

National Health Mission

**State Health Society
Rajasthan**

Request for Proposal (RFP)

For

**Designing, Development, Supply, Installation and
Commissioning of Online/ Offline Software for the
Computerization of OPD/ Emergency/ IPD/ Lab &
Other Modules at Community Health Centers
(CHCs) in Rajasthan**

Last date and time for submission of Proposal:- **3:00 pm on 05/04//2016**



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Disclaimer

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This RFP document is not an agreement and is not an offer or invitation by the NHM or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the NHM, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. NHM, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. NHM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Part- A1
Government of Rajasthan
State Health Society
[Swasthay Bhawan Tilak Marg, C-Scheme, Jaipur]

No. F.32(126)/NHM/CSR/CPHIS/

Date: 18/03/2016

INVITATION OF REQUEST FOR PROPOSAL (RFP)

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for “Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan” (approx. 68). For implementation of this project Request for Proposal (RFP) is invited from eligible private sector/non-Government entities who intend to professionally manage and implement the program. The RFP is being floated from Rajasthan State Health Society and the selection of the service provider at state level shall be done by the committee constituted under the Chairmanship of Deputy Secretary, NHM. All details related to this RFP can be viewed and downloaded from departmental website www.rajswasthya.nic.in and <http://sppp.rajasthan.gov.in>. RFP document can also be seen website www.dipr.rajasthan.gov.in. Proposals shall be submitted at the office of Deputy Secretary (NHM), Room No. C-305, 2nd Floor, NHM Block, Swasthya Bhawan, C-Scheme, Tilak Marg, Jaipur.

Start date and time for downloading RFP document	Date of pre-proposal conference	Last date and time for downloading the RFP document	Last date and time for submission of proposals	Date and time for opening of technical proposals.
18/03/2016 at 11:00 am	28/03/2016 at 12:00 pm	05/04//2016 at 3:00 pm	05/04//2016 at 3:00 pm	05/04//2016 at 4:00 pm

Tender Fee of Rs. 1,000/- and Bid Security Rs. 15,000/-. Tender fees for the document downloaded from website shall be deposited by the bidders separately as applicable by way of DD/Banker's cheque in favor of “**State Health Society, Rajasthan, Jaipur** payable at Jaipur before the last date and time prescribed for submission of bids. Tender Fees and Bid Security will be deposited physically at the office of Deputy Secretary (NHM),. Estimated cost of the RFP is INR 7.50 Lacs.

Mission Director, NHM

Part-A2
Project Profile

1. Name of the Project

“Arogya Online for CHC (i.e. Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan”.

2. Objectives

The key objectives to be achieved through this project are:

- ‘Arogya Online’ is the electronic management of health information to deliver safer, more efficient, better quality healthcare to the citizens of the state.
- Reduction in response time to deliver health services to patients and to enhance the quality of patient care. Streamlines workflow operations to improve hospital administration
- Computerization of various clinical modules of the CHC for better monitoring, management, planning and decision-making by the respective MOIC/ Stake holders.
- Computerization of OPD Registration, Emergency Registration, IPD Registration, IPD Management, Lab Management, Cash Collection, Transportation, User Management and Robust Searching Tool etc.
- Management of Electronic Health Record (EHR) of patients using unique CRNo (Computerized Registration No.). Creation of EHR is envisioned to facilitate Better affordability, optimal information exchange to support better health outcome, better decision support system, big data and analytics etc.

3. Project Authority

	For more information, please contact	
Mission Director, NHM Rajasthan State Health Society, 3rd Floor, Room No. 301, NHM Block, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 Email: md-nrhm-rj@nic.in;	Sh. Shaheen Ali Khan, Deputy Secretary, NHM 0141-2226995, 9982733555; dsnrhm-jpr-rj@nic.in	Sh. Sumesh Singh, Consultant IT, NHM 0141-5142525, 9887283641; medicalcsr@gmail.com

4. **Brief Description of the Project**

- Department of Medical, Health & Family Welfare, Government of Rajasthan is providing health services through 17000+ health institutions in Rajasthan. These health institutions includes District Hospitals, Sub Division Hospitals, Satellite Hospitals, Community Health Centers (CHCs), Primary Health Centers (PHCs) and Sub Health Center (SHCs).
- Access to health care and equitable distribution of health services are the fundamental requirements for achieving Millennium Development Goals and the goals set under the National Health Mission (NHM) launched by the NHM of India in April 2005.
- Many areas in the state predominantly tribal and desert areas, even in well developed districts lack basic health care infrastructure limiting access to health services at present. Over the years, various initiatives have been taken to overcome this difficulty with varied results.
- It is envisaged that the reports and information generated by the system would assist in better monitoring, planning and decision-making and simultaneously simplify the various modules/ sections of the health institutions.

Number of health institutions in Rajasthan

SNo.	Type	Numbers
1.	District Hospitals	34
2.	Sub Division Hospitals	12
3.	Satellite Hospitals	10
4.	Community Health Centers	550+
5.	Primary Health Centers	2000+
6.	Sub Health Centres	14000+

Details of 68 CHCs to be covered under the RFP are enclosed at Annexure-A

Note: NHM may add or reduce, CHCs as the condition may arise from time to time.

5. **Scope of Services**

1. The overall scope of 'Arogya Online for CHC' is Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan.
2. The successful bidder shall Design, Develop, Supply, Commission, Configure, Test, Implement, Manage and Maintain the software at the CHC(s) on client-server architecture which runs the software on LAN and the same should be capable to transmit the information to the central server

on regular basis (daily) for consolidation and generation of dashboard and various analytical reports through online web-portal developed by Service Provider

3. The successful bidder shall provide operational training to the identified nursing staff/ para-medical staff/ computer operator/ other manpower/ stake holders at State/ District/ CHCs and shall advice the minimum software, hardware, network infrastructure, internet connectivity etc.

Travelling Allowance (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder and Training expenditure will be borne by the MOIC/ State NHM.

4. Proposed system should increase the efficiency of hospital administration & effectiveness in delivery of patient care and its better management.

5. Major modules to be covered under the system are as follows:-

1. Master Record Management (Indicative master records: District, Location, Institute Type, Working hours, Department, Doctor, Patient Category, OPD/ IPD/ Other Charge, Vehicle Category, Vehicle, Laboratory, Investigation, Ward, Room, Bed, Disease, Login User, User type etc)
2. OPD Registration (Indicative data fields: OPD No., CR No., Patient Name, Father's/ Husband's Name, Age, Gender, Mobile No, Location/ Place, District, Patient Category, Vehicle No., Caste, Department, BPL/ PPO Card No., Remarks etc)
3. Emergency Registration (Indicative data fields: OPD NO., CR No., Patient Name, Father's/ Husband's Name, Age, Gender, Mobile No, Location/ Place, District, Patient Category, Vehicle No., Caste, Department, BPL/ PPO Card No., Remarks etc)
4. IPD Registration (Indicative data fields: IPD NO., CR No., Patient Name, Father's/ Husband's Name, Age, Gender, Mobile No, Location/ Place, District, Patient Category, Vehicle No., Caste, Department, BPL/ PPO Card No., Remarks, Date & Time of Admission, Address, Ward No., Room No, Bed No., Admitted By (Doctor Name) etc)
5. Lab Investigation (Indicative investigations: Clinical Pathology, Bio chemistry, Microbiology, Urine Analysis, Stool Analysis, Radiology, Cardiology, Other Paid/ Free Investigations etc)
6. Admission/Discharge Management
7. Transportation (Emergency, Referral, Home to hospital, Hospital to home)
8. Powerful Search tool (based on OPD Registration/ IPD Registration/ Emergency Registration data fields)

9. User Management (Administrator, State, District, Health Institution I/c, Computer operators)
 10. Summary + Detailed Reports/ Statistics/ Analysis/ Dashboard
 11. Login trail
 12. Backup and Upload
 13. Web portal for the generation of Summary + Detailed Reports/ Statistics/ Analysis/ Dashboard at Administration level @ State Hq/ District Hq
 14. Other Modules as per the requirements
6. The successful bidder shall provide support in operations of 'Arogya Online for CHC' during the project period.
 7. The successful bidder shall store the data at local server (to be provided by MOIC) of health institutions and consolidated data at central server managed by the bidder. It will be the responsibility of the bidder to provide consolidated monthly data backup to concerned State Hq and same should be kept safe also with themselves. The storage media in the form of External Hard Disk Drive/ DVD/ CD/ Pen Drive shall be provided by the State Hq.
 8. The successful bidder should provide remote support through dedicated email, telephone/ mobile number and manpower. In case, it is requested by the MOIC to visit the health institution then Travelling Allowance (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder will be borne by the concerned MOIC.
 9. The successful bidder shall prepare all necessary user manual, power point presentation and documentation for the project.
 10. All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, Antivirus and Intrusion Software etc required for Central Server shall be used by the successful bidder of its own.
 11. It would be the responsibility of the successful bidder to use high end capacity server hardware, software, band width connectivity etc to provide the quality service desired/ required by the NHM.
 12. The Intellectual Property Rights (IPR) of software and web-portal designed, developed, license etc created for the NHM would be the property of the NHM and transferable to NHM at the end of this Project.
 13. It will be the full responsibility of the successful bidder to provide complete backup of all Developed/ Used Application Software (latest & updated version) and whole Database of the complete project period. Successful Bidder would also provide support in transfer and

installation of Developed Application & Complete Database on the Servers of NHM owned Data Center and makes it fully operational without any extra cost/ charges.

14. It will be the responsibility of the successful bidder to hand over all the project material in working & operational condition at the end of the project duration.

15. It will be the responsibility of the successful bidder to provide complete backup of Application Software & Data backup of complete project period at State Level on external HDD at the end of the project. The storage media shall be provided by the State Hq.

6. TECHNICAL COMPLIANCE

General Technical Requirements

1. NHM intends to install and establish computerized patient health information system in each CHCs as mentioned in **Annexure- A**.
2. Proposed system shall have the dashboard for various levels State/ District/ MOIC.
3. Proposed system shall have provision to capture the details of 108 ambulance, 104 Janani Express and other vehicles at OPD Registration, IPD Registration and Emergency Registration.
4. Proposed system shall have ability to generate the various analytical reports, graphical reports, disease wise reports, OPD Register, IPD Register, Lab Register, Discharge Register, Transportation Register, Cash Collection Register etc.
5. Proposed system must have ability to transmit and consolidate the information at regular frequency (daily), so that the same would be available online through web-portal in the form of dashboard, graphs and reports etc.
6. The solution shall preferably be built with open source technology and inter-operable. All display should be in English or Hindi language.
7. As per the industry standard User Authentication System and User Roles framework, as the users are located across the various locations/ levels in the state.
8. The system shall support multiple concurrent user queries/ transactions, however system shall be scalable as required at a later point, according to the RTTP Act & Rules.

Access, Roles and Users

Entire set of applications their features shall provide for various levels of secure access based on defined roles and responsibilities within NHM based on units (MOIC/ Block/ CM&HO / H.Q.) with attached roles and privileges. For e.g. Certain information shall be created / modified by users attached to specific units only but the information can be seen by all such as information related to a district can be created/ modified only by users attached to the district and others can only see the information and copy if applicable unless otherwise specified Application Access shall support multiple roles for a single user and also support delegation as per operational norms of NHM.

Reporting Features

Some illustrative reports are detailed below. While this is not a comprehensive list, successful bidder is required to undertake a detailed study of the report requirements and the system should be able to configure easily and quickly new reports or context sensitive information that requires to be extracted out of the information elements stored in the system.

Sample reports:

1. Master Reports
2. OPD Register/ Statistics/ Summary
3. Patient Category Register/ Statistics/ Summary
4. Emergency Register/ Statistics/ Summary
5. IPD Register/ Statistics/ Summary
6. Disease wise Register/ Statistics/ Summary
7. Investigation wise Register/ Statistics/ Summary
8. High risk pregnancy Register/ Statistics/ Summary
9. Gender wise Register/ Statistics/ Summary
10. Age wise Register/ Statistics/ Summary
11. Revisit Statistics/ Summary
12. Cash Collection (Daily/ Month/ During specified period/ User wise or All)
13. Login Trail (All/ Selection based)
14. Dash board for various indicators (OPD/ Emergency/ IPD/ Investigation/ Cash Collection/ Male/ Female/ Age/ Disease/ Patient Category).
15. 108 Ambulance wise Register/ Statistics/ Summary
16. 104 Janani Express wise Register/ Statistics/ Summary
17. Base Ambulance wise Register/ Statistics/ Summary
18. Other District/ State Patient wise Register/ Statistics/ Summary
19. Reports should be exportable/ downloadable in MS Excel/ PDF format
20. Any other report as and when required/desired by NHM.

Details of Operations

1. Daily operations at State HQ and MOIC office level for desired reports, monitoring and analyzing the reports would be done by designated officials/ staff/ employees. But support in operations would be provided by the successful bidder.
2. The responsibilities of the successful bidder include, but not limited to:
 - a. Keeping a watch on the health of the system to ensure minimum downtime of each of the components and to keep sufficient reserve stock of hardware devices.
 - b. Maintaining and upgrading the software components of the system.

- c. Conduct server and database maintenance activities at Central Server in a scheduled manner and during off-peak hours (preferably in Non-OPD Hours)
- d. Informing concerned staff in case of any component failure.

Documentation

The successful bidder shall prepare all necessary documentation for the project, and provide this to NHM or its designated officials/ employees for review, approval, record, reference etc as mentioned in this RFP. Some of the documents (but not limited to) to be provided include -

1. During installation and post installation, the successful bidder shall provide documentation on As-Built components /customized components to NHM. The documentation should consist of all the configuration details, diagrams, test plans, administration manuals, setup guides etc as minimum.
2. The training, operational and user manuals should be in English.
3. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

Training of Users

1. The selected bidder shall provide training to system users to efficiently use the system.
2. The number of people to be trained would be specified by NHM well before the training schedule starts.
3. Training needs to be conducted based on a requisite mix of theory & practical operational sessions. The trainings should be conducted in Hindi/English.
4. Travelling Allowance (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder and Training expenditure will be borne by the MOIC/ State NHM.

Roles & Responsibilities of MOIC/ NHM

1. System readiness e.g. availability of operational manpower/ staff/ computer operators, Computers, Printers, UPS/ Inverter for backup, Printing Stationary, Printing Cartridges, Internet Connectivity Broadband/ Data card, LAN, Network Switches, Electricity, Electric Points, Security of Counters, Computer Table, Computer Chair, Minor Civil Works/ Renovation of Counters, Maintenance of computer hardware, Refilling of printing cartridges
2. Provide computer hardware etc for installation and safe & secured space/ room for installation and configuration client server architecture at all CHCs/ State HQ.

7. Project Implementation Plan

SNo.	Activity	Timeline
	Phase-I	

1.	Project Start		T1 (within 15 days of award of contract)
2.	Application designing, development, testing and user acceptance testing. <u>Installation and configuration of system at CHCs where system readiness is confirmed by the concerned MOIC.</u> Preparation and submission of training manual, user manual etc. Training of staff at CHC/ State Hq. Go-Live of software.		T1 + 45 days
	Phase-II		
3.	After Go-Live, smooth operations of Arogya Online @ CHCs		T1 + 365 days

Note: System readiness includes availability of operational manpower/ staff/ computer operators, Computers, Printers, UPS/ Inverter for backup, Printing Stationary, Printing Cartridges, Internet Connectivity Broadband/ Data card, LAN, Network Switches, Electricity, Electric Points, Security of Counters, Computer Table, Computer Chair, Minor Civil Works/ Renovation of Counters.

The time line to Go-Live the project is 45 days from the award and acceptance of the tender. However. the awardee may complete the phases before the above stated timeline. ***In case, system readiness of CHC is not completed by the MOIC then time line for such institutions may be extended looking to the limitations.***

Part-A3

Information and instructions to the bidders

1. Eligibility Criteria:

The RFPs shall qualify on the basis of following eligibility criteria-

SNo.	Eligibility Criteria
1	Registration of the Bidder: The bidder should be registered sole proprietor firm/ registered partnership firm/ registered company under Companies Act/ registered society under the Societies Registration Act or their state counterparts. Two years registration at the time of submission of proposal.
2.	Experience in implementation and management of such projects/ schemes: Minimum two years of experience in designing, development & implementation of Information Systems in Health Programmes. The work-orders and/or any other supporting documents/experience certificates issued by the competent authority of the client pertaining to such works done satisfactorily during the period should be provided in the specified format provided at Annexure-J. The bidder must have (on its roll) minimum 5 technically qualified professionals in Software Development/ Networking/ Integration/ R&D/ Production/ Maintenance at least since last 12 months, who have the experience in similar nature of projects. <i>Certificate from Bidder's HR has to be submitted. Work orders and a certificate regarding "Project has been successfully and satisfactorily executed" from client should be submitted along with the bid.</i>
3.	Financial Soundness/Stability: A proposal may come from a single entity having the minimum average annual turnover of Rs. 20 lacs in last three financial years (2012-13, 2013-14, 2014-15). The bidder must attach certified copy of audited accounts as supporting documents. Un-audited accounts will not be considered.
4	An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder has not been blacklisted in the past by any of the State Governments/ Procuring Entity across the country or Government of India and that it will not form any coalition with the other bidder.

Note: Proof of eligibility of all applicants shall be examined to confirm if eligibility criteria are met. The bidder who fails to meet one or more of the stipulated eligibility criteria shall be declared as "ineligible/non-responsive".

2. **Declarations:**

Every bidder is supposed to submit a declaration in following annexure:-

Annexure B: Compliance with the Code of Integrity and no Conflict of Interest.

Annexure C: Declaration by the bidder regarding qualifications.

3. **The bidder to inform himself/herself fully:**

The bidder shall be deemed to have been fully satisfied himself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he/she find any discrepancy in the RFP document including terms of reference, he/she should submit his issue/question in writing at least 3 days before Pre-Bid Conference.

4. **Pre-Bid/Proposal Conference:**

All the prospective bidders who have purchased the RFP document will be invited to attend the **pre-bid/proposal Conference to be held on 28/03/2016 12:00 pm** in the office of Mission Director, NHM, Tilak Marg, Swasthya Bhawan, Jaipur. Issues relating to the project received in writing five days before the conference will be scrutinized. The Project Authority shall endeavor to clarify such issues during the discussions. However, at any time prior to the date for submission of RFP, NHM may, for any reason, whether at its own initiative or in response to the discussions/ clarifications, modify the RFP document by issuance of addenda(s) and conveyed to the bidders found successful in evaluation of the RFP. The addenda(s) would also be placed on the websites **www.rajswasthya.nic.in** and **sppp.rajasthan.gov.in**. Such addenda(s) will become integral part of this RFP document.

5. **Evaluation of the Proposals**

Only the proposals received up to due date and time at office of Deputy Secretary, NHM will be considered for evaluation. Evaluation shall be done at state level by a committee of constituted under the Chairmanship of Deputy Secretary, NHM.

To facilitate evaluation, respective Rajasthan State Health Society, at its sole discretion, seek clarification in writing from any bidder.

6. **Method for submission of the Proposal:**

Proposals shall be received at office of Deputy Secretary, NHM in two parts i.e. Technical Proposal and Financial Proposal. It shall contain following in the same order:-

7. **(A) Technical Part**

Technical Proposal should contain-

- a) Covering Letter and Application Form.

- b) DD/ Banker's Cheque issued by scheduled bank submitted physically towards cost of document, processing fees and as Bid Security amounting to Rs. 15000/- in the form of Banker's Cheque/Demand Draft in favor of "**Rajasthan State Health Society**" payable at Jaipur.
- c) RFP document with all papers duly signed and stamped along with originally filled RFP with page number on each page.
- d) All supporting documents and information with respect to the eligibility criteria and evaluation of the proposal. Photocopies of the supporting documents shall be duly self attested.
- e) Well organized proposal (in a sequential manner having index in starting mentioning contents with page number) duly page numbered and each page signed and stamped by the authorized signatory of the bidder. Bidder may refer to the checklist **Annexure D** for submission of proposal before submission.
- f) Clear cut time frame (with activity wise deadlines) for implementation of the Project for e.g. development of software, recruitment and deployment of staff, training, on ground operations, any other etc.
- g) All required annexure are mentioned in this document.

(B) Financial Proposal:-

Financial proposal should be submitted at Office of MD, NHM. The Bidder has to submit the financial proposal in the format provided in the Annexure which will include complete project plan for Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan for the complete contract period. **Total contract period would be 1 year.** The rates quoted shall be inclusive of all taxes, duties, levies, service charges etc.

8. Validity of the Proposal

All timelines for the RFP shall be as per RTTP Act, 2013.

9. Modification/withdrawal of the Proposal:

No bid shall be withdrawn/substituted or modified after the last date and time fixed for receipt of bids.

10. The bidders should note the following

- a) That the incomplete RFP in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering

Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.

- b) Strict adherence to formats, wherever specified, is required.
- c) All communication and information should be provided in writing.
- d) No change in/or supplementary information shall be accepted once the RFP is submitted. However, Project Authority reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by Project Authority may be a ground for rejecting the RFP.
- e) The RFP shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, NHM reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
- f) The Bidder should designate one person ("Contact Person" and "Authorised Representative and Signatory") authorised to represent the Bidder in its dealings with. This designated person should hold the Power of Attorney and be authorised to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the Authorised Signatory and shall bear the stamp of the firm.
- g) Mere submission of information does not entitle the Bidder to meet an eligibility criterion. Committee constituted under the Chairmanship of Deputy Secretary, NHM reserves the right to vet and verify any or all information submitted by the Bidder.
- h) If any claim made or information provided by the Bidder in the RFP or any information provided by the Bidder in response to any subsequent query by, is found to be incorrect or is a material misrepresentation of facts, then the RFP will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of Committee constituted under the Chairmanship of Deputy Secretary, NHM, if satisfied.
- i) The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

11. Time Schedule for submission of the Proposal:

Pre-Proposal Conference	28/03/2016 at 12 pm
Time & date for submission of the RFP	3:00 pm on 05/04/2016
Time & date for opening of Technical Proposal	4:00 pm on 05/04/2016
Time & date for opening of Financial Proposal	It will be informed to the qualified bidders.
Period for signing contract	Within 15 days from date of issue of award.

The State Health Society, NHM Jaipur in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda(s). Communication of such extension to be conveyed to the bidders to whom the original RFP is issued.

12. Grievance Redressal during the RFP Process:-

Bidder shall refer to the **Annexure-E** for the process of Grievance Redressal during the process of RFP.

13. Non-Transferrable RFP:-

This RFP is non-transferrable. The bidder to whom the tender has been issued can participate in the bid only.

14. Payment terms:-

1. The payment will start after the successful commercial deployment and "Go-Live" status.
2. The payment will be made by Rajasthan State Health Society, Jaipur for all locations to the bidder.
3. Phase wise payments as per **Annexure-F**

Part-A4

TERMS OF REFERENCE

1. Expected Outcomes:

Operational Aspects

1. Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan.
2. Maintain the software at the CHC(s) on client-server architecture which runs the software on LAN and the same should be capable to transmit the information to the central server on regular basis (daily/ weekly/ fortnightly/ monthly) for consolidation and generation of dashboard and various analytical reports through online web-portal.
3. Creation of EHR is envisioned to facilitate Better affordability, optimal information exchange to support better health outcome, better decision support system, big data and analytics etc Generation of various dashboard, analytical reports to assist in decision making

2. Responsibilities of the Bidder:

- 1) Implementation of the project as per terms and conditions of the agreement in the State of Rajasthan.
- 2) Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.
- 3) Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan.
- 4) Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices. Observance sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the NHM and shall all times support and safeguard the NHM's legitimate interests in any dealing with the contracts, sub-contracts and third parties.
- 5) Shall not accept for his own benefit any user charges, commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.

- 6) Required to observe the highest standard of ethics and shall not use 'corrupt/fraudulent practice'. For the purpose of this provision, 'corrupt practice' means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of the project and 'fraudulent practice' means mis-representation of facts in order to influence implementation process of the project in detriment of the NHM.
- 7) Adherence to the mutually agreed time schedules. Strict adherence to the stipulated time schedules for various activities.
- 8) Ensuring proper and timely monitoring and management of the services. Scheduled maintenance visit to the CHCs in coordination with MOIC (min. one visit per quarter). **Travelling Allowance (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder will be borne by the MOIC/ State NHM.**
- 9) Under any circumstances, the Bidder shall not entrust/sublet to any one contract or mission of the NHM.
- 10) Ensure proper service delivery as per the guidelines laid down by the NHM. 24x7 Central Data Server for consolidation (repository) of CHC information and to generate various dashboard, analytical reports to assist in decision making. To submit various reports and information within the stipulated timeframe as desired by the National Health Mission.
- 11) To assist NHM/ MOIC about the computer hardware/ printer/ LAN etc requirement for the computerization of CHCs.

3. Responsibility of Government.

- 1) State/District Health Society shall provide appropriate support, assistance and issuance of office orders for implementation of the project.
- 2) Timely settlement of claims at the agreed terms in accordance with the provisions of the agreement.
- 3) To lay down guidelines for regular monitoring and evaluation of the system.
- 4) Prescribe various formats for reporting progress of the project. Bidder may submit its own reporting formats which can be used only after due approval by the NHM

4. Commencement and duration of the project:

Duration of the project will be for 1 year (extendable as mutually agreed by both parties) from the date of commencement. Date of commencement shall be the date of signing the agreement.

5. Bid Security & Performance Security:

The bidder shall deposit Bid Security amounting to Rs. 15000/- in form of DD/Banker's Cheque of scheduled bank in favour of **"Rajasthan State Health Society"** payable at Jaipur along with the bid.

In the absence of the Bid Security, RFP shall be rejected. The Bid Security shall be forfeited in case the bidder withdraws or modifies the offer after opening of the bid or he does not execute the agreement or deposit the Performance Security within specified time. Bid Security of unsuccessful bidders shall be refunded soon after final acceptance of the bid.

The bidder whose proposal is accepted and award issued shall have to deposit Performance Security within 15 days of award of contract, of 5% of work-order amount in the form of DD/Banker's Cheque of scheduled bank in favour of **"Rajasthan State Health Society"** payable at Jaipur. Amount of Bid Security can be adjusted into the Performance Security.

Bid Security/Performance Security is for due performance of the contract. It can be forfeited by the NHM in the following circumstances-

- 1) When any terms or conditions of the agreement are infringed.
- 2) When the Bidder fails in providing the services satisfactorily.

Notice will be given to the bidder with reasonable time before the Bid Security/ Performance Security is forfeited.

6. Operational Parameters and LD/Compensation/Penalties:

Following are the broad operational parameters and norms for imposition of liquidated damages/ compensation/ penalty with regard to default in implementation of the project:

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Commencement of the service (where system readiness is confirmed by the concerned MOIC at least 3 days in advance)	Within 45 days from signing of the agreement.	@ Rs 100/- per CHC per day after 45 days from the signing of the agreement.
2.	Scheduled maintenance visit not performed after Go-Live.	Within every 90 days (i.e. Every quarter)	@ Rs 100/- per CHC per day after 90 days

Note: System readiness e.g. availability of operational manpower/ staff/ computer operators, Computers, Printers, UPS/ Inverter for backup, Printing Stationary, Printing Cartridges, Internet Connectivity Broadband/ Data card, LAN, Network Switches, Electricity, Electric Points, Security of Counters, Computer Table, Computer Chair, Minor Civil Works/ Renovation of Counters etc.

The amount of liquidated damages/compensation/penalties shall be recovered from the claims submitted by the Bidder or its Bid Security/ Performance Security. In the absence of any claim(s), these can be recovered as per provisions of the Public Debt Recovery Act.

7. Force Majeure:

- 1) The term 'Force Majeure' means an event which is beyond the reasonable control of a party which makes the party's performance of its obligations under the agreement impossible under the circumstances.
- 2) The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event-
 - a) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
 - b) Has informed the other party as soon as possible about the occurrence of such an event.

8. Termination/Suspension of the agreement:

Rajasthan State Health Society may, by written notice suspend the agreement if the Bidder fails to perform any of his obligations as per agreement including carrying out the services, such notice of suspension-

- a) Shall specify the nature of failure, and
- b) Shall request to remedy such failure within a period not exceeding 15 days after the receipt of such notice by the partner.

The NHM may terminate the MoU by not less than 30 days written notice of termination to the Bidder, to be given after the occurrence of any of the events specified below and/or as specified in agreement-

- a) If the Bidder does not remedy a failure in the performance of his obligations within 60 days of receipt of notice or within such further period as the NHM have subsequently approved in writing.
- b) If the Bidder becomes insolvent or bankrupt.
- c) If, as a result of force majeure, the Bidder is unable to perform a material portion of the services for a period of not less than 30 days: or
- d) If, in the judgment of the NHM, Rajasthan, it is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

9. Additional Conditions of the contract:

Bidder shall abide by the additional conditions of the contract mentioned in **Annexure G**.

10. Saving Clause:

In the absence of any specific provision in the agreement on any issue, the provisions of the financial and procurement rules of NHM, Rajasthan shall be applicable along with the guidelines issued/to be issued by the MD, NHM shall also be applicable.

11. Settlement of disputes:

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred for decision to the MD, NHM. Later can be referred to Government i.e Principal Secretary Health if not gets resolved at the level of MD, NHM. Government's decision shall be binding upon both the parties.

12. Right to accept or reject any of the proposal:

Rajasthan State Health Society (RSHS) reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

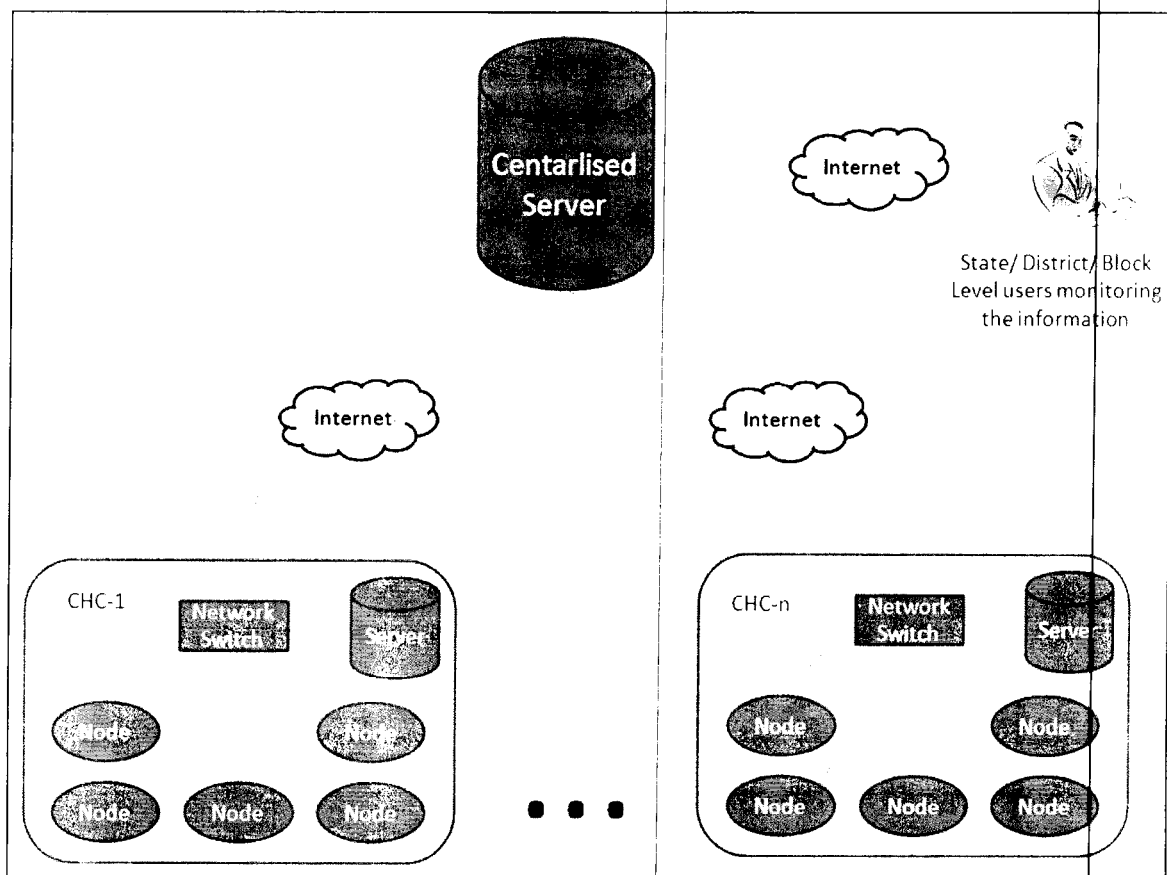
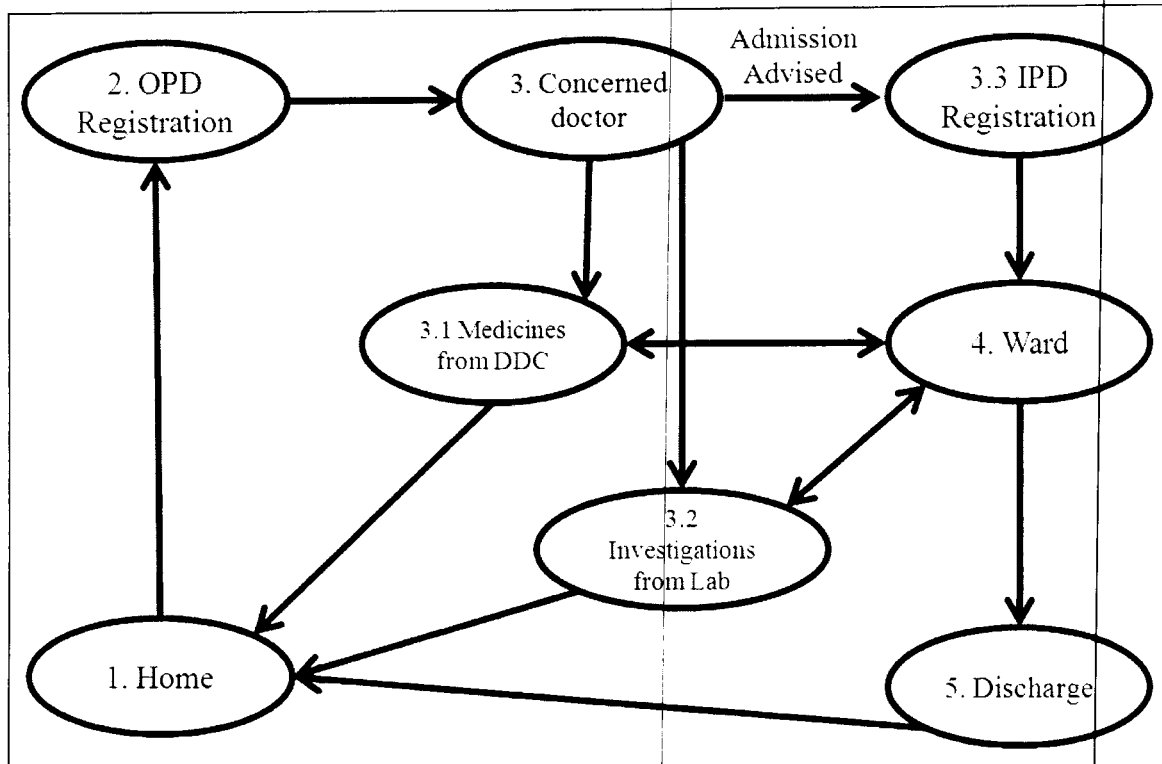
13. Award of contract and execution of agreement

On evaluation of RFP and decision thereon, the selected bidder shall have to execute an agreement with the RSHS within 15 days from the date of acceptance of the bid is communicated to him. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance Security as per provisions of this document.

14. Jurisdiction of Courts:

All legal proceedings, if necessarily arise to institute by any of the parties shall have to be lodged in the courts situated in Jaipur, Rajasthan and not elsewhere.

Indicative process flow



Financial Proposal (BoQ)

For Computerization of Community Health Centers (CHCs) in Rajasthan

Computerization is proposed for minimum ±68 numbers of Community Health Centers. Below given per CHC cost will include Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan for the period of 1 year. Total contract period would be of 1 year.

SNo.	Description of items	** Per CHC Cost for Computerization in (Indian Rupees)
1.	Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan: Per CHC Cost for Computerization	Rs. ----- (Rupees ----- ----- only)

Note: ** The rates quoted shall be inclusive of all taxes, duties, levies, service charges etc.

Place:

Date:

Signature of the authorized signatory
Name, Designation and official seal

Handwritten signature and initials

Annexure- A**(List of CHCs to be computerized)**

A	B	C	D	E	F	G
SNO.	District	Block	CHC	Total OPD during the period	No. of OPD per Day (F=E/365)	Category
1	Ajmer	Masooda	Vijaynagar	135052	370	4
2	Ajmer	Pisagan	Pushkar	121475	333	4
3	Alwar	Bansur	Bansur	110052	302	4
4	Alwar	Laxmangarh	Govindgarh	110755	303	4
5	Banswara	Ghatol	Ghatol	69479	190	3
6	Banswara	Partapur	Partapur	100162	274	3
7	Baran	Atru	Atru	81937	224	3
8	Baran	Shahbad	Kelwara	72406	198	3
9	Barmer	Dhorimana	Dhorimanna	77575	213	3
10	Barmer	Siwana	Samdari	84577	232	3
11	Bharatpur	Bhusawar	Bhusawar	77035	211	3
12	Bharatpur	Nadbai	Nadbai	102782	282	3
13	Bhilwara	Gulabpura	Gulabpura	88032	241	3
14	Bhilwara	Sahara	Gangapur	79005	216	3
15	Bikaner	Khajuwala	Khajuwala	114334	313	4
16	Bikaner	Loonkaransar	Loonkaransar	105655	289	3
17	Bundi	Kapren	Kapren	115761	317	4
18	Bundi	Talera	Talera	82522	226	3
19	Chittorgarh	Begun	Begun	146914	403	4
20	Chittorgarh	Rawatbhata	Rawatbhata	114748	314	4
21	Churu	Sardarsahar	Sardarsahar	145526	399	4
22	Churu	Taranagar	Taranagar	92570	254	3
23	Dausa	Bandikui	Bandikui	136228	373	4
24	Dausa	Mahwa	Mandawar	117598	322	4
25	Dholpur	Baseri	Sarmathura	72952	200	3
26	Dholpur	Rajakhera	Rajakhera	96486	264	3
27	Dungarpur	Aspur	Aspur	28653	79	2
28	Dungarpur	Simalwara	Simalwara	37635	103	3
29	Ganganagar	Padampur	Padampur	90994	249	3
30	Ganganagar	Suratgarh	Suratgarh	124676	342	4
31	Hanumangarh	Nohar	Nohar	106620	292	4
32	Hanumangarh	Sangria	Sangria	152523	418	4
33	Jaipur I	Jamwa Ramgarh	Jamuarangarh	110512	303	4
34	Jaipur I	Shahpura	Shahpura	193227	529	5
35	Jaipur II	Chaksu	Chaksu	150639	413	4
36	Jaipur II	Sambhar	Phulera	129713	355	4
37	Jaisalmer	Jaisalmer	Nachna	69861	191	3
38	Jaisalmer	Pokaran	Pokaran	159627	437	4
39	Jalore	Bhinmal	Bhinmal	110193	302	3
40	Jalore	Sanchoe	Sanchor	82851	227	3

41	Jhalawar	Jhalrapatan	Bhawani Mandi	156959	430	4
42	Jhalawar	Manoharthana	Akalera	125227	343	4
43	Jhunjhunu	Chirawa	Chirawa	187344	513	4
44	Jhunjhunu	Jhunjhunu	Bager	114743	314	4
45	Jodhpur	Bhopalgarh	Bhopalgarh	105913	290	4
46	Jodhpur	Phalodi	Phalodi	122128	335	4
47	Karauli	Gudachandraji	Gudachanderji	77511	212	3
48	Karauli	Todabhim	Todabhim	138628	380	4
49	Kota	Chechat (Khairabad)	Ramganj Mandi	114173	313	4
50	Kota	Ladpura	Kaithun	107780	295	3
51	Nagaur	Makrana	CHC Makrana	118006	323	4
52	Nagaur	Merta	Merta	147297	404	4
53	Pali	Bali	Bali	130032	356	4
54	Pali	Jaitaran	Jaitaran	141197	387	4
55	Pratapgarh	Chhoti Sadri	Chotisadadi	68960	189	3
56	Pratapgarh	Dhariawad	Dhariawad	118080	324	4
57	Rajsamand	Khamnor	Delwara	68275	187	3
58	Rajsamand	Rajsamand	Kelwa	55093	151	3
59	Sawai Madhopur	Bonli	Bonli	97329	267	3
60	Sawai Madhopur	Gangapur City	Vajeerpur	118464	325	4
61	Sikar	Fatehpur	Ramgarh Sethan	102945	282	4
62	Sikar	Khandela	Khandela	170635	467	4
63	Sirohi	Abu Road	Abu Road	111126	304	3
64	Sirohi	Sheoganj	Sheoganj	110269	302	4
65	Tonk	Deoli	Deoli	143716	394	4
66	Tonk	Malpura	Malpura	136841	375	4
67	Udaipur	Bhinder	Bhinder	89786	246	3
68	Udaipur	Jhadol	Jhadol Ph	64712	177	3

Period April, 2014 to Mar 2015 (Source PCTS)

Note:

- MOIC (CHC) would ensure the effective monitoring through system for ensuring the delivery of health services.
- Category-1: Number of OPDs (Per Day) is Less than and equal to 50
- Category-2: Number of OPDs (Per Day) is Between 51 and 100
- Category-3: Number of OPDs (Per Day) is Between 101 and 300
- Category-4: Number of OPDs (Per Day) is Between 301 and 500
- Category-5: Number of OPDs (Per Day) is More than 500
- NHM may add or reduce, the number of CHCs as the condition may arise from time to time.

Annexure B: Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall-

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- b) Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- c) Not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- d) Not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- f) Not obstruct any investigation or audit of a procurement process;
- g) Disclose conflict of interest, if any; and
- h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- i. A Bidder may be considered to be in Conflict of Interest with one or more parties in abiding process if, including but not limited to:
 - a) Have controlling partners/shareholders in common; or
 - b) Receive or have received any direct or indirect subsidy from any of them; or
 - c) Have the same legal representative for purposes of the Bid; or
 - d) Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e) The Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f) The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
 - g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-Charge/consultant for the contract.

For and on behalf of

Signature (with seal)

(Authorised Representative/Singatory)

Name of the Person.....

Designation.....

Annexure C: Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

In relation to my/our Bid submitted tofor procurement of in response to their Notice Inviting Bids No Date I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three year preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:

Place:

Signature of bidder

Name:

Designation:

Address:

Annexure-D

Checklist for submission of proposal

1. Cover Letter (Annexure H)
2. Proposal format for Organization (Annexure K)
3. Certificate of Registration
4. Audited Balance Sheets
5. Experience Certificates
6. Tender Fees, Processing Fees and Bid Security
7. Affidavit that the bidder has not been blacklisted
(as mentioned in eligibility criteria)
8. All Annexure B, C, E, G
9. Technical Part
10. Financial Part
11. Certificate regarding "Project has been successfully & satisfactorily executed" from client.
12. Certificate from Bidder's HR

Yes	No	Page No.
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Yes	No	Page No.
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Yes	No	Page No.
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Annexure E: Grievance redressal

The designation and address of the First Appellate Authority is: Mission Director, National Health Mission, Rajasthan

The designation and address of the Second Appellate Authority is: Principal Secretary, Health & Family Welfare, Rajasthan

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of the appeal.

(3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- a) Determination of need of procurement;
- b) Provisions limiting participation of Bidders in the Bid process;
- c) The decision of whether or not to enter into negotiations;
- d) Cancellation of a procurement process;
- e) Applicability of the provisions of confidentiality.

(5) Form of Appeal

- a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

(6) Fee for filing appeal

- a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

- b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - I. Hear all the parties to appeal present before him; and
 - II. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- d) The order passed under sub-clause (c) above shall also be placed on the State public Procurement Portal.

For and on behalf of

Signature (with seal)
 (Authorised Representative/Singatory)
 Name of the Person.....
 Designation.....

FORM No. 1

[See rule 83]

Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal No of
 Before the (First/Second Appellate Authority)

1. Particulars of appellant:

- i. Name of the appellant:
- ii. Official address, if any:
- iii. Residential address:

2. Name and address of the respondent (s):

- i.
- ii.
- iii.

3. Number and date of the order appealed against and name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative.

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:.....

(Supported by an affidavit)

7. Prayer:.....

Place.....

Date.....

Appellant's Signature

ANNEXURE – F
Details of phase wise payment

Phase 1: 25% of payment will be released after designing, development, supply, installation and commissioning of software (after 45 days)

Phase 2: 50% of payments will be released after 1 month of Go-Live.

Phase 3: 15% of payments will be released after 3 month of Go-Live.

Phase 4: Remaining 10% of payment will be released after 6 months of Go-Live.

Annexure G: Additional Conditions of Contract

1: Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

2. Procuring Entity's Right to Vary Quantities

- i. At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit price or other terms and conditions of the Bid and the conditions of contract.
- ii. If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- iii. In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the supplier.

3. Dividing quantities among more than one Bidder at the time of award (In case of procurement of Goods)

As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

For and on behalf of

Signature (with seal)

(Authorised Representative/Signatory)

Name of the Person.....

Designation.....

Annexure-H

Format of the Covering Letter

(The covering letter is to be submitted by the Bidder as a part of the RFP)

Date:

Place:

The Mission Director,
National Health Mission
State Health Society
Jaipur, Rajasthan

Dear Sir,

Sub: Selection of a Bidder for Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan.

Please find enclosed 2 (two) copies (one original and one duplicate) of our "Request for Proposal" (RFP) in response to the issuance of RFP by NHM for Selection of a Bidder for Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan. We hereby confirm the following:

- The RFP is being submitted by *(Name of the Bidder)* in accordance with the conditions stipulated in the RFP/RFP Documents.
- We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by NHM and in any subsequent corrigendum sent by NHM. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP Document or in any of the subsequent corrigendum from NHM.
- *(mention the name of the Bidder)*, satisfy the legal requirements laid down in the RFP Document. We as the Bidder designate Mr./Ms. *(mention name, designation, contact address, phone no., fax no., E-mail id, etc.)*, as our Authorized Representative and Signatory who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments, etc. on behalf of us in respect of the project.
- We affirm that this proposal shall remain valid for a period of *[Not less than 3 (three) months]* from the last date for submission of the RFP. NHM may solicit our consent for further extension of the period of validity.

For and on behalf of

Signature (with seal)

(Authorised Representative/ Signatory)

Name of the Person.....

Designation.....

(Kindly attach the authorization letter)

Annexure-I*(Not limited to following formats only)***Format-1**

National Health Mission, Rajasthan
Arogya Online Project – [Name of CHC, District]
For the period: [From Date] to [To Date]
Report Title: OPD/ IPD Registration Detail

SNo.	Department	OPD Registration			IPD Registration		
		New	Old	Total	New	Old	Total
	Total						

Format-2

National Health Mission, Rajasthan
Arogya Online Project – [Name of CHC, District]
For the year: YYYY
Report Title: 108 Ambulance Wise, Month Wise

SNo	Vehicle Registration No.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
	Total													

Format-3

National Health Mission, Rajasthan
Arogya Online Project – [Name of CHC, District]
For the period: [From Date] to [To Date]
Report Title: Cash Collection Detail (Patient category wise)

SNo.	Patient's category	No. of OPD Registration	OPD Cash Collection	No. of IPD Registration	IPD Cash Collection	Total Cash Collection
	Total					

Format-4

National Health Mission, Rajasthan
Arogya Online Project – [Name of CHC, District]
For the period: [From Date] to [To Date]
Report Title: OPD Patient Register

SNo.	OPD No.	OPD Date	Patient Name	Father/ Husband Name	Age	Gender	Mobile No.	Patient's Category	Department	District/ State

Format-5

National Health Mission, Rajasthan
Arogya Online Project – [Name of CHC, District]
For the period: [From Date] to [To Date]
Report Title: IPD Patient Register

SNo.	OPD No.	IPD No.	DOA	Patient Name/ CR No.	Father/ Husband Name	Age	Gender	Mobile No.	Patient's Category	Department

Report Title: Cash Collection Detail (Date wise)						
SNo.	Date	No. of OPD Registration	OPD Cash Collection	No. of IPD Registration	IPD Cash Collection	Total Cash Collection

[illegible][illegible][illegible]

SNo.	Lab Type	No. of OPD Patients	No. of OPD Investigations	No. of IPD Patients	No. of IPD Investigations	Total No. of Investigations
	Total					

Annexure- J
(Experience details)

The bidder should provide the experience details of services provided at each location/State:-

SNo.	State	District	Description of Project with period (in years)	No. of health institutions/ hospitals computerized	Copies of work orders enclosed (yes/no)	Any other supporting document/experience certificate enclosed (yes/no)	Name & Designation of Certificate issuing authority

Annexure-K

Proposal format for organization

Selection A: Organization Profile

1. Name of the Organization:

2. Registered Address:

DISTRICT PIN:
Tel: Fax:
Email:
Website (if any):

3. Postal Address:

DISTRICT PIN:
Tel: Fax:
Email:

4. Legal Status:

SNo.	Particulars	Registration no.	Date
1.	Sole Proprietor Firm		
2.	Partnership Firm		
3.	Society under Societies Registration Act		
4.	Non-profit company under Indian Companies Act 1956		
5.	Registration under Foreign Contribution (Regulation) Act, 1976		
6.	Income tax registration:		
	- Under Section 12A		
	- Under Section 80 G		
	- Under Section 35 CCA		
	- Any other Section		

5. Bank Details:

Account Name	Bank Name	Branch Name	Account No.	IFSC Code	PAN No.	TIN No.	Service Tax No.	Date of Opening Account

6. Details of the Contact Person:

Name:
Designation:
Contact No:
E-mail:

Section B: Operational Background

1. No. of Project/ Programme related to Health:

SNo.	Name of the programme	Duration	Period		Total Budget	Source of fund
			From	To		

2. Staff Details (Kindly provide the details of 5 key positions in the organization)

Name of Staff	Position	Qualification	Working since

3. Any previous association/working experience with Govt. Sector? If yes, please provide the details:

Section C: Proposal for Designing, Development, Supply, Installation and Commissioning of Online/ Offline Software for the Computerization of OPD/ Emergency/ IPD/ Lab & Other Modules at Community Health Centers (CHCs) in Rajasthan.

- Technical proposal

Section D: Basic Documents required to be submitted along with the proposal for Evaluation

- Copy of Memorandum and Rules if registered under Society Registration Act.
- Annual Report of last one year
- Audited Accounts of last 3 Years.
- Legal Status of the society-Copy of Registration Certificate
- Copy of PAN/TAN Number
- Copy of Latest Income Tax Return File
- Any other document relevant to the proposal.