



Intelligent Communications Systems India Ltd
Administrative Building above Post Office, Okhla Industrial
Estate Phase III, New Delhi-110020
Tel.: 011-40538951, 011-35024705



Ref. No. ICSIL/03/725/EOI/OPD Services/2025-26

19-12-2025

Subject: - Expression of Interest backend partner for Hardware/networking/stationery services required in eventually operating OPD/IPD/Emergency Services in various Govt Hospitals of Delhi

ICSIL seeks backend partner for **operating OPD/IPD/Emergency Services in various Govt Hospitals of Delhi.**

The major scope of work comprises:

1. Supply, Installation & Maintenance of Computer Hardware (Desktop, Printer, UPS)
2. Supply of Stationery (Paper RIM, etc) and other consumables like Printer cartridge, Toner, etc
3. Computer Network support services

Backend partner should meet the following criteria:

Pre-Qualification Criteria:

Sr.No	Criteria	Mandatory supporting Documents Required
1	The bidder should be a Legal Business Entity to be a company registered in India under the Companies Act, or a partnership firm registered under the Limited Liability Partnership Act, a proprietorship firm OR a society registered under Society Registration Act and must be in operations in India for at least 5 years as on 31/03/2025	Certificate of incorporation/registration under relevant Act
2	The Bidder shall not be blacklisted/ debarred by any Central/State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as on date of submission of proposal.	Self-Declaration for not being blacklisted by any State/Central Govt. Dept./ PSU/
3	The bidder must have tie up with OEMs/distributors for operation and maintenance-based services for Desktops, Printers and UPS	Copy of Valid authorization /agreement with OEM/distributor of said items
4	The Bidder should have Work Order for similar work in the last 07 years preferably IPD/OPD registration service in hospitals.	Copy of Work Order
5	Bidder should have ISO 9001:2015 & ISO 27001:2022	Valid copy of ISO certificates
6	Bidder should have minimum average turnover of minimum 06 crores in last 03 Financial Years 2022-2023, 2023-24 and 2024-25 from IT Services/OPD Registration Services/Hardware Networking domain	CA Certificate along with audited balance sheet

Sr.No	Criteria	Mandatory supporting Documents Required
7	Bidder should have Office in Delhi and should have GST registration in Delhi	-Copy of valid proof of address else undertaking for opening an office in Delhi -Copy of GST registration
8	Methodology of providing services	-Time Period -Model of Procurement -Cost benefit analysis of both models (Purchase Vs Rental for a period of 03 years which may be extended for another 02 years)

Selected bidder will work with ICSIL on exclusive basis.

Submission of Expression of Interest (EoI)

The bidders meeting the above-mentioned criteria must submit their responses in sealed envelopes labelled as Pre-Qualification & its Technical Proposal ‘Expression of Interest for Pre-Tender Tie-Up – OPD & IPD Services Dated 19-12-2025’.

Evaluation Procedure

1. In First stage of evaluation, the documents related to the Pre-qualification & Technical proposal will be evaluated.
2. In the Second stage of evaluation, ICSIL will call technically qualified bidders for presentation.

Note:

1. ICSIL reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of ICSIL is final and binding on the participants.
2. The evaluation committee will determine whether the proposal/ information are complete in all respects and the decision of the evaluation committee shall be final.

Empanelled vendors interested in working with ICSIL as a partner for participation in the said tender should submit their responses **in sealed envelopes** latest by **29/12/2025 up to 15.00 Hrs** at the address mentioned below:

Front Desk Officer
Intelligent Communication Systems India Limited (ICSIL)
Administrative Building,
Above Post Office,
Okhla Industrial Estate,
Phase – III, New Delhi -110 020
Telephone : 011-40538951, 011-35024705

For any clarification, please contact the following officials:

1. Mr Ravi Tripathy,
System Analyst,
Email: ravi.tripathy@icsil.in
2. Ms. Nafeesa Bano,
Engineer (MM/IT),
Email: nafeesa@icsil.in