

**Request for Proposal for Implementation and
Maintenance of Solution for Tele-Radiology Services
under NRHM, Assam**

NON TRANSFERABLE



**OFFICE OF THE MISSION DIRECTOR
NATIONAL RURAL HEALTH MISSION, ASSAM
SAIKIA COMMERCIAL COMPLEX
G. S. ROAD, CHRISTIANBASTI, GUWAHATI-
781005**



**OFFICE OF THE MISSION DIRECTOR,
NATIONAL RURAL HEALTH MISSION, ASSAM
Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati -
781005**

Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238

Website : www.nrhmassam.in E_mail ID : misnrhm.assam@gmail.com

No: NRHM/Fin/Telemedicine/173/09-10/30382

Dated the 30th January 2013

**Request for Proposal for Implementation and Maintenance of Solution for
Tele-Radiology Services under NRHM, Assam**

TENDER REFERENCE : NRHM/Fin/Telemedicine/173/09-10/30382
Dated the 30th January 2013

DATE OF COMMENCEMENT OF
SALE OF RFP DOCUMENT : 30/01/2013

DATE OF PRE BID MEETING : 11/02/2013, 4 PM

LAST DATE & TIME OF RECEIPT OF
BID : 22/02/2013, 2 PM

TIME & DATE OF OPENING OF BID
(TECHNICAL BID) : 22/02/2013, 3 PM

PLACE OF OPENING OF BID : Office of the Mission Director
National Rural Health Mission, Assam
Saikia Commercial Complex
G. S. Road, Christianbasti,
Guwahati - 781005

ADDRESS FOR COMMUNICATION : Office of the Mission Director
National Rural Health Mission, Assam
Saikia Commercial Complex
G. S. Road, Christianbasti,
Guwahati – 781005

COST OF RFP DOCUMENT : Rs. 1,000/- (Rupees One Thousand only)

1 Contents

| | |
|--|----|
| 1. Introduction: | 5 |
| 1.1 Deliverables: | 6 |
| A. Tele-Radiology Software: | 6 |
| B. Required Hardware to support the proposed software solution | 7 |
| C. Connectivity | 7 |
| 2. Instruction to Bidders: | 8 |
| 2.1 General Instructions: | 8 |
| 2.2 Eligibility Criterion and Documents to be Submitted: | 10 |
| 2.3 Other Terms and Conditions | 13 |
| A. Price Basis | 13 |
| B. Agreement | 13 |
| C. Performance Security | 13 |
| D. Guarantee | 13 |
| E. Statutory Obligations | 13 |
| F. Arbitration | 14 |
| G. Laws Governing the Contract & Jurisdiction | 14 |
| H. Payment Terms | 14 |
| I. Contract Period | 14 |
| J. Project Timelines and Penalty | 14 |
| 2.4 Scope of Work: | 16 |
| A. The overall workflow for the Tele-Radiology infrastructure across 11 RDCs, Central Data Centre and Reporting Centre | 16 |
| B. The Proposed Network architecture: | 16 |
| C. Proposed Tele-Radiology set up in RDC | 17 |
| D. Proposed Tele-Radiology Set-Up in the Central Data Center | 17 |
| E. Tele-Radiology Software | 17 |
| F. Required Hardware to support the proposed software solution | 18 |
| 2.5 Technical Bid (cover A) | 19 |
| A. ITEM1: Letter for Submission of Proposal | 20 |
| B. ITEM 2: General Information about the Bidder | 21 |
| C. ITEM 3: Financial Capability | 23 |
| D. ITEM 4: Overview OF Technical Capability | 24 |
| E. ITEM 5: List of Services | 25 |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services
under NRHM, Assam

| | |
|--|----|
| F. ITEM 6: Any other Information | 26 |
| 2.6 Price Bid (cover B) | 27 |
| 2.7 Opening of RFP | 29 |
| 2.8 Bid evaluation..... | 30 |



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Request for proposal in two Bid System - Technical Bid and Price Bid are invited, from Companies/Health Providers/Government./Semi Government Organizations/Consortiums for setting up a Tele-Radiology Network in Regional Diagnostic Centres (RDCs) located in 11 Districts of Barpeta, Cachar, Dhubri, Dima Hasao, Hailakandi, Jorhat, Kamrup (M), Kokrajhar, Lakhimpur, Managaldoi and Nagaon and Central Data Centre at Guwahati under National Rural Health Mission (NRHM), Department of Health & Family Welfare, Government of Assam.

1. Introduction:

NRHM, Assam has decided to implement Tele-Radiology services during the Financial Year 2012-13. The initiative was envisioned mainly to address the critical shortage of human resources for health and clinical services in the state. The proposed intervention seeks to utilize specialist services of M/S Religare Technologies Ltd. which has been selected by way of a transparent selection procedure to provide Tele-Radiology services at 11 districts of Assam. The following components have been identified for implementation of Tele-Radiology services in Assam:

- I. Utilization of existing infrastructure available at the District Hospitals with required civil works up gradation.
- II. Utilization of existing CT Scan equipments available at all RDCs with required up gradation or procurement of new machines where upgrade is not possible.

- III. Utilization of existing X-Ray equipments available at all RDCs with required up gradation or procurement of new machines where upgrade is not possible.
- IV. Utilization of specialist advisory and vendor management services through M/S Religare Technologies Ltd.

1.1 Deliverables:

The solution proposed should be a complete solution including Tele-Radiology software, all required hardware and connectivity including maintenance to enable comprehensive and complete implementation of Tele-Radiology services at 11 locations including maintenance for 5 (five) years.

A. Tele-Radiology Software:

Implementation and maintenance of software in 11 RDCs located at 11 districts of Barpeta, Cachar, Dhubri, Dima Hasao, Hailakandi, Jorhat, Kamrup (M), Kokrajhar, Lakhimpur, Managldoi and Nagaon, and in the Central Data Centre located at Guwahati.

The features of the software required to implement Tele-Radiology Programme are listed below:

| S. No. | Tele-Radiology Software Features to be installed |
|--------|--|
| 1 | The software should be US FDA approved |
| 2 | Tele-Radiology Software should be advanced Rich Internet Application which can be accessed just on any browser (no client side installation required) |
| 3 | Tele-Radiology Software should be based on DICOM 3.0 & HL-7 standards & encompasses the advanced IHE profiles like WADO (Web Access to DICOM object) |
| 4 | Tele-Radiology Software should be incorporated with advanced level of security that falls under the HIPAA complaint framework. Tele-Radiology Software should be enabled on a 128-bit SSL security for the data transmission over the Internet / intranet. Tele-Radiology Software should be a FDA certified system. |
| 5 | Tele-Radiology Software should allow simultaneous access to images from multiple diagnostic and investigation systems |
| 6 | It should support Filmless diagnosis across multiple locations, include remote radiology consultation across the world. |
| 7 | Should provide better informed diagnosis with current and stored image comparisons |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam

| | |
|----|--|
| 8 | Should provide Fast image transfer over the internet for anywhere, anytime diagnostics |
| 9 | Should support Multi-hospital connectivity |
| 10 | Inbuilt Billing and Registration System. |
| 11 | It should be Platform independent |

B. Required Hardware to support the proposed software solution

The final proposal should include all hardware along with its details proposed to enable comprehensive and complete implementation of the solution including hardware required to provide connectivity. The proposal should also include provisions for maintenance of all hardware for 5 (five) years.

C. Connectivity

- i. 1 MBPS Dedicated (internet or MPLS whichever is feasible) last mile at each of 11 RDCs located in the districts of Barpeta, Cachar, Dhubri, Dima Hasao, Hailakandi, Jorhat, Kamrup (M), Kokrajhar, Lakhimpur, Managaldoi and Nagaon.
- ii. 5 MBPS backhaul (internet) and 5 MBPS backhaul (MPLS) for Central Data Centre located at Guwahati.
- iii. 2 MBPS dedicated MPLS connectivity from One Reporting Centre to Central Data Center at Guwahati.

2. Instruction to Bidders:

2.1 General Instructions:

- A. RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees One Thousand Only) only in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 30/01/2013 to 22/02/2013. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam (www.nrhmassam.in) from 30/01/2013 to 22/02/2013. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees One Thousand Only) in the form of Demand Draft/Bankers cheque in favour of “State Health Society, Assam”, along with the bid.
- B. At any time prior to the date of submission of bid, the authority inviting RFP may, for any reason, whatever at his own initiative or in response to a clarification from a prospective bidder in writing, modify the RFP Document by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, the authority inviting RFP, may at its discretion extend the date and time of submission of bids.
- C. All bids must be accompanied by **EARNEST MONEY DEPOSIT (EMD)** of Rupees One Lakh (Rs 1 Lakh) only in the form of Demand Draft/Bankers Cheque from any Indian Scheduled Bank, in favour in favour of **State Health Society, Assam** payable at Guwahati. EMD submitted in any other form or bids without EMD shall not be accepted.
- D. The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement and/or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.
- E. Bidders are required to submit all information in typed/ printed material as per RFP document.
- F. The bid and correspondence and documents shall be in the English language.
- G. The RFP Document is not transferable.

- H. Details of project(s)/experience should be provided along with supporting documents/evidence for size of the project facilities/components, organization's role (owner/developer/operator etc) photographs, accreditations, certifications etc.
- I. Details of Contact person with address/contact details should be provided. Certified copy of audited Annual Accounts and Annual Reports for the last three financial years ended on March 31, 2012, along with an Auditor's Certificate specifying the Annual Turnover for relevant financial years should be submitted.
- J. Each page of the proposal shall be signed by the duly authorized Signatory of the Applicant and shall be legally binding on the applicant.
- K. In case of bidding by a Consortium, the following conditions shall apply:
 - (i) Maximum permissible number of Partners forming the Consortium shall be 4 (Four).
 - (ii) There must be a formal agreement between the partners accepting joint responsibility for execution of work as per bid document, reference of the Lead Partner and percentage of holding of each partner in the consortium. **A notarized copy of the formal agreement must be submitted with the Technical Bid.**
 - (iii) For the purpose of minimum eligibility criteria with respect to turnover, the turnover of only the Lead Partner shall be considered.
 - (iv) It shall be ensured that all the partners have relevant experience involving the nature of work. Bids of consortium shall be liable to be rejected if any of the Partners does not possess relevant experience.
 - (v) Power of Attorney for signing of bid & all other documents by the Lead Partner of the Consortium shall be furnished. **A notarized copy of the Power of Attorney must be submitted with the Technical Bid.**
 - (vi) In the event of award of contract to a Consortium bidder, NRHM Assam shall interact only with the Lead Partner of the Consortium and payment as per the terms of contract shall be made to the Lead Partner only. Other partners in the Consortium (other than Lead Partner) shall not interact with NRHM Assam in any matter relating to the contract. NRHM Assam shall not be liable for any internal dispute, arising out of the contract, between the Consortium Partners.

2.2 Eligibility Criterion and Documents to be Submitted:

Bidder will have to provide the following particulars and should meet the following criterion:

| SI | Pre-qualification criterion for the Bidder | Documents to be submitted |
|----|--|---|
| 1 | Should be registered body under the Indian Societies Registration Act/Indian Religious and Charitable Act/Indian Trust Act/The Companies Act or their state counterparts or a bidder can be a bid of a consortium with at least 3 years of experience in the relevant field. | <ul style="list-style-type: none"> ▪ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided in the given format ▪ Attested/Notarized copy of the Registration Certificate/Certificate of Incorporation ▪ Attested/Notarized copy of VAT/Service Tax Registration Certificate ▪ Attested/Notarized copy of Income Tax PAN Card. ▪ In case of bidding by a consortium, a notarized copy of the formal agreement and a notarized copy of the Power of Attorney must be submitted with the Technical Bid. |
| 2 | Average Annual Turnover of the Bidder during last three financial years should not be less than Rs 5000 Lakhs. | <ul style="list-style-type: none"> ▪ Annual Turnover of last 3 years (year wise break up need to be provided) in the given format ▪ A copy of last three financial years' relevant audited balance sheets should be submitted with the offer. |
| 3 | The Bidder should have successfully implemented the proposed software in at least 5 projects value of each of which | <ul style="list-style-type: none"> ▪ Details of project(s)/experience along with supporting documents/ evidence for size of the project |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam

| SI | Pre-qualification criterion for the Bidder | Documents to be submitted |
|----|---|--|
| | should not be less than Rs 50 lakhs. | facilities/components, organization's role (owner/developer/operator etc) accreditations, certifications etc |
| 4 | The Bidder must have an adequate service network. | <ul style="list-style-type: none"> ▪ Proof of existence including locations and HR deployed. Preference will be given to bidders who have presence in the state of Assam. |
| 5 | The Bidder must have presence in the IT Health Sector for at least 5 years | Proof of existence including locations and HR deployed |
| 6 | The bidder should not have been blacklisted by any Government organization. | <ul style="list-style-type: none"> ▪ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization. Should submit a self declaration for not being under legal action for corrupt or fraudulent practices. |
| 7 | Other Documents (to be submitted by the bidder along with the proposal) | <ul style="list-style-type: none"> ▪ Non refundable court fee stamp of Rs.8.25 (Rupees eight & paisa twenty five) only. ▪ Bid document fee of Rs 1000.00 in the form of Demand Draft/Bankers Cheque in favour of State Health Society, Assam. ▪ Earnest Money Deposit (EMD) in the form of Demand Draft/Bankers Cheque in favour of State Health Society, Assam. EMD submitted in any other form or bids without EMD shall not be entertained. The amount of EMD shall be Rs. 1 Lakh (Rupees |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services
under NRHM, Assam

| SI | Pre-qualification criterion for the Bidder | Documents to be submitted |
|----|--|---|
| | | <p>one Lakh only). The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.</p> <ul style="list-style-type: none"> ▪ The proposal document shall be signed by the proposer in all the pages with official seal. ▪ Value Added Services that will be included free of cost to be mentioned ▪ Any other information, which may be useful in the process of evaluation |

2.3 Other Terms and Conditions

A. Price Basis

Quoted prices shall be on FOR destination basis and shall remain firm & fixed till complete execution of the contract.

B. Agreement

The successful bidder shall execute an agreement on non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the bidder) within 15 days from the date of award of contract.

C. Performance Security

The successful bidder shall submit a performance security deposit of 5 % of contract value in the form of Bank Guarantee from any Indian Nationalized bank within 15 days of signing of the agreement. The Bank Guarantee shall be valid for at least one year.

D. Guarantee

All equipments/systems shall be guaranteed against any and all defects in design, material, workmanship and performance for a period of 36 months from the date of commissioning. Should any defects develop during the guarantee period, it should be remedied promptly free of cost by the successful bidder and all expenses for transportation of goods necessitated for such repairs or replacement shall be borne by the bidder. The guarantee period for such repaired/replaced goods shall again be 24 months from the date of commissioning. Any damages arising during the contracted period as a result of electrical failure in the RDCs or Central Data Center will be borne by NRHM as per actual.

E. Statutory Obligations

The successful bidder/contractor shall comply with the provisions of the following Acts & Statutes and indemnify NRHM Assam against all claims, which may arise out of such Acts & Statutes:

- a) The Contract Labour (Regulation and Abolition) Act,
- b) The Minimum Wages Act.
- c) The Workman's Compensation Act.
- d) The Payment of Wages Act,
- e) The Payment of Bonus Act,
- f) The Employees Provident Fund & Misc. Provisions Act,
- g) The Environment Protection Act

The contractor shall comply with the provisions of any other Acts or Statutes not hereinabove specifically mentioned and having an affect over engagement of

workers directly or indirectly for execution of work. It will be the contractor's responsibility to obtain approvals from any authority if required as per statutory rules and regulations of Central/State Government/Local Bodies.

F. Arbitration

Every dispute, difference, or question which may at any time arise between the parties hereto or any person claiming under them, touching or arising out of or in respect of the contract agreement or the subject matter thereof shall be referred to the arbitration of a sole arbitrator nominated by the Chief Secretary to the Government of Assam and agreed upon between the parties. The person so selected for arbitration shall be of a rank not less than a Commissioner & Secretary to the Government of Assam. There shall be no objection if the arbitrator happens to be an employee of Govt. of Assam. The award of the arbitrator shall be final, conclusive and binding on all parties.

G. Laws Governing the Contract & Jurisdiction

The agreement shall be governed by the laws in force in India. In the event of any dispute arising out of the RFP such dispute would be governed by the laws in force in India. In the event of any dispute arising out of the RFP such dispute would be subject to the jurisdiction of the Court within the city of Guwahati only.

H. Payment Terms

70% of one time charges will be released on signing of the contract as mobilization fund

20 % on delivery of equipments at respective RDCs and Central Data Center

10% Payment of one time charges will be released on installation, commissioning and demonstration of solution

Recurring charges will be paid as Quarterly advance with respect to ongoing support and maintenance of software, hardware and connectivity.

I. Contract Period

The contract period for this project is for 5 years and all hardware's items needed to be under comprehensive maintenance of the bidder for 5 years.

J. Project Timelines and Penalty

Entire Project shall be implemented within 16 weeks from the date of order and in case completion is delayed beyond 16 weeks NRHM shall without prejudice to its other remedies under the contract, deduct from the contract price, a sum equivalent to 0.5 % of the value of the un-performed work/services for each week of delay or part thereof until actual completion of work, subject to a maximum deduction of

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services
under NRHM, Assam

10% of the contract value. Once the maximum is reached, NRHM may consider termination of the contract.

2.4 Scope of Work:

The scope of work is the implementation and maintenance of software in 11 RDCs and in the Central Data Centre which is inclusive of hardware and connectivity provisions to support the proposed software solution for programme implementation.

The detail workflow, proposed network architecture and software solution envisaged for the Tele-Radiology set up in RDCs, and in the Central Data Centre are detailed below:

A. The overall workflow for the Tele-Radiology infrastructure across 11 RDCs, Central Data Centre and Reporting Centre

- a. Patients walk-in to RDCs and undergo certain radiology procedure.
- b. Radiology image of the patient shall be captured and stored in the Local PACS server of that RDCs
- c. These studies shall have to be sent to the Reporting Centre for the reporting purpose using Tele-Radiology solution.
- d. Radiologist will access the Patient image using Tele-Radiology solution and report the same.
- e. As soon as Radiologist confirms the report, it is to be made available at the respected RDCs and also a copy of the same is to be sent to the Central Data Centre in Guwahati. These reports are digitally signed by the radiologist and cannot be altered by any one.
- f. All these RDCs shall have to be connected to the Central Data Centre, which will keep back up of all the images as well as data sent from these 11 RDCs.

B. The Proposed Network architecture:

1. 11 Regional Diagnostic Centres (RDCs) located in the districts of Barpeta, Cachar, Dhubri, Dima Hasao, Hailakandi, Jorhat, Kamrup (M), Kokrajhar, Lakhimpur, Managaldoi and Nagaon and the Central Data Centre located at Guwahati shall have to be connected through dedicated MPLS link.
2. All the RDCs and Central Data Centre shall have to be connected to the Reporting Centre via dedicated MPLS links
3. Each Centre shall have 1 MPBS dedicated MPLS internet connectivity
4. Each Centre shall have to have PACS and Tele-Radiology system.
5. PACS solution should enable each RDC to store their images and Tele-Radiology solution will allow them to send radiology study to the Reporting Centre for the reporting purpose.

C. Proposed Tele-Radiology set up in RDC

- i. The Tele-Radiology infrastructure in the district and all the modalities will have to be connected to staging server.
- ii. Images captured by modalities shall be pushed to PACS server.
- iii. PACS user at the RDC shall have to be able to see images and send study to the Central Data Centre.
- iv. Confirmed report shall have to be viewed at the RDC.

D. Proposed Tele-Radiology Set-Up in the Central Data Center

- i. Central Data Centre located at Guwahati will have an application server, a database server, san storage and tape back up
- ii. All the data backup shall have to done in the Central Data Centre
- iii. copy of the images as well as reports from all the 11 RDCs are to be archived in the Central Data Centre, so this centre shall accommodate few PACS users making it available for the patients to collect their reports from this centre if its required.
- iv. All Medical Records shall be stored for a period of 20 years and retrieval will be as follows.
 - 0-1 years-Instant
 - 1-5 years-Archiving (maximum time for retrieving of data will be 30 mins)
 - 5-20 years: Back-up in tapes
- v. Radiology procedures are not to be conducted in the Central Data Centre.

E. Tele-Radiology Software

On the basis of this proposed scope of work a complete software solution is required the features of which is specified below:

| S. No. | Tele-Radiology software Features to be installed |
|--------|---|
| 1 | The software should be US FDA approved |
| 2 | Tele-Radiology software should be advanced Rich Internet Application which can be accessed just on any browser (no client side installation required) |
| 3 | Tele-Radiology software should be based on DICOM 3.0 & HL-7 standards & encompasses the advanced IHE profiles like WADO (Web Access to DICOM |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam

| | object) |
|----|--|
| 4 | Tele-Radiology software should be incorporated with advanced level of security that falls under the HIPAA complaint framework. Tele-Radiology software should be enabled on a 128-bit SSL security for the data transmission over the Internet / intranet. Tele-Radiology software should be a FDA certified system. |
| 5 | Tele-Radiology software should allow simultaneous access to images from multiple diagnostic and investigation systems |
| 6 | It should support Filmless Diagnosis across multiple locations, include remote radiology consultation across the world. |
| 7 | Should provide better informed diagnosis with current and stored image comparisons |
| 8 | Should provide fast image transfer over the internet for anywhere, anytime diagnostics |
| 9 | Should support Multi-Hospital connectivity |
| 10 | Inbuilt Billing and Registration System. |
| 11 | It should be platform independent |

F. Required hardware to support the proposed software solution

To be provided by the bidder as per Tele-Radiology solution requirements.

2.5 Technical Bid (cover A)

The bidder shall furnish the following items which constitute the “Technical Bid” in a separate cover, hereinafter called **Cover ‘A’**

The items are as follows:

| Item No | Description |
|----------------|--------------------------------------|
| 1 | Letter for Submission of Proposal |
| 2 | General Information about the Bidder |
| 3 | Financial Capability |
| 4 | Overview of Technical Capability |
| 5 | List of Services |
| 6 | Any other information |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam

A. ITEM1: Letter for Submission of Proposal
(To be submitted with Technical Bid by Applicant)

To

The Mission Director,
National Rural Health Mission,
Saikia Commercial Complex, Srinagar Path,
Christianbasti, G.S Road, Guwahati-781005

Sub: Submission of proposal for implementation and maintenance of solution for Tele-Radiology Services under NRHM, Assam

Ref:Dated

Sir,

With reference to the above, we have examined and understood the instructions, terms and conditions provided in the RFP document. We hereby enclose our Technical Bid (COVER A) and Price Bid (Cover B) in the prescribed format as mentioned in the RFP document.

We confirm that we agree with the instructions, terms and conditions provided in the RFP document. The undersigned declares that the statements made and the information provided in the duly completed applications is complete, true, and correcting every detail.

We also understand that NRHM, Assam is not bound to accept the offer either in part or in full. If the Department rejects the offer in full or in part, it may do so without assigning any reasons thereof.

Yours faithfully,

Authorized Signatory

(Name & Designation, seal of the firm)

B. ITEM 2: General Information about the Bidder

| | | |
|---|--|--|
| 1 | Name of the Bidder/Lead member in case of consortium | |
| 2 | Registration No and Valid Up to | |
| 3 | Address of the Registered Office | |
| | Phone No: | |
| | Fax No: | |
| | Official Email ID: | |
| 4 | Year of Establishment | |
| 5 | Type of Organization (NGOs/Health Providers/Trusts/Govt./Semi Govt. organizations/Any other) | |
| 6 | Name & Designation of the Authorized Signatory | |
| 7 | Contact Person/ Lead member in case of consortium | |
| | Name: | |
| | Designation: | |
| | Phone No: | |
| | Fax No: | |
| | Mobile No: | |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services
under NRHM, Assam

| | | |
|----|---|--|
| | Email ID: | |
| 5. | Name and detail of other members in case of consortium | |
| 6 | Website | |
| 7 | Address of Guwahati/ Assam Office | |
| 8 | Contact Person of Guwahati, Assam Office | |
| | Name: | |
| | Designation: | |
| | Phone No: | |
| | Fax No: | |
| | Mobile No: | |
| | Email ID: | |
| 9 | Brief Description of the organization (for each member of consortium) | |

C. ITEM 3: Financial Capability

The Annual Turnover of M/s _____ for the past three years and concurrent commitment for the current financial year are given below and certified that the statement is true and correct.

| Sl | Year | Turnover (Rs. In Lakh) |
|----------------------------|----------------|------------------------|
| 1 | 2009-10 | |
| 2 | 2010-11 | |
| 3 | 2011-12 | |
| Total | | |
| Average turnover per annum | | |

Concurrent Commitment

| Sl. No. | Contract Ref. | Purchaser | Total Contract Value | outstanding Value | Estimated Delay in completion date |
|---------|---------------|-----------|----------------------|-------------------|------------------------------------|
| | | | | | |
| | | | | | |
| | | | | | |

Date:

Signature of Auditor/

Chartered Accountant

Seal:

(Name in Capital)

D. ITEM 4: Overview OF Technical Capability

| | | |
|---|---|---|
| 1 | Detail of 5 or more projects completed where the bidder has implemented the proposed software | Details of project(s)/experiences must be submitted along with supporting documents/evidence for size of the project facilities/components, organization's role (owner/developer/operator etc) accreditations, certifications etc |
| 2 | Detail regarding the bidder's presence in the IT Health Sector for at least 5 years | Proof of existence including locations and HR deployed |

E. ITEM 5: List of Services

- As specified in the deliverables.
- All details of software including information about sharing of source code, proprietary issues, ownership, and patent issues need to be provided.
- All details of hardware including make, model and other specifications also need to be provided.
- Service and maintenance setup of the hardware and software provider also needs to be provided.

F. ITEM 6: Any Other Information

2.6 Price Bid (cover B)

Bid shall be typewritten and correction, if any, in the bid shall invariably be attested with full signature by the bidder with date, failing which the bid shall be considered ineligible for evaluation. Corrections done with correction fluid shall also be duly attested. Price Bid should be submitted as per format mentioned below in a separate sealed envelope marked as “Price Bid for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam: Cover – B”:

Format for Price Bid:

| | |
|-----------------------|--|
| Name of the Applicant | |
| Complete Address | |
| PAN No | |
| CST/ VAT No | |
| Service Tax No | |

| CAPEX | | | |
|--|---|-------------------|-------------------|
| Particulars | Total Non Recurring Charges (In Rupees) | | |
| | Charges (In Rupees) | Taxes (In Rupees) | Total (In Rupees) |
| For proposed software solution, all required hardware, internet connectivity and others, including all installation charges, if any 1. Software 2. Hardware 3. Connectivity | | | |
| Total CAPEX | | | |

Request for Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam

| OPEX for 5 years | | | |
|--|--|-------------------|-------------------|
| Particulars | Total Recurring Charges for 5 years (In Rupees) | | |
| | Charges (In Rupees) | Taxes (In Rupees) | Total (In Rupees) |
| 1. Software 2. Hardware 3. Connectivity. | | | |
| Total OPEX | | | |

Total Cost quoted = Total CAPEX + Total OPEX (for 5 years)

The Cover ‘A’ and Cover ‘B’ shall be separately sealed and both these covers shall be put in another sealed cover *superscripted* as “Proposal for Implementation and Maintenance of Solution for Tele-Radiology Services under NRHM, Assam” and name and address of the bidder & addressed to Office of the Mission Director, National Rural Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

2.7 Opening of RFP

- Cover 'A' i.e. Technical Bids shall be opened at the office of the Mission Director, NRHM, Assam, on the date and time specified, in presence of the participating bidders or their authorized representatives
- Cover 'B' i.e. the Price Bids of the bidders who meet the eligibility criteria, evaluated based on the details furnished in Cover 'A' shall only be opened and the date and time of opening of Cover 'B' shall be intimated to the eligible/ shortlisted bidders.

2.8 Bid evaluation

- Bidders who have submitted the valid Bid Security, i.e., EMD as per requirement shall be considered for further evaluation. Absence of proper EMD may lead to summary rejection of the bid.
- The eligibility criteria will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would verify the Technical Specification of the items submitted by the bidder. Deviation in specification will not be allowed. Bidder qualified in shall be considered for further evaluation.
- The Evaluation Committee would evaluate the Technical Bid Evaluation. Bidders securing a minimum of 70% marks in the Technical Bid Evaluation will only be considered for next step i. e the Financial Bid Evaluation

A. Technical Evaluation Criteria

The Technical Marks shall be made based on the following criteria:

| Sl. No | Criteria | Marks |
|----------------------|--|------------|
| 1. | Implementation of similar projects in at least 5 accounts | 10 |
| 2. | Capability of successful installation and management in terms of year of experience and number of installation of similar projects | 35 |
| 3 | Quality of solution proposed | 5 |
| 4 | Technical presentation of implementation and project plan | 30 |
| 5 | Quality of Hardware proposed | 5 |
| 6 | Years of experience in Health Care –IT business (5 years) as on 31 st Dec 2012 | 15 |
| Maximum Total | | 100 |

Guideline for Criteria No 4: Technical presentation of implementation and project plan

- The presentation shall broadly cover the following aspects:
 1. Brief company profile, associates, major clients and projects etc.
 2. Experience and capabilities of conducting similar assignments.
 3. Understanding of assignment along with methodology indicating broad scope of work and proposed action plan. The presentation should highlight the software solution for Tele-Radiology in front of the Technical Committee.
 4. Details of proposed staff structures, and training with updates to be provided

The evaluation process is at the sole discretion of the Tender Committee. No request, persuasion, canvassing will be entertained.

Technical score = $\frac{\text{Marks obtained by the bidder}}{\text{Marks of the bidder scoring highest marks}}$

B. Financial Evaluation Criteria:

Financial bid evaluation shall be done by only those applicants who scores minimum qualifying score in the technical evaluation.

Total Price quoted = CAPEX + OPEX for 5 years

Financial Score = $\frac{\text{Total Price quoted by the lowest bidder (L1)}}{\text{Total Price quoted by the bidder}}$

The bidder who quotes the lowest price will be given 100 percent of marks and the other bids will be given percentage of marks that are inversely proportional to their prices.

For Example, if bidder A scores 50, which is also the lowest price quoted, and then the bidder A gets 100% of marks in financial evaluation. And if the bidder B scores 125, bidder B will gets percentage which is inversely proportional to the lowest price bidder, i.e. Bidder B gets $(50/125)*100 = 40\%$ in financial evaluation.

C. Final Evaluation

Total score = 0.70 x Technical Score + 0.30 x Financial Score

Where,

Technical Score = $\frac{\text{Marks obtained by the bidder}}{\text{Marks of the bidder scoring highest marks}}$

The bidder obtaining the highest total score will be ranked as H1 followed by bidders securing lesser marks as H-2, H-3 etc.