



ODISHA STATE HEALTH & FAMILY WELFARE SOCIETY, ODISHA
Mission Directorate, National Health Mission
Unit-8, Annex. Building, SIH&FW, Nayapally, Bhubaneswar - 751012

Date: 20.10.2018

NOTICE FOR EXTENSION OF BID SUBMISSION & OPENING DATE
(2nd Extension)

Bid Reference No. OSH&FWS/DD/2018/01 : (Advt. No. 39 /18 dtd. 18.9.2018) & subsequent Pre-bid amendments

(Establishment of Digital Dispensaries in Different Districts of Odisha)

The last date of submission & opening of bid is hereby extended as follows:

- **The last date & time of submission of bid is extended to 31st October 2018, 3 PM**
- **The Technical Bid opening date & time is refixed to 31st October, 3.30 PM**

All other terms & conditions of the tender document & subsequent pre-bid amendments of the above tender reference remain unchanged.

Sd/

Mission Director
NHM, Odisha

PRE-BID AMENDMENT / CLARIFICATION IN RESPONSE TO THE PRE-BID MEETING HELD ON 25.9.2018, 11:30 AM AT CONFERENCE HALL, MISSION DIRECTORATE, BBSR FOR THE TENDER – ESTABLISHMENT OF DIGITAL DISPENSARIES IN DIFFERENT DISTRICTS OF ODISHA DISTRICT [Advt. No. 39/18, Tender Ref. No. OSH&FWS/DD/2018/01]

Queries raised by the prospective bidder on the tender terms & condition were discussed. Based on the written queries by the prospective bidder, the clarifications / amendments as decided by the committee in response to the pre-bid queries are mentioned below:

Sl.	Queries raised by the prospective bidders	Clarification /Amendment in response to the Queries
1	<p>Scheduled date & time of bid submission:</p> <p>i) Pl. extend the date of bid submission. As this is a very comprehensive RFP, it is requested to extend the bid submission time to at least 20 days from the date of publishing the corrigendum.</p> <p>ii) Pl. extend the bid submission date by another 10 days</p>	<p>Amended</p> <p>The scheduled date & time of bid submission is extended to <u>23.10.2018, 3 PM</u></p> <p>The scheduled date & time of opening of technical bid is extended to <u>23.10.2018, 3.30 PM</u></p>
2	<p>Eligibility Criteria (Page No.8):</p> <p>Provision is given only for Single participants; No provision is given for consortium formation. Allowing consortium to participate will attract more bidders and hence state will be able to get benefits of better rates and better technology blends</p>	<p>Amended</p> <p>Consortium is allowed. Maximum member in a consortium can be two (2) including the lead member. However, a bidder cannot bid as a sole bidder as well as a partner in a consortium. The member of the consortium must be in the similar line of Healthcare activities / services, i.e. in the Hospital Management / Public Health Management / Running Hospital / Running Telemedicine Centres. In case of consortium, the lead member must have experience in Hospital Management / Public Health Management / Running Hospital / Running Telemedicine Centres.</p> <p>In case of consortium, the lead member should fulfil the eligibility criteria. The lead member shall be responsible for all contractual obligations. In case of consortium the lead member must have 51% stake in the consortium. For that the consortium agreement in a Stamp Paper as per stipulated format (enclosed at Annexure-I to this pre-bid clarification) clearly mentioning the name of the Lead Member & the 2nd member and their stakes in the consortium has to be furnished in the technical bid. This annexure is to be named as Format T9 and to be submitted in the technical bid envelop. Similarly this Format T9 is to be added in the Check list with mention of Page no. which is to be submitted in the technical bid envelop.</p> <p>In case of consortium if the lead member qualifies</p>

		the eligibility criteria, then the credential of the consortium members shall be taken into account for further evaluation (i.e. award of Marks) as mentioned in evaluation criteria, provided the members (either as a sole bidder or a consortium member) had executed contracts in the past in similar filed, i.e. in Hospital Management / Public Health Management / Running Hospital / Running Telemedicine Centres. However, the experience of only supplying / providing telemedicine / healthcare management information system OR playing the role of a Internet Service Provider (ISP) in a project but not directly executed the contract (either as a sole bidder or a consortium bidder) with the client, shall not be taken into account for evaluation.
3	<p>Eligibility Criteria (Page No. 8) - The eligibility criteria should be changed as follows :</p> <p>i) Minimum experience in Hospital Management and /or Public Health Management in India / running hospitals in India Presently : Min. 3 Years</p> <p>ii) Minimum no. of Tele-medicine units in Public Health Facility in rural areas: Min. 10 nos.</p> <p>iii) Minimum experience of operating Tele-medicine units in Public health facility in Rural Areas : 6 months</p> <p>iv) Minimum no. of consultations in all operating Tele-medicine units (to be calculated based on consultations from all units during the 6 months previous to the bid due date) : Min. 1,000</p>	No Change in eligibility criteria as mentioned in Table under Eligibility Criteria (Clause no. 4 at Page No.8)
4	Eligibility Criteria (Page No. 8) : Pl. change the experience of Hospital Management as Hospital Management Information System	No Change
5	Eligibility Criteria (Page No. 8) : Pl. specify what legal entity constitution is required	<p>Amended</p> <p>The following clause is added in the eligibility criteria: The bidder will be a Public limited Company / Pvt. Ltd. Company / Partnership Firm / Society / Trust, registered under the respective acts applicable in India.</p>
6	Submission of EMD [Clause 5.3(b), Page No.9] : The EMD amount of Rs. 25,00,000/- may be reduced to Rs.5,00,000/-	No Change
7	Submission of EMD [Clause 5.3(b), Page No.9] : Pl. give opportunity to submit EMD in the shape of Bank Guarantee mode	<p>Amended</p> <p>The bidder along with the technical bid shall furnish Earnest Money Deposit (EMD) amounting to Rs. 25,00,000/- in the form of Banker's cheques / Demand Draft / Bank guarantee from a</p>

		Nationalized / Scheduled Bank in favour of Mission Director, NHM payable at Bhubaneswar. In case of Bank Guarantee (BG), the BG will be valid till 30th April 2019 and must be in the prescribed format attached at Annexure-II of this pre-bid clarification.
8	Submission of EMD [Clause 5.3(c), Page No.9] : EMD exemption is allowed to local MSEs registered in Odisha only. Request for exemption of EMD for other state NSIC registered company too.	No Change
9	Evaluation Criteria (Page No.10): Experience in running hospitals should be given Max. 5 marks instead of 20 Marks	No Change
10	Evaluation Criteria (Page No.10) : Odisha recognised Startups should be given 20 marks in Average Annual Turnover Criteria.	No Change
11	Evaluation Criteria (Page No.10): The experience in running Telemedicine Project in different state of India may be amended as "Experience in running min 03 or more Tele-medicine project having video consultation, e-prescription and EMR) in India : 30 Marks"	No change
12	Evaluation Criteria (Page No.10): The experience in running Telemedicine Project in Odisha - 30 Marks may be amended as "experience in running one or more Tele-medicine project having video consultation, e-prescription and EMR) in India : 30 Marks"	No change
13	Evaluation Criteria (Page No.10) – Presentation based on methodology proposed for this project : Can the authority clarify on the parameters on which the presentation will be evaluated	Clarification The presentation should highlight the methodology & work plan which the bidder has mentioned in the Format T8.
14	Evaluation Criteria (Page No.10): Is operating & Managing Primary Health Centre experiences accepted as Hospital Management / Public Health Management.	Yes
15	Evaluation Criteria (Minimum experience in Hospital Management / Public Health Management, Page No.10) : Is operating & Managing Primary Health Centre experiences accepted as experience in running an hospital	No
16	Project Deliverables (Page No.13): Software Solution License for Video conferencing with AI based CDSS: The EMR is at emerging stage in India. The AI in medicine is also at it's nacency. Given this face, the software solution with AI based CDSS may increase	No Change Software Solution License shall be the licence for Video conferencing software with AI based CDSS intended for Primary Health Care.

	the total project cost. Hence requesting the authority to remove the AI based CDSS.	
17	Service Deliverables of the Selected Bidder (Page No.14) : The service delivery does not include CDSS whereas in Project Deliverable (Page No.13) and Terms of Payment for Opex (Page No.15), it is mentioned as Videoconferencing with AI based CDSS	Amended The Clause no.12 (Bullet No.4, Page No.14) is amended as "Consultations with Doctors (Minimum MBBS / MD depending on the nature of the diseases) through video conferencing with AI based CDSS intended for Primary Health Care".
18	Scope of Work (Page No. 6, Internet Broadband Service Connectivity (Min. 2 MBPS): Pl. specify class of connectivity required and uptime expected. Do you need a dedicated managed connectivity / Unmanaged connectivity? Pl. clarify connectivity through Dongle allowed?	Clarification The selected agency shall have to establish minimum 2 MBPS Internet Broadband Connectivity for the Video Conferencing at all locations.
19	Scope of Work (Page No. 6, Power solution comprising of an Inverter with batteries and a small DG Genset for backup): Please confirm the average time for which backup is required.	Clarification Adequate Inverter (with Min. 1 hour backup) with Small DG set backup should be available so as to take care of the power failure problem during the 8 hour OPD time.
20	Scope of Work (Responsibility of the District Authority, Page No. 7): Pl. confirm the no. of hours the electricity & water will be available at site.	Clarification The management & operation of digital dispensary centres as mentioned in Clause no. 12 (Bullet no. 2, Page No. 14) shall be on a 8 hours / day basis in all days of a week. Therefore, the electricity & water will be available at site during this operation hours.
21	Responsibility of the District Authority (Page 7) : It is assumed that the electricity & it's work including earthing will be provided by the authority	Clarification As mentioned under Responsibility of the District Authority at Page 7, the concerned district authority shall provide a room of approx.250 sq. ft. with access road, electricity & water supply. The electricity & water provision shall be provided by the authority in the room identified for digital dispensary. However the internal wiring of the room for power supply to Computer, lab equipment etc. including earthing has to be provided by the selected bidder. The same is also mentioned under price bid format F3 (Item sl. No.5.4 & 6.3 respectively).
22	Technical Bid Evaluation (Page No.11): The technical bid evaluation does not consider the presentation methodology proposed for the project for evaluation. Please clarify if all bidders will have to make a presentation during the technical bid evaluation and prior to financial bid opening.	Clarification Presentation on methodology shall be a part technical bid evaluation as it is one of the criteria in award of marks. It is clearly mentioned in Technical Bid Evaluation (Page No.11) that, the bidder who satisfies the documentary evidence as per the eligibility criteria is considered to be evaluated further for award of Marks . Therefore, those bidders who will qualify in the basic eligibility criteria of the bid during preliminary evaluation shall be intimated to make the presentation on a later date.

23	Date of Presentation: Kindly specify if the presentation on methodology will be after the technical bid submission on the same day or later?	Clarification The date of presentation shall be on a later date after the technical bid opening which will be intimated to the bidders who will qualify in the basis eligibility criteria. Presentation is a part of technical bid evaluation.
24	List of Equipment, Instrument, Furniture & Fixture per Digital Dispensary (Annexure – II) & Format F3 (Page No.22 & 51) : The procurement / purchase of all the hardware should be done by NHM, as they are the sole owner of all purchased articles instead of giving the mandate of purchase to the bidder.	No Change Supply of all items as mentioned in Annexure – II & Format F3 of the RFP shall be the responsibility of the selected agency and based on which the Capex shall be paid to the selected agency. The concerned district authority shall be the sole owner of the Capex.
25	Scope of Work (Sl. No. 2 bullet no. 1, Page no. 6) - Laptop with Camera and Headphone & Microphone: Laptop is not mentioned in Annexure II & Format F3, but mentioned as CPU. Also clarify regarding extra monitor as mentioned in Annexure II & Format F3	Amended The Laptop mentioned in page No. 6 is to be read as CPU (Desktop) as separate camera and headphone & Microphone are asked for. The same are mentioned in Annexure II & Format F3 of the RFP with separate handheld web camera and headphone with microphone. Also “extra monitor (21.5 inch LED) as mentioned in Annexure II (Item no. 1.5) & Format F3 (Item no.1.5) of the RFP is to be read as “Monitor (21.5 inch LED)”
26	Scope of Work (Sl. No. 2 bullet no. 7, Page no. 6) – Multipara Monitor with ECG, SpO2, Pulse Rate & NIBP : Is multipara monitor compulsory as separate ECG, Pulse Oxymeter, BP Monitor are asked in Annexure II & Format F3.	Amended Sl. no. 2 bullet no. 7, Page no. 6 under the Scope of Work is to be read as “Monitoring of ECG, SpO2, Pulse Rate & NIBP” instead of Multipara Monitor. List of instruments for monitoring of ECG, SpO2, Pulse Rate & NIBP, i.e. ECG machine, Pulse Oxymeter, BP Monitor etc. are mentioned in Annexure II & Format F3.
27	Service Deliverables of the selected bidder (Clause no.12, bullet no. 5, page No.14) – Prescription: Is the prescription is to be given by MBBS / MD online through video conference or will the nurse / pharmacist be able to give the prescription. Kindly advice.	Clarification The doctors in the hub shall be minimum MBBS. Requirement of doctors, whether MBBS or MD shall be suitably positioned in the HUB by the selected agency depending on the nature of disease of the patient. The prescription is to be given online through the video conferencing software by the MBBS / MD doctor at the hub with digital signature. The nurse / pharmacist available at the digital dispensary shall download the prescription; take the print out of the same and handover to the patient. HUB can be located anywhere in the country. Appointment of Doctors / Specialists at the hub and the functioning of the HUB shall be the responsibility of the selected agency. The no. of seat (doctors) in the hub shall have to be arranged

		by the agency based on the anticipated average case load of 20 consultations in a day per digital dispensary and the total no. of operational dispensaries.
28	<p>Key Performance Indicator (KPI) [Clause no.18, Table for Service KPI, Page No.16)</p> <p>i) Medical Equipment, Instrument & Internet Availability - 95% uptime: How uptime of the internet and medical equipment is measured. Any third party tool or networking monitoring tool need to be implemented centrally.</p> <p>ii) Patient Satisfaction Survey : Who will do the survey is not mentioned</p>	<p>Clarification</p> <p>i) The major equipment in the digital dispensary shall be the video conferencing terminal with minimum 2 MBPS internet connectivity. It is also the responsibility of the selected agency to develop a web based real time Dash Board (Clause no.12, Bullet no. 10, Page No.14) which will be integrated to the Video conferencing terminal at each digital dispensary. Through the web based real time dashboard, the service delivery on a daily basis (with timing of the consultations during the scheduled OPD hour) can be monitored to know the 95% uptime.</p> <p>ii) A Nodal Medical Officer shall be appointed by the District Authority to head the monitoring team for the digital dispensaries at the concerned district. The monitoring team shall do the patient satisfaction survey. The district authority may also appoint a third party agency to do the survey.</p>
29	<p>Key Performance Indicator (KPI) [Clause no.18, Table for Service KPI, Page No.16) : As the locations are very remote, the internet connection availability will be challenge. Hence we request you to relax KPI pertaining to Internet. We request to provide the latitude and longitude details of the digital dispensaries locations</p>	<p>No Change</p> <p>The latitude and longitude details of the digital dispensaries locations are mentioned at Annexure-III of this pre-bid clarification.</p>
30	<p>Agreement (Page No.12): Please allow minimum contract period to be 3 years for execution and not yearly renewal as stated.</p>	<p>No Change</p>
31	<p>Scope of Work (Page No.7, Bullet No. 12): Branding of digital dispensary centres. Kindly elaborate the kind of Branding, the authority is looking for?</p>	<p>Clarification</p> <p>IEC display at Digital Dispensary for the awareness of the Digital Dispensary among the community.</p>
32	<p>Other Criteria : Divide the state into 3 Zones and give options to bidders to participate in zones of their comfort and competency or invite L2 & L3 bidders to accept the rate of L1 – divide</p>	<p>No Change</p> <p>The selected agency should have the capability to operate and manage the digital dispensaries for 106 locations as mentioned in the tender document.</p>
33	<p>Objective of the Project (Page 6, Bullet No.3): Creating linkages with existing secondary & tertiary healthcare facilities nearby including District Hospital, Sub-Division Hospital and others: Is it also the part of the service provider's scope. What is</p>	<p>Clarification</p> <p>If required, the telemedicine application linkage only with existing secondary & tertiary healthcare facilities shall have to be established by the service provider.</p>

	expected for the service provider in creating the linkages	
34	Period of Completion (Clause No. 3, Page No.7): 2 months for implementing the digital dispensaries in 106 centres is too less. To implement the project successfully, requesting you to consider the time line from 2 – 4 months.	Clarification The 2 months time for implementing the digital dispensaries at each district means 2 months from the date of signing of the contract with the respective district authority. The date of signing of the contract with the respectively district authority may not be on the same date and hence contract may not be signed for all 106 centres in one date. The contract signing of the respective district depends on the handing over of the space (Room) identified by the district authority
35	Financial Bid Evaluation (Page no.12)- The opex cost (per consultation cost per centre)shall be calculated for three years @20 consultations / day for evaluation purpose only : Is 20 consultation per centre per day?	Clarification The 20 consultations per day per centre shall be taken into account for evaluation purpose only to calculate the Opex cost for three years. However, the monthly Opex payment shall be made as per actual consultation. There is no commitment by the authority towards 20 consultations / day per centre.
36	Terms of Payment [Clause 16 (i) & (ii)]: i) Capex : As the amount to be incurred for Capital expenses is high, Advance for payment to CAPEX could be given for a minimum amount of 50% of the value. ii) Opex : In order to have working capital availability, on submission of Monthly Bill, 80% of billing amount could be released immediately. Remaining 20% billing amount could be released within 15 days after submission of Bill after verification.	No Change
37	Project Deliverables (Page 11) – Qualification of Nurse, Pharmacist & Lab. Assistant : What is the acceptable eligible qualification of the above staffs	Clarification Nurse: Minimum ANM from a recognised institute Pharmacist : Minimum D.Pharm from a recognised institute Lab Assistant : DMLT
38	Other Changes	Amendment The 4 digital dispensary centres proposed under Keonjhar district has been taken out from the list of proposed digital dispensary centres mentioned in Annexure-I of RFP. Therefore, the no. of proposed digital dispensaries as per the revised list will now become 102 instead of 106. The revised list is also attached at Annexure-III to this pre-bid amendment / clarification.

N:B: The amendments / Clarifications mentioned above are to be treated as amendments / clarifications to the terms & conditions of the above tender reference. All other terms & conditions as mentioned in the tender document (*Tender Ref. No. OSH&FWS/DD/2018/01*) remain unchanged.

Sd/
Mission Director,
NHM, Odisha

Format for Consortium Agreement

(On stamp paper of appropriate value to be purchased in the name of executants)

THIS Consortium Agreement executed on this day of..... Two Thousand

..... By:

M/s. a Company/ Society / Trust incorporated under the laws of and having its registered office at (hereinafter called the “**Prime Bidder/Lead Member**” which expression shall include its successors); and

M/s. a Company/ Society / Trust incorporated under the laws of and having its registered office at (hereinafter called the “**Second Member**” which expression shall include its successors)

The Prime Bidder/Lead Member, the Second Member shall collectively hereinafter be called as the “Consortium Members” for the purpose of submitting a proposal (hereinafter called as “Proposal”) to Odisha State Health & Family Welfare Society (hereinafter called “OSH&FWS”) in response to OSH&FWS’s Request for Proposal Document (hereinafter called as “RFP” Document) Dated..... to select a bidder for Setting up & Operation of Digital Dispensaries in different districts of Odisha .

AND WHEREAS this RFP document through the pre-bid amendment stipulates that a Consortium of maximum two members, meeting the requirements stipulated in the RFP document & subsequent pre-bid amendment may submit a proposal signed by Lead Member of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations there under to OSH&FWS. A duly signed Consortium Agreement shall be attached to the Proposal.

NOW THIS INDENTURE WITNESSETH AS UNDER:

In consideration of the above premises all the Parties to this Consortium Agreement do hereby agree as follows:

1. M/s..... shall act as Lead Member for and on behalf of Consortium Members. The said Consortium Members further declare and confirm that we shall jointly and severally be bound and shall be fully responsible unto OSH&FWS for the successful performance of the obligations under the Request for Proposal (RFP) and resulting Agreement(s) submitted / executed by the Lead Member in the event of the selection of Consortium as Agency.
2. That M/s..... which is the Lead Member of the Consortium shall invest and continue to invest in the Consortium for the Contract Period as specified in the RFP document. The % of Share of the Lead Member & 2nd Member in the consortium shall be as under:
 1. Lead Member Share : _____%
 2. 2nd Member Share : _____%

In case of any breach of the stipulations of the RFP Document by the Lead Member, Consortium Members along with the Lead Member do hereby agree to be fully responsible to carry out all the obligations and responsibilities under the RFP and resulting Agreement(s).

4. If OSH&FWS suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection as Agency pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to OSH&FWS on its demand without any demur or contest. It shall not be necessary or obligatory for OSH&FWS to proceed against the Lead Member before proceeding against or dealing with the Second Member.
5. The financial liability of the Consortium Members to the OSH&FWS, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to OSH&FWS.
7. It is expressly agreed by the Members that the sharing of responsibilities and obligations amongst the Members shall not in any way be a limitation of joint and several responsibilities and liabilities of the Members to the OSH&FWS. It is clearly understood that the Prime Bidder shall ensure performance under the Agreements and if one or more Consortium Members fail to perform its / their respective obligations under the Agreement(s), the same shall be deemed to be a default by all the Consortium Members.
8. It is also understood by all Consortium Members that the RFP Document stipulates various obligations as well as terms and conditions related to the Transaction during Proposal stage or thereafter during the subsistence of the RFP documents i.e. the Agreements.
9. This Consortium Agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Bhubaneswar shall have the exclusive jurisdiction in all matters arising there under.

If an invitation is issued by OSH&FWS for becoming Agency, we the Consortium Members do hereby agree that we shall be jointly and severally responsible for furnishing the Bank Security. It is also hereby agreed that Lead Member shall, on behalf of the Consortium submit the Bid Security in the form of Bank Guarantee/DD/Banker's Cheque drawn in favour of Mission Director, National Health Mission payable at Bhubaneswar (hereinafter called as "Bid Security") and also the performance security if selected, from a Nationalized/Scheduled Commercial Bank for the value and in the currency as specified by OSH&FWS.

10. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by OSH&FWS. It shall be effective from the date first mentioned above for all purposes and intents.
11. The responsibilities of all the members of the Consortium for this Project would be as stated in the table below:

Member of Consortium	Responsibilities
Prime Bidder/Lead Member	1. 2.

Second Member	1. 2. .
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IN WITNESS WHEREOF, the Members to the Consortium Agreement have through their authorized representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.

1. Common Seal of..... has been affixed in my/our presence pursuant	For and on behalf of Lead Member M/s..... (Signature of authorized representative)
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WITNESS

1.....
(Signature)
Name.....
Designation.....
2.....
(Signature)
Name.....
Designation.....

2. Common Seal of..... has been affixed in my/our presence pursuant to the Board of Director's resolution dated.....	For and on behalf of Second Member M/s..... (Signature of authorized representative)
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WITNESS

1.....
(Signature)
Name.....
Designation.....
2.....
(Signature)
Name.....
Designation.....

BANK GUARANTEE FORM FOR BID SECURITY / EMD

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

To

*The Mission Director,
National Health Mission, Odisha
Mission Directorate, Odisha State Health & Family Welfare Society (OSH&FWS),
Unit-8, Annex Building of SIH&FW, Nayapalli,
Bhubaneswar – 751 012*

Whereas *(insert the name of the bidder)* (hereinafter called the “Bidder”) has submitted its proposal dated *(insert date)* for setting up & operate digital dispensary centres with telemedicine facility including video consultation, medication dispensing & pathology at different districts of Odisha (hereinafter called the “Proposal”) against the RFP *(Insert RFP reference number)* issued by Mission Director, National Health Mission - Odisha (hereinafter called “Authority”).

Know all persons by these presents that we *(insert name of the bank)* of *(insert address of the bank)* (Hereinafter called the “Bank”) having our registered office at *(insert regd. office address of bank)* are bound unto *<insert the name and address of the procuring authority>* (hereinafter called the “Authority”) in the sum of *(insert guarantee amount)* for which payment will and truly to be made to the said Authority, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this ____ day of _____ 20____.

The conditions of this obligation are:

- (1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this Bid.
- (2) If the Bidder having been notified of the acceptance of his Bid by the Authority during the period of its validity: -
 - a) Fails or refuses to furnish the performance security for the due performance of the contract. or
 - b) Fails or refuses to accept/execute the contract. or
 - c) If it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged

We undertake to pay the Authority the above amount upon receipt of its first written demand, without the Authority having to substantiate its demand, provided that in its demand the Authority will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force up to **30th April 2019** and any demand in respect thereof should reach the Bank not later than the above date.

Our..... branch at.....* (Name & Address of the* branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

* the Branch of the bank should be at Bhubaneswar.

Signature of the Authorised Officer of the Bank

Name and Designation of the Officer

Seal, Name & Address of the Bank and the Branch

Annexure – III**NAME OF THE PROPOSED DIGITAL DISPENSARIES**

Sl. No	Name of the District	Name of the Block	Proposed location of Digital Dispensaries (name of the Village or SC)	Proposed location (Village / SC)	Latitude	Longitude
1	Angul	Pallahara	Nagira SC	SC	21.579258	85.278367
2	Balasore	Bahanaga	Majhisahi	Village	21.2538	86.8422
3		Bhograi	Mohagob	SC	21.736659	87.409415
4		Bhograi	Putina	SC	21.72229	87.368036
5		Bhograi	Kurunthia	Village	21.7703	87.3447
6		Remuna	Bagichasahi	Village	21.5931	86.8176
7		Sadar	Sartha	SC	21.539888	87.110468
8		Soro	Gud	SC	21.186426	86.754805
9		Oupada	HatiKhulia	Village	21.4005	86.6654
10		Oupada	Pindabasa	Village	21.3784	86.5391
11		Oupada	Ranipokhari	Village	21.3724	86.513
12	Bargarh	Ambabhona	Kurumkel	Village	21.6801	83.676
13	Bolangir	Agalpur	Nagaon SC	SC	21.016496	83.311779
14		Agalpur	Jharnipali SC	SC	20.926795	83.414709
15		Bangomunda	Jharial SC	SC	20.278246	82.965548
16		Belpara	Banmal SC	SC	20.584476	82.862076
17		Bolangir	Chandanbhati S/C	SC	20.775193	83.445222
18		Deogaon	Badbandh	SC	20.568604	83.366603
19		Gudvela	Gambhariguda	SC	20.4036	83.655367
20		Khaprakhol	Baduden	SC	20.828727	82.979793
21		Muribahal	Haldi SC	SC	20.344157	83.041117
22		Titilagarh	Limpada	Village	20.112	83.0825
23		Turekela	Mahakhand SC	SC	20.38192	82.793175
24	Boudh	Kantamal	Narayan Prasad	SC	20.500218	83.773807
25	Cuttack	Narsinghpur	Ransinghpur	SC	20.491962	85.101502
26	Deogarh	Reamal	Kantabahal	SC	21.33575	84.811519
27		Tileibani	Dudhianali	SC	21.471472	84.576203
28		Tileibani	Dimirikuda	SC	21.657313	84.536893
29	Dhenkanal	Bhuban	Arilo	Village	20.8936	85.8621
30		Hindol	Dandiri	Village	20.5803	85.3067
31		Parjang	Roda	SC	20.820399	85.353284
32	Gajapati	Gumma	Kujasingi SC	SC	18.915651	84.135406
33		Mohana	Panigonda SC	SC	19.602771	84.12045

Sl. No	Name of the District	Name of the Block	Proposed location of Digital Dispensaries (name of the Village or SC)	Proposed location (Village / SC)	Latitude	Longitude
34		Kashinagar	Kharada SC	SC	18.820149	83.970386
35	Ganjam	Sanakhemundi	Kamalakhala	Village	19.4936	84.5262
36		Sanakhemundi	Gothabania	Village	19.4921	84.4868
37		Sanakhemundi	Padmapur	Village	19.4697	84.2907
38		Sanakhemundi	Subarnagada	Village	19.4125	84.4421
39		Surada	Lembhakumpa	Village	19.6804	84.4579
40		Surada	Sunakhandi	Village	19.6999	84.3267
41		Surada	Lathipada	SC	19.783178	84.525918
42		Surada	Palasapalli	Village	19.8009	84.565
43		Surada	Bhagabanpur	Village	19.8106	84.3644
44		Buguda	Motabadi	SC	19.861749	84.721524
45		Buguda	Belapur	SC	19.787705	84.73994
46		KS Nagar	Paika Jamuna Village	Village	19.6322	84.772
47		Beguniapada	Bankimala	Village	19.6361	84.885
48		Beguniapada	Soradapalli	Village	19.7239	84.9534
49		Chikiti	Chandapur	Village	19.1912	84.655
50		Khallikote	Badapali	Village	19.722	85.0958
51		Khallikote	K.Jholamala	Village	19.6612	85.0778
52	Jajpur	Binjharpur	Kantitara	Village	20.756	86.5413
53		Sukinda	Chingudipal	Village	21.0544	85.7601
54	Jharsuguda	Lakhanpur	Sarandamal	SC	21.738912	83.890755
55		Kirimira	Bandhapali	SC	21.888041	84.123502
56		Kolabira	Parmanpur	SC	21.809153	84.113078
57		Laikera	Babuchipidihi	SC	21.987208	84.268642
58	Kalahandi	Thuamul Rampur	SC Kerpai	SC	19.487387	83.181557
59		M. Rampur	SC Urladani	SC	20.13918	83.636811
60		Lanjigarh	SC Bengaon	SC	19.708448	83.278828
61	Kandhamal	Subarnagiri	Pokari	SC	19.9134	83.9701
62	Kendrapara	Rajnagar	Pattaparia	Village	20.7119	86.9055
63		Rajnagar	Ahirajpur	Village	20.7303	86.9948
64	Koraput	Borigumma	SC Kamara	SC	19.123158	82.561541
65		Boipariguda	SC Mathapada	SC	18.788494	82.31324
66		Laxmipur	SC Dumuripadar	SC	18.965748	83.053641
67		Kotpad	Girila	Village	19.1651	82.3825
68	Malkangiri	K.Gumma	Jantapai	Village	18.151	82.2952
69		K.Gumma	Jantri	Village	18.3899	82.3469

Sl. No	Name of the District	Name of the Block	Proposed location of Digital Dispensaries (name of the Village or SC)	Proposed location (Village / SC)	Latitude	Longitude
70		Mathili	Mecca	SC	18.558118	82.069871
71		Mathili	tulsipahad	Village	18.686	82.0059
72	Mayurbhanj	Bangriposi	Baskitola	SC	22.104524	86.456441
73		Bangriposi	Ghatiduba	Village	22.2692	86.4353
74		Jashipur	Rugudi	SC	21.931214	85.990703
75		Kaptipada	Nutto SC	SC	21.429666	86.284671
76		Kaptipada	Purunapani SC	SC	21.366719	86.433888
77		Saraskana	Bagbuda SC	SC	22.293004	86.566971
78		Saraskana	Tilou SC	SC	22.262852	86.463717
79		Karanjia	Kuliposi SC	SC	21.749164	86.054945
80		Udala	Balma	Village	21.662	86.524
81		Udala	Hatikut	Village	21.6977	86.5308
82		Betnoti	Kuradhika	SC	21.737919	86.9664
83		BETNOTI	BACHHURIPADA	SC	21.632779	86.975579
84		Sukruli	Galusahi	SC	21.875713	85.872642
85	Nuapada	Komna	SC, Kurumpuri	SC	20.722841	82.605137
86		Sinapali	SC, Kendumunda	SC	20.071087	82.579845
87		Boden	SC, Larka	SC	20.19827	82.67067
88		Khariar	SC, Bargaon	SC	20.340761	82.688092
89	Puri	Astaranga	Edvans	Village	20.0378	86.2607
90	Rayagada	Bissamacuttack	Sahada	SC	19.449206	83.605181
91		Bissamacuttack	Kurli	SC	19.54694	83.422228
92		Bissamacuttack	Dakulguda	SC	19.5826	83.5433
93		Kasipur	Sunger	SC	19.466215	83.106902
94	Sambalpur	Rengali	Jharmunda	Village	21.6627	84.0281
95		Rengali	Sangramal	Village	21.5351	84.1744
96		Rengali	Tangarpali	Village	21.4797	84.1607
97		Jujomura	Junapani	Village	21.1909	84.0825
98		Jujomura	Jarang	Village	21.2297	84.2035
99		Jujomura	Laida Mahulpali	Village	21.4122	84.2527
100	Sundargarh	Koira	Soyamba	SC	22.024753	85.14391
101		Gurundia	Chandiposh	SC	22.031815	84.926823
102		Lahunipara	Rangamatia	SC	21.8016	85.0532



REQUEST FOR PROPOSAL

SELECTION OF AGENCY FOR SETTING UP & OPERATION OF DIGITAL DISPENSARY CENTERS WITH TELEMEDICINE FACILITY INCLUDING VIDEO CONSULTATION, MEDICATION DISPENSING & PATHOLOGY AT DIFFERENT DISTRICTS OF ODISHA

RFP Reference No.: OSH&FWS/DD-2018/01

Date: 19.9.2018

- Pre-bid Meeting : **25.9.2018 at 11.30 AM**
- Last Date and time for Submission of RFP: **10.10.2018, 3 PM**
- Date of Opening of Technical Bids: **10.10.2018, 3.30 PM**

Odisha State Health & FW Society (OSH&FWS)

Mission Directorate

National Health Mission, Odisha

(website: www.nhmodisha.gov.in email : proc.nhmodisha@gmail.com)

NOTICE INVITING BID

Odisha State Health & FW Society (OSH&FWS) invites sealed bids from eligible agencies for SETTING UP & OPERATION OF DIGITAL DISPENSARY CENTERS WITH TELEMEDICINE FACILITY INCLUDING VIDEO CONSULTATION, MEDICINE DISPENSING & PATHOLOGY LAB AT DIFFERENT DISTRICTS OF ODISHA.

Interested Agencies are requested to submit the RFP by 3 PM on **10.10.2018**. Sealed RFP in two parts, i.e., (i) Technical Bid and (ii) Financial Bid, valid for 180 days, are invited to be submitted in separate envelopes with clear marking of the type of content on the envelope, bidder's name and address on the top of the sealed envelope, at the following address:

To

**The Mission Director,
Mission Directorate,
National Health Mission, Odisha
Annex Building of SIHFW, Nayapalli,
Unit -8, Bhubaneswar-751012, Odisha**

The technical bid of the Proposals received by due date & time will be opened at 3.30 PM on **10.10.2018**.

**Mission Director
National Health Mission, Odisha**

Schedule of Date and Time

Sl.	Activity	Date
1.	Period of availability of RFP document	From 19.9.2018 to 10.10.2018
2.	Pre-bid Meeting	25.9.2018, 11.30 AM Venue : Conference Hall, Mission Directorate, National Health Mission, Annex Building of SIHFW, Nayapalli, Unit -8, Bhubaneswar-751012, Odisha
3.	Last Date & Time of receipt of Bid (Sealed Envelope)	10.10.2018, 3 PM
4.	Date & Time of Opening of Bid (Technical Bid)	10.10.2018, 3.30 PM
5.	Date of Time of Opening of Financial Bid	Shall be intimated later to the bidder found qualified in their technical bid.
6.	Address for receipt & Opening of Bids	Mission Directorate, National Health Mission, Annex Building of SIHFW, Nayapalli, Unit -8, Bhubaneswar-751012, Odisha

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1. Background:

This project aims to being assured quality primary health care to the people and find linkages to available secondary & tertiary healthcare. The idea is to set up and run Digital Dispensaries identified by concerned districts and space to be provided by the concerned district authority. Each dispensary should be linked with telemedicine and create referral systems to public and private healthcare facilities available.

Objective of the Project:

- Ensuring Universal Healthcare Access with a target of serving on average at least 90% of population of catchment area once in a one-year period.
- Providing minimum set of investigations within the same area to ensure prompt diagnosis. This will include malaria detection, haemoglobin, blood sugar, BP, urine analysis, ECG, SPO₂, pregnancy detection.
- Creating linkages with existing secondary & tertiary healthcare facilities nearby including District Hospital, Sub-Division Hospital and others.

Implementation Plan:

The project will be implemented in 106 **Locations** and the details of location of the proposed digital dispensaries are mentioned at **Annexure I**.

2. Scope of Work

Digital dispensary centres each of which comprising of Telemedicine facility including video consultation, medicine dispensing and Pathology will be set up in a room having an area of **minimum 250 sq. ft.**

Each such centre will have:

- Laptop with camera and headphone & Microphone
- Handheld Camera
- Laser Printer
- Software solution License for Videoconferencing with AI based CDSS
- Internet Broadband connectivity (Minimum **2 MBPS**) will be established
- Power Solution comprising of an inverter with batteries and a small DG Genset for backup
- Multipara monitor with ECG, SPO₂, Pulse Rate & NiBP
- Mini Lab with Malaria, Haemoglobin, Blood Sugar & Urine analysis facility. Lab collection facility for other tests could be added later.

- The Unit will be stocked with generic medicine based on disease load (The tentative list of generic medicine with disease category is mentioned at **Annexure III**)
- Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL etc.
- Painting
- Branding of digital dispensary centres
- Manpower comprising of at least one trained Nurse for the telemedicine side, one pharmacist, one laboratory assistant and one support staff.
- These digital dispensary centres will function as an OPD with basic tests and medication dispensing to deliver primary care.
- Details of the equipments & fixtures are mentioned in **Annexure II**.

Responsibility of the District Authority

A room of approx. Area of 250 Sq. Feet with access road, electricity & water supply shall be provided at each digital dispensary centre by the concerned district authority.

Responsibility of the Selected Agency

- To **furnish** each digital dispensary centre with all equipment, instrument, furniture & fixtures, electrical fittings, power back-ups (Inverters / DG set), software solution license for video conferencing, painting & branding (Price to be quoted as **Capex** - One time cost)
- To **manage & operate** the digital dispensary centres with provision of **manpower, internet connectivity** (Broadband connectivity of minimum **2 MBPS**), **laboratory & Pharmacy facility with generic medicine** (Price to be quoted per consultation per patient as **Opex**)
- The details of the project & service deliverables are mentioned in Clause 11 & 12 respectively.

3. Period of Completion

The service provider has to set up and operate the digital dispensaries in the each district as mentioned in the proposed locations at Annexure - I with all equipment & manpower **within 2 (Two) Months** from the date of signing of contract with the respective district authority.

4. Eligibility Criteria

Sl. No.	Criteria	Unit	Minimum requirement to be satisfied
1.	Number of Years of Existence (as on 1 st January, 2018).	Years	03
2.	Average Annual Financial Standing for preceding 03 years (FY 2017-18 accepted only if audited statement provided)	Crore (Rs.)	5 Crores
3.	Minimum experience in Hospital Management and/or Public Health Management in India / running hospitals in India	Years	01

5. Submission of Bids and EMD

5.1 Submission of Bids:

5.1.1 Preparation, Sealing and Marking of Bids

- The bid shall be submitted in separate sealed cover (outer envelope), which shall be marked as “BID FOR SETTING UP & OPERATION OF DIGITAL DISPENSARIES IN DIFFERENT DISTRICTS OF ODISHA”. The 2 inner envelopes inside shall contain the Technical Bid and Financial Bid.
- There should a sealed inner envelope which shall be marked “**Technical Bid** for BID FOR SETTING UP & OPERATION OF DIGITAL DISPENSARIES IN DIFFERENT DISTRICTS OF ODISHA” containing the technical bid.
- There should be a sealed inner envelope which shall be marked “**Financial Bid** for BID FOR SETTING UP & OPERATION OF DIGITAL DISPENSARIES IN DIFFERENT DISTRICTS OF ODISHA” containing the financial bid.
- After closing and sealing the envelope, the seal and signature of the appropriate authority of the bidder shall be placed on the sealed part of the envelope.
- The inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared late.
- Bid can be sent by registered post, courier and also can be submitted individually by putting it in tender box, on or before the deadline. The postal address for sending the bid is mentioned under schedule date & time

5.1.2 Deadline for Submission of Bids

- Bids must be received at the address given not later than the time and date specified in the tender document. In the event of the specified date for the submission of bids being declared a holiday, the bids will be received up to the appointed time on the next working day.

- (ii) Mission Director, NHM may at her discretion extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the bidders subject to the deadline will be subject to the deadline as extended.

5.2 Submission of Bid Document Cost

- (a) The bidder along with the technical bid, shall furnish the bid document cost (**Non-refundable**) amounting to **Rs. 5,600/-** in the form of Banker's cheques/ Demand Draft in favour of Mission Director, NHM payable at **Bhubaneswar**. There is no exemption in submission of bid document cost.

5.3 Submission of EMD

- (b) The bidder along with the technical bid, shall furnish Earnest Money Deposit (EMD) amounting to **Rs. 25,00,000/-** in the form of Banker's cheques / Demand Draft in favour of Mission Director, NHM payable at **Bhubaneswar**.
- (c) In the absence of the EMD, technical proposal of the bidder shall be rejected. However as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the local MSEs registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. Departments and Agencies under its control. It is further clarified that the above exemption is applicable to local MSEs registered in Odisha only. This exemption shall be applicable if the nature of service for which this tender was floated is clearly mentioned in their DIC / NSIC registration certificate (to be furnished in the technical bid).
- (d) The EMD shall be returned to unsuccessful bidders within a period of eight (8) weeks from the date of announcement of the successful bidder. The EMD of the successful bidder shall be returned after submission of the performance security against the digital dispensaries of the concerned districts.
- (e) The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or in case of successful bidder, if does not execute the agreement and does not submit performance security.

6. Evaluation of Bid

- a) Tenders will be opened by the Technical Evaluation Committee constituted by the bid inviting authority.
- b) While evaluating, the committee may seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

- c) Any document found to be incomplete in content or attachments or authenticity shall not be considered for the purpose of qualification.
- d) The bidders not satisfying the requisite eligibility criteria will not be eligible for further consideration.
- e) All eligible bidders shall be evaluated on the following parameters and marks shall be awarded:

Evaluation Criteria	Maximum Marks
<ul style="list-style-type: none"> Average Annual Turnover (Rs.) > 15 Crores : 20 marks Average Annual Turnover (Rs.) >10 Crores & ≤15 Crores : 10 Marks Average Annual Turnover (Rs.) >5 Crores ≤ 10 Crores : 5 Marks 	20
<ul style="list-style-type: none"> More than 3 years experience in Hospital Management and/or Public Health Management in India : 20 Marks 1-3 years of experience in Hospital Management and/or Public Health Management in India : 10 Marks 	20
<ul style="list-style-type: none"> Minimum experience in running 5 hospitals or more in India : 20 marks Minimum experience in running 3 hospitals in India : 10 Marks Minimum experience in running 1 hospital in India : 5 Marks 	20
<ul style="list-style-type: none"> Experience in running one or more Tele-medicine project (having Video consultation, e-Prescription and Electronic Medical Record) in Odisha : 30 marks* Experience in running one or more Tele-medicine project in (having Video consultation, e- Prescription and Electronic Medical Record) in different States of India other than Odisha : 15 marks* (* In case bidders are eligible in both criterias mentioned above, then marks will be awarded in any one of the above two criterias in which they secure higher marks) No experience in running Tele-medicine project in Odisha / other States of India : 0 marks 	30
<ul style="list-style-type: none"> Presentation based on the methodology proposed for this project 	10
Total Marks	100

Note: Bidders scoring **60 or more marks** in the technical bid shall become **eligible** for opening of their Financial Bid, subject to fulfilment of other essential criteria.

7. Confidentiality

Any attempt by the shortlisted Bidders or anyone on behalf of the Bidder to influence the Authority improperly in the evaluation of the Proposals or Agreement award decisions may result in the rejection of its Proposal.

8. Tender Opening and Evaluation

8.1 Tender Opening

The Technical Bids will be opened on the date and time as mentioned in the TENDER DOCUMENT in the presence of those Bidders, who choose to be present. The Government reserves the right to accept or reject any offer without assigning any reason whatsoever.

8.2 Tender Validity

The offer submitted by the Bidders along with Bid Security should be valid for a minimum period of 180 (one hundred eighty) days from the last date of submission of Tender document.

8.3 Technical Bid Evaluation

The Tender Evaluation Committee will evaluate the proposals on the basis of their responsiveness to the selection criteria. The Bidder who satisfies the documentary evidence as per the Eligibility Criteria is considered to be evaluated further for award of Marks. Minimum Qualifying Mark in technical evaluation to get selected for Opening of Financial Bid is to score 60% or more of the maximum marks in the technical bid. The technical scores of the bidder against each criterion would be totalled up and thereafter the technical scores of all the bidders would be listed in decreasing order. Any proposal not achieving the abovementioned scores will be treated as “Not Technically Qualifying the Requirements” and will not be considered further. Only the technically qualified bidders will be informed for opening of the financial proposal.

8.4 Financial Bid Evaluation

The technically qualified bidders will be called for opening of the financial bids. The lowest evaluated financial Bid (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as per the formula $Sf = 100 \times (Fm / F)$, in which Sf is the Financial score, Fm is the lowest financial quote and F is the financial quote under consideration.

Note: Evaluation of price bid shall be based on addition of Capex & Opex (exclusive of tax). The Opex cost (per consultation cost per centre) shall be calculated for **three years @20 Consultations / day for evaluation purpose only.**

8.5 Tender Evaluation

A duly constituted Tender Evaluation Committee (TEC) will evaluate the Financial Bids. The proposals will be evaluated on Quality & Cost Based Selection (QCBS) basis.

The Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal (70%); P = the weight given to the Financial Proposal = 30%; T + P = 100%) using the formula: $S = (St \times T\%) + (Sf \times P\%)$. St will be calculated as per formula: $St = 100 \times T / TM$, where TM is the maximum technical score and T is the technical score of the bidder.

This evaluation procedure reflects the high importance attached to quality and competence. Please note that the authority is not bound in any manner to select any of the bidders submitting proposals or to select the agency offering the lower price.

The bidder achieving the highest combined technical and financial score (S) will get the highest rank, followed by others. The bidder obtaining the highest combined technical and financial score (S) will be invited for contract negotiations, with a view to clarify any outstanding points, to finalize technical and financial arrangements and, in case of successful negotiations, to sign a Contract Agreement. Bidders Submitting Proposals should clearly understand that any or all parts of their proposals are liable to be part of the negotiation procedure.

9. Letter of Acceptance (LOA)

After successful completion of the negotiations, a Letter of Acceptance will be issued to the successful Bidder by the Mission Directorate, NHM. The successful bidder should execute the agreement within 10 days from the date of release of LOA with the district authority.

10. Agreement

- The contract period shall be for a minimum period of three years which may be extended further depending upon the outcome of the project.
- The agreement will be signed initially for a period of One Year which shall be extended on a yearly basis depending on the performance of the agency.

- The successful Bidder should execute an agreement in non-judicial stamp paper, having a face value of Rs. 100/- within 10 days from the date of notification of acceptance by the department for the due fulfilment of the contract.
- Successful Bidder will be required to execute an agreement in the format at **Annexure IV**.
- The stamp duty on the Agreement shall be borne by the successful Bidder.

11. Project Deliverables

Digital dispensary centres each of which comprising of Telemedicine facility including video consultation; medicine dispensing and Pathology will be set up in a room having an area of **minimum 250 sq. ft.**

Each such centre will have:

- Laptop with camera and headphone & Microphone
- Handheld Camera
- Laser Printer
- Software solution License for Videoconferencing with AI based CDSS
- Internet Broadband connectivity (Minimum **2 MBPS**) will be established
- Power Solution comprising of an inverter with batteries and a small DG Genset for backup
- Multipara monitor with ECG, SPO₂, Pulse Rate & NIBP
- Mini Lab with **Malaria, Haemoglobin, Blood Sugar & Urine analysis facility**. Lab collection facility for other tests could be added later.
- The Unit will be stocked with generic medicine based on disease load (The tentative list of generic medicine with disease category is mentioned at **Annexure III**)
- Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL etc.
- Painting
- Branding of digital dispensary centres
- Manpower comprising of at least **one trained Nurse** for the telemedicine side, **one pharmacist**, **one laboratory assistant** and **one support staff**.
- These digital dispensary centres will function as an OPD with basic tests and medication dispensing to deliver primary care.
- Details of the equipments & fixtures to be provided under Capex are mentioned in **Annexure II**.

12. Service Deliverables of the Selected Bidder

- The manage and operate the digital dispensary centers which will function as an OPD to deliver Primary Care
- Management & Operation of the centers on a 8 hours / day basis in all days of a week.
- Registration of Patients
- Consultations with Doctors (Minimum MBBS / MD depending on the nature of the disease) through Video Conferencing
- Prescription
- Basic Laboratory Tests (Malaria, Dengue, Haemoglobin, Pregnancy, Blood Sugar & Urine analysis) with Reports
- Dispensing of Generic Medicine as per Prescription
- Online data Report of daily transactions (Consultation) - Center wise
- Generation of Electronic Medical Record (EMR) online with video consultation file
- **Web-based real time dashboard** for monitoring of service delivery of all digital dispensary centers.

13. Compliance of Minimum Wages Act and other statutory requirements

The successful bidder shall comply with all the provisions of Minimum Wages Act and other applicable labour laws for the human resources to be provided. The successful bidder shall also comply with all other statutory provision including but not limited to provisions regarding medical education and eligibility criteria of human resources used by the bidder for providing the services, biomedical waste management, bio-safety, occupational and environmental safety. The staff so engaged/recruited/appointed by the successful bidder shall be exclusively on the pay roll of the successful bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the District Authority / Govt. of Odisha.

14. Warranty

All the equipments, instruments, furniture & fixtures to be installed in the digital dispensaries shall carry the comprehensive warranty for a period of **three years** from the date of installation & commissioning of the same. The selected agency shall be responsible all the repair & maintenance work of the supplied equipment, instrument, furniture & fixtures during the warranty period.

15. Performance Security

- a. The successful bidder shall furnish a performance security in the shape of a Demand Draft/Bank Guarantee issued by a Nationalized Bank in favour of Tender Inviting Authority for an amount equal to 5% of the yearly contract value of the digital dispensaries. The Bank guarantee shall be as per proforma at “**Annexure V**” and

remain valid for a period, which is six months beyond the date of expiry of the contract including warranty obligations. This shall be submitted within 15 days (minimum) of receiving of Notice for Award of Contract, failing which the EMD may be forfeited and the contract may be cancelled.

- b. If the successful bidder violates any of the terms and conditions of contract, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the Procurer and the contract may also be cancelled.
- c. The Procurer will release the Performance Security without any interest to the successful bidder on successful completion of contractual obligations.

16. Terms of Payment

- i) No advance payment shall be made. 100% of the Capital Expenditure of each digital dispensary centre will be paid by the concerned District within 30 days from the installation of the equipment in the digital dispensaries as per the details of Capex (Equipment / Instrument / Furniture & Fixtures) and after the inspection / certification report of the Nodal Medical Officer appointed by the District Authority & Biomedical Engineer, NHM regarding the installation of the items.
- ii) Payment of Operational Expenditure (Opex) shall be made on a monthly basis based on the actual consultations on a monthly basis. Monthly Invoice will be raised by the selected service provider for the operational expenditure based on actual consultations along with the list of patients for consultations in a month and submission of electronic medical record (EMR) of each consultation generated through the video conferencing software with AI based CDSS. The payment to be made by the district authority within 15 working days from the receipt of the invoice.

17. Liquidated Damages

If the successful bidder fails to deliver any or all of the goods or fails to perform the services within the time frame(s) prescribed in Clause 3, the Tender Inviting Authority / District Authority shall without prejudice to other rights and remedies available to the Tender Inviting Authority/District Authority under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to **0.5% of the value of the contract** per week of delay or part thereof on delayed supply of goods and/or services until actual delivery of goods or commencement of services subject to a **maximum of 4%**. Once the scheduled time frame is exceeded, Tender Inviting Authority/District Authority may consider termination of the contract.

18. Key Performance Indicators

Quality of services by the selected agency will be monitored and regulated by the District Authority as per agreed KPIs. KPIs listed below will provide the primary performance parameters of the digital dispensaries. The non-adherence of the KPIs shall lead to Damages. KPIs along with Damages in case of non-adherence of KPIs are given in the table below:

Sl.	KPIs	Target Benchmark	Monitoring frequency	Damages (To be paid and assessed on an annual basis)
Service KPIs				
1	Medical Equipment , Instrument & Internet availability	95% uptime	Semi-annual	2% of Performance Security
2	Patient satisfaction Survey for Selected Patients	Rating of at least 3.00 out of 5.00	Quarterly	2% of Performance Security if more than 30% of Select Patients surveyed ranked the services below 3.00 & 5% of Performance Security if more than 50% of Select Patients surveyed ranked the services below 3.00

19. Force Majeure

For purposes of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the Tender Inviting Authority/User Institution either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

If a Force Majeure situation arises, the successful bidder shall promptly notify the Tender Inviting Authority/District Authority in writing of such conditions and the cause thereof within three days of occurrence of such event. Unless otherwise directed by the Tender Inviting Authority/District Authority in writing, the successful bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

20. Termination of Contract

Termination for default:- The Tender Inviting Authority/District Authority without prejudice to any other contractual rights and remedies available to it (the Tender Inviting Authority/District Authority), may by written notice of default sent to the successful bidder, terminate the contract in whole or in part, if the successful bidder fails to deliver any or all of the goods / services or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Tender Inviting Authority/District Authority.

21. Resolution of Disputes

If dispute or difference of any kind shall arise between the Tender Inviting Authority/District Authority and the successful bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the bid document, either the Tender Inviting Authority/District Authority or the successful bidder may give notice to the other party of its intention to commence arbitration, as provided in the applicable arbitration procedure, which will be as per the Arbitration and Conciliation Act, 1996 of India.

Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Bhubaneswar / Concerned District, Odisha

22. Applicable Law & Jurisdiction of Court

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force. The Court at Bhubaneswar / High Court of Odisha shall have jurisdiction to decide any dispute arising out of in respect of the contract. No other Court shall have jurisdiction in the matter.

Annexures

NAME OF THE PROPOSED DIGITAL DISPENSARIES

Sl. No	Name of the District	Name of the Block	Proposed location of Digital Dispensaries (name of the Village or SC)	Proposed location (Village / SC)
1	Angul	Pallahara	Nagira SC	SC
2	Balasore	Bahanaga	Majhisahi	Village
3		Bhograi	Mohagob	SC
4		Bhograi	Putina	SC
5		Bhograi	Kurunthia	Village
6		Remuna	Bagichasahi	Village
7		Sadar	Sartha	SC
8		Soro	Gud	SC
9		Oupada	HatiKhulia	Village
10		Oupada	Pindabasa	Village
11		Oupada	Ranipokhari	Village
12	Bargarh	Ambabhona	Kurumkel	Village
13	Bolangir	Agalpur	Nagaon SC	SC
14		Agalpur	Jharnipali SC	SC
15		Bangomunda	Jharial SC	SC
16		Belpara	Banmal SC	SC
17		Bolangir	Chandanbhati S/C	SC
18		Deogaon	Badbandh	SC
19		Gudvela	Gambhariguda	SC
20		Khaprakhol	Baduden	SC
21		Muribahal	Haldi SC	SC
22		Titilagarh	Limpada	Village
23		Turekela	Mahakhand SC	SC
24	Boudh	Kantamal	Narayan Prasad	SC
25	Cuttack	Narsinghpur	Ransinghpur	SC
26	Deogarh	Reamal	Kantabahal	SC
27		Tileibani	Dudhianali	SC
28		Tileibani	Dimirikuda	SC
29	Dhenkanal	Bhuban	Arilo	Village
30		Hindol	Dandiri	Village
31		Parjang	Roda	SC
32	Gajapati	Gumma	Kujasingi SC	SC
33		Mohana	Panigonda SC	SC
34		Kashinagar	Kharada SC	SC
35	Ganjam	Sanakhemundi	Kamalakhala	Village
36		Sanakhemundi	Gothabania	Village
37		Sanakhemundi	Padmapur	Village
38		Sanakhemundi	Subarnagada	Village
39		Surada	Lembhakumpa	Village
40		Surada	Sunakhandi	Village

41		Surada	Lathipada	SC
42		Surada	Palasapalli	Village
43		Surada	Bhagabanpur	Village
44		Buguda	Motabadi	SC
45		Buguda	Belapur	SC
46		KS Nagar	Paika Jamuna Village	Village
47		Beguniapada	Bankimala	Village
48		Beguniapada	Soradapalli	Village
49		Chikiti	Chandapur	Village
50		Khallikote	Badapali	Village
51		Khallikote	K.Jholamala	Village
52	Jajpur	Binjharpur	Kantitara	Village
53		Sukinda	Chingudipal	Village
54		Lakhanpur	Sarandamal	SC
55	Jharsuguda	Kirimira	Bandhapali	SC
56		Kolabira	Parmanpur	SC
57		Laikera	Babuchipidihi	SC
58		Thuamul Rampur	SC Kerpai	SC
59	Kalahandi	M. Rampur	SC Urladani	SC
60		Lanjigarh	SC Bengaon	SC
61	Kandhamal	Subarnagiri	Pokari	SC
62	Kendrapara	Rajnagar	Pattaparia	Village
63		Rajnagar	Ahirajpur	Village
64		Harichandanpur	Daitari A SC	SC
65	Keonjhar	Harichandanpur	Tangriapal SC	Village
66		Banspal	Kadakala SC	SC
67		Patana	Chinamalliposi SC	SC
68		Borigumma	SC Kamara	SC
69	Koraput	Boipariguda	SC Mathapada	SC
70		Laxmipur	SC Dumuripadar	SC
71		Kotpad	Girila	Village
72		K.Gumma	Jantapai	Village
73	Malkangiri	K.Gumma	Jantri	Village
74		Mathili	Mecca	SC
75		Mathili	tulsipahad	Village
76		Bangriposi	Baskitola	SC
77		Bangriposi	Ghatiduba	Village
78		Jashipur	Rugudi	SC
79		Kaptipada	Nutto SC	SC
80		Kaptipada	Purunapani SC	SC
81	Mayurbhanj	Saraskana	Bagbuda SC	SC
82		Saraskana	Tilou SC	SC
83		Karanjia	Kuliposi SC	SC
84		Udala	Balma	Village
85		Udala	Hatikut	Village
86		Betnoti	Kuradhika	SC

87		BETNOTI	BACHHURIPADA	SC
88		Sukruli	Galusahi	SC
89	Nuapada	Komna	SC, Kurumpuri	SC
90		Sinapali	SC, Kendumunda	SC
91		Boden	SC, Larka	SC
92		Khariar	SC, Bargaon	SC
93	Puri	Astaranga	Edvans	Village
94	Rayagada	Bissamacuttack	Sahada	SC
95		Bissamacuttack	Kurli	SC
96		Bissamacuttack	Dakulguda	SC
97		Kasipur	Sunger	SC
98	Sambalpur	Rengali	Jharmunda	Village
99		Rengali	Sangramal	Village
100		Rengali	Tangarpali	Village
101		Jujomura	Junapani	Village
102		Jujomura	Jarang	Village
103		Jujomura	Laida Mahulpali	Village
104	Sundargarh	Koira	Soyamba	SC
105		Gurundia	Chandiposh	SC
106		Lahunipara	Rangamatia	SC

Annexure -II

LIST OF EQUIPMENT, INSTRUMENT, FURNITURE & FIXTURES PER DIGITAL DISPENSARY

Item No.	Description of works	Unit	Specification	QTY
1	Video Conferencing Terminal			
1.1	CPU	Pcs	Intel Core i3 Processor or better, 4GB RAM	1
1.2	Web camera	Pcs	Full HD, auto focus, auto light correction	1
1.3	Headphone with microphone	Pcs	Wired over-ear stereo headset with mic	1
1.4	Printer	Pcs	All in one Laser printer	1
1.5	Extra Monitor	Pcs	21.5" LED Monitor	1
1.6	Mouse	Pcs	Corded optical mouse	1
1.7	USB Hub	Pcs	High speed 4 port 2.0 Hub	1
2	Medical equipments			
2.1	Nebulizer	Pcs	Compressor nebulizer	1
2.2	Stethoscope	Pcs	Dual head with stainless steel chest piece	1
2.3	BP Monitor	Pcs	Mercurial / Aneroid Blood pressure monitor	1
2.4	Centrifuge	Pcs	Mini centrifuge Capacity 8 x 15ml	1
2.5	Weight Machine	Pcs	Analog weighing scale	1
2.6	Height Measure	Pcs	Stature meter (roll up model)	1
2.7	ECG machine	Pcs	3 channel, 12 lead	1
2.8	Pulse Oximeter	Pcs	Fingertip pulse oximeter with LED display	1
2.9	Fetal Doppler	Pcs		1
2.10	Thermometer	Pcs	Digital	1
2.11	Needle Cutter	Pcs	Electrical syringe & needle destroyer	1
2.12	Mini Sterilizer	Pcs	Electric instrument sterilizer	1
2.13	Adson Forcep	Pcs		1
2.14	Mayo Scissor Straight	Pcs	6.5 inches	1
2.15	Dressing Scissor	Pcs	straight 1*2 teeth 6 inches	1
2.16	Lister Bandage Scissor	Pcs	7 inches	1
2.17	Suture Cutting Heath Scissor	Pcs		1
2.18	Sponge Holding Forcep	Pcs	10 inches	1
2.19	Serrated Dressing Forcep	Pcs	10 inches	2
2.20	Dressing Forcep	Pcs		1
2.21	Lotion Bowl	Pcs	3 inches	2
2.22	SS Kidney Tray	Pcs	8 inches	1
2.23	Scalpel	Pcs	Handle no 4	1
2.24	Scalpel Handle No 4	Pcs	Handel no 3	1
2.25	Mosquito Artery Forcep Curved	Pcs	5 inches	1
2.26	Mosquito Artery Forcep Straight	Pcs	5 inches	1
3	Pathology			
3.1	Hemoglobin meter	Pcs	Handheld digital Hemoglobin testing device	1
3.2	Blood sugar monitor	Pcs		1
3.3	Pipette	Pcs	variable 2-100 ml, 100-1000 ml	2
3.4	Vacutainers	Pcs		200

4	Furniture & Fixtures			
4.1	Computer Table Large	Pcs		1
4.2	Chair with headrest	Pcs		1
4.3	Patient Chairs	Pcs		2
4.4	Revolving stool	Pcs	Stainless steel	1
4.5	Patient waiting chair	Pcs	3 Seater Chrome	2
4.6	Examination Table	Pcs	with mattress	1
4.7	Foot step	Pcs	Double step	1
4.8	Bed side screen	Pcs	3 panels	1
4.9	Pharmacy Counter	Pcs	Made to order	1
4.10	Medicine Shelves	Pcs	Stainless steel racks	2
4.11	Utility trolley	Pcs	Stainless steel two shelves	1
4.12	Wall Racks	Pcs	Stainless steel racks	1
4.13	Pathology work bench	Pcs	Made to order	1
4.14	Biomedical waste bins	Pcs	Colour Coded bins	3
4.15	Hospital Bed with Mattress	Pcs	Normal Hospital bed with powder coating painting (White Colour)	1
5	Interiors			
5.1	Flooring	Sq ft	Tile flooring	250 sq. ft. (approx.)
5.2	Painting	Sq ft	Emulsion paint	1200 sq.ft (aprox.)
5.3	Partition	Sq ft	Aluminium anodized frame + plywood internal partition	150 sq.ft. (approx.)
5.4	Electrification		Wiring, casing, fan, CFLs, etc	
5.5	Décor & Branding		Picture Frames, Stationary, objet d'art	
6	Power solution & Refrigeration			
6.1	Inverter	Pcs	3 KVA Inverter	1
6.2	Battery	Pcs	4 Batteries 150 AH 12 Volt batteries	4
6.3	Earthing			1
6.4	Refrigerator	Pcs	Single door 65 Litres (Small)	1
7	Non tangible items			
7.1	License Cost		Pharmacy POS + webRTC+ e-Prescription service application	1
7.2	Insurance Cost (for 3 years)			
8	Other Charges if any			
8.1				

Tentative Standard List of Generic Medicines for Digital Dispensary

Category	Generic
Pain & Fever	Aceclofenac 100mg + Paracetamol 500mg + Chlorzoxazone 250mg Tablet
	Aceclofenac 100mg + Paracetamol 500mg + Serratiopeptidase 15 mg Tablet
	Aceclofenac 100mg + Paracetamol 500mg Tablet
	Diclofenac Sodium 50 mg
	Paracetamol 500 Mg Tablet
	Trypsin 100000u + Chymotrypsin 100000u Tablet
	Diclofenac sodium 1 % w/w, Methylsalicylate 10 % w/w, Menthol 5 % gel
Acid Peptic Disorders	Antacid: Aluminium Hydroxide, Magnesium Hydroxide, Dimethicone
	Antacid with Oxetacaine : Aluminium Hydroxide, Magnesium Hydroxide, Oxetacaine
	Drotaverine 80 mg + Paracetamol 500mg Tablet
	Pantoprazole 40 Mg + Domperidone 10 Mg Tablet
	Pantoprazole 40 Mg Tablet
	Ranitidine 150 mg
	Ondansetron Orally Disintegrating Tablet 4Mg
	Sucralfate 1000 Mg Syrup
	Fungal diastase + activated charcoal tab
	Lactobacillus spores/Saccharomyces Boulardi
	Omeprazole 20 Mg + Domperidone 10 Mg Capsule
	Omeprazole 20 Mg Capsule
	Dompridone 10 Mg Tablet
Laxative	Lactulose 10 Gm Solution (200ml)
	Liquid Paraffin 1.25ml + Magnesium 3.75ml
	Bisacodyl 5 Mg Tablet
Antidiarrheals	Metronidazole 400 Mg Tablet
	Ofloxacin 200mg + Ornidazole 500mg
	Ciprofloxacin 500mg + Tindazole 600mg
	Loperadamide 2mg
Electrolytes	Oral Rehydration Salts Powder
Anti Biotic	Amoxycillin 500mg + Clavulanic acid 625 mg Tablet
	Amoxycillin 250 mg + Cloxacilin 250 mg capsule
	Azithromycin 250 Mg Tablet
	Azithromycin-500 Mg
	Cefixime 200 Mg Tablet
	Cefixime 200mg + Ofloxacin 200mg tablet
	Cefuroxime-250 Mg

	Cefpodoxime 200mg Tablet
	Doxycycline-100 Mg
	Levofloxacin 500 Mg
	Nitrofurantoin 100mg Tablet
	Clarithromycin 250/500 mg
Anti Fungal	Fluconazole 150 Mg Tablet
	Clotrimazole dusting powder
Worm Infestation	Albendazole-400
Anti Hypertensive	Amlodipine 5 Mg Tablet
	Amlodipine 5mg + Atenolol 50mg
	Isosorbide Mononitrate 10 Mg Tablet
	Isosorbide Dinitrate 5 Mg Tablet
	Metoprolol 50mg Extended Release cap
	Losartan 50 mg + Hydrochlorothiazide 12.5mg Tablet
	Furosemide Tablet 40mg
	Aspirin 150mg Tablet
	Methyldopa 250mg
Lipid Lowering	Atorvastatin-10
Antidiabetic Drugs	Metformin 500 Mg
	Metformin 500 Mg + Glimepiride 1 Gm
	Voglibose 0.2mg
Eye Drops	Ciprofloxacin 0.3 % Drops
Anti-allergic	Levocetirizine 5Mg
	Levocetirizine 5Mg + Montelukast
Cough Syrup	Bromhexine 2 Mg + Guaifenesin 50 Mg + Menthol 0.5 Mg + Terbutaline 1.2 Mg Syrup
	Dextromethorphan 10 Mg + Phenylephrine 5 Mg + Chlorpheniramine Maleate 4 Mg Syrup
Vitamins	Vitamin B1 10 Mg + Ascorbic Acid 150 Mg + Riboflavin (Vitamin B2) 10 Mg + Nicotinamide 100 Mg + Folic Acid 1.5 Mg + Pyridoxine (Vitamin B6) 3 Mg + Calcium Pantothenate 50 Mg + Cyanocobalamin 15 Mcg Tablet
	Multivitamin + Multimineral cap
	Calcium 500 mg with Vit D3
	Elemental Iron 100mg + Folic acid 1.5mg Tablet
	Iron, Folic Acid & Vit B12 Syp
Anti malarial	Chloroquine 250 Mg Tablet
	Primaquin Phosphate 2.5 / 7.5 Mg
	Artesunate + Sulphadoxine + Pyrimethamine

	Artemether + Lumefantrine
Injectables	Dexamethasone 4 Mg/MI Inj
	Pheniramine Maleate 22.75 Mg Injection
	Promethazine 25 Mg Injection
	Tramadol 50 Mg Inj
	Ranitidine 25 Mg/ml Inj
	Ondansetron 2 Mg Inj
	Dextrose with sodium chloride (DNS)
	Gentamicin 20/40/80 mg/ml Inj
	Drotaverine 20mg IV
	Ciprofloxacin IV
	Metronidazole IV
	Oxytocin units 5.0
	Dopamine inj
	Gentamycin 20/40/80 ml/mg
Piles ointment	Hydrocortisone 0.25 % W/W + Calcium Dobesilate 0.25 % W/W + Zinc 5 % W/W + Lignocaine 3 % W/W Cream
Nasal drop	Xylometazoline Hydrochloride Nasal Drop
Anti-scabis Lotion	Gamabenzene Hexachloride & Cetrime Lotion
	Disodium Hydrogen Citrate syrup
Alkalizer syrup	Disodium Hyrdrogen Citrate Syrup
Antifungal skin cream	Clobetasole + Neomycin Cream
Bacteriocidal cream	Framycetin Sulphate Ointment
	Fuicidic Acid Ceram 5/10 gm.
	Micronated Silver suphadizine Cream
	Clotrimazole + Betamethasone cream
Pediatric range	Albendazole Oral Susp
	Azithromycin100 Susp
	Azithromycin200 Susp
	Amoxycillin + Potasium Clavulanate Oral Susp
	Cefixime 50 mg Oral Suspension
	Levocetizine 2.5 mg susp
	Calcium Carbonate & Vitamin D3 Susp
	Dicyclomine drop
	Metronidazole Syrup
	Ondansetron Oral Solution
	Paracetamol 125Mg Syrup
	Paracetamol 250Mg Syrup
	Multivitamin Syrup
	Vitamin A syrup

	Clarithromycin Syrup
Respiratory Distress	Dispensor (Salmeterol 25 mcg & Fluticasone 250 mcg)
	Dispensor (Tiotropium 18 mcg)
	Salbutamol sulphate 0.1% (5 mg/2.5 mL) (Suspension for inhalation via a nebulizer)
	Budesonide IP 0.5 mg (Suspension for inhalation via a nebulizer)
	Levosalmeterol sulphate 1.25 mg, Ipratropium bromide 500 mcg (Suspension for inhalation via a nebulizer)
	Prednisolone 10 mg
Cold preparation	Paracetamol 500 mg +Phenylephrine 5mg +Chlorpheniramine Maleate 2mg Tablet
Anti-thyroid agents	Thyroxine sodium 25 mcg
	Thyroxine sodium 50 mcg
	Thyroxine sodium 75 mcg
	Thyroxine sodium 100 mcg
Miscellaneous	Acyclovir 200 mgTab
	Acyclovir 400 mg Tab
	Alpraxolam 0.25mg
	Prochlorperazine 25 mg Tablet
	Clotrimazole 100 Mg Pessaries
	Gentian violet
	Povidone Iodine 5% solution - 2 litre
	Povidone Iodine 5% solution - 100 ml

Name of District : _____

AGREEMENT

THIS AGREEMENT made the..... day of, 20..... between..... (Name of the tender inviting authority) represented by (hereinafter “the **Procurer**”) of one part and (Name and Address of Agency) (hereinafter “the **Service Provider**”) represented by (Name of the Authorized Signatory and Designation) of the **other part**:

WHEREAS the **Procurer** has invited bids for(brief description of services vide bid reference no..... dated). The service provider has submitted the technical and price as contained in the bid document. The **Procurer** has finalized the bid in favour of the Supplier for setting up the digital dispensaries with equipment & manpower and the services for a total cost of Rs. (Contract Price in Words and Figures) (hereinafter “the Contract Price”) and issued Letter of Intent / Supply Order No. Dated

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the bid document referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.:
 - (a) all the documents submitted by the bidder as part of technical bid and financial bid;
 - (b) the scope of work, project & service deliverables mentioned in the bid reference no. cited above;
 - (c) the Technical Specifications and other quality parameters;
 - (d) the clarifications and amendments issued / received as part of the bid document
 - (e) the **Procurer**’s Letter of Intent
3. In consideration of the payments to be made by the **Procurer** to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the **Procurer** to supply, install and commission the Goods and deliver the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The **Procurer** hereby covenants to pay the Service Provider in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

BRIEF PARTICULARS OF THE GOODS AND SERVICES WHICH SHALL BE SUPPORTED / PROVIDED BY THE SUPPLIER ARE:

1) Capital Expenditure

Sl	Brief Description of goods	Quantity	Unit Price (Rs.)	Total Amount (Rs.) (c x d)	GST Payable	Total Amount with taxes (Rs.) (e+f)
a	b	c	d	e	f	g

2) Operational Expenses

Description	Cost in Rs. (exclusive of all taxes)	Taxes if any	Cost in Rs. (inclusive of all taxes)
Cost per Consultation (The cost per consultation has to include all Cost towards managing & operation of the Centre including doctor's Consultation, Manpower, Internet Connectivity, Laboratory Service, Medicine, electricity, maintenance of equipment etc.)			

Payment

No advance payment shall be made. 100% of the Capital Expenditure of each digital dispensary centre will be paid by the concerned District within 30 days from the installation of the equipment in the digital dispensaries as per the details of Capex (Equipment / Instrument / Furniture & Fixtures) and after the inspection / certification report of the Nodal Medical Officer appointed by the District Authority & Biomedical Engineer, NHM regarding the installation of the items.

Payment of Operational Expenditure (Opex) shall be made on a monthly basis based on the actual consultations on a monthly basis. Monthly Invoice will be raised by the selected service provider for the operational expenditure based on actual consultations along with the list of patients for consultations in a month and submission of electronic medical record (EMR) of each consultation generated through the video conferencing software with AI based CDSS. The payment to be made by the district authority within 15 working days from the receipt of the invoice.

Period of Completion

The service provider has to set up and operate the digital dispensaries in the each district as mentioned in the proposed locations at Annexure - I with all equipment & manpower **within 2 (Two) Months** from the date of signing of contract with the respective district authority.

Liquidated Damages

If the service provider fails to deliver any or all of the goods or fails to perform the services within the time frame(s) prescribed in Clause 3, the Tender Inviting Authority / District Authority shall without prejudice to other rights and remedies available to the Tender Inviting Authority/District Authority under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to **0.5% of the value of the contract** per week of delay or part thereof on delayed supply of goods and/or services until actual delivery of goods or commencement of services subject to a **maximum of 4%**. Once the scheduled time frame is exceeded, Tender Inviting Authority/District Authority may consider termination of the contract.

Key Performance Indicators

Quality of services by the service provider will be monitored and regulated by the District Authority as per agreed KPIs. KPIs listed below will provide the primary performance parameters of the digital dispensaries. The non-adherence of the KPIs shall lead to Damages. KPIs along with Damages in case of non-adherence of KPIs are given in the table below:

Sl.	KPIs	Target Benchmark	Monitoring frequency	Damages (To be paid and assessed on an annual basis)
Service KPIs				
1	Medical Equipment , Instrument & Internet availability	95% uptime	Semi-annual	2% of Performance Security
2	Patient satisfaction Survey for Selected Patients	Rating of at least 3.00 out of 5.00	Quarterly	2% of Performance Security if more than 30% of Select Patients surveyed ranked the services below 3.00 & 5% of Performance Security if more than 50% of Select Patients surveyed ranked the services below 3.00

Compliance of Minimum Wages Act and other statutory requirements

The service provider shall comply with all the provisions of Minimum Wages Act and other applicable labour laws for the human resources to be provided. The service provider shall also comply with all other statutory provision including but not limited to provisions regarding medical education and eligibility criteria of human resources used by the bidder for providing the services, biomedical waste management, bio-safety, occupational and environmental safety. The staff so engaged / recruited / appointed by the service provider shall be exclusively on the pay roll of the service provider and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the District Authority /Govt. of Odisha.

Force Majeure

For purposes of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, acts of the Tender Inviting Authority/User Institution either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

If a Force Majeure situation arises, the service provider shall promptly notify the Tender Inviting Authority/District Authority in writing of such conditions and the cause thereof within three days of occurrence of such event. Unless otherwise directed by the Tender Inviting Authority/District Authority in writing, the service provider shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Termination of Contract

Termination for default:- The Tender Inviting Authority/District Authority without prejudice to any other contractual rights and remedies available to it (the Tender Inviting Authority/District Authority), may by written notice of default sent to the successful bidder, terminate the contract in whole or in part, if the successful bidder fails to deliver any or all of the goods / services or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Tender Inviting Authority/District Authority.

Resolution of Disputes

If dispute or difference of any kind shall arise between the Tender Inviting Authority/District Authority and the successful bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the bid document, either the Tender Inviting Authority/District Authority or the successful bidder may give notice to the other party of its intention to commence arbitration, as provided in the applicable arbitration procedure, which will be as per the Arbitration and Conciliation Act, 1996 of India.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said (For the **Purchaser**)

in the presence of

Signed, Sealed and Delivered by the

said(For the Supplier) (Signature, Name, Designation and
Address with Office seal)

in the presence of

1) (Signature, Name and Address of witness)

2) (Signature, Name and Address of witness)

FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY

To

_____ (Name & address of the Contract awarding authority)

WHEREAS.....(name and address of the agency) (here in after called "the service provider") has undertaking, in pursuance of contract no.....dated..... to(description of goods and services) (here in after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligation in accordance with the contract.

AND WHEREAS we have agreed to give the service provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you on behalf of the service provider, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show ground or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be Performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until theday of20.....

We theBranch.....undertake not to revoke the guarantee during its currency expect with the previous consent of the _____ (Name of the contract award authority) in writing.

We theBranch..... further agree that a mere demand by _____ (Name of the contract award authority), is sufficient for us Branch at(name of the concerned district) to pay the amount covered by the Bank Guarantee without reference to the service provider and any protest by said service provider cannot be a valid ground for us Branch to decline payment to the _____ (Name of the contract award authority)

.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Banks and address of the Branch

FORMATS FOR SUBMISSION OF BID

(Technical Bid)

CHECK LIST OF TECHNICAL BID

(To be submitted in **Part I -Technical Bid**)

The documents have to be arranged as per the order mentioned in checklist for ease of scrutiny.

Name of the Bidder	
---------------------------	--

Sl. No	Item	Whether included Yes / No	Page No.
1	Check List		
2	Bid Document Cost as DD / Banker's Cheque (Rs.5,600/-)		
3	The Earnest Money Deposit of Rs. 25 Lakhs in shape of Demand Draft / Banker's cheque		
4	Format T1 (Technical Bid Letter)		
5	Format T2 (Bidder Profile)		
6	Format T3 (Annual Turnover Statement by Chartered Accountant)		
7	Copies of the annual audited statement / Annual Report for 2014-15, 2015-16, 2016-17 or 2015-16, 2016-17 & 2017-18 (If audited) (Provisional statement of account shall not be considered)		
8	Format T4 (Performance Statement - Details of experience in Hospital Management & Public Administration)		
9	Format T5 (Performance Statement - Details of experience in running hospitals in India)		
10	Format T6 (Performance Statement - Details of experience in running telemedicine projects)		
11	Copies of the work order / contract executed in support of Format T4 and Format T5		
12	Format T7 (Details of the Equipment, Instrument, Furniture & Fixtures)		
13	Product Catalogue / Leaflets of the Equipment, Instrument, Furniture & Fixtures		
14	Format T8 (Proposed Methodology & work Plan)		
15	Copy of the Certificate of Incorporation		
16	Copy of the GST registration certificate		
17	Copy of PAN (Income Tax)		
18	Any other Details		

BID LETTER - TECHNICAL
(to be submitted in Technical Bid Envelop)

To

Date: _____

(Name of the bid inviting authority)

Ref. : RFP Reference No. _____ dated _____

Subject: SETTING UP & OPERATION OF DIGITAL DISPENSARY CENTERS WITH
TELEMEDICINE FACILITY INCLUDING VIDEO CONSULTATION, MEDICINE
DISPENSING & PATHOLOGY LAB AT VARIOUS DISTRICT OF ODISHA

Dear Sir,

We, the undersigned Agency, having read and examined in detail the scope of work and terms & conditions of the bidding documents pertaining to the above RFP reference no., do hereby propose to provide the Services as specified in the RFP document.

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 days from the closing date fixed for the submission of bids as stipulated in the RFP DOCUMENT.

We are an Indian Agency and do hereby confirm that our Bid prices are inclusive of capital and operational expenditures with all taxes, levies etc. No revision of rate will be requested later for any reason.

We have carefully read and understood the terms and conditions of the contract applicable to the RFP and we do hereby undertake the Services as per scope of work of the RFP referenced above.

We declare that our prices are as per the technical specifications and scope of work mentioned in the bid documents. These prices are indicated in the Financial Bid.

We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the RFP document.

We hereby declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

We confirm that we have not been blacklisted by any department / society / body / organization of central / state government.

We hereby declare that all the information and statements made in this bid are true and we accept that any misrepresentation/wrong information contained in it or /suppression of material or relevant facts/figures may lead to our disqualification.

We understand that you are not bound to shortlist / accept any bid you receive.

We enclose herewith the complete as required by you. This includes: Technical Bid and Financial Bid in separate envelopes.

We do hereby undertake that until a contract is prepared and executed, this bid together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract/Work Order shall constitute a binding contract between us.

Thanking you,

Yours truly,

Signature of Agency:

Name:

Designation:

Name of Agency:

Full Address:

Telephone:

BIDDER PROFILE

(to be submitted in Technical Bid Envelop)

Sl	Description	Response
1.	Name of the Organization	
2.	Registered Office address	
3.	Communication Address	
4.	Telephone Numbers	Land Line : Mobile :
5.	Fax Number	
6.	e-mail id	
7.	Correspondence / contact address	
8.	Details of Contact person (Name, designation, address etc.) Telephone Number, Fax Number email	
9.	Year of establishment of the Organization (Submit certificate of incorporation of the organization)	
10.	Former name of the company, if any.	
11.	Is the organization is Government / Public Sector Undertaking, Pvt. Limited company, Limited company or limited corporation, Member of a group of companies (if yes, give name and address, and description of other companies), Subsidiary of a corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
12.	Is the organization registered for GST?	
13.	PAN No.	
14.	GST Registration No. (Furnish the photocopy of the GST registration certificate)	
15.	Total number of employees	
16.	How many years has your organization been in business under your present name? What were your fields of operation when the organization was established?	

Sl	Description	Response										
17.	What type describes your Organization? (Documentary proof to be submitted).											
18.	Number of Offices / Project Locations											
19.	No. of Hospitals currently running in India with location details (authentic duly signed documents relating to <i>contracts / work orders executed</i> must be attached as proof for each hospitals running as a proof must be submitted)											
20.	Annual Turnover of the agency for three years (enclose report of Chartered Accountant with membership No as per Format T3 / Annual audited statement.)	<table><tr><th>Year</th><th>Annual Turnover (Rs. Crores)</th></tr><tr><td>2017-18 (if audited)</td><td></td></tr><tr><td>2016 – 17</td><td></td></tr><tr><td>2015 – 16</td><td></td></tr><tr><td>2014 – 15</td><td></td></tr></table>	Year	Annual Turnover (Rs. Crores)	2017-18 (if audited)		2016 – 17		2015 – 16		2014 – 15	
Year	Annual Turnover (Rs. Crores)											
2017-18 (if audited)												
2016 – 17												
2015 – 16												
2014 – 15												
21.	Work Experience details of similar type of projects such as running telemedicine project in India having video consultation, e-prescription & electronic medical record in Odisha (authentic duly signed documents relating to <i>contracts / work orders executed</i> must be attached as proof for each projects undertaken)											
22.	Work Experience details of similar type of projects such as running telemedicine project in India having video consultation, e-prescription & electronic medical record in different states of Odisha other than Odisha . (authentic duly signed documents relating to <i>contracts / work orders executed</i> must be attached as proof for each projects undertaken)											
23.	Experience in Hospital Management and/or Public Health Management in India. (authentic duly signed documents related <i>contracts / work orders executed</i> must be attached as proof)											

Yours truly,

Signature of the Authorized Signatory:

Name:

Designation:

Seal

ANNUAL TURN OVER STATEMENT
(to be submitted in Technical Bid Envelop)

The Annual Turnover for the last three financial years of M/S_____ are given below and certified that the statement is true and correct.

Sl	Financial Year	Turnover in (Rs. Crores) both in words and figures
1	2014 –15	
2	2015- 16	
3	2016-17	
4	2017-18 (if audited)	
	Average	

Date:

Place:

Signature of Auditor/
Chartered Accountant

(Name in Capital)

Seal

Membership No.

N.B: This turnover statement should also be **supported by** copies of audited **annual statement** of the last three years / **Annual Report** and the turnover figure should be **highlighted** there

PERFORMANCE STATEMENT(To be submitted in *Part – I Technical Bid*)**DETAILS OF EXPERIENCE IN HOSPITAL MANAGEMENT & PUBLIC ADMINISTRATION**

Sl.	Name of the Project	Year of functioning	Value of Contract / Project (Rs.)	Type of Project (Own Hospital / PPP Mode)	Brief Scope of Work
1					
2					
.					
.					
.					
.					

(attach separate sheets if the space provided is not sufficient)

* Pl. furnish the copy of the license of Clinical establishment in case of own hospital
 Pl. Furnish order / contract copies of the client, in case the project is undertaken in a PPP Mode

Signature of the Authorized Signatory:

Name:

Designation:

Seal

PERFORMANCE STATEMENT(To be submitted in *Part – I Technical Bid*)**DETAILS OF EXPERIENCE IN RUNNING HOSPITALS IN INDIA**

Sl.	Name of Hospital	Location & address	Bed Strength	Type of Project (Own Hospital / PPP Mode) & Project Cost	Details of Facilities Available in the Hospital
1					
2					
.					
.					
.					
.					

(attach separate sheets if the space provided is not sufficient)

**Pl. Furnish order / contract copies of the clients serially, the names of which are mentioned above). Furnish the copies of the license of clinical establishment, in case of own hospital*

Signature of the Authorized Signatory:

Name:

Designation:

Seal

PERFORMANCE STATEMENT(To be submitted in *Part – I Technical Bid*)**DETAILS OF EXPERIENCE IN RUNNING TELEMEDICINE PROJECTS**

Sl.	Order placed by (Address of Organization) (attach documentary proof)*	Name of the Project & name of the State	Order / Contract no. & Date	Value of Contract (Rs.)	Date of Completion / ongoing
1					
2					
.					
.					
.					
.					
.					

(attach separate sheets if the space provided is not sufficient)

**Pl. Furnish order / contract copies of the clients serially, the names of which are mentioned below)*

Signature of the Authorized Signatory:

Name:

Designation:

Seal

***DETAILS OF THE CAPITAL EQUIPMENT QUOTED**(To be submitted in *Part I -Technical Bid*)

Sl.	Name of Item	Name of Manufacturer	Country of Origin	Make	Name of the Model	Specification / Product details * catalogue at Page No. (s)
1						
2						
3						
4						
.						
.						

(attach separate sheets if the space provided is not sufficient)

*Note : Pl. furnish the details of all items quoted alongwith product catalogue by referring to the items mentioned under Capital Equipments, Instruments, Furniture, Fixtures in **Annexure II**

Signature of the Authorized Signatory:

Name:

Designation:

Seal

PROPOSED METHODOLOGY & WORK PLAN FOR THE PROJECT

(To be submitted in *Part I -Technical Bid*)

The details of the proposed methodology & work plan for the project should be furnished in the manner described below:

The **methodology** should provide insight to and consideration of each of the main task areas specified in the scope of work. The section should highlight each of the main task areas. Specify what activities will be undertaken, by whom, at what stage in the project and should clearly set out the specific deliverables.

The **methodology** should also highlight the details of the proposed Network Connectivity at all the digital dispensary centres, Architectural details of the Telemedicine software implementation, Details of the online report generation etc.

The **work plan** should show the methodology graphically in Microsoft project or by means of a Gantt chart or other recognized project management tool, showing by task area, the activities to be undertaken and the **timing of deliverables** keeping in mind the time frame mentioned in the scope of work .

FORMATS FOR SUBMISSION OF BID (FINANCIAL BID)

BID LETTER-FINANCIAL BID
(to be submitted in Financial Bid Envelop)

To

Date: _____

*The Mission Director,
National Health Mission, Odisha*

Reference: FINANCIAL BID FOR SETTING UP & OPERATION OF DIGITAL DISPENSARY CENTERS WITH TELEMEDICINE FACILITY INCLUDING VIDEO CONSULTATION, MEDICINE DISPENSING & PATHOLOGY LAB AT VARIOUS DISTRICTS OF ODISHA.

Sir,

We hereby declare that we are equipped with adequate service facilities within India for delivering the offered services. We hereby undertake that, in the event of acceptance of our bid, services shall be made at the prices and rates mentioned in the attached financial bid. In the event of acceptance of our bid, we do hereby undertake to take-up the works specified in the bid document.

We affirm that the prices quoted are inclusive of all taxes. We enclose herewith the complete Financial Bid as required by you.

We have carefully read and understood the terms and conditions of the RFP document and the conditions of the contract applicable to the RFP document. We do hereby undertake to provision as per the same terms and conditions.

We do hereby undertake that, until a formal contract is prepared and executed, this bid together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Thanking you,

Yours truly,

Signature of Authorized Signatory:

Name:

Designation:

Seal

FINANCIAL BID

(to be submitted in Financial Bid Envelop)

To

*The Mission Director,
National Health Mission, Odisha*

Date: _____

Subject: Financial bid for setting up & operation of digital dispensary including Pharmacy and Pathology at various districts.

Dear Sir / Madam,

I on behalf of _____ organization do hereby submit the financial bid for the work : Setting up & operation of digital dispensary including Pharmacy and Pathology at various districts of Odisha.

Work Description	Rate per Center in Figure (Rs.) exclusive of taxes	Taxes if any in Rs.	Rate per Center in Figure (Rs.) inclusive of all taxes
Capital Expenditure (Capex) per Centre: Setting up & operation of digital dispensary including Pharmacy and Pathology (Cost of equipment, instrument with three years comprehensive warranty) [Detail breakup of the rate per center towards capital expenditure) must be submitted in the Format F3 . In that case, the figure mentioned against Rate per center in Format F2 should be the same as that mentioned against total figure of Format F3]			
Work Description	Rate per Consultation per Center in Figure (Rs.) exclusive of all taxes	Taxes if any in Rs.	Rate per Consultation per center in figure inclusive of all taxes
Operational Expenditure (Opex): <u>Cost per consultation per Centre</u> [The cost per consultation per centre includes all Cost towards managing & operation of the Centre including doctor's (Min. MBBS or MD) Consultation, Trained Manpower (Nurse, Pharmacist and Support staff), Internet charges, Laboratory Services with testing kits, Generic Medicine, electricity / telephone charges, printing of reports with all consumable cost, maintenance of the equipment etc.]			

[Detail breakup of the cost per consultation per center towards operational expenditure) must be submitted in the Format F4 . In that case, the figure mentioned against Rate per center in Format F2 should be the same as that mentioned against total figure of Format F4]			
---	--	--	--

Note: The Opex Cost (Cost per consultation per Centre) shall be calculated for **three years @20 Consultations / day for evaluation purpose only.**

We have clearly understood the terms and conditions and roles, responsibilities and time frame for the work.

Thanking you

Yours truly,

Signature of Authorized Signatory:

Name:

Designation:

Seal

**FINANCIAL BID
BREAKUP OF CAPITAL EXPENDITURE**

Item No.	Description of works	Unit	Specification	QTY	Unit price (Rs.)	Total price (exclusive of taxes)	Taxes if any (Rs.)	Total Price (Inclusive of taxes)
				a	b	c = a x b	d	e = c+d
1	Video Conferencing Terminal							
1.1	CPU	Pcs	Intel Core i3 Processor, 4GB RAM or better	1				
1.2	Web camera	Pcs	Full HD, auto focus, auto light correction	1				
1.3	Headphone with microphone	Pcs	Wired over-ear stereo headset with mic	1				
1.4	Printer	Pcs	All in one Laser printer	1				
1.5	Extra Monitor	Pcs	21.5" LED Monitor	1				
1.6	Mouse	Pcs	Corded optical mouse	1				
1.7	USB Hub	Pcs	High speed 4 port 2.0 Hub	1				
2	Medical & Surgical Equipments							
2.1	Nebulizer	Pcs	Compressor nebulizer	1				
2.2	Stethoscope	Pcs	Dual head with stainless steel chest piece	1				
2.3	BP Monitor	Pcs	Mercurial / Aneroid Blood pressure monitor	1				
2.4	Centrifuge	Pcs	Mini centrifuge Capacity 8 x 15ml	1				
2.5	Weight Machine	Pcs	Analog weighing scale	1				
2.6	Height Measure	Pcs	Stature meter (roll up model)	1				
2.7	ECG machine	Pcs	3 channel, 12 lead	1				
2.8	Pulse Oximeter	Pcs	Fingertip pulse oximeter with LED display	1				
2.9	Fetal Doppler	Pcs		1				
2.10	Thermometer	Pcs	Digital	1				
2.11	Needle Cutter	Pcs	Electrical syringe & needle destroyer	1				
2.12	Mini Sterlizer	Pcs	Electric instrument sterilizer	1				
2.13	Adson Forcep	Pcs		1				
2.14	Mayo Scissor Straight	Pcs	6.5 inches	1				
2.15	Dressing Scissor	Pcs	straight 1*2 teeth 6 inches	1				
2.16	Lister Bandage Scissor	Pcs	7 inches	1				
2.17	Suture Cutting Heath Scissor	Pcs		1				
2.18	Sponge Holding Forcep	Pcs	10 inches					

2.19	Serrated Dressing Forcep	Pcs	10 inches	2				
2.20	Dressing Forcep	Pcs		1				
2.21	Lotion Bowl	Pcs	3 inches	2				
2.22	SS Kidney Tray	Pcs	8 inches	1				
2.23	Scalpel	Pcs	Handle no 4	1				
2.24	Scalpel Handle No 4	Pcs	Handel no 3	1				
2.25	Mosquito Artery Forcep Curved	Pcs	5 inches	1				
2.26	Mosquito Artery Forcep Straight	Pcs	5 inches	1				
3	Pathology							
3.1	Hemoglobin meter	Pcs	Handheld digital Hemoglobin testing device	1				
3.2	Blood sugar monitor	Pcs		1				
3.3	Pipette	Pcs	variable 2-100 ml, 100-1000 ml	2				
3.4	Vacutainers	Pcs		200				
4	Furniture & Fixtures							
4.1	Computer Table Large	Pcs		1				
4.2	Chair with headrest	Pcs		1				
4.3	Patient Chairs	Pcs		2				
4.4	Revolving stool	Pcs	Stainless steel	1				
4.5	Patient waiting chair	Pcs	3 Seater Chrome	2				
4.6	Examination Table	Pcs	with mattress	1				
4.7	Foot step	Pcs	Double step	1				
4.8	Bed side screen	Pcs	3 panels	1				
4.9	Pharmacy Counter	Pcs	Made to order	1				
4.10	Medicine Shelves	Pcs	Stainless steel racks	2				
4.11	Utility trolley	Pcs	Stainless steel two shelves	1				
4.12	Wall Racks	Pcs	Stainless steel racks	1				
4.13	Pathology work bench	Pcs	Made to order	1				
4.14	Biomedical waste bins	Pcs		3				
4.15	Hospital Bed with Mattress	Pcs	Normal Hospital bed with powder coating painting (White Colour)	1				
5	Interiors							
5.1	Flooring	Sq ft	Tile flooring	*250 sq.ft				
5.2	Painting	Sq ft	Emulsion paint	*1200 sq.ft				
5.3	Partition	Sq ft	Aluminium anodized frame + plywood internal partition	*150 sq.ft				

5.4	Electrification		Wiring, casing, capping, fan, CFLs etc.	Lumpsum				
5.5	Décor & Branding		Picture Frames, Stationary, objet d'art	Lumpsum				
6	Power solution & Refrigeration							
6.1	Inverter	Pcs	3KVA Invertor	1				
6.2	Battery	Pcs	4 Batteries 150 AH 12 Volt batteries	4				
6.3	Earthing			1				
6.4	Refrigerator	Pcs	Single door 65 litres (Small)	1				
7	Non tangible items							
7.1	License Cost		Pharmacy POS + webRTC+ e-Prescription service application	1				
7.2	Insurance cost if any for the project period (3 years)			Lumpsum				
8	Other Charges if any							
8.1								
TOTAL (Rs.)								

(to be submitted in Financial Bid Envelop)

* Approx. Sq.ft. to be considered for evaluation purpose. Payment shall be made as per actual based on the sq.ft rate.

Note : The total figure mentioned under the **column c & e** above (total price exclusive of tax and total price inclusive of taxes) should be the same as that mentioned in Capital Expenditure (Rate / Centre) in **Format F2**

Signature of Authorized Signatory:

Name:

Designation:

Seal

FINANCIAL BID
BREAKUP OF PER CONSULTATION COST PER CENTRE
(OPERATIONAL EXPENDITURE)
(to be submitted in Financial Bid Envelop)

Sl.	Services	Price (Rs.)
1	Doctor's (Minimum MBBS / MD) Consultation	
2	Laboratory Services (Tests with consumables)	
3	Medicine	
4	Trained Manpower (Pharmacist, Nurse, Laboratory Assistant, Support Staff)	
5	Internet charges	
6	Telephone / Electricity Charges	
7	Other Miscellaneous (Printing consumable like paper / toner etc.)	
8	Any other Charges (pl. specify)	
9	TOAL (PER CONSULTATION COST PER CENTRE) (exclusive of taxes)	
10	Taxes if any	
11	TOAL (PER CONSULTATION COST PER CENTRE) (Inclusive of taxes)	

Note: The **total figures** mentioned under **Prices above** (Sl. No. 9 & 11) should be the same as that mentioned in Operational Expenditure (Cost per consultation / Centre) in **Format F2**

Signature of Authorized Signatory:

Name:

Designation:

Seal