



**Government of Rajasthan**  
**National Health Mission, Rajasthan**  
**Department of Medical, Health & FW, Swasthya Bhawan, Jaipur**  
**Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in**

F.18( )/NHM/ISC/MMU-MMV/General/2021-22/134

Date 04/08/2021

**Limited Tender Notice**

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for “Maintenance and management of Camp Monitoring System Software”. Complete description is as follows:-

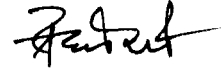
Description	Estimated Project Cost (INR)	Date of upload of bid document	Last date & time for the submission of bids	Project period/duration
Maintenance and management of Camp Monitoring System software. It is a web-based software application which has been designed, developed and implemented for the effective delivery of health services, monitoring and management of Mobile Medical Services (through MMU/ MMV) to the outreach and underserved areas, used for management and monitoring of the camps done through MMU/MMV's. The portal needs to be maintained, managed and it's monitoring to be ensured for operations & management of MMU/MMV services.	1,90,000/-	04.08.2021 (Wednesday)	11.08.2021 upto 03:00 PM (Wednesday)	12 months

*Note:- The rates quoted shall be inclusive of all the fees, duties, taxes like GST etc.*

The document can be downloaded from website. Tender fees of Rs. 200/- for the document downloaded from website shall be deposited by the bidders separately as applicable by way of DD/Banker's cheque in favour of **Rajasthan State Health Society** payable at Jaipur before the last date and time prescribed for the

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- submission of bids. The interested registered service providers having experience of minimum 1 year in similar projects for online monitoring software services, may submit tender fees and the signed, stamped and sealed documents along with annexures A, B, C, D, E, F, G, H, I, and J in separate sealed envelopes - (a) Technical Bid & (b) Financial Bid at the following address:- Room No: CSR-302, 3<sup>rd</sup> Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005. For more information and clarifications, please contact to Dr. Rajendra Kumar Sharma, State Nodal Officer-II, NHM.



Mission Director, NHM

# Limited Tender for “Maintenance and management of Camp Monitoring System Software”

## a) Terms & conditions:

### 1. Project deliverables

CMS (Camp Monitoring System) is a web-based software application which has been designed, developed and implemented for the effective delivery of health services, monitoring and management of Mobile Medical Services (through MMU/MMV) to the outreach and underserved areas, used for management and monitoring of the camps done through MMU/MMV's. District and State Level users login securely to enter the camps data and monitor the reports. The portal needs to be maintained, managed and it's monitoring to be ensured for operations & management of MMU/MMV services as per the enclosed formats.

### 2. Scope of services


- To maintain and manage the CMS Software and its all required resources for the period of 12 months from the date of supply order.
- To design, develop, maintain and manage the Payment Module under OMJE Software within 7 days.
- To provide user-ids for authenticated logins to the stake holders e.g. State-level, District-level and MMU/MMV service providers etc.
- To impart training to the stake holders for data capturing, uploading the scan-copy of documents, reporting and monitoring purposes.
- To develop/integrate reporting formats and modules as per the annexure F.
- To provide telephonic and email support to the users.
- Any other related activity/changes as per the directions of MD, NHM.

3. The bidders shall submit the bid document with stamp/seal and signature on each page of the document. The annexures A, B and E shall be duly filled, signed and stamped. All the relevant documents as asked for in the bid document shall be self attested and submitted alongwith the bid document.

4. The bidders shall submit the financial bid as Annexure-J in a separate sealed envelope and the technical bid in separate sealed envelope. Both the envelopes shall be clearly marked as "Financial Bid" and "Technical Bid".

5. The bidders shall not indicate/reflect their financial rates/quotes anywhere in the technical bid. If found so, the bid of that bidder shall be rejected.
6. Mission Director, NIIM reserves the right to reject/accept any bids.
7. RTPP Rules 2013 and RTPP Act 2013 shall prevail for this bid.
8. Any matters related to this bid shall be subject to Jaipur jurisdiction only.

(Stamp & Signature)



**b) Details of payments:**

The payments will be done on quarterly basis and payments will be based on the rates finalized for the award of contract to the successful bidder.

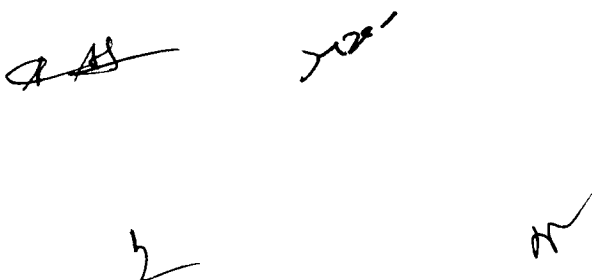
SNo.	Milestones (of successful project implementation)	% of payment
1.	End of Quarter-1 <sup>st</sup>	25%
2.	End of Quarter-2 <sup>nd</sup>	25%
3.	End of Quarter-3 <sup>rd</sup>	25%
4.	End of Quarter-4 <sup>th</sup>	25%

**Operational parameters and penalties:**

S No.	Implementation activity	Operational Parameters	Penalty/deductions in case of default
1.	Operationalization of CMS Software.	Within 7 days from date of supply order	@Rs 500/- penalty/deductions per day after 7 days.
2.	Submission/Integration of desired report formats in the software.	Within 15 days	@Rs 500/- penalty/deductions per day after 15 days.

*Note: Payments would be processed after deductions of applicable penalties and deductions.*

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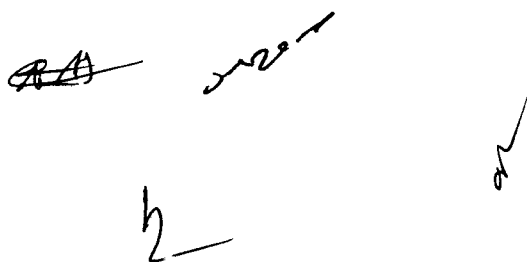
## Annexure-A

### Checklist of documents to be submitted

S No.	Document/Certificate	Submitted (Yes/No)
1	Registration Certificate of organization	
2	GST Certificate of organization	
3	Experience Certificate (project of min. 1 year duration with satisfactory outcome)	
4	Bank passbook copy/Account details of organization	
5	Aadhar card copy of contact/designated person	
6	PAN card copy of contact/designated person	
7	Declaration & Undertaking as per Annexure 'E'	
8	Completely filled form on Annexure 'B'	
9	Financial Bid as per Annexure -J in sealed envelope	
10	DD/Banker's cheque for the bid fees of Rs. 200/- in favour of RSIIS, Jaipur	

**Note:- All the documents shall be duly signed and stamped.**

(Stamp & Signature)

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## Annexure-B

### Brief details of service provider

#### 1. Organization profile:

- a. GST Number:
- b. Name of the firm/company/ service provider:
- c. Full Postal address:
- d. District:
- e. State:
- f. Pincode:

#### 2. Contact person:

- a. Name:
- b. Designation:
- c. Mobile Number:
- d. Phone Number:
- e. Email:
- f. Aadhar ID (attach photo copy):
- g. PAN Number (attach photo copy):

#### 3. Experience details:

- a. Work Order No./ Date :  
(photo copy along with satisfactory work certificate)
- b. Project start date & end date :  
(Duration should be minimum 1 year)

#### 4. Bank details:

- a. Bank Account Number (attach photo copy):
- b. Bank Name:
- c. Branch Name:
- d. IFSC Code:

(Stamp & Signature)

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### Annexure C : Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority is ACS / PMS Secretary (M&H)

The designation and address of the Second Appellate Authority is Secretary (Fin) Budget, GOR

#### (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 is aggrieved by the order passed by the First Appellate Authority, 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.

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(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 authorised representative.

**(6) Fee for filing appeal**

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

**(7) Procedure for disposal of appeal**

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
- (i) hear all the parties to appeal present before him; and
  - (ii) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

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**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

(Stamp & Signature)

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## Annexure D : 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.

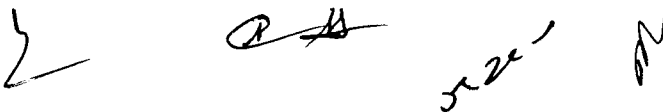
### 2. Procuring Entity's Right to Vary Quantities

(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 prices 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.

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**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 subject matter of procurement to be procured is of critical and 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.

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# Annexure E: Declaration as per rule 42 (3) of RTPP Rules 2013

Government of Rajasthan  
Standard Bidding Document- Goods  
Single Stage- Two Envelopes Bid

Bidding Forms

## 7. Bid Securing Declaration

### Form of Bid-Securing Declaration

Date: *{insert date (as day, month and year)}*  
Notice Inviting Bids No.: *{insert number of bidding process}*

To: *{insert complete name of Procuring Entity}*

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Procuring Entity for the period of time of *{Procuring Entity to indicate here the period of time for which the Procuring Entity will declare a Bidder Ineligible to be awarded a Contract if the Bid Securing Declaration is to be executed.}* starting on the date that we receive a notification from the Procuring Entity that our Bid Securing Declaration is executed, if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn our Bid during the period of bid validity specified in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Procuring Entity during the period of bid validity,
  - (i) fail or refuse to execute the Contract Form, if required,
  - (ii) fail or refuses to furnish the performance security, in accordance with the Instructions to Bidders (hereinafter "the ITB").
- (c) have not accepted the correction of errors in accordance with the ITB, or
- (d) have breached a provision of the Code of Integrity specified in ITB;

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) thirty days after the expiration of our Bid.

Signed, \_\_\_\_\_ *{insert signature of person whose name and capacity are shown}*

In the capacity of: \_\_\_\_\_  
*{insert legal capacity of person signing the Bid-Securing Declaration}*

Name: \_\_\_\_\_  
*{insert complete name of person signing the Bid-Securing Declaration}*

Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_  
*{insert complete name of Bidder}*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *{insert date of signing}*

Corporate Seal \_\_\_\_\_

**Declarations by the Bidder regarding Qualification  
Declaration by the Bidder**

In relation to my/our Bid submitted to ..... For procurement of ..... in response to their Notice Inviting Bids No. ....

Dated ..... 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 the 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 judicial officer, not have my/our business activities suspended and not the subject of legal proceeding 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 with in 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.

Place

Signature of bidder

Date

Name

Designation

Address

Signature of the bidder with seal



**FORMAT FOR UNDERTAKING**

I/We declare that we have read and understood and that we accept all clauses, conditions and any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions.

I/We have carefully examined and conform to all the parts of the RFP documents and have obtained all the requisite information affecting this proposal and am/are aware of all conditions and difficulties likely to affect the execution of the agreement.

I/We hereby propose to implement the project as describe in the RFP document in conformity with the condidtions of Agreement and the technical aspects as indicated in this RFP.

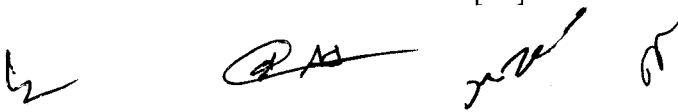
Place

Date

( )

Signature of authorized signatory

Designation and Official Seal

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## Annexure-F

### Reporting formats to be integrated in the software

- (A) Daily reporting format (Annexure-G) for Mobile OPD services which shall be auto-compiled on monthly basis, district wise and overall for the state.
- (B) Monthly progress report of MMU/MMV services (Annexure-H) shall be auto-compiled on monthly and yearly basis, district wise and overall for the state.
- (C) Report format as per Annexure-AA of RFP for 'Management & Operations of Mobile Medical Services in Rajasthan' (Annexure-I).

(Stamp & Signature)

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**Annexure - H**

**NATIONAL RURAL HEALTH MISSION RAJASTHAN  
Functioning of Medical Mobile Unit**

Month:-																									
Camp, Staff and patient details																									
S. No.	Name of District	Number of MMU	Camps held (Target 200/month)	Admission (Camps Held)	Patient Attended	Spots (Cases Reported)	No. of Lab test conducted			F.C.	X-F	Identification of			Others	Pregnancy related		No. of Patients distributed in institutions	Type and number of medicines which were short	Number of patients returned without medicine due	No. of camps where staff strength was sufficient	Number of camps with all proposed equipments functioning			
							HIV/AIDS	Blood	HB			Blood sugar	T. test	Malaria		TB cases on basis of X-ray	Leptos Cases						Birdness Cases	AM	PM
1	Amer																								
2	Awar																								
3	Banswara																								
4	Baran																								
5	Barmir																								
6	Bharatpur																								
7	Bhilwara																								
8	Bikaner																								
9	Bundi																								
10	Chittorgarh																								
11	Churu																								
12	Dausa																								
13	Dholpur																								
14	Durgapur																								
15	Ganganagar																								
16	Hanumantgarh																								
17	Jalpur I																								
18	Jalpur II																								
19	Jaisalmer																								
20	Jalore																								
21	Jhalawar																								
22	Jhupihunu																								
23	Jodhpur																								
24	Karauli																								
25	Kota																								
26	Nagaur																								
27	Pali																								
28	Pratapgarh																								
29	Rajasamand																								
30	Sikar																								
31	Sirohi																								
32	S Madhopur																								
33	Tonk																								
34	Udaipur																								
<b>Grand Total</b>																									

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## Annexure-I

### Information of Staff

Recent color  
Photograph

<u>Sr. No.</u>	<u>Particulars</u>	<u>Details</u>
1	Name	
2	Designation	
3	Fathers name	
4	Name of Agency/ service provider	
5	Registration Number (Doctor/ ANM/GNM/Pharmacist/ Lab Tech./ Assistant Radiographer)	
6	Date of Birth	
7	Gender	
8	Mobile No	
9	Address 1	
10	Address 2	
11	District	
12	ID Proof (Aadhaar Card/ Driving License)	
13	Blood Group	
14	Marital Status	
15	Date of joining	
16	Date of leaving	

**Note: Service provider/ agency shall verify the details of all the employees. The details of all the employees should be provided in hardcopy to CM&HO office and also upload on CMS Software by the Service provider.**

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**Annexure-J**

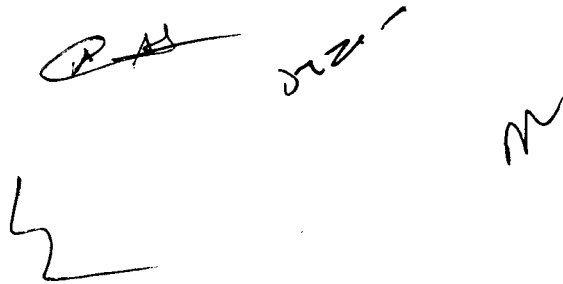
**Financial bid**

**(To be provided in sealed envelope separately)**

<b>Description</b>	<b>Rate (in INR)</b>
Maintenance and management of Camp Monitoring System software. It is a web-based software application which has been designed, developed and implemented for the effective delivery of health services, monitoring and management of Mobile Medical Services (through MMU/ MMV) to the outreach and underserved areas, used for management and monitoring of the camps done through MMU/MMV's. The portal needs to be maintained, managed and it's monitoring to be ensured for operations & management of MMU/MMV services.	
	(In figures)
	(In words)

***Note:- The rates quoted shall be inclusive of all the fees, duties, taxes like GST etc. and payment terms as per the Annexure-B.***

(Stamp & Signature)

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