



**Ayushman Bharat
Digital Mission**
Building Digital Health Ecosystem



Notice No.: 01

Date: 29-08-2026

Request for Proposal

Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha

The State Mission Director, Ayushman Bharat Digital Mission, Odisha, invites proposals from eligible bidders to carry out **“Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”**.

Bidders fulfilling the eligibility criteria of the RFP can access and download the complete RFP document and other details from www.nhmodisha.gov.in

The major events under the bid process are:

Sl. No.	List of Key Events	Critical Dates
1)	Date of Issue of RFP	29-08-2026
2)	Date & Time of Pre-bid Meeting	05-09-2026
3)	Last Date of Bid Submission	21-09-2026(by 3:00 PM)
4)	Date of Opening of Technical Bid	21-09-2026 (04:00 PM)
5)	Date of Technical Presentation	To be Intimated
6)	Date of Opening of Financial Bid	To be Intimated

The proposals, complete in all respects, must reach the undersigned by Speed Post/ Registered Post/by Hand only, latest by 21-09-2026 (by 3:00 PM) in a sealed envelope clearly mentioning on top of it, **“Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”**. Proposals received after the last date and time will not be accepted. The authority reserves the right to reject any/all proposal(s) without assigning any reason thereof.

Sd/-
SMD ABDM,
Odisha



Ayushman Bharat
Digital Mission
Building Digital Health Ecosystem



Request for Proposal

**“Selection of Agency for Establishment of Program
Management Unit (PMU) for Implementation of Ayushman
Bharat Digital Mission (ABDM) in Odisha”**

RFP No.: 01/2026/ABDM

Website: www.nhmodisha.gov.in

Email: it.nhm@odisha.gov.in

Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Tender Inviting Authority (Mission Director, NHM- cum- State Mission Director, ABDM) under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the Tender Inviting Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees, or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Tender Inviting Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the RFP document. Tender Inviting Authority / Department may in its absolute discretion but without being under any obligation to do so can update, amend, or supplement the information in this RFP document.

Contents

Glossary.....	1
Bidder Information Sheet	2
Section-1: Letter of Invitation	3
Section-2: Instructions to the Bidders	4
Section-3: Terms of Reference.....	21
Introduction.....	22
Scope of Work.....	24
PMU Structure.....	27
Section-4: Technical Proposal Submission Forms	32
TECH-1 Covering Letter (On Bidder's Letter Head)	33
TECH-2 Profile of the Bidder	34
TECH-3 Annual Turnover & Net worth Statement	35
TECH-4 Format for Power of Attorney.....	36
TECH-5 Bidder's Past Experience Details During the last 5 years (Assignment wise).....	37
TECH-6 Declaration of Conflict of Interest	38
TECH-7 Description of Approach, Methodology & Work Plan to Undertake the Assignment	39
TECH-8 Format of Curriculum Vitae (CV) for Proposed Professionals	40
TECH-9 DECLARATION BY BIDDER	42
Section-5.....	43
Financial Proposal Submission Forms	43
Fin-1: Covering Letter.....	44
Fin-2: Financial Proposal.....	45
Section-6: Annexures.....	46
Annexure-I Bid Submission Checklist.....	47
Annexure – II Bank Guarantee Form for EMD.....	48
Annexure-III Performance Bank Guarantee Format	49
Annexure-IV Categorization of States as per Guidelines of ABDM	50

Glossary

Abbreviation	Description
ABDM	Ayushman Bharat Digital Mission
CA	Chartered Accountant
CB	Capacity Building
CEO	Chief Executive Officer
DPDP	Digital Personal Data Protection
HER	Electronic Health Record
EMD	Earnest Money Deposit
EMR	Electronic Medical Records
FHIR	Fast Healthcare Interoperability Resources
GoI	Government of India
GoO	Government of Odisha
GST	Goods and Services Tax
GSTIN	Goods and Services Tax Identification Number
HFR	Health Facility Registry
HMIS	Hospital Management Information System
HPR	Health Professionals Registry
HSP	Healthcare Service Provider
IEC	Information Education and Communication
INR	Indian National Rupee
IRDAI	Insurance Regulatory and Development Authority of India
IT	Information Technology
ITR	Income Tax Return
KPI	Key Performance Indicators
LMIS	Laboratory Management Information System
MeitY	Ministry of Electronics and Information Technology
MIS	Management Information System
MoHFW	Ministry of Health and Family Welfare
NHA	National Health Authority
NHM	National Health Mission
NHCX	National Health Claims Exchange
NHPR	National Healthcare Providers Registry
NIRF	National Institutional Ranking Framework
OPD	Out-Patient Department
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PHR	Personal Health Record(s)
PMU	Program Management Unit
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
SDG	Sustainable Development Goal
SECC	Socio-Economic Caste Census
SHA	State Health Agency
SMD	State Mission Director
SOP	Standard Operating Procedure
SOW	Scope Of Work
SPOC	Single Point of Contact
TNA	Training Needs Assessment
ToR	Terms of Reference
UHC	Universal Health Coverage

Bidder Information Sheet

Sl. No.	Particulars	Details
1)	Name of the tender inviting Authority	State Mission Director, Ayushman Bharat Digital Mission, Odisha
2)	Method of Selection	Quality and Cost-Based Selection (QCBS) Method
3)	Availability of RFP Document	https://www.nhmodisha.gov.in
4)	Date of Issue of RFP	29-08-2026
5)	Date of Pre-bid Meeting	05-09-2026
6)	Last Date & Time of sending pre-bid queries	07-09-2026, 3:00 PM (Pre-bid queries through email to it.nhm@odisha.gov.in)
7)	Last Date & Time of Submission of Proposal	21-09-2026 by 3:00 PM
8)	Date & Time of Opening of Technical Proposal	21-09-2026 at 4:00 PM
9)	Date & Time of Technical Presentations	To be Intimated
10)	Date & Time of Opening of Financial Proposal	To be Intimated
11)	Earnest Money Deposit (EMD) (Refundable)	INR 20,00,000/- (Rupees Twenty Lakhs only) in the form of a demand draft or bank guarantee drawn in favor of "Mission Director, NHM, Odisha" drawn in any Scheduled Commercial Bank payable at "Bhubaneswar". The EMD shall be submitted in the Envelope of the Technical Proposal.
12)	Contact Person/ Address for Submission of Proposal	MD NHM-cum-SMD, ABDM, NHM Odisha, Mission Directorate, Annex Building of SIHFW Unit-8, Nayapalli, Bhubaneswar, Odisha - 751012 E-mail: it.nhm@odisha.gov.in
13)	Place of Opening of Proposal	NHM Conference Hall, Bhubaneswar, Odisha
14)	Mode of Submission of Proposal	Speed Post/ Registered Post/ By Hand only to the address as specified above during office hours only. Submission of bid through any other mode and late bid(s) will be rejected.

***For details, please visit:** www.nhmodisha.gov.in

Section-1: Letter of Invitation

RFP No: _____

Date: _____

Assignment:

“Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”.

- 1) The Mission Director, NHM-cum-State Mission Director, ABDM, Odisha, Government of Odisha (The Authority) invites sealed proposals from eligible bidders under the process for “*Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha*”. More details on the proposed study are provided in *Section 3: Terms of Reference (ToR)* of this RFP Document.
- 2) A bidder will be selected under the QCBS Selection procedure as prescribed in the RFP Document.
- 3) The proposal, complete in all respect as specified in the RFP Document must be accompanied by a EMD in shape of Demand Draft / BG for an amount of INR 20,00,000/- (Rupees Twenty Lakhs only) in form of Demand Draft/ Bank Guarantee in Favor of “Mission Director, NHM, Odisha”, drawn in any scheduled commercial bank and payable at Bhubaneswar, Odisha failing which the bid will be rejected.
- 4) The proposal must be delivered to the specified address as per the Bidder Information Sheet by Speed post/ Registered Post/ By Hand in Tender box only. The Authority shall not be responsible for any postal delays or their consequences. Submission of the proposal through any other mode will be rejected.
- 5) The last date and time for submission of the proposal, complete in all respects, is 03-07-2026 before 03.00 PM, and the date of opening of the technical proposal is 03-07-2026 at 04:00 PM in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with a duly authorized letter on behalf of the bidder.
- 6) This RFP includes the following sections:
 - i. Letter of Invitation [Section – I]
 - ii. Instructions to the Bidder [Section – II]
 - iii. Terms of Reference [Section – III]
 - iv. Technical Proposal Submission Forms [Section – IV]
 - v. Financial Proposal Submission Form [Section – V]
 - vi. Annexures [Section – VI]
- 7) While all information/data given in the RFP is accurate within the consideration of the scope of the proposed assignment to the best of the knowledge of the Authority, the Authority holds no responsibility for the accuracy of information. It is the responsibility of the bidder(s) to check the validity of information/data included in this RFP. The Authority reserves the right to accept/reject any/all proposals/ cancel the entire selection process at any stage without assigning any reason thereof.

Sd/-

**MD NHM-cum-SMD ABDM,
Odisha**

Section-2: Instructions to the Bidders

2.1. Pre-Qualification Criteria

Before opening and evaluating the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. Bidders should include a compliance checklist i.e. Bid Submission Checklist (Annexure-I) duly completed with their pre-qualification criteria:

Sl. No.	Requirement	Specific Details	Documents Required
1)	Legal Entity	The bidder should be a legal business entity registered under: 1) The Companies Act, 2013 (as amended to date), or 2) Limited Liability Partnership Act, 2008, or 3) Society registered under the Societies Registration Act, 1860, or 4) Trust registered under the Indian Trusts Act, 1882. *Consortium/ Joint Venture/ Sub-contracting is not permitted.	• Certificate of Incorporation of the Entity • GST Registration Certificate • Copy of PAN
2)	Financials	• The average annual turnover of the bidder should be INR 50 Crores or more for the last three financial years (FY2023-24, 2024-25 & 2025-26). • The Net Worth of the bidder firm should not be negative on 31-03-2026 and should not have eroded by more than 30% in the last three (3) years.	• Statutory Audit Report/ Certified CA copy of IT Return for the last three years. • Audited Balance Sheet • Turnover & Net Worth Certificate issued by a licensed Chartered Accountant (TECH-3).
3)	Experience	The bidder should have a minimum of two years of experience in successfully deploying & executing ABDM PMU with a full-fledged team, either in NHA or in two of the Category – B or C states (as per categorization in ABDM guidelines, Annexure-IV), in the last 5 years.	• TECH-5 • Copy of the Work Order/ Signed Contract/ Engagement Letter (clearly establishing work undertaken within the last 5 years from the last date of bid submission). • Satisfactory Performance/ Work Certificate from the concerned authority/ client.
4)	Authorized Representative from Applicant	• A Power of Attorney/ Board Resolution in the name of the person signing the proposal.	• Original Power of Attorney (TECH-4) / Board Resolution Copy
5)	Blacklisting/ Debarring	• The bidder should never have been blacklisted by any government agency or Department of the State or Central Government, including any Public Sector Organization, or by any local/ civic bodies or Municipality.	• TECH-10 Affidavit before Notary in Stamp Paper

2.2. Documents & Formats for Submission of Proposals

The bidders must furnish the following documents, duly signed along with their Technical Proposal:

- Filled in Bid Submission Checklist in original (Annexure-I)
- Covering Letter (TECH-1) on the bidder's letterhead requesting to participate in the selection process.
- Earnest Money Deposit.
- Copy of the Certificate of Incorporation/ Registration.
- Copy of PAN
- Copy of Goods & Services Tax Identification Number (GSTIN)(showing status as Active).
- Copies of IT Return for the last three Financial Years (FY 2023-24, 2024-25 & 2025-26).
- General Details/ Profile of the Bidder (TECH-2)
- Financial details of the bidder (TECH-3) along with all the supporting documents as applicable, duly signed as per the instructions.
- Power of Attorney (TECH-4) in favor of the person signing the bid on behalf of the bidder or Board of Directors.
- List of completed assignments of similar nature/Past ExperienceDetails (TECH-5) along with copies of contracts/ work orders/ completion certificates from the previous clients.
- Self-Declaration regarding Conflict of Interest (TECH-6)
- TECH-7 – Description of Approach & Methodology
- TECH-8 – Format of Curriculum Vitae (CV) for Proposed Professionals
- TECH-9 – Declaration for Non blacklisting

Bidders should submit the required supporting documents as mentioned above. Bids that do not conform to the eligibility criteria and do not submit the required documents listed above will be rejected. Bidders are advised to study all instructions, forms, terms & conditions and other important information as mentioned in the RFP document. The proposal must be complete in all respects, indexed and hard-bound. Each page should be numbered and signed by the authorized representative.

2.3. Earnest Money Deposit (EMD)

The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 20,00,000/- (Rupees Twenty Lakhs only) in the shape of a DD/ Bank Guarantee from any scheduled commercial bank in Favor of “Mission Director, NHM, Odisha” payable at Bhubaneswar, Odisha.

The EMD of unsuccessful bidders shall be refunded after finalization of the selection process and the award of the contract. The EMD of the successful bidder will be released only after the furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract. The EMD will be forfeited on account of the following reasons:

- Bidder withdraws its proposal during the bid validity period as specified in RFP.
- Bidder does not respond to requests for clarification of its proposal.

- Bidder fails to provide required information during the evaluation process or is found to be nonresponsive or has submitted false information in support of its qualification.
- If the bidder fails to:
 - provide any clarifications to the Authority.
 - agree to the decisions of the contract negotiation meeting.
 - Sign the contract within the prescribed time.
 - furnish the required Performance Bank Guarantee in time.
- Any other circumstance that holds the interest of the Authority during the overall selection process.

2.4. Language of Proposal

The proposal and all related correspondence exchanged between the bidder and the Authority shall be in **English**. Supporting documents and printed literature that are part of the proposal may be in another language, provided they are accompanied by an accurate translation of the relevant passages in English with self- certification for accuracy, in which case, for interpretation of the Proposal, the translated version shall govern.

2.5. Validity of Proposal

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The Authority reserves the right to reject a proposal valid for a shorter period as non-responsive and will make all efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

2.6. Pre-proposal Queries

Bidders are allowed to submit their queries in respect of the RFP and other details if any, to NHM/ ABDM Office, Bhubaneswar, Odisha through e-mail at it.nhm@odisha.gov.in till date: 19/06/2026 and also discuss the same in the pre-bid meeting. Clarifications to the above will be uploaded on the website <https://www.nhmodisha.gov.in> only. Requests for alteration/change in existing terms and conditions of the RFP will not be considered /entertained. The bidder shall submit their queries in the following format:

Sl. No.	Page No.	RFP Clause Reference	Queries

2.7. Submission of Proposal

Bidder must submit their proposals by **Registered Post/ Speed Post/ By Hand** only to the specified address on or before the last date and time for submission of proposals as mentioned in the Bidder Data Sheet. The Authority will not be responsible for the postal delay / any consequences in receiving the proposal. The proposal must be submitted in two parts. Each part should be separately bound and have no loose sheets. Each page of the two parts should be page numbered and in conformity with the eligibility qualifications and clearly indicated using an index page. The Authority will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any proposal received after the deadline will be

out rightly rejected by the Authority. The procedure for submission of the proposal is described as follows:

2.7.1. Technical Proposal

The envelope containing the technical proposal shall be sealed and superscripted as **“Technical Proposal – Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”** and shall be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information, must be furnished as part of the technical proposal.

2.7.2. Financial Proposal:

The envelope containing the financial proposal shall be sealed and superscripted as **“Financial Proposal –Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”**. The duly filled-in financial proposal submission forms should contain the detailed price offer for the proposed assignment and should be furnished as per the prescribed format only.

The **“Technical Proposal”** and **“Financial Proposal”** must be submitted in two separate sealed envelopes (with respective markings in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as **“TECHNICAL PROPOSAL(Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”**.

The second envelope must be marked as **“FINANCIAL PROPOSAL(Selection of Agency for Establishment of Program Management Unit (PMU) for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha”** and it should contain the Financial Proposal only.

Both the above envelopes must be sealed and placed inside a **third main envelope** with proper labeling of the following information in bold:

NAME OF THE ASSIGNMENT:

RFP NUMBER AND DATE:

NAME OF THE BIDDER:

DEADLINE FOR SUBMISSION OF BID:

NAME AND ADDRESS OF THE BIDDER:

Any deviation from the prescribed procedures/information/formats/conditions shall result in rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. *Bids with any conditional offer/ conditional bids shall be out rightly rejected.*

2.8. Opening of the Proposal

The FIRST ENVELOPE containing the **TECHNICAL PROPOSAL** will be opened in the initial stage by the Authority in the presence of the bidder's representatives at the location and date specified in the Bidder Data Sheet. The Authority will constitute an Evaluation Committee (EC) to evaluate the proposals submitted by bidders. Only one representative with a proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The SECOND ENVELOPE containing the **FINANCIAL PROPOSAL**, only of the technically qualified bidders, will be opened after completion of the technical evaluation stage. The date for opening the financial proposal will be intimated to the technically qualified bidders well in advance.

2.9. Evaluation of Proposal

A Three-stage evaluation process will be conducted as explained below for the evaluation of the proposals:

- **Preliminary Evaluation (1stStage)*:** Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the **prescribed eligibility condition** and whether the requisite documents/information have been properly furnished by the bidder or not. Submission of the following documents/information will be verified:
 - Filled in Bid Submission Check List in Original (Annexure-I)
 - Covering letter (**TECH-1**) on the bidder's letterhead requesting to participate in the selection process.
 - EMD as applicable.
 - Copy of Certificate of Incorporation/ Registration.
 - Copy of PAN.
 - Copy of Goods and Services Tax Identification Number (GSTIN) (showing status as Active).
 - Copies of IT Return for the last three financial years (FY: 2023-24, 2024-25& 2025-26)
 - General Details of the Bidder (TECH 2).
 - Financial Details of the bidder (TECH 3) along with all the supportive Documents as applicable, duly signed and certified as per the instructions.
 - Power of Attorney (TECH 4) in Favor of the person signing the bid on behalf of the bidder.
 - List of completed assignments of similar nature (Past Experience Details, TECH 5) along with copies of contracts/ work orders/ completion certificate(s) from previous Clients.
 - Self-Declaration on Conflict of Interest (TECH 6)
 - TECH-7 – Description of Approach & Methodology
 - TECH-8 – Format of Curriculum Vitae (CV) for Proposed Professionals
 - TECH-9 – Declaration for Non blacklisting
 - All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder.

*Bids not complying with any of the above requirements will be out rightly rejected at the discretion of the tender inviting authority.

- **Technical Evaluation (2nd Stage):** Technical proposals will be evaluated for those bidders who qualify the preliminary evaluation stage. A detailed evaluation process, as per the following parameters, will be adopted for proposal evaluation:

Table 1. Parameters for Technical Evaluation

Sl. No.	Criteria	Maximum Marks	Document Required
1	Experience of the Bidder	40 Marks	
1.1	The Bidder should have a minimum average annual turnover of INR 50 Cr. in India in the last three financial years (FY: 2023-24, 2024-25 & 2025-26) • >INR 50 Cr., ≤ INR 100 Cr. - 10 marks • > INR 100 Cr., ≤ INR 200 Cr. - 15 marks • > INR 200 Crore – 20 marks	20 Marks	Audited Balance Sheet Signed by a Chartered Accountant/CA Certificate
1.2	Experience of successfully deploying & executing ABDM PMU with a full-fledged team, either in NHA or Category – B or C states, in the last 5 years as on the due date of bid. Minimum contract value of INR 3 Crores each Minimum contract duration of 12 months each (Each such PMU shall carry 5 marks, subject to a maximum of 20 marks)	20 Marks	Work order/Contract Agreement/Payment received certificate
2	Key Experts' Qualifications and Competence	30 Marks	
2.1	Team Leader(IT) – 1 (one) <u>Educational Qualification (2 Marks):</u> • Minimum qualification obtained from an Institute of National Importance (INI) – 2 Marks • Minimum qualification obtained from an institution ranked within the Top 100 in NIRF Rankings 2025 – 1.5 Marks • Minimum qualification obtained from an institution ranked between 101–200 in NIRF Rankings 2025 – 1.0 Mark • Others – 0.5 Marks <u>Relevant Experience (2 Marks):</u> • More than 10 years of post-qualification experience – 1.0 Mark • Experience in implementation of IT projects in healthcare domain – 0.5 Mark • Experience in ABDM-related projects – 0.5 Mark	4Marks	Detailed CVs with sign (also furnish self-attested supporting documents/ certificates of the candidates)
2.2	HMIS Manager – 2 (two) <u>Educational Qualification (1 Mark):</u> • Minimum qualification obtained from an institution ranked within the Top 100 in NIRF Rankings 2025 – 1.0 Mark	6 Marks (2 x 3 Marks)	

Sl. No.	Criteria	Maximum Marks	Document Required
	- Others – 0.5 Marks <u>Relevant Experience (2 Marks):</u> - More than 10 years of post-qualification experience – 1 Mark - Experience in implementation/adoption of HMIS/EMR/EHR in healthcare domain – 0.5 Mark - Experience in ABDM-related projects – 0.5 Mark		
2.3	MIS / Data Analyst – 2 (two) <u>Educational Qualification (1 Mark):</u> - Minimum qualification obtained from an institution ranked within the Top 100 in NIRF Rankings 2025 – 1.0 Mark - Others – 0.5 Mark <u>Relevant Experience (2 Marks):</u> - More than 10 years of post-qualification experience – 1 Mark - Experience in data analysis & reporting of projects in healthcare domain – 0.5 Mark - Experience in ABDM-related projects – 0.5 Mark	6 Marks (2 x 3 Marks)	
2.4	IEC Expert– 1 (one) <u>Educational Qualification (1 Mark):</u> - Minimum qualification obtained from an institution ranked within the Top 100 in NIRF Rankings 2025 – 1.0 Mark - Others – 0.5 Mark <u>Relevant Experience (2 Marks):</u> - More than 10 years of post-qualification experience – 1 Mark 5+ years of experience in the healthcare domain – 0.5 Marks - Experience in ABDM-related projects – 0.5 Marks	3 Marks	
2.5	Capacity Building & Grievance Redressal Expert– 1 (one) <u>Educational Qualification (1 Mark):</u> - Minimum qualification obtained from an institution ranked within the Top 100 in NIRF Rankings 2025 – 1.0 Mark - Others – 0.5 Mark <u>Relevant Experience (2 Marks):</u> - More than 10 years of post-qualification experience – 1 Mark 5+ years of experience in the healthcare domain – 0.5 Mark - Experience in ABDM-related projects – 0.5 Mark	3 Marks	
2.6	Project Coordinators– 8 (eight)	8 Marks (8 x 1)	

Sl. No.	Criteria	Maximum Marks	Document Required
	<u>Educational Qualification (0.5 Marks):</u> - Minimum qualification obtained from any recognized Institute – 0.5 Mark <u>Relevant Experience (0.5 Mark):</u> - Minimum 3 years of post-qualification experience in healthcare sector/ ABDM-related projects – 0.5 Mark	Mark)	
3	Presentation on Approach, Methodology and Work Plan - Approach & Methodology – 15 Marks - Implementation Strategy / Work Plan – 10 Marks - Innovations & Value Additions – 05 Marks Note: Presentations are to be delivered mandatorily by the proposed Team Leader of the bidder and not the sales team of the firm concerned. The Evaluation Committee shall have the right to interact with and seek clarifications from the proposed resources during the presentation.	30 Marks	Technical Presentation
	Total (1 + 2 + 3)	100 Marks	

Copies of work orders/ agreement/ completion certificates must be submitted as proof for each assignment. No assignment should be repeated across various categories of evaluation parameters.

***Bidders who secure above 70 marks from the total (100 marks) in the Technical Evaluation will be called for Financial Evaluation.**

- Financial Evaluation (3rd Stage):** The financial proposals of only those bidders qualifying for the technical evaluation (2nd Stage) shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting with a proper authorization letter. The name of the bidder, along with the quoted financial price, will be announced during the meeting.

2.10. Evaluation Process

The QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of the bidder's representatives.

The lowest evaluated Financial Bid (Fm) shall be given the maximum financial score (Sf) out of 100. The formula for determining the financial scores of all other bids shall be calculated as follows:

$Sf = 100 \times Fm/F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" is the price of the bid under consideration.

The weights given to the Technical (T) and Financial (P) Bids shall be:

T = 60 and

$$P = 40$$

Bids shall be ranked according to their **combined scores (S)**, calculated using the technical score (St) and financial score (Sf), and the weights as follows:

$$S = St \times T\% + Sf \times P\%$$

The bidder with the highest score in the QCBS shall be called for further processing leading to the award of the contract. Prices quoted in the bid must be firm & final and shall not be subject to any modifications on any account whatsoever. In case of a tie, the bidder with the higher technical score will be considered the preferred bidder. For evaluation, the total evaluated cost shall be **exclusive of all taxes & duties**.

2.11. Disqualification of Proposals

The proposal is liable to be disqualified in the following cases as listed below:

- 1) Proposal submitted without EMD as applicable.
- 2) Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
- 3) During the validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
- 4) Proposal is received in an incomplete form.
- 5) Proposal is received after the due date and time for submission of bid.
- 6) Proposal is not accompanied by all the requisite documents / information.
- 7) Bids with any conditional technical and financial offer.
- 8) If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
- 9) Proposal is not properly sealed or signed.
- 10) Proposal does not conform to the requirements of the scope of the work of the assignment.
- 11) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
- 12) If any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidder or any person acting on its behalf indulges in corrupt and fraudulent practices.
- 13) Any other condition/ situation that holds the paramount interest of the Authority during the overall section process.

2.12. Period of Engagement

The Agency will be engaged initially for a period of 3 (three) years. The contract period may be extended further for another 2 (two) years as per the performance of the agency and the needs of the Authority.

2.13. Commencement of PMU

The selected bidder must **establish the PMU** with all proposed positions within **one month** from the date of signing the contract failing to the extent of which a penalty shall be applicable as mentioned in clause 2.22.

2.14. Deployment & Replacement of the Personnel

- 1) All the team members of the PMU are expected to be deployed full-time for the entire contract period. However, any change/ replacement of resources will be allowed only after due approval by the Authority.
- 2) The selected bidder shall deploy qualified and experienced manpower strictly in accordance with the technical evaluation submitted during the bidding process. The manpower proposed at the time of bid evaluation shall form the basis of the contractual obligation.
- 3) The bidder must ensure that the CV of the position proposed for Team Leader (mentioned in section 2.1) must be deployed for the project for at least one year without replacement.
- 4) The bidders must ensure that at least 3 of the remaining 6 key experts mentioned in sections 2.2 to 2.5 and 4 of the 8 district coordinators in section 2.6 of Table 1 are deployed from the candidates whose CVs are furnished for evaluation.
- 5) Any substitution of key personnel shall not be permitted without prior written approval of the Authority.
- 6) Replacement, if unavoidable, shall be with personnel of equal or higher qualifications and experience, and subject to approval by the tender inviting authority. Such replacements shall be made within 30 days of intimation to the authority.
- 7) The bidder shall maintain a buffer pool of trained resources to ensure continuity of services in case of attrition, leave, or unforeseen circumstances. Failing to do so will attract a penalty.
- 8) Office space with necessary facilities shall be provided by the ABDM Office, Odisha to the PMU team. None of the team members should be engaged in any other engagement while being deployed at the PMU.
- 9) The bidder shall submit the following documents before deployment:
 - Educational certificates
 - Experience certificates
 - Identity proof
 - Any other relevant credentials

The Authority reserves the right to verify the authenticity of submitted documents.

- 10) In case ABDM Office, Odisha needs any additional resources with specific expertise on a part-time/ full-time basis for the assignment towards achievement of the desired outcomes, the same shall be deployed by the selected bidder as per mutually agreed terms and conditions.
- 11) In case some manpower positions are not required during commencement / tenure of the contract, the tender authority reserves the right to omit / postpone the deployment such position(s) in the project.
- 12) In case of the unsatisfactory performance of any of the assigned personnel during the assignment, the Authority reserves the right to request a replacement. Once a request is raised, the consultant must provide the CVs and other qualifications and details of the replacement personnel to permit evaluation, within 30 days. On receipt of such CVs, the Authority must process the same within 15 days and communicate its approval/rejection. On rejection, fresh CVs need to be provided within 15 days.

2.15. Performance Bank Guarantee (PBG)

Within 7 days of notifying the acceptance of a proposal for award of contract, the selected bidder shall have to furnish a Performance Bank Guarantee amounting to 3% of the contract value from a Scheduled Commercial Bank situated in Bhubaneswar, in Favor of “**Mission Director, NHM, Odisha**”, as per the format at Annexure-III, for a period of three months beyond the entire contract period (i.e. PBG must be valid from the date of effectiveness of the contract to a period of 3 months beyond the contract period), as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of the contract, provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

2.16. Contract Negotiation

Contract negotiation, if required, will be held at a date, time, and address as intimated to the selected bidder(s). The bidder will, as a prerequisite for attendance at the negotiations, confirm the availability of all the proposed staff for the assignment. Representatives conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be carried out, covering technical and financial aspects, if any, and the availability of proposed professionals etc.

2.17. Award of Contract

After completion of the contract negotiation stage, the tender inviting authority will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidder will be asked to sign the contract after fulfilling all formalities within 15 days of issuing the offer letter. After signing the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both parties. The contract will be valid for a period of 3 years from the date of effectiveness of the contract. The contract can be further extended for another 2 years beyond the initial period of 3 years based on the performance and mutual agreement between the parties. 3 % annual increment in rates will be provided.

2.18. Conflict of Interest

Conflict of interest exists in the event of:

- 1) Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
- 2) Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Authority directly or indirectly.
- 3) Practices prohibited under the anti-corruption policy of the Government of India and the Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Authority, as this would amount to their disqualification and breach of contract.

2.19. Disclosure

- Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to the disqualification of the bidder or termination of its contract.

- Bidders must disclose if they are subject to any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer, such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings on date of bid submission.
- Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to the following, as on the date of bid submission:
 - i. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - ii. Corruption, including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 - iii. Failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

2.20. Anti-corruption Measures

- 1) Any effort by Bidder(s) to influence the Authority in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- 2) A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Authority shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

2.21. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

2.22. Governing Laws & Penalty Clause

The PMU commencement period as mentioned in clause 2.13 is to be strictly adhered to by the agency/ bidder. Any unjustified and unacceptable delay attributed to the selected bidder in commencement of PMU shall render the selected bidder liable for liquidated damages (LD). Failure on the selected bidder's part to commence PMU within the stipulated period a **penalty @0.5% per week, subject to a maximum of 4% of the annual contract value**. Any delay beyond the LD period shall be liable for termination of contract. The penalty will be deducted from the subsequent payment. In addition, the PBG may also be forfeited. The decision of the Authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder, shall be final.

The tender inviting authority holds the option for cancellation of the contract and deploy any other Agency for pending activities to be completed. The tender inviting authority may deduct such payment for pending activities from the bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations

and liabilities under the contract. The rights and obligations of the Authority and the bidder under this contract will be governed by the prevailing laws of the Government of India/ Government of Odisha.

2.23. Limited Liability

The aggregate liability of the selected agency, whether in contract, tort, statute or otherwise, shall be limited to the amount of the fees that the selected agency has received in connection with the Engagement. If the Engagement is of a recurring nature, then the aggregate liability shall not exceed the amount received under this contract.

2.24. Confidentiality

Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other people not officially concerned with the process until the publication of the contract award. The undue use by any consultant of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Authority's anti-fraud and anti-corruption policy. During the execution of the assignment except with prior written consent of the Authority, the consultant or its personnel shall not at any time communicate to any person or entity any confidential information acquired during the contract, provided always that the parties may disclose such confidential information if required by applicable law or regulation, but only that portion of information which, to the extent permitted by the relevant law or regulatory requirement, is legally required to be furnished. The obligations set forth herein shall expire two (2) years after the termination of the Agreement.

2.25. Amendment of the RFP document

At any time before submission of proposals, the Authority may amend the RFP by issuing an addendum through the website: <https://www.nhmodisha.gov.in>. Any such addendum will be binding on all the bidders. To give bidders a reasonable time to take an addendum into account in preparing their proposals, the Authority may, at its discretion, extend the deadline for submission of the proposals.

2.26. Authority's right to accept any proposal, and to reject any or all proposal(s)

The Authority reserves the right to accept or reject any proposal, and to annul or amend the bidding/selection/evaluation process and reject all proposals at any time prior to award of contract, without assigning any reason thereof and thereby incurring any liability to the bidders.

2.27. Copyright, Patents and Other Proprietary Rights

State ABDM Office, Government of Odisha shall be entitled to all intellectual property and other proprietary rights, including but not limited to patents, copyrights, and trademarks, about documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Authority's request, the bidder shall take all necessary steps to submit them to the Authority in compliance with the requirements of the contract. Bidder shall be permitted to retain copies of such Confidential Information as it is required to retain for legal or professional regulatory purposes.

2.28. Force Majeure

“Force Majeure” means an event beyond the control of the agency/bidder and not involving the agency’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods, riots, civil commotion, earthquakes, epidemics or other natural disasters and restrictions imposed by the Government or other bodies, which are beyond the control of the agency that prevent or delay the execution of the order by the agency. If a Force Majeure situation arises, the agency/bidder shall promptly notify the Authority in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Authority in writing, the Agency/bidder shall continue to fulfil its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The bidder/agency shall advise Authority in writing, at the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Authority reserves the right to cancel the contract without any obligation to compensate the bidder/agency in any manner for whatsoever reason.

2.29. Termination of Contract

Events of Default and Termination

2.29.1 Agency’s Events of Default

- (a) The Agency has failed to furnish the Performance Security;
- (b) The Agency has abandoned the Project for a period of more than 30 (thirty) days;
- (c) Any representation made or warranty given by the Agency under this Agreement is found to be false or misleading;
- (d) The Agency has unlawfully repudiated this Agreement or has otherwise expressed an intention not to be bound by this Agreement;
- (e) The Agency is in material breach of any of its obligations as mentioned in terms of reference;
- (f) Any other instance explicitly mentioned in Agreement as having constituted an event of default.

2.29.2 Termination for Default

- (a) The tender inviting authority may, without prejudice to any other remedy for breach of Contract, by written 30 (thirty) days’ notice of default send to the Agency, terminate the Contract in whole or part if the Agency fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by tender inviting authority pursuant to conditions of the terms and conditions set out in the Contract or if the Agency fails to perform any other obligation(s) under the Contract.
- (b) In event of termination resulting under the aforesaid Clause 2.29.2 (a) hereinabove, tender inviting authority shall be liable to make no payments in favour of the Agency; however, the tender inviting authority will be entitled to forfeit the Performance Security in addition to taking any other recourse available under the law, including blacklisting the Agency.
- (c) In the event that the tender inviting authority terminates the Contract in whole or in part, pursuant to the terms and conditions set out in the Contract, it may

procure services similar to those undelivered, upon such terms and in such manner as it deems appropriate and the Agency shall be liable to pay tender inviting authority for all costs and expenses relating to procurement of such similar systems or services. However, Agency shall continue the performance of the Contract to the extent not terminated.

2.29.3 Termination for Insolvency

The tender inviting authority may at any time terminate the contract by giving a written notice of at least 30 (thirty) days to the Agency, if the Agency becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to tender inviting authority.

2.29.4 Termination for Convenience

Either Party, by giving 30 (thirty) days written notice sent to the other Party may terminate the Contract, in whole or in part at any time. The notice of termination shall specify that termination is for convenience, the extent to which performance under the Contract is terminated and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by Agency/bidder would be paid by the tender inviting authority.

2.30. Indemnity

The Authority shall indemnify and hold harmless the Bidder/Agency for any losses incurred or damage suffered due to:

- Third-party claims
- Any fraud, misrepresentation, or omission of facts by the Client/Purchaser or its personnel.

2.31. Settlement of Disputes

The tender inviting Authority and the selected agency/bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. State Mission Director, ABDM, Govt. of Odisha will be the final authority to resolve the dispute arising between the Authority and the agency/bidder. If either party is not satisfied with the decision, then they may opt to proceed for arbitration.

2.32. Arbitration

- a) If dispute or difference of any kind shall arise between the procurer and the service provider in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- b) If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the procurer or the service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer to be appointed by the Mission Director, National Health

- c) Mission, Odisha as the arbitrator. If the arbitrator to whom the matter is initially referred is transferred or vacates his /her office or is unable to act for any reason, he / she shall be replaced by another person appointed by the State Mission Director, ABDM, Govt. of Odisha to act as Arbitrator. Such person shall be entitled to proceed with the matter from the stage at which it was left by his /her predecessor. The award of the provision that the Arbitrator shall give reasoned award in case the amount of claim in reference exceeds Rupees One Lac (INR1,00,000/-)
- d) Work under the contract shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Procurer or the service provider shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- e) Reference to arbitration shall be a condition precedent to any other action at law.
- f) Venue of Arbitration: The venue of arbitration shall be at Bhubaneswar.

2.33. Applicable Law &Legal Jurisdiction

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 exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the contract.

It is specifically agreed that no other Court shall have any jurisdiction in the matter.

Section-3: Terms of Reference

Introduction

Ayushman Bharat Digital Mission (ABDM)

Ayushman Bharat Digital Mission (ABDM) was launched in September 2021 by the Hon'ble Prime Minister. It aims to create a unified digital health ecosystem across the country, guided by the National Health Policy 2017, the National Health Stack, the National Digital Health Blueprint, developments in digital health and digital technology, and lessons learned during implementation. ABDM's key goal is to make healthcare more accessible, affordable, and patient-centric by leveraging technology—allowing individuals to easily share their health data with doctors and facilities while maintaining privacy and necessary consent.

National Health Authority (NHA) is the implementing agency for ABDM across all States and Union Territories, operationalizing a nation-wide digital health ecosystem. Initially, ABDM was implemented as a pilot from August 15, 2020, in the six Union Territories, viz. Ladakh, Chandigarh, Daman & Diu, Dadra & Nagar Haveli, Lakshadweep, Puducherry, and Andaman & Nicobar Islands. It is now being scaled up in all the States and Union Territories w.e.f. September 27, 2021. To facilitate the smooth implementation of ABDM, the Ministry of Health and Family Welfare (MoH&FW) under the Central Government is setting up ABDM PMUs in respective states.

Vision of ABDM:

“To create a national digital health ecosystem that supports universal health coverage in an efficient, accessible, inclusive, affordable, timely and safe manner, that provides a wide range of data, information and infrastructure services, duly leveraging open, interoperable, standards-based digital systems, and ensures the security, confidentiality and privacy of health-related personal information.”

ABDM[†]Components:

1. ABHA Number

Ayushman Bharat Health Account (ABHA) Number is a hassle-free method of accessing and sharing an individual's health records digitally. It enables interaction with participating healthcare providers, and allows them to receive the digital lab reports, prescriptions and diagnosis seamlessly from verified healthcare professionals and health service providers.

2. Health Facility Registry

Health Facility Registry (HFR) is a comprehensive repository of health facilities of the country across modern and traditional systems of medicine. It includes both public and private health facilities including hospitals, clinics, diagnostic laboratories and imaging centers, pharmacies, etc.

3. Health Professionals Registry

The Healthcare Professionals Registry (HPR) is a comprehensive repository of registered and verified healthcare professionals, Doctors from different systems of

[†]For more information on ABDM, please visit <https://abdm.gov.in/>

medicine (including Modern Medicine, Dentistry, Ayurveda, Unani, Siddha, Sowa-Rigpa, Homeopathy), Nurses and Pharmacists, delivering healthcare services across India.

4. Unified Health Interface

Unified Health Interface (UHI) is envisioned as an open protocol for various digital health services. UHI Network will be an open network of End User Applications (EUAs) and participating Health Service Provider (HSP) applications. UHI will enable a wide variety of digital health services between patients and health service providers (HSPs), including appointment booking, teleconsultation, service discovery, and others.

5. National Health Claims Exchange

National Health Claims Exchange (NHCX) is a gateway to enable the exchange of standardized health claim-related information between payers, providers, beneficiaries, and other relevant entities. It has been developed under the Ayushman Bharat Digital Mission (ABDM) by the National Health Authority (NHA) in consultation with the Insurance Regulatory and Development Authority of India (IRDAI). The primary purpose is to streamline and standardize the processing of health insurance claims across the country, leveraging the Fast Healthcare Interoperability Resources (FHIR) standards to ensure interoperability across diverse systems.

6. ABHA Application

ABHA application is a citizen-centric Personal Health Record (PHR) application launched by the Government of India. A PHR application is an electronic application through which patients can maintain and manage their health information (and that of others for whom they are authorized) in a private, secure, and confidential environment. It can be used to create ABHA Address/Number, discover and link health records created at the local facility visited by them, view them, grant consent to share the health records and offer long-term storage of these health records in the mobile application. The ABHA mobile application also offers the feature of sharing an individual's profile with the hospital by using scan & share to fasten the OPD registration process.

Odisha State Health Profile

Odisha, a predominantly tribal state on the eastern coast, is the 9th largest state of India with a geographical area of 1,55,707 sq km. It is known for its rich mineral resources and rapid economic growth. Administratively, the state is divided into three revenue divisions: Central (Cuttack), Northern (Sambalpur), and Southern (Berhampur), comprising a total of 30 districts, 58 sub-divisions, and 317 tehsils. The state has a population of over 4.20 crores, accounting for about 3.47% of the country's total population.

Over the last decade, Odisha has significantly expanded its public and private health infrastructure. The state government has focused on strengthening primary healthcare, maternal and child health services, digital health systems, medical education, and emergency healthcare access. Healthcare services are provided to the citizens through various types of health facilities, which include Medical College Hospitals, Post Graduate Institute Hospitals, District Head Quarter Hospitals (DHHS),

Sub Divisional Hospitals (SDHs), Community Health Centers (CHCs) – Rural & Urban, Primary Health Centers (PHCs) – Rural & Urban and Ayushman Arogya Mandir – Sub Centers. These healthcare facilities provide Allopathy and AYUSH systems of medicine and therapy to the citizens.

Objectives of setting up the Program Management Unit (PMU)

The Project Management Unit (PMU) will be established to lead, coordinate, and accelerate ABDM-enabled digital health transformation initiatives across the state. Its key objectives are to:

1. Strengthen and drive Statewide Digital Health Strategy and Implementation: Provide strategic direction, planning support, and on-ground support for the rollout of ABDM and other digital health interventions/ innovations aligned with the ABDM framework.
2. Provide Technical and Operational support: Establish a qualified team of experts at both state and district levels who understand on-ground challenges and can support effective design and implementation of digital solutions for improved health outcomes.
3. Ensure Coordination and Monitoring: Provide dedicated oversight for planning, execution, and monitoring of health system digitization and ABDM implementation efforts undertaken by the Department, ensuring timely progress and alignment with strategic goals.

Scope of Work

The selected agency shall be providing human resources and managing payroll for the Project Management Unit (PMU) at the ABDM office in Odisha. The human resource requirement for the above PMU has been defined in Table-1 and shall be performing the following tasks under the directions of the MD NHM-cum-SMD-ABDM Office, Odisha:

Planning and strategy development for digital health initiatives

- 1) Undertake Readiness Assessment with respect to Organizational and IT preparedness, infrastructure, manpower, network, and connectivity for ABDM implementation.
- 2) Map out existing workflows, processes, and data flows to identify problem areas and bottlenecks in the implementation of digital health solutions in consultation with the Department of Health & Family Welfare. Consider stakeholder feedback and satisfaction with the current IT infrastructure and systems.
- 3) Understand various national and state public health programs and portals to assess digitization requirements and determine the feasibility of making them in compliance with the ABDM framework.
- 4) Develop a detailed strategy for statewide adoption of ABDM, and priority digital health solutions such as HMIS, LMIS, Pharmacy software, PHR applications etc. in consultation with the Department.
- 5) Support ideation efforts to identify, conceptualize, and design innovative ABDM-enabled use cases tailored to Odisha's public health priorities.
- 6) Prepare implementation plans, develop context-specific directives/ SOPs and drive rollout for ABDM building blocks, including, but not limited to:
 - i. Registration of public and private health facilities and healthcare professionals on the National Healthcare Providers Registry, and allied

- healthcare professionals on the Allied and Healthcare Professionals Registry.
 - ii. Driving the generation of ABHAs for citizens and their linkage with electronic health records.
 - iii. Driving adoption of PHR applications.
 - iv. Additional ABDM components as and when launched by NHA.
- 7) Formulate a system architecture and integration plan for the HMIS in hospitals/clinics etc. Assess technical feasibility and requirements and identify all the relevant technology and infrastructure needed. Map out all the systems/functions that will be impacted within the health system and provide support to the government in upgrading/ replacing existing health IT applications.
 - 8) Develop a transition plan to support departments in the adoption of ABDM-enabled digital health solutions and interventions to ensure a smooth transition in a streamlined process.

Policy & Governance support

- 1) Provide inputs representing Odisha's perspective in national consultations, policy discussions, and review of ABDM and digital health initiatives.
- 2) Review existing state-level digital health policies, guidelines, and SOPs to ensure alignment with ABDM objectives.
- 3) Identify policy and procedural gaps and prepare revised or new SOPs covering areas (indicative) such as IT Infrastructure and hardware specifications, cybersecurity and data protection frameworks, budgeting, and workforce training.
- 4) Support stakeholders and public consultations for policy development and updating as and when required. Further support the Department to review, validate, and endorse new policy frameworks. Ensure all new policies and frameworks are in accordance with ABDM and other relevant guidelines.
- 5) Facilitate documentation and approval of policy instruments to institutionalize best practices in digital health governance.
- 6) Ensure all digital health interventions adhere to applicable data privacy and security guidelines, policies & regulations as per the DPDP Act and other prevalent laws.

Technical support

- 1) Assess existing Health IT systems, databases and legacy systems in Odisha in terms of technical architecture, data schema, APIs, interoperability, health data standards and user interface alignment.
- 2) Recommend and undertake steps for ABDM Sandbox compliance and integration of applications for priority digital health interventions and upcoming innovations, as and when required.
- 3) Provide end-to-end technical and operational support for the integration of State and program-specific digital health systems with ABDM as per ABDM Sandbox guidelines.
- 4) Coordinate with NHA and other technical agencies and vendors to ensure standardization and compliance with relevant policies, rules and guidelines.
- 5) Support risk assessments, audit preparation, and corrective actions for any identified vulnerabilities in digital solutions being implemented in the State.

Operations and Implementation

- 1) Provide on-site technical and managerial assistance to DoHFW, ensuring effective implementation of ABDM as well as ABDM-enabled digital health interventions at state and district levels, in consultation with DoHFW.
- 2) Coordinate with all implementing partners, district health officials, health facility staff and other stakeholders for timely progress, issue resolution, and performance tracking.
- 3) Facilitate engagement with professional councils such as the State Medical Council, Dental Council, Nursing Council, Council for Indian System of Medicine, and Council for Allied Healthcare Professionals to accelerate government and private sector registrations and verifications of healthcare providers on NHPR.
- 4) Prepare and execute district-level implementation plans for digital health interventions and support monitoring of adherence to state rollout strategies.
- 5) Provide technical assistance to accelerate the onboarding of government and private healthcare facilities onto ABDM registries and promote the adoption of ABDM-enabled digital systems.
- 6) Any other assignment given by the MD NHM-cum-SMD ABDM office/ DoHFW.

Change Management & Capacity Building

- 1) Conduct and analyze Training Needs Assessments (TNA) for the different stakeholders involved and develop a comprehensive digital health capacity-building plan.
- 2) Design workflow-based training modules to deliver capacity-building programs for state and district officials, healthcare providers & administrators, community health workers, health facility staff, program managers and other relevant stakeholders.
- 3) Conduct the training sessions in a structured manner (with pre-training and post-training assessment tools), hold follow-up training sessions and take feedback from stakeholders as and when required.
- 4) Develop digital learning materials as and when required, in Oriya, English/Hindi languages.

IEC & BCC

- 1) Prepare and execute a comprehensive, targeted IEC/BCC plan to generate awareness and trust to ensure adoption of ABDM building blocks and ABDM-enabled digital health interventions.
- 2) Facilitate print, electronic, digital, and social media campaigns to promote digital health adoption.
- 3) Identify, collaborate and coordinate with relevant communication units and platforms for outreach.

Monitoring & Reporting

- 1) Develop and operationalize a Monitoring and Evaluation (M&E) Framework with Key Performance Indicators (KPIs) to track project adoption, progress and performance.
- 2) Support review meetings with the state leadership and relevant stakeholders.
- 3) Support in data analysis and evidence synthesis for decision-making at the state and national levels.
- 4) Document and disseminate case studies, best practices, and policy briefs for sharing knowledge and cross-learning.
- 5) Establish feedback mechanisms to capture citizens' and stakeholders' experiences and grievances and initiate course correction.

Stakeholder Coordination & Engagement

- 1) Maintain regular engagement and coordination with key stakeholders such as NHA, MoHFW, MeitY, development partners, technology partners, private sector, insurance providers, regulatory authorities, health program teams, other state departments etc.
- 2) Support organization of workshops, seminars, events as and when required.

Procurement & related support activities

- 1) Provide support in formalizing, securing approvals, drafting and issuing a series of competitive Requests for Proposals (RFPs) for digital health projects.
- 2) Support the government in establishing transparent selection processes.
- 3) Support in the selection and onboarding of vendors as per the state procurement processes.

PMU Structure

The organizational structure or the organogram of the PMU is proposed as follows:

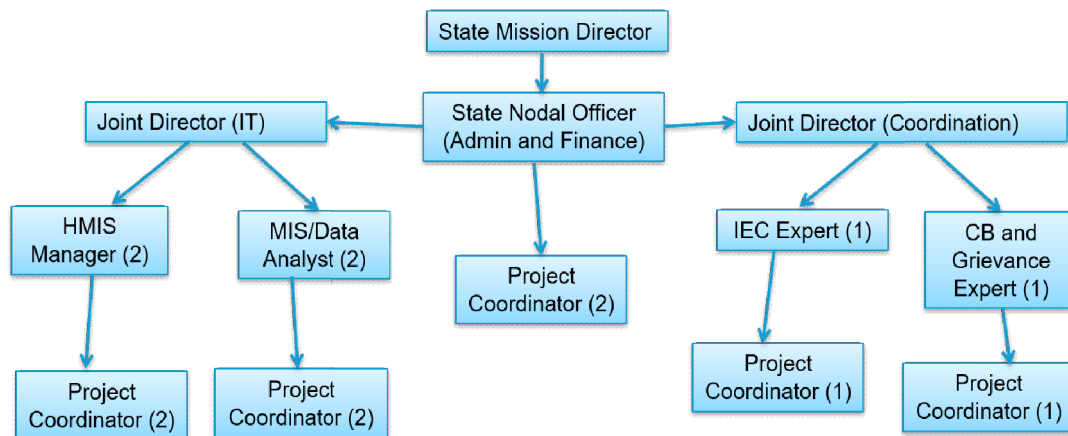


Figure 1. Organogram - ABDM PMU, Odisha

The above organogram presents a structured framework for the Odisha State ABDM Office, led by the State Mission Director with overall oversight. The State Nodal Officer (Admin and Finance) functions as the central coordinating authority, managing administration, finance, and operations.

The structure is divided into three key verticals:

- Technical Vertical, led by the Joint Director (IT), handling IT, HMIS and data management functions with support staff.
- Program Coordination Vertical, led by the Joint Director (Coordination), focusing on IEC activities, capacity building, and grievance redressal.
- Central Program Management Support, with Project Coordinators assisting in cross-functional implementation.

Overall, the setup ensures efficient coordination, clear role distribution, and effective implementation of ABDM activities across the state.

PMU Team Deployment:

The agency shall deploy full-time on-site human resources as specified herein, who shall discharge their respective responsibilities in accordance with the scope of work. The detailed list of resources, including the name of the position, required educational qualifications, work experience and job descriptions are given in the table below:

Table 2. Human Resource Requirement for ABDM PMU, Odisha

Sl. No.	Position (Qty.)	Educational Qualifications [†]	Post Qualification Experience [§] (in years)	Roles & Responsibilities
1.	Team Leader - IT – (01)	• Bachelor of Engineering/Technology in one of the following fields or equivalent: IT/ Electronics/ Telecommunication/ Computer Science / Engineering/ Any other engineering field with relevant experience in IT Or • MCA (Master of Computer Applications)	• Minimum 10 years of experience at a suitable Senior position in managing IT operations and implementation of IT systems. • Minimum of 2 years of experience in managing Government IT projects at the national or state level.	• Leading and monitoring the overall ABDM adoption at the state. • Ensure effective project planning and resource management. • Responsible for ABDM adoption strategy implementation in the state. • Identify gaps in IT infrastructure, internet connectivity, software systems etc. in healthcare facilities. • Initiate provisioning of missing IT components to ensure readiness for ABDM adoption. • Drive adoption of EMR systems across different health facilities (and thus drive digitization of patient healthcare). • Ensure adherence to protocols for security requirements, privacy, confidentiality, and consent as a service. • Coordinate with ABDM, Chief Information Security Officer (CISO), to ensure compliance with ABDM Information Security Policy. • Adoption support, help with the resolution of any IT-related problems. • Drive integration of HMIS and public health programs with ABDM. • Adoption support, help with the resolution of any IT-related problems, ensure cyber security and disaster recovery. • Work closely with all other stakeholders/ experts/ advisors to deliver outcomes that are in line

[†]full-time regular degree/ course from a recognized institute

[§]only the post-qualification experience will be considered

Sl. No.	Position (Qty.)	Educational Qualifications [†]	Post Qualification Experience [§] (in years)	Roles & Responsibilities
				with NHA expectations & security/ privacy policies. • Any other related task(s) given by the SMD/ SNO.
2.	HMIS Manager – (02)	Position-1: BE/B-Tech/MCA with an MBA/ Post Graduate Diploma in Management with desired work experience And Position-2: Master of Public Health with desired working experience. • Proficient in the MS Office suite.	• Minimum 10 years of relevant experience in handling IT systems. • Preferably 2+ years of post-qualification experience in government project(s).	• Responsible for assisting in selection, design-elicitation, implementation, support, and organizing training for HMIS. • Drive adoption of HMIS/EMR/EHR in the state. • Vendor Contract management. • Any other responsibility as assigned by the management.
3.	MIS / Data Analyst – (02)	• BTech /BE Or • MCA with MBA/ Post Graduate Diploma in Management • Certifications: • Position-1: Certification in Data Analytics, Business Analytics, Power BI/Tableau/SQL or Data Visualization. Position-2: CISA/ CISM/ CEH/ CRISC/ ISO 270001 • Proficient in the MS Office suite. • Preference will be given to candidates having industry-recognized certifications such as Microsoft Certified – Power BI Data Analyst Associate, Google Data Analytics Professional Certificate, IBM Data Analyst Professional Certificate or equivalent.	• Minimum 10 years of relevant overall experience. • Position-1: 3+ years of working experience in data analysis & reporting. • Position-2: 3+ years of working experience in the information security domain (of which at least 2 years of working on government (e-governance) assignments at the national/ state & district level). • Demonstrate experience working with an open-source stack. • Preference will be given to candidates who have work experience in the health sector.	• Documenting workflow processes & decision trees and creating operational documentation. • Business requirement documentation including overall solution, data definition, process flows, interfaces, product configurations, support tools & processes, reports & other special considerations. • Knowledge of healthcare regulatory mandates & reporting requirements. • Understand clinical & non-clinical relational databases & large, related data structures. • Preparing reports & monitoring dashboards, specifically for registry updates on ABHA, HPR, HFR and other requirements. • Work closely with all other stakeholders/ experts/ advisors to deliver outcomes that are in line with NHA expectations & security/ privacy policies. • Any other related task(s) given by the SMD/ SNO.
4.	IEC Expert – (01)	• Post Graduate Degree or equivalent in Mass Communication/ Public Relations/ Journalism from an AICTE-recognized institute. • Proficiency in reading, writing and speaking in	• Minimum 10 years of overall relevant experience. • 5+ years of experience in the health sector.	• Conducting knowledge management activities & development of IEC strategy for community outreach. • Content development/ writing, report writing, developing SOPs, social

Sl. No.	Position (Qty.)	Educational Qualifications [†]	Post Qualification Experience [§] (in years)	Roles & Responsibilities
		English, Hindi & Oriya languages.	Exposure in social sector schemes/ missions of the government at the national or state level.	media content management etc. - Design and execute strategic, multi-media campaigns (print, digital, social media, and on-ground) tailored to specific target audiences. - Conduct pre- and post-campaign assessments to measure the effectiveness of communication initiatives and track behavioral changes. - Assessment of training needs & capacity building of stakeholders. - Facilitating workshops & training at the state/ district level. - Facilitate development of guiding materials/ IEC/ SOPs and other relevant documents or manuals. - Any other related task(s) given by the SMD/ SNO.
5.	Capacity Building & Grievance Expert – (01)	- Master's degree/ Post Graduate Diploma in Health Management or equivalent Or Master of Social Work/ MBA Or BE/B-Tech/Master in Public Policy/ Public Administration from a recognized institute. - Excellent communication skills in English, Hindi & Oriya. - Exposure in social sector schemes/ missions of the government at the national/ state & district level. - Preference will be given to candidates with experience in the health sector.	10 Years	- Assessment of training needs & capacity building of stakeholders. - Facilitating workshops & training at the state/ district level. - Facilitate development of guiding materials/ IEC/ SOPs and other relevant documents or manuals. - Handle customer/beneficiary grievances and escalations received via email, regulatory portals, or internal references. - Coordinate with relevant departments such as Operations, Legal etc. for resolution within defined TAT. - Maintain and update grievance logs, trackers, and periodic MIS for management reporting.
6.	Project Coordinator – (08)	BTech/ BE/BCA with MCA Or MBA/ Post Graduate Diploma in Management Or Master of Public Health from a recognized institute.	3 Years	- Project coordination & documentation for office/ field level works on IT coordination, admin/ finance. - Monitoring & evaluation of project deliverables. - Relationship management. - Managing bottlenecks &

Sl. No.	Position (Qty.)	Educational Qualifications [†]	Post Qualification Experience [§] (in years)	Roles & Responsibilities
		• Preference will be given to the candidates with experience in the health sector.		escalating them to the management. • Handholding stakeholders. • Any other related task(s) given by the SMD/ SNO.

Payment Schedule

The invoices raised by the successful bidder/agency will be paid after submission of bill, along with the Monthly Progress Reports and due scrutiny of the same.

Reporting Arrangement

The PMU will work under the direct supervision of the MD NHM-cum-SMD ABDM, Government of Odisha.

Leaves and other Entitlements:

PMU resources will be eligible to avail leaves as per their organization's leave policy for outsourcing personnel subject to prior approval by the authority. In case of long absence, the agency will be responsible for providing a suitable replacement for the duration.

Section-4: Technical Proposal Submission Forms

TECH-1 Covering Letter (On Bidder's Letter Head)

(to be submitted in Technical Bid envelop)

[Location, Date]

To

**The State Mission Director, ABDM
Govt. of Odisha**

**Subject: Selection of Agency for Establishment of Program Management Unit (PMU)
for Implementation of Ayushman Bharat Digital Mission (ABDM) in Odisha**

[TECHNICAL PROPOSAL]

Dear Madam/Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No.: _____, Dated: _____. I hereby submit the proposal, which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance for up to **180 days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to the disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate based on the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case any provisions of this RFP/ ToR, including our technical & financial proposal, are found to be deviated, then your department shall have the right to reject our proposal. I confirm that I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive. I remain,

Yours faithfully,

Authorized Signatory with Date and Seal

Name & Designation : _____

Address of Bidder : _____

TECH-2 Profile of the Bidder

(to be submitted in Technical Bid envelop)

Sl. No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel: Email ID:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.: Email ID:	
4	Registration/ Incorporation Details: Registration No: Date & Year:	
5	Local office in Odisha (If yes, please furnish contact details)	YES / No
6	EMD Amount details: DD/Bank Guarantee No.: Date: Name of the Bank:	
7	PAN Number	
8	Goods and Services Tax Identification Number (GSTIN)	
9	Willing to carry out assignments as per the scope of work of the RFP	YES
10	Willing to accept all the terms and conditions as specified in the RFP	YES

Authorized Signatory [*In full and initials*]: _____

Name and Designation with Date and Seal: _____

Bidders should submit the required supporting documents as mentioned above. Non-submission of required documents as listed above will lead to rejection of the bid.

TECH-3 Annual Turnover & Net worth Statement

(In the letterhead of the Chartered Accountant)
(to be submitted in Technical Bid envelop)

- A) The **Annual Turnover** for the last 3(three) **audited financial years** of M/s_____ from are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in (Rs.) both in figures & words
1	2022-23	
2	2023-24	
3	2024-25	
	Average Annual Turnover (Rs.) of the last three audited F.Y.	

- B) The **Net worth** for the last 3(three) audited financial years of M/s_____ are given below and certified that the statement is true and correct.

Sl.	Financial Year	Net worth in (Rs.) both in figures & words
1	2022-23	
2	2023-24	
3	2024-25	

Date :

Signature of Auditor/ Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.:

UDIN No.:

N.B: The annual turnover statement should also be supported by copies of audited annual statement of the last three financial years / Annual Report and the turnover figures mentioned above should be highlighted there.

Authorized Signatory [In full initials with Date and Seal]: _____

TECH-4 Format for Power of Attorney

(On Bidder's Letter Head)

(to be submitted in Technical Bid envelop)

I, _____ (Name of person executing attorney), the _____ (Designation of person executing attorney) of _____ (Name of the Organization) a Company/Limited Liability Partnership with Identity Number _____ (hereinafter referred to as the "Company/LLP") do hereby nominate, appoint and authorise _____ (Name of person in whose favour authority is being made) presently associated as _____ (Designation of person in whose Favor authority is being made) with the Company/LLP as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on the Company/LLP's behalf, all such acts, deeds & things necessary in connection with or incidental to submission of our response to the Request for proposal (RFP) for _____ the "Authority") including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the appropriate Agreement with the Authority.

AND the Company/LLP do hereby agree to ratify and confirm all the acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to this and in the exercise of the powers conferred by this Power of Attorney & that all the acts, deeds and things done by our said Attorney in the exercise of the powers hereby conferred shall always be deemed to have been done by us.

The signatures of _____ (Name of person in whose favor authority is being made) in whose favour authority is being made under the attorney given below are hereby certified.

(Signature of the Authorized Representative with Date)

CERTIFIED:

Signature, Name & Designation of the person executing the attorney:

Address of the Bidder:

Note: Board resolution confirming the Authority of the signatory to submit the proposals could also be provided as a substitute for the Power of Attorney.

TECH-5 Bidder's Past Experience Details During the last 5 years (Assignment wise)

(to be submitted in Technical Bid envelop)

Assignment Name:		Country:
Location within Country:		Professional Staff provided by your Firm / Entity (profiles):
*Name of Client:		No of Staffs:
Address:		No of Staff-Months:
Start Date:	Completion Date:	Approx. Value of Services (in INR):
Name of Associated Consultants, If Any:		No of Months of Professional Staff Provided by Associated Consultants: NA
Name of Senior Staff Involved and Corresponding Positions:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

***Note : Attach the Work order copies / Contract copies in support of the project executed.**

Authorized Signatory [In full initials with Date and Seal]: _____

TECH-6 Declaration of Conflict of Interest

(to be submitted in Technical Bid envelop)

Are there any activities carried out by your agency that are of a conflicting nature as mentioned in Section 2: [Information to the Bidder] under Eligibility Criteria: Para (5). If yes, please furnish details of any such activities.

If not, please certify, on **Bidders' Letter Head**

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2: [Information to the Bidder] under Eligibility Criteria: Para (5)**.

I also acknowledge that in case of misrepresentation of any of the information, our proposal/contract shall be rejected/terminated by the Authority and shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]:

Address of the Bidder:

Bidders should submit the required supporting documents as mentioned above. Non-submission of required documents as listed above will lead to rejection of the bid.

TECH-7 Description of Approach, Methodology & Work Plan to Undertake the Assignment

[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, they should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into the following three sections]

A. Understanding of Assignment and Issues/ Challenges

B. Approach

C. Methodology

D. Implementation Strategy

E. Work Plan

Month 	1	2	3	4
Sequence of Activities/ Sub Activities				
				

F. Innovative Practices

Authorized Signatory [In full&initials]:

Name and Designation with Date and

Seal:

TECH-8 Format of Curriculum Vitae (CV) for Proposed Professionals

Curriculum Vitae for Proposed Personnel				
Brief description of the profile along with a passport-size professional photograph.				
1	Proposed Position in the Project:			
2	Expertise:			
3	Name of Individual:			
4	Date of Birth:			
5	Expected commitment duration in months:			
6	Nationality:			
7	Education [List in reverse order]:			
	Year of completion	College/University (Name)	Degree/Diploma(Name)	Grades
8	Ranking of the University / Institution (as per NIRF Rankings 2025)from where the minimum required educational qualification (as per the requirement of the tender for the proposed position) was obtained.			
9	Professional certifications:			
	Year awarded	Title	Subject	
10	Experience:			
	Total work experience		Number of years–	
	Relevant experience for the position applied		Numbe rof years–	
	Area of expertise:			
11	<i>EmploymentRecord[Startingwithpresentposition,listinreverseorder]:</i>			
11.1				
Year		Organization name	Position held	
Start	End			
Relevant works undertaken that best illustrate the experience as required for the Role. [Among the assignments in which the staff has been involved, indicate the informationforthoseassignments thatbestillustratestaffcapabilitytohandlethetasksasrequired for the role whose CV and experience would be evaluated.]				

Certification:

I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to the disqualification of the CV.

Date:

Signature of Key Professional with Date

Authorized Signatory [In full&initials]:

Name and Designation with Date and Seal:

NB: CV write-up restricted to 3 pages only with quality information relevant to the key professional requirements. The CVs need to be jointly signed by the proposed professional and the authorized representative of the Bidder.

TECH-9 DECLARATION BY BIDDER

(To be submitted in Technical Bid Envelope)

[Affidavit before Notary Public on a **Rs.100/- non judicial stamp paper**]

We.....agree that we will abide by all the terms & conditions set forth in the RFP reference No_____. We shall keep our bid validity for a period 180 days from the date of opening of Technical Proposal.

We do hereby declare that our organization **has not been de-recognized/blacklisted / debarred** (which is valid as on date of bid submission) by any State Govt./Union Territory/Govt. of India Organization/Govt. Health Institutions.

Signature of the bidder:

Date:

Name & Address of the Firm:

Seal

Notary Signature & Seal

Section-5

Financial Proposal Submission Forms

Fin-1: Covering Letter

(On Bidder's Letter Head)

(To be submitted in Financial Proposal Envelop)

[Location, Date]

To

**The State Mission Director, ABDM
Govt. of Odisha**

Subject: Selection of Agency for Establishment and Running of Program Management Unit (PMU) for ABDM PMU, Odisha.

[FINANCIAL PROPOSAL]

Madam/Sir,

I, the undersigned, offer to provide the consulting services for _____ [Insert title of assignment] in accordance with your Request for Proposal No. _____, Dated: _____. Our attached Financial Proposal is for the sum of _____ **[Insert amount(s) in words and figures*]**.

The above-quoted amount is exclusive of GST. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP Document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **180 days**. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory [In full and initials]:

Name and Designation of Signatory with Date and Seal:

Address of the Bidder:

Fin-2: Financial Proposal

(To be submitted in Financial Proposal Envelop)

Name of the Assignment:					
Sl.	Fee Particulars	Amount in INR			
A		Remuneration of Key Professionals			
Description of Manpower		Qty	Monthly Fees (INR)	Total Monthly Fees (INR)	Total Fees for Three Years
		a	B	c = a x b	d = c x 36
1.	Team Leader - IT	1			
2.	HMIS Manager	2			
3.	MIS / Data Analyst	2			
4.	IEC Expert	1			
5.	CB& Grievance Expert	1			
6.	Project Coordinator	8			
Total Fees of A (d1+d2+d3+d4+d5+d6) exclusive of GST					
B	Service Charge (in % and Amount) (Note: The minimum service charge shall be 3.85% of the Total Fees of A (excluding GST). The service charge should not exceed 7%. If a bidder quote service charge less than 3.85% or more than 7%, it will be treated as non-responsive and shall be disqualified.)				
C	Grand Total (INR) (A+B) excluding GST				
	In Words				
D	GST as applicable as per GST Act @ _____ %, which shall be paid extra		(Note: This GST component shall not be taken into account for evaluation)		

NB:

1. *Bidders shall submit the financial proposal as per the prescribed format given above in both figures and words and signed by the Authorized Representative. In the event of any difference between figures and words, the amount indicated in words shall prevail.*
2. *Taxes will be paid by the tender inviting authority as per the applicable rate under the GST Act from time to time.*

Authorized Signatory [In full & initials]:

Name and Designation with Date & Seal:

Section-6: Annexures

Annexure-I Bid Submission Checklist

Bid Submission Checklist

Sr. No.	Description	Submitted (Yes/No)	Page No.
Technical Proposal (To be furnished in Technical Proposal Envelop)			
1	Filled in Bid Submission Check List (Annexure I)		
2	Covering Letter (TECH 1)		
3	EMD of Rs.20,00,000/- in the form of DD/ Bank Guarantee		
4	Copy of Certificate of Incorporation / Registration of the Bidder		
5	Copy of PAN		
6	Copy of GST Certificate		
7	Copies of IT Returns for the last 3 FYs (2022-23, 2023-24 & 2024-25)		
8	General Details of the Bidder (TECH 2)		
9	Turnover & Net Worth of the bidder (TECH 3) along with all the supportive Documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
10	Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder		
11	List of completed assignments of similar nature (Past Experience Details) (TECH 5), along with the copies of work orders for the respective assignments		
12	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Description of Approach, Methodology & Work Plan (TECH 7)		
15	CV of Key Professionals (TECH 8)		
16	Work Plan (TECH 10)		
FINANCIAL PROPOSAL (To be furnished in Financial Proposal Envelop)			
1	Covering Letter (FIN 1)		
2	Financial Proposal (FIN 2)		

Undertaking:

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets, and each page of both parts is page numbered along with the Index Page.
- All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory [In full & initials]:

Name and Designation with Date & Seal:

Annexure – II Bank Guarantee Form for EMD

Bank Guarantee Form for EMD

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

To

The State Mission Director, ABDM
Govt. of Odisha

Whereas (insert the name of the bidder) (hereinafter called the "Bidder") has submitted its proposal dated (insert date) for the Service of _____ against the RFP (Insert RFP reference number) issued by State Mission Director, ABDM, Govt. of 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 _____ 2026 ____.

The conditions of this obligation are:

If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this Bid.

If the Bidder having been notified of the acceptance of his Bid by the Authority during the period of its validity: -

 Fails or refuses to furnish the performance security for the due performance of the contract.

or

 Fails or refuses to accept/execute the contract. or

 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 _____ [(till the date), 8 months from the date of bid submission] and any demand in respect thereof should reach the Bank not later than the above date.

Our..... branch at..... (Name & Address of thebranch) 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 ourbranch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

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 Performance Bank Guarantee Format

Performance Bank Guarantee Format

[Location, Date]

To,

**The State Mission Director,
ABDM
Govt. of Odisha**

WHEREAS (Name and address of the Consultant) (hereinafter called "the Consultant") has undertaken, in pursuance of RFP no..... dated to undertake the service (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract, the Consultant shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Consultant, 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 consultant 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 grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the consultant 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 thereunder or of any of the contract Documents which may be made between you and the consultant 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 performance bank guarantee shall be valid until the day of..... (month and year),

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

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer.

.....
Seal, name & address of the Bank & Branch

Annexure-IV Categorization of States as per Guidelines of ABDM

Category B States / UTs (Total: 11)	Assam, Chhattisgarh, Delhi, Haryana, Himachal Pradesh, Jammu and Kashmir, Jharkhand, Kerala, Punjab, Telangana, Uttarakhand
Category C States / UTs (Total: 11)	Andhra Pradesh, Bihar, Gujarat, Karnataka, Madhya Pradesh, Maharashtra, Odisha, Rajasthan, Tamil Nadu, Uttar Pradesh, West Bengal