

**AMENDMENT / CLARIFICATION IN RESPONSE TO PRE-BID QUERIES  
IN THE PRE-BID MEETING HELD ON 9.3.2017, 11:30 AM AT  
CONFERENCE HALL, MISSION DIRECTORATE, BBSR FOR THE TENDER  
– Establishment of Digital Dispensaries in Nawarangpur District [Advt.  
No. 06/17, Tender Ref. No. OSH&FWS/DD/02]**

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

Sl.	Queries raised by the prospective bidders	Clarification /Amendment in response to the queries
1	Page No. 8 (Point no. 2) : Creating linkages with existing secondary & tertiary healthcare facilities nearby including District Hospital, Sub-Division Hospital and others. This gives a meaning of Multiple HUBs – How many HUBs have to be created? Clarification required	<b>Clarification</b> Telemedicine application linkage with existing secondary & tertiary healthcare facilities shall have to be established if required.
2	Pg 8 - Scope of work & Pg 14 - Project Deliverables: Digital dispensary centres each of which comprising of Telemedicine facility including video consultation, medicine dispensing and Pathology will be set up in a room having an area of minimum 250 Sq. ft. Is the setup done in a PHC or SC or in any other location...? 250 Sq. ft might not be sufficient based on our experience. – Clarification required	<b>Clarification</b> The detail of the location where the digital dispensary shall be set up is mentioned in Annexure-I of RFP document (with details of Block & Gram panchayat – at Page No. 20). The room size to be available in each of the digital dispensary is approx. 250 sq ft. The size of 250 sq. Ft shall be taken into account for <b>evaluation</b> (Flooring, painting, partition) as mentioned in the price bid. However the payment shall be made as per the actual based on the per sq.ft price.
3	Pg 8 Scope of work: Point 4 & Pg 14 Project deliverables point 4: Software solution License for Videoconferencing with AI based CDSS. “AI based CDSS” is mentioned for standardisation purpose? Can any guidelines on this be provided to prospective bidder – CDSS is a complex algorithm Clinical Decision Support System not very widely used in India	<b>Amended</b> Software license for telemedicine with Integrated EMR / EHR (as per standards prescribed by GoI) with a capability of <b>real time on line</b> transmission of Data.
4	Pg 8, Scope of Work, Point 8 & Pg 14, Project deliverables, Point 8 : Lab collection facility for other tests could be added later. What are the lab tests that could be added later? Will that be in the scope of the Service Provider or will the digital dispensary will be just the collection point?	<b>Clarification</b> In case of other tests apart from the tests specified, lab collection facility for other tests could be added later.

5	Pg 8 , Scope of work, Point 12: Branding of digital dispensary centres. Kindly elaborate! Does it mean branding with IEC material or advertising about the digital dispensary?	<p><b>Clarification</b></p> <p>IEC display is required at the Digital Dispensary for the awareness of the Digital Dispensary among the community.</p>
6	Pg 9, Period of completion : The service provider has to set up and operate the digital dispensaries in the 14 locations of the Nabarangpur district with all equipment & manpower within 3 (Three) months from the date of signing of contract. Based on the experience in running the UPHC in PPP mode with State Govt, the period of completion should be within 3 (Three) months from the physical handover of the centre to the service provider instead of signing of the contract.	<p><b>No Change</b></p> <p>The service provider has to set up and operate the digital dispensaries in the 14 locations of the Nabarangpur district with all equipment &amp; manpower within 3 (Three) months from the date of signing of contract. In case a site is not ready in a particular location, then in that case suitable extension may be given for that location.</p>
7	Pg 9, Responsibility of Selected agency, point 2 : To manage & operate the digital dispensary centres with provision of manpower, internet connectivity, laboratory & Pharmacy facility with generic medicine. Is internet connectivity (Minimum 2 MBPS) available in these remote areas, If yes is it possible to provide the list of Internet service providers operating in these areas Can we procure the generic drugs for the clinics as we do not have clinical establishment/Pharmacy licence?	<p><b>Clarification</b></p> <p>It is the responsibility of the service provider to explore the suitable internet service providers in the locality for the 2 MBPS connectivity. Since it is a dispensary, pharmacy license is not required.</p>
8	Page 11,12 Eligibility criteria : Provision is given only for Single participants; No provision is given for consortium formation. Most of the companies who are into healthcare IT particularly telemedicine do not have turnover as required in RFP whereas hospitals which could have such turnovers but chances are remote that they have telemedicine – Given such a scenario if consortium formation is not allowed then it might limit the participants and it would be difficult for emergence of right service provider.	<p><b>Amended</b></p> <p>Consortium is allowed. Maximum member in a consortium can be 2 including the lead member. The member of the consortium must be in the similar line of Healthcare activities / services, i.e. in the hospital business / Healthcare IT related to telemedicine etc. Cumulative turnover of the consortium member shall be considered if they are in the similar line of services mentioned above. In case of consortium, the lead member shall be responsible for all contractual obligations.</p>
9	Pg 15, Service Deliverables, Point 4 Consultations with Doctors through Video Conferencing: Where will be the HUB located? Whose responsibility is to appoint the Doctors and run the HUB? Are these Doctors MBBS or MD?	<p><b>Clarification</b></p> <p>HUB can be located anywhere in the country. Appointment of Doctors &amp; and the functioning of the HUB is the responsibility of the service provider. The doctors in the hub shall be minimum MBBS. Requirement of doctors, whether MBBS or MD shall be suitably positioned in the HUB depending</p>

		on the nature of disease of the patient.
10	Pg 15, Service Deliverables, Point 9 : Generation of Electronic Medical Record (EMR) online with video consultation file. Is video consultation file Mandatory? Storage of video consultation file would require large space and hence cost would increase.	<b>Clarification</b> EMR data of the patients to be retained throughout the contract period, whereas video consultation files for a fixed time frame (every fortnight or month) can be handed over to client in storage media after downloading the same.
11	Pg 22, Point 5.1 and 5.2 : Wood Flooring Silk Premium Paint - Based on our experience Tiles are suggested for easy maintenance and cleaning. Any specific reason for silk premium paints, can we do with emulsion paint.	<b>Amended</b> Point No. 5.1 : Tile flooring Point No. 2 : Emulsion Paint
12	Page 22, Annexure II, Point no 7.1 : License Cost : Pharmacy POS + webRTC+ Litmus Dx. Litmus Dx is a Kolkota based company specialised in ePrescription, it would be difficult for other telemedicine companies to get their product and integrate it. Pharmacy POS, WebRTC and e-Prescription modules can be provided but not e-Prescription module of Litmus Dx.	<b>Amended</b> Point No. 7.1 License Cost : Pharmacy POS +Web RTC + e-Prescription Service application Litmus Dx to be replaced with e-Prescription service application

**Extension of Bid:**

**The last date & time of receipt of bid is extended to 21.3.2017, 3 PM**

**The date & time of opening of bid (Technical bid) is extended to 21.3.2017, 3.30 PM**

**N:B: The amendments / Clarifications mentioned above are to be treated as amendments / clarifications to the terms & conditions of the above tender reference. All other terms conditions remain as mentioned in the tender document remain unchanged.**

Sd/-

**Mission Director,  
NHM, Odisha**



ODISHA STATE HEALTH & FAMILY WELFARE SOCIETY, ODISHA

website : [www.nrhmorissa.gov.in](http://www.nrhmorissa.gov.in)

## **NOTICE FOR 2<sup>nd</sup> Pre-bid Meeting**

**Bid Reference No. OSH&FWS/DD/02 dtd 22.2.2107**

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

**Based on the request of prospective bidders, a 2<sup>nd</sup> Pre-bid  
meeting for the above bid reference shall be held on 9.3.2017,  
11.30 AM**

**Venue:** Conference Hall,  
Mission Directorate, National Health Mission,  
Annex Building of SIHFW, Nayapalli, Unit -8,  
Bhubaneswar-751012, Odisha

**Any amendment in the RFP due to decision in the 2<sup>nd</sup> pre-bid meeting /  
extension of bid if any shall only be notified in the website mentioned above.**

**Sd/-**

**Mission Director  
NHM, Odisha**



## REQUEST FOR PROPOSAL (*Re-bidding*)

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

**RFP Reference No. OSH&FWS/DD/04**

**Date: 22.2.2017**

- Pre-bid Meeting : 28.2.2017 at 11.30 AM
- Last Date and time for Submission of RFP: 15.3.2017, 3 PM
- Date of Opening of Technical Bids: 15.3.2017, 3.30 PM

**Odisha State Health & FW Society (OSH&FWS)  
Mission Directorate  
National Health Mission, Odisha**

(website: [www.nrhmorissa.gov.in](http://www.nrhmorissa.gov.in) email : [proc.nhmodisha@gmail.com](mailto:proc.nhmodisha@gmail.com))

## NOTICE INVITING BID

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

Interested Agencies are requested to submit the RFP by 3 PM on 15.3.2017. Sealed RFP in two parts, i.e., (i) Technical Bid and (ii) Financial Bid, valid for 180 days, are invited to be submitted in separate envelopes with clear marking of the type of content on the envelope, bidder's name and address on the top of the sealed envelope, at the following address:

To

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

All the RFPs received by due date will be opened (Technical Bid) at 3.30 PM on 15.3.2017.

Mission Director  
National Health Mission, Odisha

## Schedule of Date and Time

Sl.	Activity	Date
1.	Period of availability of RFP document	From 22.2.2017 to 15.3.2017
2.	Pre-bid Meeting	28.2.2017, 11.30 AM Venue : Conference Hall, Mission Directorate, National Health Mission, Annex Building of SIHFW, Nayapalli, Unit -8, Bhubaneswar-751012, Odisha
3.	Last Date & Time of receipt of Bid (Sealed Envelope)	15.3.2017, 3 PM
4.	Date & Time of Opening of Bid (Technical Bid)	15.3.2017, 3.30 PM
5.	Date of Time of Opening of Financial Bid	Shall be intimated later to the bidder found qualified in their technical bid.
6.	Address for receipt & Opening of Bids	Mission Directorate, National Health Mission, Annex Building of SIHFW, Nayapalli, Unit -8, Bhubaneswar-751012, Odisha

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## 1. Background:

Situated in South-Western Odisha, Nabarangpur District is functioning since 02.10.1992. Its boundary stretches in the north to Raipur and west to Bastar Districts of Chhatisgarh. The east side of Nabarangpur touches Kalahandi and Rayagada Districts and south to the Koraput Districts of Odisha. The river Indravati forms the border between Nabarangpur and Koraput Districts. Nabarangpur District covers an area of 5294 sq km. The District has a vast area of 1583.4 sq km covered by forests.

The Administrative headquarters of the District is located at Nabarangpur city. At present Nabarangpur District comprises one sub division (Nabarangpur), 10 tahsils and 10 blocks. As per 2011 census Nabarangpur District has 12,18,762 populations. More than ten types of tribes are living in the district covering half of the population. Sex ratio of Nabarangpur District is 1018. The tribes of Nabarangpur district mostly depend on cultivation and forest products for their livelihood. The Tribal dominated district of Nabarangpur has relatively low literacy. The demographic profile of the district is as follows:

### Geographical and Population details of the District

<b>Geographical Area:</b>	5,294.00 sq.km	<b>Area under Forest:</b>	1,583.40 sq.km	29.91 %
<b>Population (2011Census)</b>	Total		1,220,946	in %
	Male		604,812	49.54
	Female		616,134	50.46
	Scheduled Tribe		681,173	55.79
	Scheduled Tribe Male		335,028	49.18
	Scheduled Tribe Female		346,145	50.82
<b>Population Density:</b>	230 (Per sq.km)			
<b>Literacy Rate:</b>	48.20%			

### Administrative setup of the District

<b>No. of Sub-Divisions:</b>	1	<b>No. of Tahasils:</b>	10
<b>No. of Municipalities/Corporation:</b>	2	<b>No. of Blocks:</b>	10
<b>No. of Gram Panchayats:</b>	169	<b>No. of Police Stations:</b>	10
<b>No. of villages:</b>	885		

### Health Institutions

Category	Total no. of Inst.	Functional DP	Promising DP
DHH	1	1	0
SDH	0	0	0
CHC	11	11	0
PHC (N)	39	13	10
OH	1	0	0
SC	289	6	13
<b>TOTAL</b>	<b>341 (54 Delivery Points)</b>	<b>31</b>	<b>23</b>

### Health Indicators

Infant Mortality Rate (**IMR**) : **50** [Odisha : **56** (AHS-2012-13), SRS-49]

Maternal Mortality Rate (**MMR**) : **245** [Odisha : **230** (AHS-2012-13), SRS-222]

Neonatal Mortality Rate (**NMR**) : **29** (Odisha : **37**)

Under 5 Mortality Rate (**U5MR**) : **83** [Odisha : **75** (AHS-2012-13), SRS-66]

Percentage of **Institutional Delivery** increased from **10%** in **2005** to **63%** (HMIS 2015-16) against expected delivery.

**Full Immunization** coverage **50.4%** as per **AHS 2012-13** & **84%** as per **HMIS 2015-16**

Health indicators are very low owing to challenges in getting doctors & other manpower to run systems. The government is trying to achieve health equity and certain health parameters through PPP.

This project aims to being assured quality primary health care to the people and find linkages to available secondary & tertiary healthcare. The idea is to set up and run Digital Dispensaries covering about 15,000 people each at locations identified by Government and space to be provided by Government. Each dispensary should be linked with telemedicine and create referral systems to public and private healthcare facilities available.

### Objective of the Project:

- Ensuring Universal Healthcare Access with a target of serving on average at least 90% of population of catchment area once in a one-year period.

- Providing minimum set of investigations within the same area to ensure prompt diagnosis. This will include malaria detection, haemoglobin, blood sugar, BP, urine analysis, ECG, sPO2, pregnancy detection.
- Creating linkages with existing secondary & tertiary healthcare facilities nearby including District Hospital, Sub-Division Hospital and others.

### **Implementation Plan:**

The project will be implemented in a pilot basis initially in **14 Locations** and based on the outcome of the benefits may be subsequently scaled up to another **11 locations** of Nabarangpur district in Odisha (Details of location of the proposed digital dispensaries is mentioned at **Annexure I**)

## **2. Scope of Work**

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

Each such centre will have:

- Laptop with camera and headphone & Microphone
- Handheld Camera
- Laser Printer
- Software solution License for Videoconferencing with AI based CDSS
- Internet Broadband connectivity (Minimum **2 MBPS**) will be established
- Power Solution comprising of an inverter with batteries and a small DG Genset for backup
- Multipara monitor with ECG, sPO2, Pulse Rate & NiBP
- Mini Lab with Malaria, Haemoglobin, Blood Sugar & Urine analysis facility. Lab collection facility for other tests could be added later.
- The Unit will be stocked with generic medicine based on disease load (The tentative list of generic medicine with disease category is mentioned at **Annexure III**)
- Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL etc.
- Painting
- Branding of digital dispensary centres
- Manpower comprising of at least one trained Nurse for the telemedicine side, one pharmacist, one laboratory assistant and one support staff.

- These digital dispensary centres will function as an OPD with basic tests and medication dispensing to deliver primary care.
- Details of the equipments & fixtures are mentioned in **Annexure II**.

### **Responsibility of the District Authority**

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

### **Responsibility of the Selected Agency**

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

### **3. Period of Completion**

The service provider has to set up and operate the digital dispensaries in the 14 locations of the Nabarangpur district with all equipment & manpower within **3 (Three) Months** from the date of signing of contract.

### **4. Eligibility Criteria**

<b>Sl. No.</b>	<b>Criteria</b>	<b>Unit</b>	<b>Minimum requirement to be satisfied</b>
<b>1.</b>	Number of Years of Existence (as on 1 <sup>st</sup> January, 2016).	Years	03
<b>2.</b>	Average Annual Financial Standing for preceding 03 years (FY 2015-16 accepted only if audited statement provided)	Crore (Rs.)	5 Crores
<b>3.</b>	Minimum experience in Hospital Management and/or Public Health Management in India/running hospitals in India	Years	01

## 5. Submission of Bids and EMD

### 5.1 Submission of Bids:

#### 5.1.1 Preparation, Sealing and Marking of Bids

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

#### 5.1.2 Deadline for Submission of Bids

- (i) Bids must be received at the address given not later than the time and date specified in the tender document. In the event of the specified date for the submission of bids being declared a holiday, the bids will be received up to the appointed time on the next working day.
- (ii) Mission Director, NHM may at her discretion extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the bidders subject to the deadline will be subject to the deadline as extended.

### 5.2 Submission of Bid Document Cost

The bidder along with the technical bid, shall furnish the bid document cost (**Non-refundable**) amounting to **Rs. 5,250/-** in the form of Banker’s cheques/ Demand Draft in favour of Mission Director, NHM payable at **Bhubaneswar**.

### 5.3 Submission of EMD

- (a) The bidder along with the technical bid, shall furnish Earnest Money Deposit (EMD) amounting to **Rs. 5,00,000/-** in the form of Banker's cheques/ Demand Draft in favour of Mission Director, NHM payable at **Bhubaneswar**.
- (b) In the absence of the EMD, technical proposal of the bidder shall be rejected.
- (c) The EMD shall be returned to unsuccessful bidders within a period of eight (8) weeks from the date of announcement of the successful bidder. The EMD of the successful bidder shall be returned after submission of the performance security.
- (d) The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or in case of successful bidder, if does not execute the agreement and does not submit performance security.

### 6. Evaluation of Bid

- a) Tenders will be opened by the Technical Evaluation Committee constituted by the bid inviting authority.
- b) While evaluating, the committee may seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
- c) Any document found to be incomplete in content or attachments or authenticity shall not be considered for the purpose of qualification.
- d) The bidders not satisfying the requisite eligibility criteria will not be eligible for further consideration.
- e) All eligible bidders shall be evaluated on the following parameters and marks shall be awarded:

<b>Evaluation Criteria</b>	<b>Maximum Marks</b>
Average Annual Turnover $\geq$ Rs. 15 Crores : 20 marks	20
Average Annual Turnover $\geq 10$ & $\leq 15$ Crores : 10 Marks	
Average Annual Turnover $\geq 5$ Crores $\leq 10$ Crores : 5 Marks	

<b>Evaluation Criteria</b>	<b>Maximum Marks</b>
3 years or more experience in Hospital Management and/or Public Health Management in India : 20 Marks 1-3 years of experience in Hospital Management and/or Public Health Management in India : 10 Marks	20
Minimum experience in running 5 hospitals or more in India : 30 marks Minimum experience in running 3 hospitals in India : 20 Marks Minimum experience in running 1 hospital in India : 10 Marks	30
Experience in running one or more Tele-medicine project (having Video consultation, e- Prescription and Electronic Medical Record) in India : 20 marks No experience in running Tele-medicine project in India : 0 marks	20
Presentation based on the methodology proposed for this project	10

**Note:** Bidders scoring **60 or more of the maximum marks** (i.e. 100) in the technical bid shall become **eligible** for opening of Financial Bid, subject to fulfilment of other essential criteria.

## **7. Confidentiality**

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

## **8. Tender Opening and Evaluation**

### **8.1 Tender Opening**

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

### **8.2 Tender Validity**

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

### **8.3 Technical Bid Evaluation**

The Tender Evaluation Committee will evaluate the proposals on the basis of their responsiveness to the selection criteria. The Bidder who satisfies the documentary evidence as per the Eligibility Criteria is considered as technically qualified. Minimum



Qualifying Mark in technical evaluation, to get selected for Opening of Financial Bid is scoring 60% or more of the maximum marks in the technical bid. The technical scores of the bidder against each criterion would be totalled up, and thereafter the technical scores of all the bidders would be listed in decreasing order. Any proposal not achieving the abovementioned scores will be treated as “Not Technically Qualifying the Requirements” and will not be considered further. Only the technically qualified bidders will be informed for opening of the financial proposal.

#### **8.4 Financial Bid Evaluation**

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

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

#### **8.5 Tender Evaluation**

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

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

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

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

## 9. Letter of Acceptance (LOA)

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

## 10. Agreement

- The contract period shall be for a minimum period of three years which may be extended further depending upon the outcome of the project.
- The agreement will be signed initially for a period of One Year which shall be extended on a yearly basis depending on the performance of the agency.
- The successful Bidder should execute an agreement in non-judicial stamp paper, having a face value of Rs. 100/- within 10 days from the date of notification of acceptance by the department for the due fulfilment of the contract.
- Successful Bidder will be required to execute an agreement in the format at **Annexure IV**.
- The stamp duty on the Agreement shall be borne by the successful Bidder.

## 11. Project Deliverables

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

**Each** such centre will have:

- Laptop with camera and headphone & Microphone
- Handheld Camera
- Laser Printer
- Software solution License for Videoconferencing with AI based CDSS
- Internet Broadband connectivity (Minimum **2 MBPS** ) will be established
- Power Solution comprising of an inverter with batteries and a small DG Genset for backup
- Multipara monitor with ECG, sPO2, Pulse Rate & NiBP
- Mini Lab with **Malaria, Haemoglobin, Blood Sugar & Urine analysis facility**. Lab collection facility for other tests could be added later.
- The Unit will be stocked with generic medicine based on disease load (The tentative list of generic medicine with disease category is mentioned at **Annexure III**)

- Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL etc.
- Painting
- Branding of digital dispensary centres
- Manpower comprising of at least **one trained Nurse** for the telemedicine side, **one pharmacist**, one **laboratory assistant** and **one support staff**.
- These digital dispensary centres will function as an OPD with basic tests and medication dispensing to deliver primary care.
- Details of the equipments & fixtures to be provided under Capex are mentioned in **Annexure II**.

## **12. Service Deliverables of the Selected Bidder**

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

## **13. Compliance of Minimum Wages Act and other statutory requirements**

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

## 14. Warranty

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

## 15. Performance Security

- a. The successful bidder shall furnish a performance security in the shape of a Demand Draft/Bank Guarantee issued by a Nationalized Bank in favour of Tender Inviting Authority for an amount equal to 5% of the contract value. The Bank guarantee shall be as per proforma at “**Annexure V**” and remain valid for a period, which is six months beyond the date of expiry of the contract including warranty obligations. This shall be submitted within 15 days (minimum) of receiving of Notice for Award of Contract, failing which the EMD may be forfeited and the contract may be cancelled.
- b. If the successful bidder violates any of the terms and conditions of contract, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the Procurer and the contract may also be cancelled.
- c. The Procurer will release the Performance Security without any interest to the successful bidder on successful completion of contractual obligations.

## 16. Terms of Payment

No advance payment shall be made. 100% of the capital expenditure will be paid to the selected bidder within 30 days from the installation of the equipment in the digital dispensaries. Monthly operational expenditure will be released to the selected bidder within 15 days from the starting day of each month. The selected bidder will maintain records for the consulted patients and attendance for the employees for the centre for each month which will be submitted alongwith the bill to the district authority.

## 17. Liquidated Damages

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

scheduled time frame is exceeded, Tender Inviting Authority/District Authority may consider termination of the contract.

## 18. Key Performance Indicators

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

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

## 19. Force Majeure

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

If a Force Majeure situation arises, the successful bidder shall promptly notify the Tender Inviting Authority/District Authority in writing of such conditions and the cause thereof within three days of occurrence of such event. Unless otherwise directed by the Tender

Inviting Authority/District Authority in writing, the successful bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **20. Termination of Contract**

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

## **21. Resolution of Disputes**

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

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

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

## **22. Applicable Law & Jurisdiction of Court**

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

# **Annexures**

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

<b>Sl.</b>	<b>Name of the Block</b>	<b>Name of the GP</b>
<b>1<sup>st</sup> Phase</b>		
1	Nabarangpur	Badamasigam
2	Umerkote	Benora
3	Kosagumuda	Binjhili
4	Kosagumuda	Majhhdhanua
5	Raighar	Kaudola
6	Raighar	Kosakonga
7	Papadahandi	Sanabarali
8	Jharigam	Badatemra
9	Jharigam	Chakalapadar
10	Jharigam	Telonadigam
11	Tentulikhunti	Manchagram
12	Chandanhandi	Dhodipani
13	Debugam	Ghodakhunta
14	Nandahandi	Jhadbandhguda
<b>2<sup>nd</sup> Phase</b>		
1	Nabarangpur	Chatahandi
2	Umerkote	Badakumari
3	Umerkote	Rajpur
4	Kosagumuda	Ukiapalli
5	Raighar	Chelidangari
6	Raighar	Mundibeda
7	Raighar	Papua
8	Papadhandi	Kantamal
9	Jharigam	Palia
10	Chandanhandi	Koilimunda
11	Chandanhandi	Malagam



## Annexure -II

### LIST OF EQUIPMENT, INSTRUMENT , FURNITURE & FIXTURES

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

<b>4</b>	<b>Furniture &amp; Fixtures</b>			
4.1	Computer Table Large	Pcs		1
4.2	Chair with headrest	Pcs		1
4.3	Patient Chairs	Pcs		2
4.4	Revolving stool	Pcs	Stainless steel	1
4.5	Patient waiting chair	Pcs	3 Seater Chrome	2
4.6	Examination Table	Pcs	Bed with mattress	1
4.7	Foot step	Pcs	Double step	1
4.8	Bed side screen	Pcs	3 panels	1
4.9	Pharmacy Counter	Pcs	Made to order	1
4.10	Medicine Shelves	Pcs	Stainless steel racks	2
4.11	Utility trolley	Pcs	Stainless steel two shelves	1
4.12	Wall Racks	Pcs	Stainless steel racks	1
4.13	Pathology work bench	Pcs	Made to order	1
4.14	Biomedical waste bins	Pcs	Colour Coded bins	3
<b>5</b>	<b>Interiors</b>			
5.1	Flooring	Sq ft	Wood flooring	250 sq ft.
5.2	Painting	Sq ft	Silk premium paint	
5.3	Partition	Sq ft	Aluminium anodized frame + plywood internal partition	
5.4	Electrification		Wiring, casing, fan, CFLs, etc	
5.5	Décor & Branding		Picture Frames, Stationary, objet d'art	
<b>6</b>	<b>Power solution</b>			
6.1	Inverter	Pcs	3 KVA Invertor	1
6.2	Battery	Pcs	4 Batteries 150 AH 12 Volt batteries	4
6.3	Earthing			1
<b>7</b>	<b>Non tangible items</b>			
7.1	License Cost		Pharmacy POS + webRTC+ Litmus Dx	1
7.2	Annual Insurance			
<b>8</b>	<b>Other inputs</b>			
8.1	Refrigerator	Pcs	Single door 65 Litres (Small)	1

### Annexure-III

#### Tentative Standard List of Generic Medicines for Digital Dispensary

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

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

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

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

**AGREEMENT**

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

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

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

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

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

**1) Capital Expenditure**

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

**2) Operational Expenses**

Description	Cost in Rs. (Inclusive of all taxes)
<p><b>Cost per Consultation</b></p> <p>(The cost per consultation has to include all Cost towards managing &amp; operation of the Centre including doctor's Consultation, Manpower, Internet Connectivity, Laboratory Service, Medicine, electricity, maintenance of equipment etc.)</p>	

**Payment**

No advance payment shall be made. 100% of the capital expenditure will be paid to the service provider within 30 days from the installation of the equipment in the digital dispensaries. Monthly operational expenditure will be released to the service provider within 15 days from the starting day of each month. The service provider will maintain records for the consulted patients and attendance for the employees for the centre for each month which will be submitted alongwith the bill to the district authority.

**Period of Completion**

The service provider has to set up and operate the digital dispensaries in the 14 locations of the Nabarangpur district with all equipment & manpower within **3 (Three) Months** from the date of signing of contract.

**Liquidated Damages**

If the service provider fails to deliver any or all of the goods or fails to perform the services within the time frame(s) prescribed in Clause 3, the Tender Inviting Authority /



District Authority shall without prejudice to other rights and remedies available to the Tender Inviting Authority/District Authority under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to **0.5% of the value of the contract** per week of delay or part thereof on delayed supply of goods and/or services until actual delivery of goods or commencement of services subject to a **maximum of 4%**. Once the scheduled time frame is exceeded, Tender Inviting Authority/District Authority may consider termination of the contract.

### Key Performance Indicators

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

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### Compliance of Minimum Wages Act and other statutory requirements

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

## **Force Majeure**

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

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

## **Termination of Contract**

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

## **Resolution of Disputes**

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

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

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

Signed, Sealed and Delivered by the

said ..... (For the **Purchaser**)

in the presence of .....

Signed, Sealed and Delivered by the

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

in the presence of .....

1) (Signature, Name and Address of witness)

2) (Signature, Name and Address of witness)

**FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY**

To

\_\_\_\_\_ ( Name & address of the Contract awarding authority)

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

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

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

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

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

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

This guarantee shall be valid until the .....day of .....20.....

We the .....Branch.....undertake not to revoke the guarantee during its currency except with the previous consent of the \_\_\_\_\_ (Name of the contract award authority) in writing.

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

.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

.....

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

**FORMATS FOR SUBMISSION OF BID**  
**(Technical Bid)**

## CHECK LIST OF TECHNICAL BID

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

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

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

Sl. No	Item	Whether included Yes / No	Page No.
1	Check List		
2	Bid Document Cost as DD (Rs.5,250/-)		
3	The Earnest Money Deposit of Rs. 5 Lakhs as Demand Draft / BG (s)		
4	Format T1 (Technical Bid Letter)		
5	Format T2 (Bidder Profile)		
6	Format T3 (Annual Turnover Statement by Chartered Accountant)		
7	Copies of the annual audited statement / Annual Report for 2012-13, 2013-14, 2014-15 or 2013-14, 2014-15 & 2015-16 (If audited) (Provisional statement of account shall not be considered)		
8	Format T4 (Performance Statement - Details of experience in Hospital Management & Public Administration)		
9	Format T5 (Performance Statement - Details of experience in running hospitals in India)		
10	Format T6 (Performance Statement - Details of experience in running telemedicine projects)		
11	Copies of the work order / contract executed in support of Format T4 and Format T5		
12	Format T7 (Details of the Equipment, Instrument, Furniture & Fixtures)		
13	Product Catalogue / Leaflets of the Equipment, Instrument, Furniture & Fixtures		
14	Format T8 (Proposed Methodology & work Plan)		
15	Copy of the Certificate of Incorporation		
	Copy of the VAT / CST registration certificate		
16	Copy of PAN (Income Tax)		
17	Copy of the Service Tax Certificate		

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

To

Date: \_\_\_\_\_

*(Name of the bid inviting authority)*

Ref. : RFP Reference No. \_\_\_\_\_ dated \_\_\_\_\_

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

Dear Sir,

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

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

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

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

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

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



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

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

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

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

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

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

Thanking you,

Yours truly,

Signature of Agency:

Name:

Designation:

Name of Agency:

Full Address:

Telephone:

**BIDDER PROFILE**

(to be submitted in Technical Bid Envelop)

SI	Description	Response
1.	Name of the Organization	
2.	Registered Office address	
3.	Communication Address	
4.	Telephone Numbers	Land Line : Mobile :
5.	Fax Number	
6.	e-mail id	
7.	Correspondence / contact address	
8.	Details of Contact person (Name, designation, address etc.) Telephone Number, Fax Number email	
9.	Year of establishment of the Organization (Submit certificate of incorporation of the organization)	
10.	Former name of the company, if any.	
11.	Is the organization is Government / Public Sector Undertaking, Pvt. Limited company, Limited company or limited corporation, Member of a group of companies (if yes, give name and address, and description of other companies), Subsidiary of a corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
12.	Is the organization registered for service tax with Central Excise Department (Service Tax Cell)? If yes, Submit valid service tax registration certificate.	
13.	PAN No.	
14.	Service Tax No.	
15.	Sales Tax / VAT registration (Furnish the photocopy of the Sales Tax / VAT registration certificate and Clearance certificate)	
16.	Total number of employees	

Sl	Description	Response										
17.	How many years has your organization been in business under your present name? What were your fields of operation when the organization was established?											
18.	What type describes your Organization? (Documentary proof to be submitted).											
19.	Number of Offices / Project Locations											
20.	<b>No. of Hospitals</b> currently running in India with location details (authentic duly signed documents relating to <b>contracts / work orders executed</b> must be attached as proof for each hospitals running as a proof must be submitted)											
21.	Annual Turnover of the agency for three years (enclose report of Chartered Accountant with membership No as per Format T3 / Annual audited statement.)	<table border="1"> <thead> <tr> <th>Year</th> <th>Annual Turnover (Rs. Crores)</th> </tr> </thead> <tbody> <tr> <td>2015-16 (if audited)</td> <td></td> </tr> <tr> <td>2014 – 15</td> <td></td> </tr> <tr> <td>2013 – 14</td> <td></td> </tr> <tr> <td>2012 – 13</td> <td></td> </tr> </tbody> </table>	Year	Annual Turnover (Rs. Crores)	2015-16 (if audited)		2014 – 15		2013 – 14		2012 – 13	
Year	Annual Turnover (Rs. Crores)											
2015-16 (if audited)												
2014 – 15												
2013 – 14												
2012 – 13												
22.	<b>Work Experience</b> details of similar type of projects such as <b>running telemedicine project in India</b> having video consultation, e-prescription & (authentic duly signed documents relating to <b>contracts / work orders executed</b> must be attached as proof for each projects undertaken)											
23.	<b>Experience in Hospital Management and/or Public Health Management</b> in India. (authentic duly signed documents related <b>contracts / work orders executed</b> must be attached as proof)											

Yours truly,

Signature of the Authorized Signatory:

Name:

Designation:

Seal

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

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

Sl	Financial Year	Turnover in (Rs. Crores) <b>both in words and figures</b>
1	2012 – 2013	
2	2013- 2014	
3	2014 – 2015	
4	2015-16 (if audited)	
	Average	

Date:

Place:

Signature of Auditor/  
Chartered Accountant

(Name in Capital)

Seal

**Membership No.**

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

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

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

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

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

Signature of the Authorized Signatory:

Name:

Designation:

Seal

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

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

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

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

Signature of the Authorized Signatory:

Name:

Designation:

Seal

**PERFORMANCE STATEMENT**

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

**DETAILS OF EXPERIENCE IN RUNNING TELEMEDICINE PROJECTS**

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

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

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

Signature of the Authorized Signatory:

Name:

Designation:

Seal

**\*DETAILS OF THE CAPITAL EQUIPMENT QUOTED**

(To be submitted in Part I -Technical Bid)

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

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

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

Signature of the Authorized Signatory:

Name:

Designation:

Seal



## PROPOSED METHODOLOGY & WORK PLAN FOR THE PROJECT

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

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

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

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

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

**FORMATS FOR SUBMISSION OF BID  
(FINANCIAL BID)**

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

To

Date: \_\_\_\_\_

*(Name of the bid inviting authority)*

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

Sir,

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

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

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

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

Thanking you,

Yours truly,

Signature of Authorized Signatory:

Name:

Designation:

Seal

**FINANCIAL BID**

(to be submitted in Financial Bid Envelop)

To  
*The Mission Director,*  
*National Health Mission, Odisha*

Date: \_\_\_\_\_

**Subject: Financial bid for setting up & operation of digital dispensary including Pharmacy and Pathology at Nabarangpur district.**

Dear Sir / Madam,

I on behalf of \_\_\_\_\_ organization do hereby submit the financial bid for the work : Setting up & operation of digital dispensary including Pharmacy and Pathology at Nabarangpur district.

Work Description	Rate per Center in Figure (Rs.) inclusive of all taxes	Rate per Center in Words inclusive of all taxes
<p><b>Capital Expenditure (Capex):</b></p> <p><b>Setting up &amp; operation of digital dispensary including Pharmacy and Pathology</b>                      (Cost of equipment, instrument with <b>three</b> years comprehensive warranty)</p> <p>[Detail <b>breakup of the rate per center</b> towards capital expenditure) must be submitted in the <b>Format F3</b>. In that case, the figure mentioned against <b>Rate per center</b> in <b>Format F2</b> should be the same as that mentioned against <b>total figure</b> of Format F3 ]</p>		
Work Description	Rate per Consultation per Center in Figure (Rs.) inclusive of all taxes	Rate per Consultation per center in Words inclusive of all taxes
<p><b>Operational Expenditure (Opex):</b></p> <p><b>1. Cost per consultation per Centre</b></p> <p>[The <b>cost per consultation per center</b> includes all Cost towards managing &amp; operation of the Centre including doctor’s Consultation, Trained Manpower (Nurse, Pharmacist and Support staff), Internet charges, Laboratory Services with testing kits, Generic Medicine, electricity/telephone charges, printing of reports with all consumable cost , maintenance of the equipment etc.]</p> <p>[Detail <b>breakup of the cost per consultation per center</b> towards operational expenditure) must be submitted in the <b>Format F4</b>. In that case, the figure mentioned against <b>Rate per center</b> in <b>Format F2</b> should be the same as that mentioned against <b>total figure</b> of Format F4 ]</p>		

**2. Pl. mention the % of tax (if any) included in the above Per consultation cost (Opex) :**

Type of Tax : \_\_\_\_\_

% of Tax : \_\_\_\_\_

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

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

Thanking you

Yours truly,

Signature of Authorized Signatory:

Name:

Designation:

Seal

**FINANCIAL BID  
BREAKUP OF CAPITAL EXPENDITURE**  
(to be submitted in Financial Bid Envelop)

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

2.19	Serrated Dressing Forcep	Pcs	10 inches	2			
2.20	Dressing Forcep	Pcs		1			
2.21	Lotion Bowl	Pcs	3 inches	2			
2.22	SS Kidney Tray	Pcs	8 inches	1			
2.23	Scalpel	Pcs	Handle no 4	1			
2.24	Scalpel Handle No 4	Pcs	Handel no 3	1			
2.25	Mosquito Artery Forcep Curved	Pcs	5 inches	1			
2.26	Mosquito Artery Forcep Straight	Pcs	5 inches	1			
<b>3</b>	<b>Pathology</b>						
3.1	Hemoglobin meter	Pcs	Handheld digital Hemoglobin testing device	1			
3.2	Blood sugar monitor	Pcs		1			
3.3	Pipette	Pcs	variable 2-100 ml, 100-1000 ml	2			
3.4	Vacutainers	Pcs		200			
<b>4</b>	<b>Furniture &amp; Fixtures</b>						
4.1	Computer Table Large	Pcs		1			
4.2	Chair with headrest	Pcs		1			
4.3	Patient Chairs	Pcs		2			
4.4	Revolving stool	Pcs	Stainless steel	1			
4.5	Patient waiting chair	Pcs	3 Seater Chrome	2			
4.6	Examination Table	Pcs	Bed with mattress	1			
4.7	Foot step	Pcs	Double step	1			
4.8	Bed side screen	Pcs	3 panels	1			
4.9	Pharmacy Counter	Pcs	Made to order	1			
4.10	Medicine Shelves	Pcs	Stainless steel racks	2			
4.11	Utility trolley	Pcs	Stainless steel two shelves	1			
4.12	Wall Racks	Pcs	Stainless steel racks	1			
4.13	Pathology work bench	Pcs	Made to order	1			
4.14	Biomedical waste bins	Pcs		3			
<b>5</b>	<b>Interiors</b>						
5.1	Flooring	Sq ft	Wood flooring	250 sq.ft			
5.2	Painting	Sq ft	Silk premium paint				
5.3	Partition	Sq ft	Aluminium anodized frame + plywood internal partition				
5.4	Electrification		Wiring, casing, fan, CFLs, etc				
5.5	Décor & Branding		Picture Frames, Stationary, objet d'art				

<b>6</b>	<b>Power solution</b>							
6.1	Inverter	Pcs	3KVA Invertor	1				
6.2	Battery	Pcs	4 Batteries 150 AH 12 Volt batteries	4				
6.3	Earthing			1				
<b>7</b>	<b>Non tangible items</b>							
7.1	License Cost		Pharmacy POS + webRTC+ Litmus Dx	1				
7.2	Annual Insurance if any			1				
<b>8</b>	<b>Other inputs</b>							
8.1	Refrigerator	Pcs	Single door 65 litres (Small)	1				
<b>TOTAL (Rs.)</b>								

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



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

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

Note : The **total figure** mentioned under **Price above** should be the same as that mentioned in Operational Expenditure (Cost per consultation / Centre) in **Format F2**