment by NHM. However, bidders are allowed to make filed visit for assessment with prior intimation. The readiness assessment carried out by NHM will be shared with all the interested bidders
3	40–41	Package 3 – Network & Internet Connectivity	General	Provide list of DHs, CHCs and PHCs with contact details to survey sites for network and internet; extend submission date.	(none given)	The requirements and quantities are arrived post readiness assessment by NHM. However, bidders are allowed to make filed visit for assessment with prior intimation. The readiness assessment with the list carried out by NHM will be shared with all the interested bidders
						No Change. The router requirement is functional and deliberately OEM-neutral: a dual-WAN router providing high

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4	50	Package 3 – 3.1 Router	Dual WAN router for ISP Failover	No specification mentioned; confirm that bidder may quote router as per its own solution.	Kindly confirm if we can quote Router as per our Solution.	availability and automatic failover between the primary and a different secondary ISP, with throughput adequate for the contracted bandwidth at the facility (up to 500/100/50 Mbps) and interoperable with the UTM firewall. Bidders may quote any OEM's product that meets these functional requirements, and shall submit the make, model and datasheet with the technical bid. Automatic failover will be demonstrated at commissioning
5	51	Package 3 – 3.3 Network Switch	16-port Gigabit unmanaged switch; 24-port Gigabit unmanaged switch	No specification mentioned; confirm that bidder may quote switches as per its own solution.	Kindly confirm if we can quote Switches as per our Solution.	No Change. Bidders may quote any OEM's compliant product and shall submit make, model and datasheet with the technical bid
6	51	Package 3 – 3.4 Wireless LAN	Centrally managed controller-based enterprise-grade dual-band 802.11ax (Wi-Fi 6) Wi-Fi with seamless coverage in all clinical, registration, OPD, IPD, wards, pharmacy and labs, with configuration, testing and commissioning.	Limited specification; number of access points not mentioned; confirm bidder may quote WLAN as per its own solution.	Kindly confirm if we can quote Wireless LAN as per our Solution.	No Change. The WLAN requirement is performance- and coverage-based and is priced per facility. 3.3(i) sets the minimum: 802.11ax (Wi-Fi 6) with central/cloud-managed enterprise-grade access points; WPA2/WPA3-Enterprise preferred . Bidders may quote their own solution meeting these requirements
						The requirement is a business-class All-in-One computer with integrated 22-inch display (item 4.1 – product type and display rows). The 'Free Expansion Slots' (PCIe) row is a tower/small-form-factor attribute and does not

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7	52–54	Package 4 – 4.1 Desktop	Product type: business-class All-in-One computer with integrated display and computing unit. Free expansion slots: minimum 2 half-height PCIe x1 slots, 1 × half-height PCIe x16 slot.	Product type says All-in-One but specification is for a Desktop PC; clarify which is required and rectify.	Kindly clarify the requirement, whether Desktop PC or All-in-One PC is required and rectify accordingly.	apply to an All-in-One. The row “Free Expansion Slots” stands deleted. The rows “Free Expansion Slots”, "HDMI Ports" “Video Connectors” are deleted. Storage: 512 GB M.2 PCIe NVMe SSD onboard. The requirement for provision to add an additional PCIe NVMe SSD in future is deleted, as it does not apply to All-in-One computers. In the "Processor" row, the Processor TDP up to 65W be available. In the "Ports" row, Ports to be read as: minimum 5 ports in total, comprising minimum 2 × USB 3.2 Gen 2 ports (including 1 × USB Type-C), 1 × DP/HDMI port, 1 × Gigabit RJ-45 port and 1 × universal audio port
8	52–54	Package 4 – 4.1 Desktop – Compliance & Certification	OEM own ISO 9001, 14001, 45001, 50001 (own India factory; no 3rd-party/ODM certificates). Model to have UL, FCC, CE, RoHS, EPR, ENERGY STAR 8.0, EPEAT Gold India, Windows and Ubuntu/Red Hat/SUSE Linux certification (public domain, against quoted model).	(i) Remove Linux certification; (ii) change EPEAT Gold India to EPEAT; (iii) add ISO 20000-1 for OEM.	OS asked is Windows 11 Home, so Linux certification is of no use; allow OEM undertaking if required. EPEAT registry is globally accepted – why EPEAT Gold India? ISO 20000-1 for OEM service management.	No Change. Certification is required for one of Ubuntu / Red Hat / SUSE, plus Windows. The requirement is specific Gold tier registered for India on the public EPEAT registry, reflecting NHM's environmerntal / e-Waste criteria.
9	54–55	Package 4 – 4.2 Laptop – Communication & I/O ports	Minimum 4 USB 3.2 ports including 2 Thunderbolt ports (Type-C), 1 × HDMI, RJ-45, universal audio	Remove Thunderbolt ports; ask instead for 2 × USB Type-C ports.	USB Type-C is equivalent to Thunderbolt; USB-C will suffice; Thunderbolt is for	The clause modified as "minimum 4 × USB 3.2 ports (including at least 2 × USB 3.2 Gen 2 or higher Type-C ports), 1 × HDMI, 1 × Gigabit RJ-45, 1 × universal audio jack and 1 × security

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			jack, security lock slot.		Intel systems only.	jack and 1 × security lock slot. The Thunderbolt requirement is removed.
10	54–55	Package 4 – 4.2 Laptop – Certifications	OEM: ISO 9001, 14001:2004, ISO 45001 for own India factory. Quoted model: TCO 9, UL, FCC, CE, Energy Star 8.0, EPEAT India, RoHS, Windows and Red Hat/Ubuntu Linux, MIL-STD-810.	(i) Remove Linux certification; (ii) change UL to 'UL/Energy Star'; (iii) remove TCO 9 and EPEAT India; (iv) add ISO 20000-1 for OEM.	OS is Windows 11 Home so Linux certification is of no use (allow OEM undertaking); Energy Star is equivalent to UL; different OEMs hold different certifications; ISO 20000-1 for OEM service management.	No Change. Certification is required for one of Ubuntu / Red Hat / SUSE, plus Windows. UL (Product safety) and Energy Star (energy efficiency) certify diffirent attributes and RFP requires both.
11	57	Package 4 – 4.5 Printer – Print technology	Inkjet Precision Core Printhead	Inkjet Precision Core Printhead is specific to one OEM; remove the specification and make it neutral.	Kindly remove the specification and make it neutral for fair & wider participation.	The requirement is for an ink-tank (bottle-fed), heat-free-printhead inkjet printer. The brand-specific term “Precision Core” is deleted.
12	57	Package 4 – 4.5 Printer – Print technology	Inkjet Precision Core Printhead	Incorporate laser technology also, as it is the most durable technology; only a single OEM makes a dedicated inkjet monochrome printer.	Change requested for fair & wider participation.	The requirement is for an ink-tank (bottle-fed), heat-free-printhead inkjet printer.The brand-specific term “Precision Core” is deleted.
13	57	Package 4 – 4.5 Printer – Cartridge technology	Ink Cartridge/Bottle	Allow toner as well, since laser uses toner.	Change requested for fair & wider participation.	No Change
14	57	Package 4 – 4.5 Printer – Print speed	Minimum print speed per ISO/IEC 24734, A4, monochrome: 18 ipm	Keep speed at minimum 20 PPM or higher (ISO A4); add duplex.	Higher speed gives better productivity at OPDs; duplex widely used.	No Change
15	57	Package 4 – 4.5 Printer	Minimum ink droplet volume: 2.8 pl	Remove this parameter as laser printers do not measure volume.	–	No Change
16	57	Package 4 – 4.5 Printer	Print speed – draft: up to 33 ppm	Remove as laser technology does not have draft-mode measurement.	–	No Change
17	57	Package 4 – 4.5 Printer	Printer language: ESC/P-R	Add SPL also.	All OEMs have their own printer language.	Modified as ESC/P-R or equivalent

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18	57	Package 4 – 4.5 Printer – Interface	USB 2.0, Wi-Fi IEEE 802.11b/g/n, Wi-Fi Direct, Ethernet	Remove Ethernet.	Connectivity in the RFP solution is wireless; most printers will be connected to individual desktops/laptops; Ethernet adds cost.	No Change
19	57	Package 4 – 4.5 Printer – Power consumption	Operating 12 W, Standby 5.8 W	Remove, or change to operating 420 W so laser printers are covered.	Change requested to incorporate laser printers also.	No Change
20	57	Package 4 – 4.5 Printer – Warranty	1 Year including print head	Ask for OEM declaration on warranty.	–	Bidder shall submit OEM declaration for warranty
21	57	Package 4 – 4.6 Multi-Function Printer – Print technology	Precision Core heat-free inkjet	Technology is specific to one OEM; allow laser also.	Fair & wider participation; laser is the most durable technology.	The clause has been modified as Ink Tank, Heat free printthead Inkjet
22	57	Package 4 – 4.6 MFP – Cartridge technology	Ink Cartridge/Bottle	Allow toner as well.	Incorporate laser printers also.	No Change
23	57	Package 4 – 4.6 MFP	Minimum ink droplet volume: 2.8 pl	Remove this parameter.	Laser printers do not measure volume.	No Change
24	57	Package 4 – 4.6 MFP – Print speed	Print speed per ISO/IEC 24734, A4, mono: 18.0 ipm	Keep minimum 20 PPM or higher; add duplex.	Higher speed gives better productivity at OPDs; duplex widely used.	Min print speed 20 PPM
25	57	Package 4 – 4.6 MFP – Maximum copy size	Legal	Keep standard sizes as A4, Letter and Legal.	Fair & wider participation.	No Change
26	57	Package 4 – 4.6 MFP – Maximum paper size	215.9 × 1200 mm (8.5 × 47.24")	Keep standard sizes as A4, Letter and Legal.	Fair & wider participation.	No Change
27	57	Package 4 – 4.6 MFP – ADF	Yes	Include ADF capacity as 40 sheets.	–	No Change
28	57	Package 4 – 4.6 MFP – Control panel	1.44" Colour LCD screen	Keep it open as LCD; various OEMs have different sizes.	Fair & wider participation.	Modified as LCD Control Panel
29	57	Package 4 – 4.6 MFP – Yield	6000 pages	Change to 1150 pages starter toner yield.	–	No Change
		Package 4 –	Including print	Ask for OEM		Bidder shall submit OEM

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30	57	4.6 MFP – Warranty	Including printhead	declaration on warranty.	–	declaration for warranty
31	58	Package 4 – 4.7 QR Code Printer / Barcode Printer / Token Printer	Technical specification (describes a handheld 1D/2D barcode scanner, USB, 3-year warranty)	Item asked is a barcode printer but the specification is for a handheld barcode scanner; change the specification.	Request to kindly change the specifications.	Clause Modified to: Direct thermal token/receipt printer, no ink or ribbon. Commonly used 1D and 2D barcode formats, including QR Code. Warranty of three years.
32	60	Package 5 – 5.1 Server for PHCs – Processor	Intel Xeon Silver 4310 / AMD EPYC 72F3, 8 cores/16 threads; OEM-manufactured motherboard	Amend processor to Intel Xeon Silver 4514Y.	4310 is 3rd-gen Xeon and no longer available; current Xeon Silver is 5th-gen 4514Y.	Equivalent or Higher specification is acceptabable.
33	61–62	Package 5 – 5.2/5.3 Server for CHCs & DHs – Processor	Intel Xeon Silver 4314 / AMD EPYC 7313, 16 cores/32 threads	Amend processor from 4314 to Xeon Silver 4514Y.	3rd-gen processor not available; current is 5th-gen 4514Y.	Equivalent or Higher specification is acceptable.
34	61–62	Package 5 – 5.2/5.3 Server – Processor frequency	2.40 GHz base; up to 3.40 GHz turbo	Amend to 2.0 GHz base; up to 3.40 GHz turbo.	Processor frequency of Xeon Silver 4514Y is 2.0 GHz base, up to 3.40 GHz turbo.	For higher generation processor base frequency of not less than 2.0 GHz with turbo is accepted.
35	61–62	Package 5 – 5.2/5.3 Server – Processor cache	24 MB cache	Amend to '24 MB cache or higher'.	Cache of Xeon Silver 4514Y is higher than 24 MB.	No Change. Minimum specifications are specified and Bidders are free to quote for higher technical specifications
36	61–62	Package 5 – 5.2/5.3 Server – Installed memory	64 GB DDR4 ECC RDIMM, subject to platform compatibility	Amend to 64 GB DDR5 ECC RDIMM.	Currently available DIMM is DDR5.	Amended as 64 GB DDR4 pr DDR5 ECC subject to platform compatability
37	61–62	Package 5 – 5.2/5.3 Server – Memory expansion	Expandable to at least 128 GB	Amend to expandable to at least 1 TB.	Enterprise-grade servers have at least 16 DIMM slots and 1 TB maximum.	No Change
38	61–62	Package 5 – 5.2/5.3 Server – Memory speed	Up to DDR4-2667 MHz	Amend to 'Up to DDR5-4400 or higher'.	Currently available DDR5 DIMM frequency will be 4400 MHz or higher.	Amended as DDR4 - 2667 MHz or DDR5-4400 Mhz (or higher) as per platform

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39	61–62	Package 5 – 5.2/5.3 Server – RAID controller	Compatible hardware RAID controller	Amend to a controller that supports 16 Gbps NVMe, 12 Gbps SAS, 6 Gbps SATA.	Controller should support SAS/SATA/NVMe as per current industry scenarios.	No Change
40	61	Package 5 – 5.2 Server for CHCs – Storage	2 × 1 TB enterprise-compatible SSDs, 1 × 2 TB HDD for backup	Amend to 2 × 960 GB enterprise SSDs, 1 × 2 TB HDD.	1 TB SSD is not available in industry; nearest is 960 GB.	Amended as 2 × 960 GB enterprise SSDs, 1 × 2 TB HDD.
41	61	Package 5 – 5.2 Server for CHCs – Usable storage	Approximately 1 TB in RAID 1, before formatting	Amend to approximately 960 GB in RAID 1.	1 TB SSD not available; nearest is 960 GB.	Amended to approximately 960 GB in RAID 1.
42	61–62	Package 5 – 5.2/5.3 Server – Expansion slots	PCIe expansion slots for compatible network adapters, storage controllers and peripherals	Amend to PCIe 5.0 expansion slots.	Currently available PCI version will be 5.0.	No Change
43	60–62	Package 5 – 5.1–5.3 Server – Remote management	Dedicated BMC/IPMI or vendor-specific remote server management, if supported	Add features: one-button secure erase, role-based access control, proactive failure alerts, online support portal with dashboard and warranty tracking.	These features give the most recent management capability.	No Change
44	60–62	Package 5 – 5.1–5.3 Servers – Security (addition requested)	(Addition requested)	Add security features: proactive out-of-date BIOS/driver identification and remote update, silicon fingerprint/immutable silicon root of trust, UEFI Secure Boot, CNSA algorithms, firmware rollback / boot only when firmware matches, firmware repository.	These features give the most recent security capability.	
45	7 (Data	Data Sheet –	Download of tender 24/10/2026–14/11/2026; last date for submission	Extend the last date of submission by 10 days so bidders can survey hospitals and	Time needed to	No Change

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	Sheet)	Sl. 7, 9, 10	16/11/2026 4:30 PM; opening 17/11/2026 3:00 PM	survey hospitals and assess electrical wiring and network requirements.	survey sites.	No Change.
46	Not cited (cf. 52–54)	Package 4 – 4.1 Desktop – Certifications	OEM should have own ISO 9001, ISO 14001, ISO 45001, ISO 50001 certified own India Factory (no 3rd party / ODM certificates will be accepted).	Amend to: "OEM or its authorized Contract Manufacturer / ODM factory in India having valid ISO 9001, 14001 and 45001 certifications."	Leading Tier-1 OEMs often manufacture via EMS/ODM partners in India under Make-in-India guidelines. Restricting to self-owned factories eliminates major global OEMs and restricts competition.	No Change. The OEM own-factory requirement (ISO 9001, 14001, 45001 and 50001 certified India factory, with no third-party / ODM certificates) is retained, as in NI-09.
47	Not cited (cf. 54–55)	Package 4 – 4.2 Laptop – Operating System & Accessories	OEM letter confirming OS pre-installation & carry case signed by representative approved through a Board Resolution.	Remove the Board Resolution requirement and accept standard OEM Authorization (MAF) / Undertaking.	Board Resolutions are internal governance matters, not typically issued for individual product accessory letters. Standard MAF/OEM authorization ensures genuine supply.	The clause has been modified as: OEM letter confirming OS pre-installation and carry case, on OEM letterhead and signed by an authorised signatory of the OEM. A Board Resolution is not required.
48	Not cited (cf. 56)	Package 4 – 4.4 Android Tablet – Technical specifications	MediaTek Dimensity 6300, 11" 2.5K (2560x1600) 500 nits, IP57 rating, Dolby Atmos.	Relax parameters: screen size 10.5" to 11" FHD+ (1920x1200 or higher), Octa-core processor, IP54 or higher.	The current combination of exact screen resolution, processor model and IP rating aligns with a single specific brand/model, restricting fair bidding.	No Change. The specification of item 4.4, including the IP57 rating, is retained (refer JB-01 / WX-01).
49	Not cited (cf. 57)	Package 4 – 4.5 Printer & 4.6 MFP – Print technology	Inkjet Precision Core Printhead / Precision Core Heat-free Inkjet.	Amend to: "Inkjet / Thermal Inkjet / Precision Inkjet Print Technology or equivalent."	"Precision Core" is a proprietary trademarked technology of Epson. Specifying it explicitly excludes other leading printer OEMs (e.g., HP, Canon, Brother).	The clause has been modified as Ink Tank, Heat-free Printhead Inkjet (refer NI-12 / NI-22).

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50	Not cited (cf. 37–40)	Package 2 – Power, Electrical & Earthing – UPS battery	All rating UPS system asked with LiFePO4 preferred, VRLA tubular acceptable.	(i) LiFePO4 is a lithium battery costing 2–3 times more; VRLA tubular battery is designed for inverters, not UPS; UPS is compatible with SMF battery. (ii) No VAH is mentioned for the backup required with the UPS; requests that the VAH details be shared.	(i) Requiring LiFePO4 as a preferred option drives up capital expenditure (typically 2–3 times standard battery technologies); specifying "VRLA tubular batteries" is technically misaligned, as tubular batteries are engineered for inverters, whereas UPS systems are designed for SMF (Sealed Maintenance Free) batteries. (ii) The RFP lacks explicit Volt-Ampere-Hour (VAH) metrics needed to calculate and deliver the desired backup autonomy; clear VAH specifications are essential for bidders to size battery banks accurately and prevent under- or over-quoting.	The clause has been modified as: “Battery: LiFePO4 preferred; VRLA (SMF / tubular) acceptable.” SMF (Sealed Maintenance Free) batteries are acceptable, subject to meeting the functional requirements of the RFP, including the specified backup duration for the connected load.
51	Not cited	Eligibility Criteria 15 – Certifications	Certifications: ISO 9001 (Quality Management) and ISO 27001 (Information Security Management), or equivalent, held by the Bidder or its OEM/technology	ISO 27001 relates to information security; for UPS it is best to include NABL calibration set-up in India, which ensures performance and longevity of the system (i.e., mandate NABL	ISO 27001 pertains strictly to Information Security Management Systems and is non-applicable and non-standard for power electronics such as UPS hardware. To ensure performance, accuracy and	No Change.

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			partners as applicable.	instead of ISO 27001 for UPS).	longevity of power and electrical systems in India, the specification should instead mandate NABL.	
52	Page no 28	Section 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.			New clause added: In addition to the hard copy, bidders shall submit a digital copy of the complete Technical Bid in a Pen Drive, sealed in the Technical Bid envelope. The digital copy shall be in searchable PDF format and shall be identical to the hard copy. The Pen Drive shall be clearly labelled with the RFP number and the bidder's name. In case of any discrepancy between the hard copy and the digital copy, the hard copy shall prevail.
ADDENDUM						
53	56 (per WiMAX; item 4.4)	Package 4 – 4.4 Android Tablet – IP grading	IP grading: IP 57 or higher	Change IP rating to IP52 instead of IP57.	IP57 is used mainly in high industrial/extreme environments; IP52 is widely sold and gives water/dust protection; IP57 costs >100% more (e.g. ₹30,000 vs ₹65,000); IP52 comes with 3-year OEM warranty.	All other terms and conditions remain unchanged. However, bidders are now required to submit separate price quotes for both IP52 and IP57 protection ratings. Additionally, the bidder must supply and install appropriate tempered glass screen protection as part of the deployment
54	56 (item 4.4)	Package 4 – 4.4 Android Tablet – IP grading	IP grading: IP 57 or higher	Change IP grading from IP57 to IP52, described as widely acceptable and opening participation to all OEMs.	IP52 is widely acceptable; keeps tender open for all OEMs.	All other terms and conditions remain unchanged. However, bidders are now required to submit separate price quotes for both IP52 and IP57 protection ratings. Additionally, the bidder must supply and install

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						appropriate tempered glass screen protection as part of the deployment
55	Page no 29	15.1. Pre-Qualification Criteria	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 requirements. Such engagement or subcontracting shall not absolve the bidder of its overall responsibility for the satisfactory execution of the contract.			Bids from consortiums or joint ventures shall be permitted, subject to the eligibility conditions specified in this RFP. A consortium or joint venture shall have a maximum of two (2) parties. 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 requirements. Such engagement or subcontracting shall not absolve the bidder of its overall responsibility for the satisfactory execution of the contract.

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