Commissioner, Health Services and
Mission Director, National Health Mission
Public Health Department, Govt. of Maharashtra

Tel. :- 022 - 22717500
Fax :- 022 - 22642955
Email :- mdnrhm.mumbai@gmail.com

'Arogya Bhavan', 3rd floor,
St. George Hospital Compound,
P D'mello Road, Fort, Mumbai 1

NHM/Store/127268/ /2026
Date: /11/2026.

To,

Sub: Invitation of Quotation for Supply, Installation and Subscription of GitHub Enterprise Cloud, along with Initial Training and Support, for National Health Mission (NHM), Maharashtra, Mumbai.

Ref : Hon. Commissioner, Health Services & Mission Director,NHM, Mumbai, Approved note dated 29/10/2026.

Dear Sir/Madam,

National Health Mission, Maharashtra invites sealed quotations from GitHub authorized partners / vendors for the supply and subscription of GitHub Enterprise Cloud for 20 users for a period of one year, along with initial training and support, as per the specifications and terms given below.

Sr. No.	Description of Items with Specifications	Quantity	Rate (In Rs. Without GST)	GST (%)	Rate (In Rs. With GST)	Location
1	**GitHub Enterprise Cloud Subscription** • 1-Year subscription per user • Unlimited private repositories • Pull requests, code review, protected branches and code owners • GitHub Actions for CI/CD pipelines • SAML single sign-on and audit log • Dependabot alerts for vulnerable dependencies • GitHub Enterprise standard support	20 Users				**National Health Mission, Maharashtra,** Arogya Bhavan, 3rd Floor, St. George's Hospital Compound, P. D'Mello Road, Mumbai – 400001
2	**Initial Training and Onboarding** • Account set-up, configuration and minimum 2 training sessions • As per Scope of Initial Training below	Lump sum				

Sr. No.	Description of Items with Specifications	Quantity	Rate (In Rs. Without GST)	GST (%)	Rate (In Rs. With GST)	Location
3	**Support for Subscription Period** • 24x7x365 phone, email and remote support with severity-based SLA (L1 / L2 / L3) • As per Support and SLA section below	1 Year (Lump sum)				
Grand Total (Sr. No. 1 to 3)						

Scope of Initial Training

- The vendor shall conduct initial onboarding of NHM users on GitHub Enterprise Cloud after activation of the subscription, including set-up of the organization account, user accounts, groups, roles and access permissions.
- Minimum two (2) instructor-led training sessions of about three (3) hours each: one session for administrators and one session for end users (developers, testers and project managers).
- Training shall be conducted at the NHM office, Mumbai, or online, as decided by NHM.
- Training material, user guides and recordings of the online sessions shall be provided to NHM in soft copy.
- The training shall cover repository management, branching strategy, pull requests and code review, branch protection and code owners, GitHub Actions CI/CD pipelines, security alerts, audit logs, and integration of GitHub with Jira.
- The vendor shall assist NHM in migration of existing repositories (if any) to the GitHub organisation.

Support and Service Level Agreement (SLA)

The vendor / partner shall provide support on a 24x7x365 basis (24 hours a day, 7 days a week, including Sundays and public holidays) throughout the subscription period through phone, email and remote session. NHM shall be able to log an incident at any time. All incidents shall be logged, assigned a severity level and tracked till closure. The severity levels and service levels are given below.

Severity	Description	Response Time	Resolution / Workaround
L1 – Critical	Complete outage, critical production / security incident or major operational impact	30 minutes	4 hours
L2 – High	Major functionality unavailable / degraded with significant operational impact	1 hour	8 hours

Severity	Description	Response Time	Resolution / Workaround
L3 – Normal	Non-critical defect, configuration issue, query or service request	4 hours	24 hours

Response time is the time from logging of the incident by NHM to acknowledgement and start of work by the vendor. Response and resolution times for all severity levels (L1, L2 and L3) are calculated on a 24x7x365 basis, including Sundays and public holidays.

- For all incidents (L1, L2 and L3), the vendor shall provide continuous follow-up and status updates to NHM until the service is restored or an acceptable workaround is provided, and the incident is closed with NHM's confirmation.
- If intervention of the OEM (GitHub) is required, the vendor shall escalate immediately, share the OEM ticket / reference number with NHM and follow up till closure. **The response time of the OEM shall not by itself relieve the vendor of its SLA obligations.**
- Breach of the above SLA shall attract service credits / penalties as defined in the Work Order / Agreement.
- Up to two (2) additional refresher training sessions shall be provided on request of NHM during the subscription period, for new users or new features, at no additional cost.
- The vendor shall inform NHM at least 30 days before expiry of the subscription and assist in the renewal process.
- Support shall include configuration changes, creation of repositories and teams, addition / removal of users, branch protection and CI/CD workflow issues, and resolution of integration issues with Jira.

Terms & Conditions:

1. **Quotation Price:** Goods and Services Tax (GST) must be shown separately. Rates must be quoted in Indian Rupees (INR) for each line item and shall remain fixed for the entire subscription period. The quoted rate shall be inclusive of licensing, configuration, training, support, travel and all other incidental charges.
2. **Submission Documents:** Each vendor shall submit a single sealed quotation. The bidder must enclose a copy of its GST Registration Certificate, PAN Card, and OEM Authorization Letter / Authorized Partner Certificate from GitHub.
3. **Validity:** The quotation shall remain valid for 30 days from the last date of submission.
4. **Issue of Work Order:** The order will be issued to the lowest responsive evaluated bidder (L1) on the basis of the Grand Total including GST. The licenses / platform access must be provisioned within 8–10 days after receipt of the Work Order.
5. **Ownership of Licenses and Data:** All licenses and the GitHub Enterprise account and organisation(s) shall be registered in the name of National Health Mission, Maharashtra. Administrator rights shall be handed over to the officer nominated by NHM. All data, including source code repositories, issues, pull requests, workflows and packages created on the platform shall remain the property of NHM.

6. **Confidentiality and Data Protection:** NHM Maharashtra handles health data of about 13 crore citizens of the State. The vendor shall keep all NHM data and information strictly confidential and shall comply with the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023 and applicable Government of India / Government of Maharashtra guidelines. The vendor and its personnel shall not access, copy, store or share NHM data except with written permission of NHM and only to the extent required for providing support. The vendor shall sign a Non-Disclosure Agreement (NDA) with NHM before start of work.
7. **Security Incident Reporting:** Any security incident, suspected data breach or unauthorised access noticed by the vendor or the OEM shall be reported to NHM immediately, and shall be treated as an L1 – Critical incident. The vendor shall support NHM in reporting the incident to CERT-In within the timelines prescribed under the CERT-In Directions dated 28.04.2022, and shall share the root cause analysis report with NHM.
8. **Exit and Data Handover:** On expiry or termination of the subscription, the vendor shall assist NHM in export of all data in a usable format and shall confirm in writing that no NHM data is retained by the vendor.
9. **Training and Support:** The initial training shall be completed within 15 days of activation of user accounts. Support shall be provided for the full subscription period as per the SLA described in the Support and Service Level Agreement (SLA) section above.
10. **Payment Mode:** Payment of the invoice shall be arranged within thirty (30) days upon submission of the original invoice against verified activation of user accounts and completion of the initial training. No advance payment shall be made.
11. **Deadline for Submission:** Sealed quotations must reach the office of the Mission Director, NHM, Arogya Bhavan, 1st Floor, St. George's Hospital Compound, P. D'Mello Road, Mumbai – 400001 on or before 12 /11/2026 by 2:00 PM. Received quotations will be opened at 3:30 PM on the same day in the presence of the Procurement Committee.
12. **Right to Accept / Reject:** The Mission Director, NHM reserves the right to accept or reject any or all quotations, or to cancel this RFQ, without assigning any reason thereof.

Digitally signed by
GOVIND PANDIT CHAUDHARI
Date: 04-11-2026 21:09:52

Joint Director (T)
National Health Mission, Mumbai.

