

National Health Mission

**State Health Society
Rajasthan**

Request for Proposal (RFP)

For

**Designing, Development, Supply, Installation,
Commissioning, Management and Maintenance of Online
Software Camp Monitoring System for Mobile Medical
Services Programme in Rajasthan**

Last date and time for submission of Proposal: - **27.12.2017 pm on 03:00 PM**

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Disclaimer

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

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

No. F.18(20)/NHM/MMU & MMV/Camp Plan/

Date: / /2017

INVITATION OF REQUEST FOR PROPOSAL (RFP)

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for “**Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan**”. For implementation of this project Request for Proposal (RFP) is invited from eligible private sector/non-Government entities who intend to professionally manage and implement the program. The RFP is being floated from Rajasthan State Health Society and the selection of the service provider at state level shall be done by the committee constituted under the Chairmanship of Joint Secretary, NHM. All details related to this RFP can be viewed and downloaded from departmental website www.rajswasthya.nic.in and <http://sppp.rajasthan.gov.in>. RFP document can also be seen website www.dipr.rajasthan.gov.in. Proposals shall be submitted at the office of Joint Secretary, (NHM), Room No. C-305, 2nd Floor, NHM Block, Swasthya Bhawan, C-Scheme, Tilak Marg, Jaipur - 302005.

Start date and time for downloading RFP document	Last date and time for downloading the RFP document	Last date and time for submission of proposals	Date and time for opening of technical proposals.
12/12/2017 Tuesday at 2:00 pm	27/12/2017 Wednesday at 2:00 pm	27/12/2017 Wednesday at 3:00 pm	28/12/2017 Thursday at 04:00 pm

Tender Fee of Rs. 1,000/- and Bid Security Rs. 10,000/-. Tender fees for the document downloaded from website shall be deposited by the bidders separately as applicable by way of DD/Banker's cheque in favor of **Rajasthan State Health Society** payable at Jaipur before the last date and time prescribed for submission of bids. Tender Fees and Bid Security will be deposited physically at the office of Joint Secretary (NHM). **Estimated cost of the RFP is INR 5.00 Lacs.**

Mission Director, NHM

Part-A2

Project Profile

1. Name of the Project

Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan.

2. Objectives

The key objectives to be achieved through this project are:

- Better monitoring of camps, GPS tracking, Consultation, Investigations, payments, penalties etc under the project namely “Camp Monitoring System “
- Better delivery of healthcare services through Mobile Medical Unit (MMU) and Mobile Medical Van (MMV).
- Improvement in services of Mobile Medical Services to deliver healthcare services to patients and to enhance the quality of patient care during Mobile Medical Unit (MMU) and Mobile Medical Van (MMV) camps.
- Computerization of various modules like camp schedule, camps held, consultation, investigations, payment, reports etc. for better monitoring, management, planning and decision-making by the respective CMHOs/ Stake holders.

3. Project Authority

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

4. Brief Description of the Project

- Total project period (duration) would be 2 years.
- With the objective to take health care to the doorstep of the public in the rural areas, especially in underserved areas Medical Mobile Units and Vans are procured in state.
- Rajasthan have tribal, desert and several outreach areas where health services are far away from the poor families especially from women and children. To take care the problem, one prestigious programme namely National Mobile Medical Unit was implemented the state. All people of any category residing in the outreach areas or villages would be the targeted beneficiaries. **The scheme was commenced in the year 2008-2009.** Totally free medical services including investigations and medicine distribution are provided to the beneficiaries during the planned camps.
- It is envisaged that the reports and information generated by the system would assist in better monitoring, planning and decision-making and simultaneously simplify the various modules/ sections of the health institutions.
- A robust “Camp Monitoring System” will assist the stack holder for better management and monitoring of Mobile Medical Services.
- Camps to be scheduled = 20 camps per vehicle per month. Approximately 100 patients per camp would be consulted, means $20 \times 208 = 4160$ is the min transactions.

5. Scope of Services

1. The overall scope is Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan.
2. The successful bidder shall Design, Develop, Supply, Commission, Configure, Test, Implement, Manage and Maintain the online software (integrated with SMS services) on central server for various modules like camp schedule, camps held, consultation, investigations, payment, with online submission of invoices, updation of applicable penalties, consolidation and generation of dashboard and various analytical reports.
3. The successful bidder shall design and develop an **Integrated Inspection Mobile App** for inspection of MMU/MMV camps and Vehicles. The inspection shall be undertaken on a prescribed checklist given by NHM. Regular inspections shall



**MOBILE APPLICATION
FOR INSPECTION
OFFICERS**

Mobile Application
For inspecting Officers Short Fall

1. Poor General cleanliness	YES	NO
2. Hygienic storage of Medical/ non-medical consumables	YES	NO
3. Non availability of Medical/ non-medical consumables	YES	NO
4. Non functioning of any Equipments	YES	NO
5. Maintenance of record, vehicle	YES	NO
6. Non functioning of Air- conditioning	YES	NO

Submit

be undertaken by the district authorities based on mobile application and report of the said inspection will be sent to the district and state authorities. There shall be one state/ district level dashboard showing state/ district wide inspection report along with outcomes. Following are tentative features of mobile app: -

- (i) Capturing of GPS location capture
 - (ii) App should be worked in offline mode also.
 - (iii) Inspection report submitted through mobile app should be available on CMS (Camp Monitoring System) web app.
4. The bidder shall provide help desk number to extend necessary support and recording complaints related to operations of web and mobile application. All complaints should be resolved to the satisfaction of client. If the complaint is still not resolved the client reserves the right to terminate the contract.
5. The successful bidder shall provide operational training to the identified officers/ staff/ stake holders at State/ District and shall advice the minimum software, hardware, network infrastructure, internet connectivity etc. Dearness Allowance at Rs. 1000/- per day and Travelling Fare (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder and Training expenditure (from nearest district of the state) will be borne by the State/ District NHM/ Service Provide MMU/MMV.
6. Major modules to be covered under the system are as follows:-
- A. Masters:-
- (i) District Master
 - (ii) Block Master
 - (iii) Village Master
 - (iv) Health Institute Master (Medical College, District Hospital, Sub-Division Hospital, Community Health Centre, Primary Health Centre, Sub Centre) *for referral purposes.*
 - (v) Vehicle Master (Registration details, Service Provider, Photographs of vehicle etc.)
 - (vi) Vehicle Base Location Master
 - (vii) Agency/ Service Providers of MMU/MMV Master
 - (viii) Employee Master (Driver, Doctor, Paramedic Staff etc.)
- B. Camp Planning: - camp date, location etc.
- (i) Unique Camp ID
 - (ii) Camp Planner (quarterly camp plan) camp plan must be submitted in advance
 - (iii) Rescheduling of Camp Plan (on request and prior to camp date) (max limit allowed 3 camps)
 - (iv) Approver window if rescheduled (by BCMO/CMHO office)
- C. Camp Held Status/Camp Details:-
- (i) Camp Held Summary (location and brief details)
 - (ii) Patients Details
 - (iii) Consultation Details
 - (iv) Disease details
 - (v) Lab test details

(vi) Photographs of location, IEC, Patients etc.

D. Payment module: -

(i) Service Provider (Name)

- a) Submit invoice (for 34 offices along with upload scanned copy)
- b) Verify invoice (after verification of invoice - lock it)
- c) Print invoice details (for a particular Month/ Year; District - Anyone/ All)

(ii) CMHO

- a) Open invoice and update penalties (apply vehicle wise penalties)
- b) Verify penalties (after verification of penalties - lock it)
- c) Print invoice details along with penalties (for a particular Month/ Year)
- d) Generate sanction order

(iii) State

- a) Print invoice details along with penalties (for a particular Month/ Year; District – Anyone/ All)
- b) Download data (for Month/ Year – Anyone/ All; District – Anyone/ All)
- c) Payment Details: Vehicle wise

E. Uploading of orders by state

- (i) Upload (Date, Subject, Issued by, Remarks)
- (ii) View (Date, Subject, Issued by, Remarks)

F. Search: -

- (i) Various master parameters
- (ii) Camp Wise (Unique ID)
- (iii) District / Block / Village / Vehicle wise
- (iv) Disease / Consultation / Lab test / no of patient wise
- (v) Service Provider wise
- (vi) Vehicle Wise

G. Reports & Analysis (downloadable in MS Excel and PDF): -

- (i) Camp status report
- (ii) District/Block/ village wise progress report
- (iii) Disease / Consultation / Lab test / no of patient wise report
- (iv) GPS tracking based camp timings report

H. User Management: -

- (i) Admin
- (ii) State
- (iii) Report Viewer (State, District, Block)
- (iv) GPS Tracking (state user)
- (v) District
- (vi) Block
- (vii) Service Provider

I. Feedback

- (i) Feedback Type (Suggestion/ Query/ Problem)
- (ii) Detail
- (iii) Attachment (PDF only)
- (iv) Reply (It should be available to Admin for updation of response/ reply)

J. Photo gallery

K. Home Page:

- (i) About MMU/MMV
- (ii) Guidelines
- (iii) Login
- (iv) Circulars/ Office Orders
- (v) Contact Us

L. Other Modules as per the requirements

7. The successful bidder shall provide support in operations of Camp Monitoring System during the project period.
8. The successful bidder shall store the data at central server managed by the bidder. It will be the responsibility of the bidder to provide consolidated monthly data backup to State Hq and same should be kept safe also with themselves. The storage media in the form of External Hard Disk Drive/ DVD/ CD/ Pen Drive shall be provided by the State Hq.
9. The successful bidder should provide remote support through dedicated email, telephone/ mobile number and manpower. In case, it is requested by the district/ service provider to visit the District Hq (within the state) then Dearness Allowance at Rs. 1000/- per day and travelling fare (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder will be borne by the concerned CMHO/ service provider (MMU/MMV).
10. The successful bidder shall prepare all necessary user manual, power point presentation and documentation for the project.
11. All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, Antivirus, Intrusion Software, Security Audit, SMS Services etc required for central server shall be used by the successful bidder of its own.
12. It would be the responsibility of the successful bidder to use high end capacity server hardware, software, bandwidth connectivity and security of software etc to provide the quality service required by the NHM.
13. The Intellectual Property Rights (IPR) of online software designed, developed, license etc created for the NHM would be the property of the NHM and transferable to NHM at the end of this Project.
14. It would be the full responsibility of the successful bidder to provide complete backup of all Developed/ Used Application Software (latest & updated version) and whole Database of the complete project period. Successful Bidder would also provide support in transfer and installation of Developed Application & Complete Database on the Servers of NHM owned Data Center and makes it fully operational without any extra cost/ charges.
15. It would be the responsibility of the successful bidder to provide complete backup of Application Software & Data backup of complete project period at State Level on external HDD at the end of the project. The storage media shall be provided by the State Hq.

6. TECHNICAL COMPLIANCE

General Technical Requirements

1. NHM intends to install and establish “Camp Monitoring System” accessible at State/ District/ Block.
2. Proposed system shall have the dashboard for various levels State/ District/ Block.
3. Proposed system shall have provision to capture the details of vehicle, photographs, camp plan, invoice, payment, penalties etc.
4. Proposed system shall have ability to generate the various analytical reports, graphical reports, etc which is downloadable in MS Excel and PDF format.
5. Proposed system must have ability to consolidate the information, so that the same would be available online in the form of dashboard, graphs and reports etc.
6. The solution shall preferably be built with open source technology and inter-operable. All display should be in English or Hindi language.
7. As per the industry standard User Authentication System and User Roles framework, as the users are located across the various locations/ levels in the state.
8. The system shall support multiple concurrent user queries/ transactions.

Access, Roles and Users

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

Reporting Features

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

Sample reports:

1. Master Reports
2. Month wise District wise (Camp held status, patient visited, GPS, Lab test, Invoice, Penalty, Payment) Register/ Statistics/ Summary

3. Login Trail (All/ Selection based)
4. Dash board for various indicators (Camp held status, patient visited, GPS, Lab test, Invoice, Penalty, Payment).
5. Other District/ State ... Register/ Statistics/ Summary
6. Reports should be exportable/ downloadable in MS Excel/ PDF format
7. Any other report as and when required/desired by NHM.

Details of Operations

1. Operations at State HQ and CMHO office level for desired reports, monitoring and analyzing the reports would be done by designated officials/ staff/ employees. But support in operations would be provided by the successful bidder.
2. The responsibilities of the successful bidder include, but not limited to:
 - a. Keeping a watch on the health of the system to ensure minimum downtime of each of the components and to keep sufficient reserve stock of hardware devices.
 - b. Maintaining and upgrading the software components of the system.
 - c. Conduct server and database maintenance activities at central server in a scheduled manner and during off-peak hours (preferably on Saturday/ Sunday or Holiday with prior permission and information display on web-portal)
 - d. Informing concerned staff in case of any component failure.

Documentation

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

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

Training of Users

1. The selected bidder shall provide training to system users to efficiently use the system.
2. The number of people to be trained would be specified by NHM well before the training schedule starts.

3. Training needs to be conducted based on a requisite mix of theory & practical operational sessions. The trainings should be conducted in Hindi/English.
4. Dearness Allowance at Rs. 1000/- per day and Travelling Fare (by RSRTC - Express Bus Service Type or by Indian Railways - Sleeper Class) to the successful bidder and Training expenditure will be borne by the CMHO/ State NHM/ Service Provider (MMU/MMV).

Roles & Responsibilities of CMHO/ State HQ/ NHM

1. System readiness e.g. availability of operational manpower/ staff/ computer operators, Computers, Printers, UPS/ Inverter for backup, Printing Stationary, Printing Cartridges, Internet Connectivity Broadband/ Data card, LAN, Network Switches, Electricity, Electric Points, Security of Counters, Computer Table, Computer Chair, Minor Civil Works/ Renovation of Counters, Maintenance of computer hardware, Refilling of printing cartridges.
2. All arrangements to impart training.

7. Project Implementation Plan

SNo.	Activity	Timeline
	Phase-I	
1.	Project Start	T1 (within 3 days of award of contract)
2.	Application designing, development, testing and user acceptance testing. <u>Installation and configuration of system</u> Preparation and submission of training manual, user manual etc.	T2 = T1 + 45 days
	Phase-II	
3.	Training of staff at State HQ and Go-Live of software.	T3 = T2 + 15 days
4.	After Go-Live, smooth operations of software	T1 + 2 years

Note: The time line to Go-Live the project is 45 days from the award and acceptance of the tender. However, the awardee may complete the phases before the above stated timeline.

Part-A3

Information and instructions to the bidders

1. Eligibility Criteria:

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

SNo.	Eligibility Criteria
1	<p>Registration of the Bidder:</p> <p>The bidder should be registered sole proprietor firm/ registered partnership firm/ registered company under Companies Act/ registered society under the Societies Registration Act or their state counterparts. Three years registration at the time of submission of proposal.</p>
2.	<p>Experience in implementation and management of such projects/ schemes:</p> <p>Minimum two years of experience in designing, development & implementation of Information Systems in Health Programmes. The work-orders and/or any other supporting documents/experience certificates issued by the competent authority of the client pertaining to such works done satisfactorily during the period should be provided in the specified format provided at Annexure-I.</p> <p>The bidder must have (on its roll) minimum 5 technically qualified professionals in Software Development/ Networking/ Integration/ R&D/ Production/ Maintenance at least since last 12 months, who have the experience in similar nature of projects. <i>Certificate from Bidder's HR has to be submitted. Work orders and a certificate regarding "Project has been successfully and satisfactorily executed" from client should be submitted along with the bid.</i></p>
3.	<p>Financial Soundness/Stability:</p> <p>A proposal may come from a single entity having the minimum average annual turnover of Rs. 10 lacs in last two financial years (2015-16, 2016-17). The bidder must attach certified copy of audited accounts along with IT returns of respective years as supporting documents. Un-audited accounts will not be considered.</p>
4	<p>An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder has not been blacklisted in the past by any of the State Governments/ Procuring Entity across the country or Government of India and that it will not form any coalition with the other bidder.</p>

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

2. **Declarations:**

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

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

Annexure B: Declaration by the bidder regarding qualifications.

3. **Evaluation of the Proposals**

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

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

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

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

5. **(A) Technical Part**

Technical Proposal should contain-

- a) Covering Letter and Application Form.
- b) DD/ Banker's Cheque issued by scheduled bank submitted physically towards cost of document and as Bid Security amounting to Rs. 10000/- in the form of Banker's Cheque/ Demand Draft in favor of "**Rajasthan State Health Society**" payable at Jaipur.
- c) RFP document with all papers duly signed and stamped along with originally filled RFP with page number on each page. **Documents should be properly filed.**
- d) All supporting documents and information with respect to the eligibility criteria and evaluation of the proposal. Photocopies of the supporting documents shall be duly self attested.
- e) Well organized proposal (in a sequential manner having index in starting mentioning contents with page number) duly page numbered and each page signed and stamped by the authorized signatory of the bidder. Bidder may refer to the checklist **Annexure C** for submission of proposal before submission.
- f) All required annexure are mentioned in this document.

(B) Financial Proposal:-

Financial proposal should be submitted at Office of Joint Secretary, NHM. The Bidder has to submit the financial proposal in the format provided in the Annexure which will include complete project plan for Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan for the complete contract period. **Total contract period would be 2 years.** The rates quoted shall be inclusive of GST and all other charges etc.

6. Validity of the Proposal

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

7. Modification/withdrawal of the Proposal:

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

8. The bidders should note the following

- a) That the incomplete RFP in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- b) Strict adherence to formats, wherever specified, is required.
- c) All communication and information should be provided in writing.
- d) No change in/or supplementary information shall be accepted once the RFP is submitted. However, Project Authority reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by Project Authority may be a ground for rejecting the RFP.
- e) The RFP shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, NHM reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
- f) The Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter

submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the firm.

- g) Mere submission of information does not entitle the Bidder to meet an eligibility criterion. Committee constituted under the Chairmanship of Joint Secretary, NHM reserves the right to vet and verify any or all information submitted by the Bidder.
- h) If any claim made or information provided by the Bidder in the RFP or any information provided by the Bidder in response to any subsequent query by, is found to be incorrect or is a material misrepresentation of facts, then the RFP will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of Committee constituted under the Chairmanship of Joint Secretary, NHM, if satisfied.
- i) The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

9. Time Schedule for submission of the Proposal:

Time & date for submission of the RFP	as per the details given in Part-A1
Time & date for opening of Technical Proposal	as per the details given in Part-A1
Time & date for opening of Financial Proposal	It will be informed to the qualified bidders.
Period for signing contract	Within 3 days from date of issue of award.

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

10. Grievance Redressal during the RFP Process:-

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

13. Non-Transferrable RFP:-

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

14. Payment terms:-

- 1. Phase wise payments as per Annexure-E**

Part-A4

TERMS OF REFERENCE

1. Expected Outcomes:

Operational Aspects

1. Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software “Camp Monitoring System” for Mobile Medical Services Programme in Rajasthan.
2. Maintain the software at the central server for consolidation and generation of dashboard and various analytical reports through online web-portal.
3. Computerization of various payment and report modules for better monitoring, management, planning and decision-making by the respective CMHO/ Stake holders.

2. Responsibilities of the Bidder:

- 1) Implementation of the project as per terms and conditions of the agreement in the State of Rajasthan.
- 2) Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.
- 3) Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software “Camp Monitoring System” for Mobile Medical Services Programme in Rajasthan.
- 4) Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices. Observance sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the NHM and shall all times support and safeguard the NHM’s legitimate interests in any dealing with the contracts, sub-contracts and third parties.
- 5) Shall not accept for his own benefit any user charges, commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.
- 6) Required to observe the highest standard of ethics and shall not use ‘corrupt/fraudulent practice’. For the purpose of this provision, ‘corrupt practice’ means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of

the project and 'fraudulent practice' means miss-representation of facts in order to influence implementation process of the project in detriment of the NHM.

- 7) Adherence to the mutually agreed time schedules. Strict adherence to the stipulated time schedules for various activities.
- 8) Ensuring proper and timely monitoring and management of the services.
- 9) Under any circumstances, the Bidder shall not entrust/sublet to any one contract or mission of the NHM.
- 10) Ensure proper service delivery as per the guidelines laid down by the NHM. 24x7 Central Data Server for consolidation (repository) and to generate various dashboard, analytical reports to assist in decision making. To submit various reports and information within the stipulated timeframe as desired by the National Health Mission.

3. Responsibility of Government.

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

4. Commencement and duration of the project:

Duration of the project will be for 2 years (**extendable for one year as mutually agreed by both parties**) from the date of commencement. Date of commencement shall be the date of signing the agreement.

5. Bid Security & Performance Security:

The bidder shall deposit Bid Security amounting to Rs. 10000/- in form of DD/Banker's Cheque of scheduled bank in favour of "**Rajasthan State Health Society**" payable at Jaipur along with the bid.

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

The bidder whose proposal is accepted and award issued shall have to deposit Performance Security within 5 days of award of contract, of 5% of work-order amount in the form of DD/Banker's Cheque

of scheduled bank in favour of “**Rajasthan State Health Society**” payable at Jaipur. Amount of Bid Security can be adjusted into the Performance Security.

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

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

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

6. Operational Parameters and LD/ Compensation/Penalties:

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

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Commencement of the service	Within 45 days from signing of the agreement.	@ Rs 500/- per day after 46 days from the signing of the agreement.
2.	Server down-time per month	>= 3% and above >= 2% and < 3% >= 1% and < 2% < 1% and below	Rs. 3000/- Rs. 2000/- Rs. 1000/- Nil
3.	Submission of report as per CRF (Change Request Form)	Within 15 days	@ Rs 100/- per day after 16 th day from CRF/ letter date.

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

7. Force Majeure:

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

8. Termination/Suspension of the agreement:

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

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

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

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

9. Additional Conditions of the contract:

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

10. Saving Clause:

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

11. Settlement of disputes:

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

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

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

13. Award of contract and execution of agreement

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

14. Jurisdiction of Courts:

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

Indicative process flow

Tentative steps for Camp Monitoring System (CMS)

1. All related master data will be incorporated in the software like district, block, village, service provider agency, vehicle (MMU/MMV), base location of vehicle, lab investigation, complaints (identification of disease) etc.
2. Each vehicle camp plan/ schedule will be prepared using master details before month start. Camp plan window will be closed on three days prior of previous month. (eg: Camp plan for the month December 2017 shall be submitted on or before 27th of November 2017, after that data will be freeze).
3. Freezed camp plan will be reflected to district and district has to authorize camp plan and freeze before 30th of previous month. Freezed camp plan will be reflected to state
4. Camp plan postponed/ rescheduled option with proper advanced approval mechanism with limited to maximum number of 3 camps postponed for each vehicle.
5. GPS tracking of camps will be done at state level and data of GPS tracking will be fed in the software.
6. Details of each camp will be feed by service provider at the end of each camp. Scanned copy may attached as and when required.
7. Monthly report will be generated by software as per input.
8. Invoice will be submitted by the service provider along with the signed and stamped scanned copy of invoice/ bills and other desired documents/ information.
9. Invoice will be submitted by the service provider at the respective districts along with the desired documents.
10. Online payment will be monitored through this system.
- 11. Tentative reporting formats are mentioned at Annexure - H**

Financial Proposal (BoQ)

Camp Monitoring System (CMS) for Mobile Medical Services

Below given cost will include Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software **Camp Monitoring System** for Mobile Medical Services Programme in Rajasthan for the period of 2 years. Total contract period would be of 2 years.

Sr. No.	Description of items	** Cost in (Indian Rupees)
1.	Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan for ~ 208 MMU (58)/ MMV (150)	Rs. ----- (Rupees ----- ----- only)

Note: ** The rates quoted shall be inclusive of GST and all other charges etc.

Place:

Date:

Signature of the authorized signatory
Name, Designation and official seal

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

Any person participating in a procurement process shall-

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

Conflict of Interest:-

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

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

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

For and on behalf of

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

Annexure B: Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

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

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

Date:
Place:

Signature of bidder
Name:
Designation:
Address:

Annexure-C

Checklist for submission of proposal

1. Cover Letter (Annexure H)	Yes	No	Page No.
2. Proposal format for Organization (Annexure K)	Yes	No	Page No.
3. Certificate of Registration	Yes	No	Page No.
4. Audited Balance Sheets	Yes	No	Page No.
5. Experience Certificates	Yes	No	Page No.
6. Tender Fees, Processing Fees and Bid Security	Yes	No	Page No.
7. Affidavit that the bidder has not been blacklisted (as mentioned in eligibility criteria)	Yes	No	Page No.
8. All Annexure	Yes	No	Page No.
9. Technical Part	Yes	No	Page No.
10. Financial Part	Yes	No	Page No.
11. Certificate regarding "Project has been successfully & satisfactorily executed" from client.	Yes	No	Page No.
12. Certificate from Bidder's HR	Yes	No	Page No.

Annexure D: Grievance redressal

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

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

(1) Filing an appeal

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

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

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

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

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

(4) Appeal not to lie in certain cases

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

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

(5) Form of Appeal

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

(6) Fee for filing appeal

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

(7) Procedure for disposal of appeal

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

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

For and on behalf of

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

FORM No. 1
[See rule 83]
Memorandum of Appeal under the Rajasthan
Transparency in Public Procurement Act, 2012

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

1. Particulars of appellant:
 - i. Name of the appellant:
 - ii. Official address, if any:
 - iii. Residential address:
2. Name and address of the respondent (s):
 - i.
 - ii.
 - iii.
3. Number and date of the order appealed against and name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative.
5. Number of affidavits and documents enclosed with the appeal:
6. Grounds of appeal:.....
 (Supported by an affidavit)
7. Prayer:.....

Place.....
 Date.....

Appellant's Signature

ANNEXURE – E
Details of phase wise payment

Phase 1: 20% of payment will be released after designing, development, supply, installation and commissioning of software (after 15 days)

Phase 2: 20% of payments will be released after 6 months of Go-Live.

Phase 3: 20% of payments will be released after 12 months of Go-Live.

Phase 4: 20% of payments will be released after 18 months of Go-Live.

Phase 5: Remaining 20% of payment will be released after 24 months of Go-Live.

Annexure F: Additional Conditions of Contract

1. Correction of arithmetical errors

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

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

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

2. Procuring Entity's Right to Vary Quantities

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

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

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

For and on behalf of

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

Annexure-G

Format of the Covering Letter

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

Date:

Place:

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

Dear Sir,

Sub: Selection of a Bidder for Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan.

Please find enclosed 2 (two) copies (one original and one duplicate) of our "Request for Proposal" (RFP) in response to the issuance of RFP by NHM for Selection of a Bidder for Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan. We hereby confirm the following:

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

For and on behalf of

Signature (with seal)

(Authorised Representative/ Signatory)

Name of the Person.....

Designation.....

(Kindly attach the authorization letter)

Annexure-H

(Reporting formats not limited to following formats only)

Format-1

National Health Mission, Rajasthan Vehicle wise monthly report For the month – Month-Year

Mobile Medical Unit

Name of Service Provider.....						Name of District.....				Month.....			
										Medicines Staff and equipments			
Registration Number of MMU	Camps held (Against target of 20 camps/month)	Patient Attended			Total	No of Cases Referred			Total	No. of Patients distributed the medicines	Type and number of medicines which were short	No of camps where Staff Strength was complete	Number of camps with all proposed equipments functioning
		Male	Female	Children		Male	Female	Children					
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Mobile Medical Unit

Name of Service Provider.....						Name of District.....				Month.....								
Investigation Details																		
Registration Number of MMU	Camps held (Against target of 20 camps/month)	No. of lab test conducted							ECG	X-ray	Identification of				Pregnancy related		Others	Malnutrition
		Sputum for AFB	Urine		HIV/AIDS	Blood		Total			Malaria	TB cases on basis of X-Ray	Leprosy Cases	Blindness Cases	ANC	PNC		
			Albumin	Sugar		Hb	Blood Sugar											
15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33

Format-2
National Health Mission, Rajasthan
Vehicle wise monthly report
For the month – Month-Year

Mobile Medical Van

Name of Service Provider.....						Name of District.....				Month.....			
Camp, Staff and patient details										Medicines Staff and equipments			
Registration Number of MMV	Camp held against a target of 20 camps/month /MMV	Patients Attended				No of Cases Referred				No. of Patients distributed the medicine	Type and number of medicines which were short	No of camps where Staff Strength was complete	Number of camps with all proposed equipments functioning
		Male	Female	Children	Total	Male	Female	Children	Total				
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Mobile Medical Van

Name of Service Provider.....						Name of District.....						Month.....			
Investigation Details															
Registration Number of MMV	Camp held against a target of 20 camps/month /MMV	No of Lab Test Conducted					Identification of (clinically)					Others	Malnutrition	Pregnancy related	
		Urine	Blood		Others (BP weight etc.)	Total	Malaria	TB	Leprosy	Blindness Cases	ANC			PNC	
			Hb	Blood Sugar											
15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	

Format-3

Format for Camp Plan to be filled in English

Sr. No.	District	Agency	Block	Base Location	Registration No of Vechicle	Type of Vehicle MMU/MMV	Name of Driver	Mobile no of Driver	Name of Doctor	Mobile No of Doctor
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Continued

Scheduled Camp Place/Location on date														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Continued

16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Format-4

**National Health Mission, Rajasthan
Summary of Camp Plan/ Schedule - District wise/ Vehicle wise
For the month – Month-Year**

Sr. No.	District	Agency	Block	Base Location	Registration No of Vechicle	Type of Vehicle MMU/MMV	1	2	3	4
---------	----------	--------	-------	---------------	-----------------------------	-------------------------	---	---	---	---

Sr. No.	District	Agency	Block	Base Location	Registration No of Vechicle	Type of Vehicle MMU/MMV	1	2	3	4	5	6	7	8	9	10	11	12
							C	C	C	C	C	C	C	CNR	C	C	C	C

13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	TOTAL CAMP PLANNED
C	C	C	C	C	C	C	C	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	20

**Note: C: Camp Scheduled
NC: No Camp Scheduled
CNR: Camp Plan not Received/ Submitted**

Format-5
National Health Mission, Rajasthan
GPS Monitoring Report - District wise/ Vehicle wise
For the month – Month-Year

SNo	District Name	Agency	Block Name/ Base Location	Vehicle Registration No.	Scheduled camp place/ location	GPS signal Yes/ No
-----	---------------	--------	------------------------------	-----------------------------	-----------------------------------	--------------------------

Start signal time	Camp reaching time	Camp leaving time	END SIGNAL TIME	Camp Duration	Remarks	Date
-------------------------	--------------------------	-------------------------	-----------------------	------------------	---------	------

Format-6
National Health Mission, Rajasthan
Agency wise Camp Duration wise no. of Tracked Camps
For the month – Month-Year

Name of Agencies	No of camp Scheduled	Total Camp Tracked	More Than 5 Hrs	Less Than 5 Hrs	% of Camp Tracked
Agency 1					
Agency 2					
Agency 3					
...					
Agency n					
Total					

Format-7
National Health Mission, Rajasthan
Month wise no. of vehicles doing camps
For the month – Month-Year

Months	No of Vehicle	81 – 100% camps held	61-80 % camps held	41-60 % camps held	21-40 % camps held	0 -20 % camps held	CNR (Camp Plan Not Received)
Month 1							
Month 2							
....							
Month n							
Grand Total							

Format-8
National Health Mission, Rajasthan
Summary of invoice amount, penalty amount, total amount - District wise
For the month – Month-Year

1	2	3	4	5	6	7
SNo.	District Name	Invoice No. & Date	Invoice Amount	Penalty Amount	Total Amount (6=4-5)	Remarks
Total (In Rs.)						

Format-9
National Health Mission, Rajasthan
Summary of invoice amount, penalty amount, total amount - Vehicle wise
For the month – Month-Year

1	2	3	4	5	6	7	8	9
SNo.	District Name	Vehicle type	Vehicle No.	Invoice No. & Date	Invoice Amount	Penalty Amount	Total Amount (6=4-5)	Remarks
Total (In Rs.)								

Format-10
National Health Mission, Rajasthan
Summary of penalty amount – District wise Penalty wise
For the month – Month-Year

1	2	3	4	5	6	7	8
SNo.	District Name	Penalty-1 Amount	Penalty-2 Amount	Penalty-3 Amount	Penalty-N Amount	Total Amount	Remarks
Total (In Rs.)							

Format-11
National Health Mission, Rajasthan
Summary of penalty amount – District wise Vehicle wise Penalty wise
For the month – Month-Year

1	2	3	4	5	6	7	8	9	10
SNo.	District Name	Vehicle type	Vehicle No.	Penalty-1 Amount	Penalty-2 Amount	Penalty-3 Amount	Penalty-N Amount	Total Amount	Remarks
Total (In Rs.)									

Annexure- I
(Experience details)

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

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

Annexure-J

Proposal format for organization

Selection A: Organization Profile

1. Name of the Organization:

2. Registered Address:

DISTRICT PIN:

Tel: Fax:

Email:

Website (if any):

3. Postal Address:

DISTRICT PIN:

Tel: Fax:

Email:

4. Legal Status:

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

5. Bank Details:

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

6. Details of the Contact Person:

Name:

Designation:

Contact No:

E-mail:

Section B: Operational Background

1. No. of similar Project/ Programmes implemented:

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

2. Staff Details (Kindly provide the details of 3 key positions in the organization)

Name of Staff	Position	Qualification	Working since

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

Section C: Proposal for Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software Camp Monitoring System for Mobile Medical Services Programme in Rajasthan.

- Technical proposal

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

- Copy of Memorandum and Rules if registered under Society Registration Act.
- Annual Report of last one year
- Audited Accounts of last 3 Years.
- Legal Status of the society-Copy of Registration Certificate
- Copy of PAN/TAN Number
- Copy of Latest Income Tax Return File
- Copy of GST No.
- Any other document relevant to the proposal.

Annexure-K

Contact Details of Agency/ Service Provider (MMU/MMV)

S.No.	Service Provider	Full Name	Address	Contact No.	Email ID	MMU	MMV	Total	District (in no.)
1	ACS	Akshansh Consultancy Services Pvt.ltd	206, Ganesh Tower, Vaishali Nagar, Jaipur	7726864715	acsplco@gmail.com	10	27	37	Barmer, Jaisalmer, Jalore, Jodhpur, Sirohi, Tonk (6)
2	AENTGH	Adinath ENT General Hospital	B-102 A, Uday Marg, Tilak Nagar, Jaipur	9414593379	hospitaladinath@gmail.com	1	7	8	Sikar (1)
3	AOES	Acedemy of Education and Society Sansthan	Near Chouth Mata Mandir, Nagar Palika Colony, Baran - 325205	9413354441 07435-231846	sandeepaoes@yahoo.com	1	2	3	Kota (1)
4	CEWS	Chitransh Education & Welfare Society	14/236, Kaveri Path Mansorover, Jaipur	0141-4054831	cews95@gmail.com	1	2	3	Dausa (1)
5	MPS	Maharana Pratap Adhyan Evam Jan Kalyan Sansthan	C-158, Bahubali Path, Janpath Shyam Nagar, Jaipur	9829793790	mpsansthan@yahoo.com	2	1	3	Jaipur-2 (1)
6	MVASS	Maru Vikas Evam Shodh Sansthan	Ward no.4 post box. Nokha, Bikaner	9413105011	maruvikas_1234@yahoo.com/ info@maruvikas.org	1	4	5	Hanumangarh (1)
7	NSS	Navjeevan Sewa Sansthan	Bypass Road, Opposite RSEB GSS Raniwada, Jalore-343040	9414129207	navjeevansevasansthan@gmail.com	9	35	44	Banswara, Bikaner, Churu, Jhunjhunu, Pali Pratapgarh (6)

8	PCBT	Parmatma Chandra Bhandri Trust	C-83, Kamla Nehru Nagar, 1st Extension, Jodhpur-342008	9414145431	pcbtrust2001@gmail.com	15	52	67	Ajmer, Alwar, Bhilwara, Chittorgarh, Dungarpur, Nagaur, Rajsamand, Udaipur (8)
9	PSMRI	Piramal Swasthya Management evam Research Institute	G.K./Classics 3rd, 4th & 5th Floors, 8-3-990, Plot no.120, Srinagar Colony, Hyderabad-500073	9929595318	pankajmathur@piramalswasthya.org	1	5	6	Sriganganagar (1)
10	RJHRC	Raj Jindal Hospital & Research Centre Pvt.ltd	SPM Nagar, Bharatpur	8890152906	rjhospital@gmail.com	5	4	9	Bharatpur, Dholpur(2)
11	RMRS	Rajasthan Medicare Relief Society	Concerned District CMHO			10	10	20	Baran, Bundi, Jaipur-1, Karauli, Sawai Madhopur (5)
12	SVHAK	Sanjeevani Vyas Hospital Anusandhan Kendra Pvt Ltd	NH-12, Jhalrapatan Road, Jhalawar-326001	9001996974 07432-234600	sanjeevani.jhr@gmail.com	2	1	3	Jhalawar (1)
TOTAL						58	150	208	34

MASTER DETAILS OF MMU/MMV SERVICE PROVIDERS

S.NO.	DISTRICT	SERVICE PROVIDER	MMU	MMV	TOTAL
1	AJMER	PCBT	3	5	8
2	ALWAR	PCBT	3	9	12
3	BANSWARA	NSS	4	4	8
4	BARAN	RMRS	2	3	5
5	BARMER	ACS	3	6	9
6	BHARATPUR	RJHRS	3	2	5
7	BHILWARA	PCBT	1	6	7
8	BIKANER	NSS	2	4	6
9	BUNDI	RMRS	1	2	3
10	CHITTORGARH	PCBT	2	5	7
11	CHURU	NSS	2	5	7
12	DAUSA	CEWS	1	2	3
13	DHOLPUR	RJHRS	2	2	4
14	DUNGARPUR	PCBT	2	3	5
15	GANGANAGAR	PSMRI	1	5	6
16	HANUMANGARH	MVESS	1	4	5
17	JAIPUR-1	RMRS	2	1	3
18	JAIPUR-2	MPS	2	1	3
19	JAISALMER	ACS	2	1	3
20	JALORE	ACS	1	7	8
21	JHALAWAR	SVHAK	2	1	3
22	JHUNJHUNU	NSS	0	8	8
23	JODHPUR	ACS	1	8	9
24	KARALI	RMRS	3	2	5
25	KOTA	AOES	1	2	3
26	NAGOUR	PCBT	0	12	12
27	PALI	NSS	0	10	10
28	PRATAPGARH	NSS	1	4	5
29	RAJSAMAND	PCBT	1	3	4
30	SAWAI MADHOPUR	RMRS	2	2	4
31	SIKAR	AENTGH	1	7	8
32	SIROHI	ACS	2	2	4
33	TONK	ACS	1	3	4
34	UDAIPUR	PCBT	3	9	12
TOTAL			58	150	208

For more information, please contact

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