



Ref. No. ICSIL/03/733/EoI for Empanelment/OPD Services/2025-26

13-01-2026

Subject: Expression of Interest for Empanelment of Consortium/Backend Partner of ICSIL for providing OPD/IPD/Emergency Support Services in Government Hospitals

1. Introduction

Intelligent Communication Systems India Limited (ICSL), a Joint Venture with majority shareholding of Telecommunications Consultants India Limited (TCIL) and Delhi State Industrial and Infrastructure Development Corporation (DSI IDC), and a Public Sector Undertaking (PSU).

This open EOI intends to “empanel” the following as consortium/backend partner of ICSIL for providing OPD/IPD/Emergency Support Services in Government Hospitals: -

- 1) Hardware, Networking & Stationery Vendor
- 2) Manpower Vendor

2. Scope of Empanelment:

Sr No	Group	Scope of Service
1	Hardware, Networking & stationery Vendor	Supply, Installation & Maintenance of Computer Hardware, Networking & Stationery items (Paper RIM, etc) and other consumables like Printer cartridge, Toner, etc
2	Manpower Vendor*	Manpower Resourcing

*Manpower vendor can take the support of hardware, networking & stationery vendor to provide end to end solution to ICSIL for a given operation.

3. Pre-Qualification Criteria

a) Hardware, Networking & stationery vendor

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

Sr.No	Criteria	Mandatory supporting Documents Required
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 supply & maintenance support for Hardware, Networking & stationery	Copy of Valid authorization /agreement with OEM/distributor of said items
4	The Bidder should have atleast 3 (three) Work Orders for similar work (Hardware/networking) of value 50 Lakh each in the last 07 years	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 Hardware & Networking domain	CA Certificate along with audited balance sheet
7	Bidder should have Office in Delhi and should have GST registration in Delhi	-Copy of valid proof of address/ 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

b) Manpower Vendor

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 Labour Identification Number (LIN) issued by Sharam Shuvidha Portal	Copy of Valid LIN

Sr.No	Criteria	Mandatory supporting Documents Required
4	The Bidder should have atleast 3 (Three) Work Order for similar work (Manpower Supply) of value 50 Lakh each in the last 07 years preferably IPD/OPD registration service	Copy of Work Order
5	Bidder should have ISO 9001:2015	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 Facility Management/Manpower Resourcing work	CA Certificate along with audited balance sheet
7	Bidder should have Office in Delhi and should have GST registration in Delhi	-Copy of valid proof of address/undertaking for opening an office in Delhi -Copy of GST registration
8	Methodology of providing services	-Time Period -Model of Procurement -Panel of Resources
9	Bidder should be registered with EPF & ESI authorities atleast for Delhi State	Copy of Registration with EPF & ESI authorities
10	Bidder should have capability of arranging to disburse wages of 01 crore in couple of months before they are recouped with payment	Supporting document to be submitted

c) Qualified bidder shall sign non-exclusive MoU as per format at Annexure I and if selected shall work with ICSIL on exclusive basis for a given opportunity.

d) Submission of Expression of Interest (EoI)

The bidders meeting the above-mentioned criteria must submit their response in sealed envelopes labelled as Technical Proposal “Expression of Interest for Empanelment of Consortium/Backend Partner of ICSIL for providing OPD/IPD/Emergency Support Services in Government Hospitals.”

4. Evaluation Procedure

1. In First stage of evaluation, the documents related to the Technical proposal will be evaluated.
2. In the Second stage of evaluation, ICSIL will call technically qualified bidders for presentation.
3. In the Third stage, the bidder will sign MoU with ICSIL valid for 02 years as per format placed at Annexure I

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 is complete in all respects and can ask for clarification within defined timeline from the bidders.

Interested parties should submit their responses **in sealed envelopes** at following address, the bids submitted will be evaluated on regular intervals and vendors empaneled thereby will be intimated.

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

Memorandum of Understanding

This Memorandum of Understanding (MoU) is made on ____th day of _____ at New Delhi by and between:

M/s Intelligent Communication Systems India Limited, a Company registered under the Indian Companies Act 1956, with its registered and corporate office at Administrative Building, Above Post Office, Okhla Phase-III, New Delhi – 110020, hereinafter referred to as “**ICSIL**”, which expression shall include its successors and its permitted assigns, of one part.

AND

M/s _____ <>vendor>>, registered under the Indian Companies Act 1956/2013 (whichever is applicable), with its registered office at _____, hereinafter referred to as “____<>Vendor>>____”, which expression shall include its successors and permitted assigns, of the other part.

“**ICSIL**” and “____<>Vendor>>____” are individually referred to as “Party” and collectively as “Parties”.

WHEREAS ICSIL, is a joint venture with major shareholding of Telecommunications Consultants India Limited (TCIL), a Government of India Enterprise under Ministry of Communications and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), a Government of Delhi undertaking. ICSIL is an ISO 9001:2015 certified company and holds status of a Public Sector Undertaking.

WHEREAS _____

) is in the business of _____.

WHEREAS ICSIL published EOI No. _____ dated _____ referred by ICSIL for Empanelment of Consortium/Backend Partner of ICSIL for providing OPD/IPD/Emergency Support Services in Government Hospitals

AND WHEREAS _____ <>Vendor>> submitted their offer and pursuant to the same was selected by ICSIL as Empanelled vendor *in the* following Categories: -

- 1) Hardware, Networking & stationery vendor
- 2) Manpower vendor

for providing OPD/IPD/Emergency Support Services in Government Hospitals

Now, therefore, it is agreed between the Parties as under:

1. The Parties wish to work together with the understanding that ICSIL shall act as the bidder (lead bidder) and _____ <> as _____ for participating in ICSIL Opportunities.
**Please note that the term "Lead bidder" shall be mentioned only when ICSIL is bidding in consortium with <>. If not bidding in consortium, then <> shall be backend partner and ICSIL shall front end with the Client.*
2. The _____ <> shall nominate the team, their name(s), address (es) and telephone nos. (Residence included) for better co-ordination.
3. ICSIL being project based organization, many of the requirements could be of emergency nature. The agencies have to respond to such demands despite holidays/beyond office hours.
4. Mere empanelment does not confer automatic rights to a <> secure/procure jobs/works unless a definitive agreement is entered into with the vendor.
5. ICSIL will not pay any charges related to presentation at ICSIL or at customer premises to <>.
6. The preference shall be given in form of relaxation in %age terms to the selected <> total bid price in the project as per the following mode of relaxation: -
"If the total bid price of the selected partner in a project, who has brought the business lead, is within 10% higher band of L1 price, shall be offered first to match the L1 price on NPV basis. If this partner does not agree to match the L1 price, then whosoever has quoted the L1 price will be offered to execute the project". The decision of ICSIL for offering the L1 Price to selected Partner who has brought the lead shall be final and binding."

7. For Hardware Vendor

Since the alliance partner will be an important stakeholder in the specific project, following are the expectations from the partner:-

- i. The empanelled partner shall provide commercial and technical response within the timeline of the project (including technical capability, man-hours and other details).
- ii. The empanelled partner shall keep ICSIL updated on its product and service portfolio. (i.e. any product/service is added/terminated/modified).
- iii. The empanelled partner shall provide product demonstrations to ICSIL or to the client/prospect.
- iv. The empanelled partner shall support ICSIL in implementation of the project as agreed.
- v. The empanelled partners shall abide by agreed terms and conditions for the complete period of empanelment.
- vi. The empanelled partner may share leads for potential business opportunities for ICSIL. The empanelled partners shall provide pre-sales support to ICSIL in responding to specific RFPs/Tenders etc.
- vii. The empanelled partner shall respond to each request for quotation raised by ICSIL within stipulated time decided by ICSIL.

- viii. The empanelled partner may be asked to support ICSIL in preparation of the tender response (Technical & Commercial).
- ix. The empanelled partner shall provide MAF (Manufacturers Authorization) as per required format in the name of ICSIL from OEM/Manufacturer.
- x. The empanelled partner shall provide/ provide access to all available products with detail and with their prices/MRP. However, Selected Partner shall provide best price to ICSIL at the time of tender/RFP submission.
- xi. The empanelled partner shall be responsible for technical compliance.
- xii. The empanelled partner shall provide detailed network architect based on their available products or any other requirement based on ICSIL end client requirement.
- xiii. The empanelled partner needs to sign an NDA with ICSIL as per ICSIL's policy on case to case basis.
- xiv. Empaneled Partner shall submit EMD and/ or Performance Security and/or Sign Integrity Pact on case to case basis or as a back to back arrangement and depending on the conditions of end Tender/opportunity.
- xv. Whenever required, specific purchase order will be issued and/or agreement will be signed with respective partner for specific tender/opportunity . Terms & Conditions like LD, Penalty, Warranty, AMC, SLA, payment terms, etc. shall be finalized on case to case basis depending upon ICSIL/End-Client requirement.
- xvi. All financial, technical and commercial terms of the <<Client>> except pricing, Risk Purchase, limitation of liability, advance payment and termination will apply on back to back basis between ICSIL and empanelled partner for their respective part of work.
- xvii. Divisibility, Purchase preference shall be as applicable on case to case basis as per the terms of EOI.

8. For Manpower Vendor

- i. The empanelled partner shall provide commercial and technical response within the timeline of the project (including technical capability, man-hours and other details).
- ii. The empanelled partners shall abide by agreed terms and conditions for the complete period of empanelment
- iii. The empanelled partner may share leads for potential business opportunities for ICSIL. The empanelled partners shall provide pre-sales support to ICSIL in responding to specific RFPs/Tenders etc
- iv. The empanelled Partner shall respond to each request for quotation raised by ICSIL within stipulated time decided by ICSIL.
- v. The empanelled Partner may be asked to support ICSIL in preparation of the tender response (Technical & Commercial).
- vi. The empaneled partner needs to sign an NDA with ICSIL as per ICSIL's policy on case to case basis.
- vii. Empaneled Partner shall submit EMD and/or Performance Security and/or Sign Integrity Pact on case to case basis or as a back to back arrangement depending on the conditions of Tender/opportunity.
- viii. Whenever required, specific purchase order will issued and/or agreement will be signed with respective partner for specific tender/opportunity. Terms & Conditions like LD, Penalty, Warranty, AMC, SLA, payment terms, etc. shall be finalized on case to case basis depending upon ICSIL/End-Client requirement. All financial, technical and commercial terms of the End Client except pricing, Risk Purchase, limitation of liability, advance payment and termination will apply on back to back basis between ICSIL and empanelled partner for their respective part of work.
- ix. Divisibility, Purchase preference shall be as applicable on case to case basis as per the terms of EOI.

x. ICSIL reserves the right to accept or reject any or all application(s) without assigning any reason whatsoever. ICSIL's decision in this regard shall be binding and final.

9. For cases where _____ <>Vendor name>> is giving quotes to other partners, _____ <>Vendor>> would give preferential treatment (lowest rate to ICSIL than other Partners) in price to ICSIL based on mutual agreement. Exclusivity shall be decided on case to case basis.

10. On award of the work of by the _____ <>client>> for <>Tender/ opportunity>> to ICSIL, ICSIL will enter into a detailed agreement with _____ <>Vendor>> based on the terms & conditions of this MoU, ICSIL EOI and _____ <>Tender/opportunity>>.

11. After mutual consultation, a joint team consisting of representatives of the parties will be formed for various activities like, technical discussions, deciding the preparation of final Bid/offer, terms & conditions and demonstration of functionality required in the _____ <>Tender/opportunity>>.

12. ICSIL and _____ <>Vendor name>> hereby mutually agree that both of them shall remain as irrevocable members of this tie-up for the complete execution and completion of Tender/opportunity awarded to ICSIL.

13. Expenses towards bid preparation would be borne by the individual Parties viz. ICSIL and _____ <>vendor>> for their respective work. ICSIL will not reimburse any such expenses to _____ <>Vendor>> towards preparation and submission of the bid to <>client name>>.

14. A detailed agreement/PO/Agreement shall be entered on case to case basis on award of contract.

15. Notwithstanding anything contained in any other agreement, document, correspondence, arrangement between the parties in respect of _____ <>Client name>> for <>Tender/ opportunity>>, the _____ <>Vendor>> understands, agrees and undertakes that:

- i. _____ <>Vendor name>> participated in ICSIL EOI No. ----- dated 00.00.0000 and its corrigendum and that all terms & conditions of the ICSIL EOI No. dated 00/00/0000 and its corrigendum, shall apply to _____ <>Vendor name>>. In case of any inconsistency in the terms of EOI and this agreement, the terms of this Agreement shall prevail.
- ii. Wherever required, specific purchase order will be issued and/or agreement will be signed with respective partner for specific <>Tender/opportunity>>. Terms & Conditions like LD, Penalty, Warranty, AMC, SLA, payment terms, etc. shall be finalized on case to case basis depending upon ICSIL/End-Client requirement on mutually agreed terms based on the terms of this MOU.
- iii. If in the instant contract, _____ <>vendor name>> is acting only as trader / reseller / distributor/authorized agents and/or is engaged in a WORKS contract, no benefits under MSME Act 2006 and PPP Policy 2012 as per MSE Guidelines issued by Ministry of MSME would be applicable to it on account of acceptance of back to back payment terms as above. By agreeing to the terms of <>Tender/opportunity>>, the _____ <>vendor>> agrees to forgo its rights under this Act and Policy.
- iv. _____ <>Vendor>> name hereby agrees to ensure timely GST compliances as per the statutory requirements. All the costs pertaining to any GST non-compliance including but not limited to any loss of eligible input tax credit due to non-payment/non-filing of GST return and applicable interest/penalties shall be borne/indemnified by _____ <>(vendor>>>. Further _____ <>vendor>> hereby agrees that ICSIL reserves the right for reimbursement of any such cost incurred out of the aforesaid

non-compliance(s). _____ <<vendor name>> will provide payment of GST proof i.e. GSTR-1, GSTR-3B, cash ledger and challan for taking GST payment from ICSIL against invoices.

- v. Any deductions by _____ <<Client name>> towards LD/penalties/contingencies shall be borne by _____ (Vendor name) as levied under ICSIL agreement with <<client name>>.
- vi. At any given point of time, _____ <<Vendor name>> may not assign or delegate its rights, duties or obligations under this MOU without prior written consent of ICSIL.
- vii. On award of work <<Tender/opportunity>>, _____ <<vendor>> shall provide its GeM Seller id to ICSIL (not applicable for “works” contract or non-Indian vendor).
- viii. In the event of breach of any of the terms & conditions of this MOU or in case of any default of any terms & conditions of this MOU, on the part of the _____ <<Vendor>>, ICSIL reserves the right to take necessary steps / action as per available documents, including but not limited to, termination of contract, forfeiture of BG / EMD, blacklisting / banning etc. and execute the work at <<vendor>> risk & cost.

16. ICSIL and _____ <<Vendor>> agree to keep confidential all information shared with each other and can disclose to third party only after taking prior written consent of each other. This clause excludes information available in public domain. The confidentiality provisions of this MoU shall remain in full force and effect during the term of this MoU and 12 months thereafter.

17. Any sum of money (including refundable security deposit) due and payable to the _____ <<Vendor>>, under this contract or any other contract entered between the parties herein whether continuing or completed may be appropriated by ICSIL and set off against any claim of ICSIL of any nature whatsoever, arising under this contract or any other contract entered into between the parties, herein whether continuing or completed.

18. Nothing in this MoU shall constitute, create or give effect or recognize a JV, partnership or business entity of any kind.

19. This MoU shall be construed and governed by the laws of India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

20. Any matter, which is not stipulated in the MoU, shall be settled in good faith by discussion among the parties in the spirit of understanding and cooperation.

21. DISPUTE RESOLUTION

- i. The parties to this MoU agree that they shall resolve all disputes or differences whatsoever arising between them under and/or in connection with and/or in respect of this EOI
- ii. If the parties fail to resolve such disputes through CSM, then and only then, a party shall refer the dispute to arbitration as mentioned in the following manner:
 - a) All disputes or differences whatsoever arising among the parties under and/or in connection with and/or in respect of this MoU shall be referred to and decided by a sole arbitrator, who shall be appointed by the MD, ICSIL only.

The arbitration shall be conducted in accordance with Arbitration and Conciliation Act of 1996, as amended from time to time, and the venue of the arbitration shall be in New Delhi.

b) Notwithstanding the generality of the above, it is a term of this contract that no person other than a person appointed by MD, ICSIL as aforesaid, should act as arbitrator and if for any reason that is not possible or any party does not agree to such appointment of Arbitrator by MD, ICSIL for whatsoever reason, then the matter is not to be referred to arbitration at all and such disputes shall be resolved under the mechanism provided by the state in form of Courts of Law/Ordinary Civil Courts for resolution of such disputes under applicable Laws.

- iii. The courts at New Delhi shall have exclusive jurisdiction in respect to any dispute pertaining to this agreement.
- iv. The parties shall continue to perform their respective obligations as per the Agreement during the pendency of proceedings under this clause.

23. During its Term, this MOU will be terminated in the event of

- a. Mutual agreement between the —Parties॥
- b. Non Performance.(as mentioned in Clause 18.viii).

24. Notices and other communications under this MoU shall be in writing and communicated through post, courier, fax, email or any other recognized mode of such communication. All such notices and communications shall be directed to the address as mentioned in the MoU.

25. By signing this MoU, the —Parties॥ acknowledge that it correctly records the understanding they have reached with regard to the Project.

26. BG/PBG:

The *<<Vendor>>* shall give/submit BG of **Rs 2 lakhs** on being an empanelled partner with validity period of 2(two) years from date of submission followed by confirmation of BG.

27. COMMENCEMENT & DURATION:

The MOU shall be non-exclusive. MOU will be valid for Two Years initially from the date of submission followed by confirmation of BG under this MoU, which may be extended further for one more year after mutual acceptance and agreement.

28. The MOU shall be effective from the date of submission followed by Confirmation of BG.

29. EOI document, technical / financial bid, any further negotiations, all correspondences with from _____
<<vendor>> till EOI finalization shall be an integral of this MOU and it shall be binding on parties.

30. IN WITNESS WHEREOF, each party hereto has caused this MoU to be executed in duplicate to be effective as of the Effective Date, by its duly authorized representative.

(For ICSIL_____)

(For Selected Partner_____)

Signature:

Signature:

Name:

Name:

Designation:

Designation:

Date:

Date:

Witness:

Witness: