
REQUEST FOR PROPOSAL
FOR
SELECTION OF SYSTEM INTEGRATOR FOR
NATIONWIDE ROLL-OUT OF NATIONAL MEDICAL COLLEGE NETWORK (NMCN)
(Health Education Content Delivery, Skill Enhancement and Healthcare Outreach Services Project)

Ref No: T-21016/06/2015-TM

MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAWAN
NEW DELHI

Table of Contents

1	Introduction.....	7
2	Schedule of Bid Process.....	8
3	Structure of the RFP.....	8
4	Background Information	9
4.1	Basic Information.....	9
4.2	Project Background.....	10
4.3	Medical College Information.....	12
4.4	Key Information.....	15
4.5	Detailed scope of work.....	16
4.6	Warranty Support.....	18
4.7	Deliverables.....	19
5	Project Implementation Strategy.....	21
6	Supply / Procurement of IT Infrastructure at DC.....	22
7	Licenses	23
8	Manpower requirement.....	23
9	Help Desk and Trouble ticket management system	23
10	Complete incident and problem management	24
11	Timelines.....	25
12	Instructions to the Bidders	25
12.1	General.....	25
12.2	Compliant Proposals / Completeness of Response.....	26
12.3	Key Requirements of the Bid.....	27
12.3.1	Right to Terminate the Process	27
12.3.2	RFP Document Fees.....	27
12.3.3	Earnest Money Deposit (EMD).....	27
12.3.4	Submission of Bids.....	28
12.3.5	Documents Constituting the Bid.....	28
12.3.6	Proposal Preparation Costs.....	28
12.3.7	Language	29
12.3.8	Venue & Deadline for Submission of Proposals.....	29
12.3.9	Late Bids.....	29
12.3.10	Opening of Technical Bids.....	29

12.3.11	Opening of Financial Bids.....	30
12.4	Evaluation Process.....	30
12.4.1	Tender Opening.....	30
12.4.2	Tender Validity	31
12.4.3	Tender Evaluation.....	31
13	Criteria for Evaluation	32
13.1	Technical Qualification Criteria.....	32
13.2	Commercial Bid Evaluation.....	40
14	Appointment of System Integrator	41
14.1	Award Criteria	41
14.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	41
14.3	Notification of Award	42
14.4	Contract Finalization and Award.....	42
14.5	Performance Guarantee.....	42
14.6	Signing of Contract.....	43
14.7	Failure to Agree with the Terms and Conditions of the RFP	43
15	Payment Schedule	44
15.1	Payment Schedule for System Integrator providing infrastructure and services.....	44
16	GENERAL TERMS AND CONDITIONS	45
16.1	Exit Management.....	45
16.1.1	Purpose.....	45
16.1.2	Transfer of Assets.....	46
16.1.3	Cooperation and Provision of Information.....	46
16.1.4	Confidential Information, Security and Data.....	47
16.1.5	Employees	47
16.1.6	Rights of Access to Premises.....	48
16.1.7	General Obligations of the System integrator.....	48
16.1.8	Exit Management Plan.....	49
16.2	Liquidated Damages.....	50
16.3	Performance Guarantee.....	50
16.4	Penalty	50
16.5	Dispute Resolution Mechanism.....	51
16.6	Notices	52

16.7	Fraud and Corrupt Practices	52
16.8	Conflict of Interest	54
16.9	Consequences of Termination	54
16.10	Acceptance Tests	54
16.11	Audit by Third Party.....	54
16.12	Force Majeure	54
17	Annexures	56
	Annexure I: TECHNICAL BID TEMPLATES.....	56
	Form 1: Undertaking on Total Responsibility	56
	Form 2: Bank Guarantee for Earnest Money Deposit	57
	Form 3: Compliance Sheet for Technical Proposal	59
	Form 4: Letter of Proposal	62
	Form 5: Project Citation Format	64
	Form 6: Proposed Work Plan.....	65
	Form 7: Manufacturers'/Producers' Authorization Form	66
	Form 8: Deviations	68
	Form 9: Undertaking on Patent Rights.....	69
	Form 10: Undertaking on Service Level Compliance	70
	Form 11: Undertaking on Deliverables.....	71
	Form 12: Undertaking on Support to Third Party Solution acceptance and certification.....	72
	Form 13: Undertaking on Exit Management and Transition	73
	Form 14: Declaration that the bidder has not been blacklisted in last three years	75
	Form 15: General Information & Constitution Status.....	76
	Form 16: Structure and Organization.....	77
	Form 17: Current Contract commitments / works in progress in India	78
	Form 18: Affidavit of not having Criminal or Economic Offence.....	79
	Form 19: Declaration of activities sub-contracted.....	80
	ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE.....	81
	Form 1: Covering Letter	81
	Form 2A: Financial Proposal – Summary Bid.....	84
	Form 2B: Financial Proposal – Head wise Summary Bid.....	84
	A. Capital Cost	84
	B. Operational Cost.....	85

C. Financial Bid Summary Sheet:	85
ANNEXURE III: TEMPLATE FOR PBG & CCN	87
Form 1: Performance Guarantee	87
Form 2: Change Control Notice (CCN) Format.....	89
Annexure: IV: BILL OF MATERIAL (BOM)	91
ANNEXURE: V	110

GLOSSARY OF TERMS

The definitions of various terms that have been used in this RFP are as follows:

- **“Request for Proposal (RFP)”** means all three Volumes and its Annexures and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
 - **“Contract / Agreement / Contract Agreement / Master Service Agreement”** means the Agreement to be signed between the successful bidder and MoHFW, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
 - **“Bidder”** means any company incorporated under Indian Companies Act 1956 and shall include group/consortium of companies coming together to participate in this bid, offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom the agreement is signed for rendering of services for implementation of this project.
 - **“Consortium”** shall mean association of two or more distinct legal entities but not exceeding three in number, formed specifically or otherwise for the purpose of bidding.
 - **“Proposal / Bid”** means the Technical and Commercial bids submitted for this project against this RFP.
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1 Introduction

- I. Ministry of Health & Family Welfare (MoHFW) , Government of India has decided to set up telemedicine infrastructure in all government run medical colleges and networking each other in a phase wise manner as a green field project under the central scheme “ehealth including telemedicine”. The project will be totally supported for FIVE YEARS by the Ministry of Health & Family Welfare, Government of India after which the state governments will take over its management. The objective of the project will be to facilitate tele-education, tele-CME, sharing of surgical & interventional Skill, access to specialist consultation, access to digital library etc. for medical and paramedical professionals by setting up modern Information and Communication Technology enabled e-infrastructure in all government run medical colleges of the country. The network will be supported by high speed IP network to be provided under National Knowledge Network scheme of Government of India.
 - II. MoHFW invites bids from the empanelled agencies (hereafter referred as “Bidder”) for appointment as System Integrator to provide the comprehensive solution as specified in the Scope of Work Section of this RFP.
 - III. Bidders are advised to study therapy documents carefully before submitting their proposals in response to this Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of RFP documents with full understanding of its terms, conditions and implications. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
 - IV. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs. 2,00,00,000 (Rupees Two Crores Only) in the form of Demand Draft or Bank Guarantee from Nationalized/Scheduled Commercial Bank as per the format prescribed in this RFP document (Refer Annexure I: Form 2). Bids submitted without adequate EMD will be liable for rejection.
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2 Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date	T-21016/06/2015-TM dated 12.10.2015
2.	Study of NRC/ RRC /Medical College	Within 10 Days from the date of Issue of RFP
3.	Last date for submission of written queries for clarifications	17.10.2015
4.	Pre-Bid Meeting	19.10.2015 & 20.10.2015 Venue will be intimated later
5.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6.	Last date (deadline) for submission of bids including EMD	02.11.2015
7.	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	Will be intimated later
8.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	Will be intimated later
9.	Contact person for queries	Sh. Jitendra Arora Email: jitendra.arora@gov.in
10.	Addressee and address at which proposal in response to RFP notice is to be submitted:	Ms. Soma Sanyal Under Secretary – Telemedicine 408-D , Nirman Bhawan New Delhi-110101

3 Structure of the RFP

- I. This Request for Proposal (RFP) document for Appointment of the System Integrator for National Medical College Network (NMCN) comprises of the following.
 - A. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 1. General instructions for bidding process
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2. Bid evaluation process including the parameters for Technical evaluation and commercial evaluation in determining bidder's suitability as the implementation partner
 3. Payment schedule
 4. Technical Bid, Commercial Bid and other formats
- B. Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
1. About the project and its objective
 2. Scope of work for the Implementation Partner
 3. Functional and Technical requirements
 4. Project Schedule
 5. Service levels for the implementation partner

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of MoHFW

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

4 Background Information

4.1 Basic Information

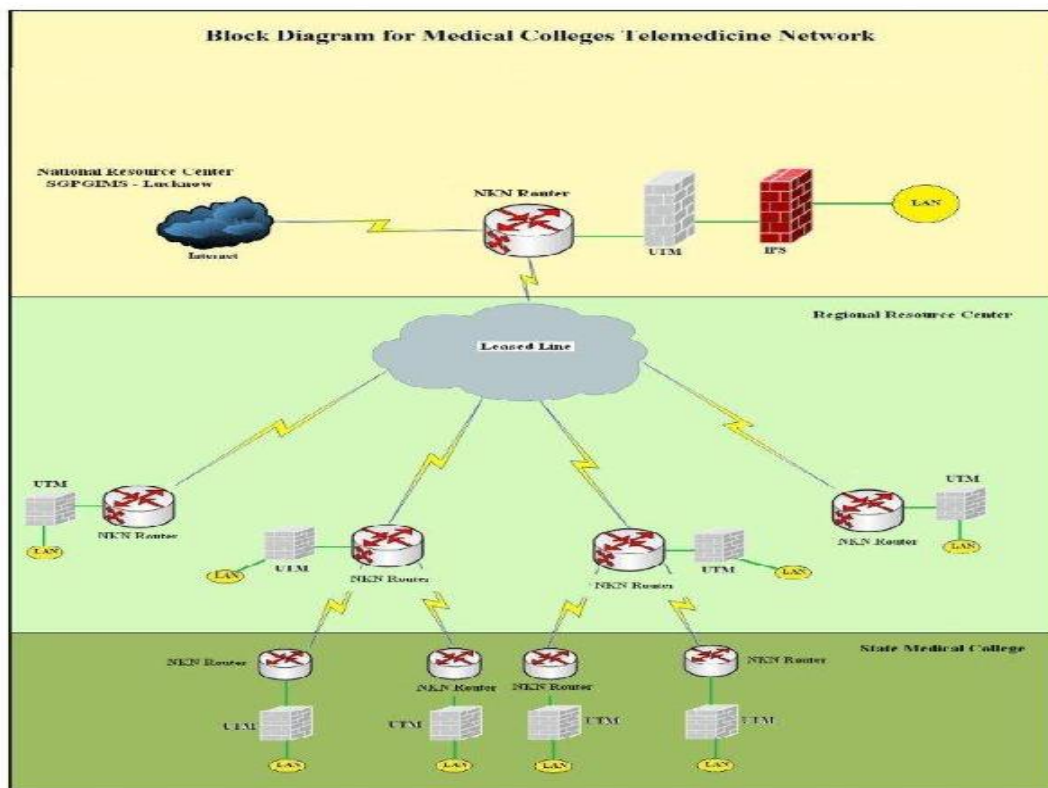
- I. MoHFW invites proposals ("Tender") through this Request for Proposals ("RFP") from Systems Integrator Agencies ("Bidders") for the provision of System Integrator for National Medical College Network (NMCN) of this RFP, "Scope of Work".
 - II. Any contract that may result from this bid will be issued for a term of five years ("the Term").
 - III. The MoHFW, reserves the right to extend the Term for period on the same terms and conditions, subject to the MoHFW obligations at law.
 - IV. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late WILL NOT be considered in this bidding process.
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4.2 Project Background

- I. MoHFW is implementing a green field project on e-Health including Telemedicine on National Medical College Network (NMCN) for interlinking Govt. Medical Colleges having connectivity provided by National Knowledge Network (NKN) with the purpose of Tele-education, Tele-CME, Tele-specialist consultations, Tele-follow-up and Access to Digital Library etc.
 - II. The proposed national network of medical colleges will follow a hierarchical architecture having a Central HUB housing the DATA CENTER which has been designated as National Resource Centre (NRC). The NRC is to be networked with Five Regional HUBs which will be called as Regional Resource Centres (RRCs) located at different regions of the country which in turn will be networked with Medical Colleges in that region.
 - III. As a part of the first Phase of NMCN project a National Resource Centre cum Regional Resource Centre at SGPGI, Lucknow and 5 Regional Resource Centre at PGIMER, Chandigarh, JIPMER, Puducherry, SGPGI, Lucknow, UP, KEM Medical College & Hospital, Mumbai, Maharashtra, AIIMS, New Delhi and NEIGRIHMS, Shillong, Meghalaya has been selected to be connected with 35 Medical Colleges in 24 States & UTs.
 - IV. In order to secure the storage of archived content material as a backup in case any disaster at Primary Site (NRC), a Disaster Recovery (DR) infrastructure will be located in JIPMER, Puducherry.
 - V. The National Resource Centre for Telemedicine & Biomedical Informatics at Sanjay Gandhi Postgraduate Institute of Medical Sciences, Lucknow established in joint effort of Government of Uttar Pradesh and the Department of Electronics and Information Technology (DeitY), Ministry of Communication & IT (MICT), Government of India has been identified as the National Resource Centre and Central HUB for the National Medical Colleges Telemedicine Network. Five RRCs to be located at Postgraduate Institute of Medical Education & Research (PGIMER), Chandigarh to connect Medical Colleges of Northern region belonging to the States / UTs of J&K, Punjab, Chandigarh, Haryana & Himachal Pradesh ; All India Institute of Medical Sciences (AIIMS) New Delhi to connect Medical Colleges of Central & part of Northern region belonging to the states / UTs of Uttarakhand, Delhi, Madhya Pradesh, Chhattisgarh & Rajasthan; Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS), Lucknow, NRC to connect Medical Colleges of part of Northern
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region and Eastern region belonging to the states / UTs of Uttar Pradesh, Bihar, Jharkhand, West Bengal, Odisha & Andaman and Nicobar Islands; North Eastern Indira Gandhi Regional Institute of Medical & Health Sciences (NEIGRIMHS), Shillong (Meghalaya) to connect Medical Colleges of North Eastern region belonging to the states / UTs Assam, Meghalaya, Tripura, Manipur, Sikkim, Arunachal Pradesh, Nagaland & Mizoram; Jawaharlal Nehru Institute of Postgraduate Medical Education and Research (JIPMER), Pudducherry to connect Medical Colleges belonging to southern states / UTs of Andhra Pradesh, Tamilnadu, Karnataka, Kerala & Pudducherry; King Edward Memorial (KEM) Medical College, Mumbai to connect Medical Colleges of Western region belonging to states of Maharashtra, Gujarat, Goa, Daman & Diu, Dadra & Nagar Haveli and Lakshadweep. Agencies having large scale experience in deployment and running telemedicine systems particularly in a large enterprise network will be empanelled for setting up and running the infrastructure so created and the desired services for a period of FIVE Years which can be extended through mutual agreement.

- VI. The empanelled agency will be responsible to set up the telemedicine infrastructure as per the approved architectural design and install network, hardware & software and run the desired services (see Scope of work). The agency should be able to coordinate with NKN deployment agency for getting access and interfacing NKN with Telemedicine network for smooth operation of integrated network. To start with it is desired that each Medical College will be provided high speed internet bandwidth with 100Mbps, each Regional HUB with 1Gbps and the Central HUB with 10 Gbps. The bandwidth will be scaled up at Regional and Central HUBs as more and more medical colleges are added to the network in the subsequent phases. The agency should be competent enough to be able to manage the operation of Telemedicine Centres at Medical Colleges, Regional and Central HUBs by deploying appropriate technical manpower as per expected services. The main purpose of selection of agencies is to make them responsible for the operation of the centres in entirety and develop a long term association with the users and other stake holders for smooth operation of this unique national network for five years and making the local organizations technically and managerially competent to subsequent operation after handover.
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Architectural design

4.3 Medical College Information

The National Medical College Network (NMCN) is to be implemented in 24 States & UTs in 41 Medical Colleges / institutions including 1 NRC cum RRC and 5 RRCs.

As a part of the first Phase of NMCN project, Resource Centres are:

S. No.	Region	Medical College
<i>I</i>	National cum Regional Resource Centre	SGPGI, Lucknow, UP
<i>II</i>	Regional Resource Centres	
<i>i.</i>	Northern Region	PGIMER, Chandigarh
<i>ii.</i>	Southern Region	JIPMER, Pondicherry
<i>iii.</i>	Eastern Region	SGPGI, Lucknow, UP
<i>iv.</i>	Western Region	KEM Medical College & Hospital, Mumbai, Maharashtra

v.	Central Region	AIIMS, New Delhi
vi.	North-eastern Region	NEIGRIHMS, Shillong, Meghalaya

The list of 35 Medical Colleges shortlisted under 1st phase of NMCN are as follows:

S.No.	MEDICAL COLLEGE	STATE
1	Indira Gandhi Institute of Medical Sciences (IGIMS) Sheikhpura	Bihar
2	Darbhanga Medical College, DMCH Road, Laheriasaria, Darbhanga	
3	Patliputra Medical College, Dhanbad Po-BCCL Township, Dhanbad	Jharkhand
4	VSS Medical College, Burla (Veer Surrendra Sai Medical College, Burla) Dist, Sambalpur	Odisha
5	Baba Raghav Das Medical College, Gorakhpur	Uttar Pradesh
6	MLB Medical College, Jhansi National Highway 25, Jhansi	
7	Burdwan Medical College Burdwan	West Bengal
8	Gauhati Medical College, P.O. Indrapur, District. Kamrup	Assam
9	Jorhat Medical College Kushal Konwar Path, Barbheta P.O. Jorhat	
10	Assam Medical College Borbari, Dibrugarh	
11	Regional Institute of Medical Sciences Lamphelpat, Imphal	Manipur
12	Agartala Government Medical College P.O. Kunjaban, Agartala	Tripura
13	Goa Medical College, Bambolin	Goa
14	B.J. Medical College, Asarwa, Ahmedabad	Gujarat

15	Government Medical College, Majura Gate, Surat	
16	Government Medical College, Near Hanuman Nagar, Nashik	Maharashtra
17	Government Medical College, Panchakki Road, Aurangabad	
18	Chattisgarh Institute of Medical Sciences , SardarVallabhBhai Patel Hospital, Bilaspur	Chhattisgarh
19	NetajiSubhash Chandra Bose Medical College, Jabalpur , Nagpur Road, Jabalpur	Madhya Pradesh
20	Mahatma Gandhi Memorial Medical College, Indore Ujjain State Highway, MR10, Crossing Sagar Road, Near Toll Tax Post, Tehsil Sanwer, Indore	
21	Maulana Azad Medical College, Bahadur Shah ZafarMarg	New Delhi
22	Dr. S. N. Medical College, Jodhpur (Raj.), Shastri Nagar, Residency Road, Jodhpur	Rajasthan
23	RabindraNath Tagore. Medical College, (RNT Medical College), Udaipur	
24	Government Medical College, Rampur Road , Haldwani	Uttrakhand
25	Dr.Rajender Prasad Govt. Medical College, Tanda	Himachal Pradesh
26	Maharaja Agarsen Institute of Medical Research and Education, Hisar	Haryana
27	Government Medical College, Bakshi Nagar, Jammu	Jammu & Kashmir
28	Guru Govind Singh Medical College, Sadiq Road, Faridkot	Punjab
29	Govt. Medical College and Hospital, Circular Road, Amritsar	

30	Rangaraya Medical College, Kakinada	Andhra Pradesh
31	Guntur Medical College, KannavariThota, Guntur	
32	Karnataka Institute of Medical Sciences, P.B. Road ,Karnataka Institute of Medical Sciences, Hublidyanagar, Hubli	Karnataka
33	MandyaInstt. of Medical Sciences, Mandya	
34	Govt. Medical College, PO Kozhikode , Calicut	Kerala
35	Thoothukudi Medical College, Thoothukudi	Tamil Nadu

4.4 Key Information

The objective of the National Medical College Network (NMCN) Project is to ensure the following:

1. Tele-education / Digital Medical Lecture Theatre

Knowledge sharing, Continuous Medical Education, sharing of surgical & interventional skills, Virtual Class Room, capacity building of HRH etc.

2. Tele-consultation

Access to specialist consultation (Tele-consultation, Tele-follow-up, m-Health applications, remote monitoring, Tele-pathology, Tele-cardiology, Tele-radiology, Tele-dermatology, Tele-ophthalmology, Tele-oncology etc. services). Citizens of India in inaccessible/Hard-to-Reach areas and where doctors are not available for any reason can have specialist consultation. Because of these healthcare delivery services, there would be long term on-going savings of valuable resources namely time, money, energy of beneficiaries as well as HRH.

3. E-Learning and Digital Library infrastructure

Access to electronic knowledge repositories (e-Books, e-Journals and Open Source Web Knowledge Resources), creating Digital Library infrastructure facilitating medical researchers and knowledge seekers to have continuing education programme (e-CME) in respect of basic and recent developments in the health / medical fields.

NMCN OBJECTIVES

Tele-education	Access to Specialty Consultation	Access to Electronic Knowledge Repositories
Knowledge sharing Continuous Medical Education	Tele-consultation	e-Books, e-Journals, and open source web knowledge resource
Sharing of surgical & Interventional skills	Tele-follow-up	Creating Digital Library infrastructure
Virtual Class Room	m-Health applications	Facilitating knowledge seekers to have (e-CMEs) = basic and recent developments in the health fields
Capacity building of HRH etc.	Remote monitoring and Mentoring	Creating Learning Resources
	Tele-pathology, Tele-cardiology, Tele-radiology, Tele-dermatology, Tele-ophthalmology, Tele-oncology, etc services)	

4.5 Detailed scope of work

A. Supply, Installation, Training and Commissioning of requisite equipment for the Telemedicine Platform and Maintenance for five years from date of commissioning

1. Computer Hardware & Peripherals, Software, Network solution, Videoconference & Medical Diagnostic Equipment, Video & Still Camera, Editing cards, UPS, Generator set. All the equipment are to be branded and of latest technology at the time of supply. All have to conform to global telemedicine standards
2. System/Telemedicine/Operating Software
3. The agency will set up Local Area Network (LAN) within the organization for this project and connects it seamlessly with NKN node established in the organisation. The agencies will liaison/work closely with NKN for smooth implementation and across the institutions under the NMCN.
4. Integration software & updates during the project period for integrating Medical Diagnostic equipment with Telemedicine Application software
5. Modular Furniture
6. Essential Site preparation work e.g. Power and Network cabling, securing appropriate voltage requirements for the ICT and Medical Equipment

B. Up gradation of existing Central HUB (NRC) and Creation of Disaster Recovery Site

Agency to carry out System Requirement Study (SRS) and prepare the Bill of Material which will be equalized during the Pre Bid meetings. Type of equipment/items needed as part of Bill of Material (BOM) is indicated in the document. These may be taken as a guide which is to be

worked out as part of the SRS and provided as BOM during the meeting. The BOM may be suggested as to meet the requirement of performance Service Level Agreement.

The Data centre located at NRC, SGPGI, and Lucknow will be upgraded to cater the load as calculated by the bidder during the System Requirement Study. The existing infrastructure at NRC is as below:

S.No	Make & Model	Quantity	Location	Remark
1	IBM BLADE SERVER HS21	16	Data Centre	Working
2	IBM BLADE SERVER HS12	1	Data Centre	Working
3	IBM BLADE E Chassis	2	Data Centre	Working
4	IBM DS 3200	2	Data Centre	Working
5	X Server	4	PCR	Working
6	Promise V TRACK	4	PCR, Data Centre	Working
7	2.8 M,200-240V,TRIPLE 16A IEC	6	Data Centre	Working
8	DPI32AMP 1250U FRONTEND PDU WITH IEC 3092P+GND	6	Data Centre	Working

C. Services to be provided by the Agency during the project period

- a) Operation of the Telemedicine platform and Network for Distance medical education using all possible digital educational technologies such as; Virtual Class Room, Interactive Videoconference point to point/ point to Multi point, Webcasting, Web streaming, Surgery and interventional procedure live data acquisition & streaming, on line access to knowledge portals in the Digital Medical Library etc.
- b) Operation of Telemedicine platform for Tele-healthcare services
 - i. Creation, exchange and maintenance of Electronic Medical Record (EMR) of patients. Archival of EMR from storage sites. This software should follow all international standards and should inter-operate with similar software getting deployed in the hospitals across the country.
 - ii. Scheduling patient appointments with Specialists and facilitating Tele-healthcare process in co-ordination with remote technical and medical staff
 - iii. Maintenance of daily log book record and periodic compilation of data

c) Development of Medical Multimedia Educational Content

Competent manpower having knowledge and skill for capture of still clinical photographs and surgical and skill videos and editing at each RRCs and NRC for developing multimedia medical educational content, its storage and archival.

- d) Design, development, hosting and maintenance of National e-Continuing Medical Education (CME) portal
- e) Operation and maintenance of Data Centre at NRC and DR Site. Appropriate manpower with required knowledge & skill should be deployed.
- f) Maintenance of all equipment will be the responsibility of the contracted agency. In case of equipment malfunction the system should be made operational within 4 Hours at the locations connected with air and 12 hours at other locations. The up time of the entire system must be 90% computed on 3 month basis.
- g) The entire network must be secure and the communication must be encrypted. The data centre at NRC and DR must be secure at the Network and application level.
- h) Any open software proposed/quoted must have proper maintenance and up gradation arrangements

4.6 Warranty Support

As part of the warranty services SI shall provide:

- I. SI shall provide a comprehensive warranty and on-site free service warranty for 5 years (onsite support for 1 year of warranty and followed by 4years of AMC) from OEM on all licensed software, computer hardware and peripherals, networking equipment and other equipment from the date of Site acceptance for all equipment.
 - II. SI shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP.
 - III. SI must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
 - IV. SI shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.
 - V. SI is responsible for procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the MoHFW in case the procured hardware or
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- software is not adequate to meet the service levels. Mean Time Between Failures (MTBF): If during contract period, any equipment has a hardware failure on three or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the SI at no cost to MoHFW
- VI. During the warranty period SI shall maintain the systems and repair / replace at the installed site, at no charge to MoHFW, all defective components that are brought to the SI's notice.
 - VII. Warranty should not become void, if MoHFW buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the SI. However, the warranty will not apply to such supplemental hardware items installed.
 - VIII. The SI shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.
 - IX. To procure the license and maintain the service part for anti-virus, SI shall be in consultation with MoHFW
 - X. SI shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
 - XI. The SI shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
 - XII. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
 - XIII. The SI shall develop and maintain an inventory database to include the registered hardware warranties.
 - XIV. SI shall provide support related to Database Administration, System Administration, Network Support and Technical Support.

4.7 Deliverables

- a. Supply, Installation, Testing & Commissioning of equipment (as per the BOM finalized and accepted) and operationalization of Central & Regional Telemedicine resource centres and networked medical college telemedicine facilities.
 - b. Maintenance of the equipment at the telemedicine centres will be the responsibility of the contracted agency for a period of FIVE Years.
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- c. Continued delay in setting up and poor service rendered in running of telemedicine centres will be treated as unfair trade practice leading to revocation of the empanelment.
 - d. In the discharge of telemedicine services, the agency shall take measures to render the efficient service to the patients by ensuring minimum down time of the equipment.
 - e. Towards discharge of service as per SCOPE OF SERVICES the agency, in consultation with Operationalization Group would devise Standard Operating Procedures (SOP) and strictly follow those procedures.
 - f. As the responsibility of efficient service rests with the agencies, they should have their own back up arrangement with their suppliers for high availability of all the equipment.
 - g. The manpower shall be retained for minimum 3 years and no replacement shall be entertained.
 - h. The deployed manpower will restrict themselves to the activities related with telemedicine services only. In case any person is found engaged in doing any work other than the above or found not useful for the project, the agency shall withdraw him/ her from service and arrange for replacement immediately.
 - i. The agency shall be responsible for any damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at the telemedicine centres. All equipment shall be used only for the purpose of carrying out legitimate business of telemedicine centres and shall not be put into any other use.
 - j. The staff deployed by the agency shall maintain office decorum. They shall be courteous polite and cooperative and able to resolve the patient problems. The agency shall verify the character antecedents before deploying any person at these centres.
 - k. For all purposes and intent the deployed manpower are agency's employees they can't claim any benefits including the employment with MOH&FW / Hospital at any point of time.
 - l. For the manpower deployed, the agency shall keep with them their documents (identity verification & academic) and furnish these details/information to MOH&FW as and when required.
 - m. The agency will issue valid I-card to each one of them. They shall wear the I-card on their person at their respective places of work at all times.
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The agency will maintain a log for each equipment of the telemedicine centres giving details of malfunction, date and time of lodging of complaints, date and time of rectification of the malfunction, calculation of uptime per month etc. The agency will ensure that equipment is serviced and made operational within 4 hours of lodging complaint at the locations connected with air and 12hours for locations not connected with air. Therefore, the empanelled agencies should procure equipment from vendors whose track record in service is of highest standards

5 Project Implementation Strategy

1. Location of central and regional hubs have been decided and mentioned in the RFP document. There could be minor deviations in the list as also the increase/decrease in the number of locations.
 2. At each location the telemedicine infrastructure will be created at Three points as per the following plan;
 - 2.1. **Digital Medical Lecture Theatre (DMLT):**

Out of the available Lecture Theatres having 150-200 PAX capacity in the medical colleges/institutions having acoustics, lighting and air conditioning facility shall be chosen to set up DMLT. The agency may visit the reference sites at Medical Colleges in Meerut, Allahabad and Kanpur to assess the requirement. The agency shall make sure that the site requirement is fulfilled as per the scope of this project. The reference sites are only for providing the holistic view of the project and the equipment should not be limited based on the reference sites.
 - 2.2. **Tele-consultation cum Tele-CME facility:**

This facility will be created in the Out Patient Complex. A room of minimum size 12'x12' will be selected for setting up such facility.
 - 2.3. **Digital Medical Library:**

Twenty computer stations will be created in two rows using thin client architecture in the existing Medical Library. Modular Computer Furniture has to be provided
 3. In view of the location of all the above said facilities separated by distance and digging would damage existing underground electrical, water lines etc. all the three locations will be locally networked using LAN/WiFi
 4. The agency will carry out minor civil and electrical works including earthing, painting of rooms etc. conducive to the functioning of the telemedicine facility.
 5. Telemedicine facility at each location will be made operational within a period of three months from the date of handing over of the physical site to the agency. The work
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order/s for this purpose would be issued after the selection process. The agency should develop implementation strategy in such a way that the sites are made operational within shortest possible time and certainly not beyond three months from the date of handing over the site.

6. Each medical institution has nominated a Telemedicine I/C / Nodal Officer who is the contact point for co-ordination by the agency during execution. The list of nodal officers would be shared with the shortlisted system integrator.
7. The national e-CME portal will be used to monitor the progress of the project; hence, the agency will be made responsible to load the progress time to time in the portal to be monitored by the National Steering Committee members. The portal will be hosted at the National Resource Centre.

6 Supply / Procurement of IT Infrastructure at DC

The NRC will provide the Data Centre premises for hosting the IT Infrastructure. The Bidders are required to carefully assess the requirements of this RFP and in consultation with the application developer of the NRC accordingly. Bidders are free to propose any higher / additional infrastructure that may be required as per their proposed solution to meet the project requirements, its scope of work and SLAs as listed in this RFP and weightage will be given for higher specifications.

- I. Bids / proposals which do not meet the minimum IT infrastructure specifications given in this RFP will be summarily rejected. The minimum technical specifications for the IT Infrastructure are provided in Bill of Material (Infrastructure at DC) in the RFP and note that these are the minimum requirements only.
 - II. None of the IT Infrastructure proposed is declared “End-of-Sale” by the respective OEM in next 5 years as on date of submission of Bid.
 - III. The IT Infrastructure proposed should be purchased within last 2 months from the date of deployment and documentary proof for warranty and proof of purchase should be produced at the time of deployment of infrastructure.
 - IV. The IT Infrastructure proposed should be compatible & interoperable with infrastructure at NRC, RRC& Medical Colleges. The Bidder should provide requisite licenses for all the system software required for servers including, but not limited to industry standard operating system, enterprise class database software, application server software, web server software, OS hardening, and all other required software with sufficient number of licenses.
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7 Licenses

I. The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of MoHFW. OEM to provide 24x7 comprehensive supports through online or over phone line or onsite support (depending on the urgency).

II. The contracted agency shall provide with a full user database license. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of MoHFW. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by MoHFW. The warranty should cover all materials, licenses, services, and support for both hardware and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to the MoHFW at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to Department.

III. The Contracted agency shall review the licenses requirements with the Nodal Officer. The Nodal Officer, NRC shall clarify on the licenses requirements to be brought by the SI and availability at DC

8 Manpower requirement

The project would require provisioning of dedicated manpower at each location to provide support during the roll out process. The details of the manpower is at Annexure: V

9 Help Desk and Trouble ticket management system

I. The selected Bidder as part of provisioning support for Department users at each location and the DC will setup centralized helpdesk and coordinate with the respective OEMs of the IT Infrastructure deployed at DC and the offices. For the State, the selected Bidder will undertake the following:

- Provide Help Desk services to track and route requests for service and to assist department users in answering questions and resolving problems related to the IT Infrastructure installed at Data Centre and at all the institutions .
 - Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)
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- Shall provide a first level of technical support at implementation locations across the State where the software, hardware, and other infrastructure will be rolled out.
 - Provide the following integrated customer support by establishing 12 hrs X 6 days Help Desk facility for reporting issues/ problems with the hardware and other infrastructure.

This shall be an online system (EMS) deployed centrally preferably at NRC and shall be used by the selected Bidder extensively for management of technical support activity and handling calls from departmental staff, any other stakeholders. Service desk is an application that facilitates the end-to-end service support. The proposed system should include required hardware and software.

This proposed software system is expected to facilitate the following:

User Interface: - The proposed system should have an easy to use user interface (preferably a browser based), so that users across the State can lodge any complaints and service requests. The solution shall have a reporting interface with a consolidated view of the network status. All users (departmental and external) of the system should be able to log a request in the system using any of the following channels:

1. Telephonic call on the Toll-free Helpline
2. Email
3. Online chat on the departmental web-portal
4. through intranet for departmental users

10 Complete incident and problem management

Service desk should address both Incident Management and Problem Management. The application should maintain a classification system that will distinguish the single occurrence trouble tickets or incidents needing immediate resolution from in-depth root cause analyses that may require longer term to resolve a problem. The flow of events at the call centre should be:

1. Event is triggered and forwarded to service desk
 2. Service desk submits and updates the trouble ticket
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11 Timelines

S.No	Activity	Timeline (Months)
1	Signing of contract between System integration Agency and MoHFW	T
2	Site Survey for readiness assessment by the agency for deployment of Infrastructure	T+3
3	Supply, Installation, Testing & Commissioning	T+12
4	Recruitment of Manpower and Training	T+12
5	Inspection and Certification of satisfactory establishment of Infrastructure by Standardization Committee - Virtual Class Room, Tele-CME facility and Digital Medical Library	T+12
6	Establishment of Administrative and Technical Infrastructure at National and Regional Resource Centres	T+12
7	Establishment of Disaster Recovery Site	T+12
8	Establishment and Operation of NMCN Portal (T1)	T+18
9	Operations and Maintenance (O&M)	T1+42

12 Instructions to the Bidders

12.1 General

- I. While every effort has been made to provide comprehensive and accurate background information and requirements, Bidders must suggest the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the MoHFW on the basis of this RFP.

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- II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the MoHFW. Any notification of preferred bidder status by the MoHFW shall not give rise to any enforceable rights to the Bidder. The MoHFW may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the MoHFW without giving any explanation and notice. This shall be at the exclusive discretion of MoHFW.
 - III. This RFP supersedes and replaces any previous public documentation & communication and Bidders should place no reliance on any such documentation and communication.
 - IV. Each Bidder is required to provide proposal as a part of single bid based on following details of complete solution architecture:
 - a. Proposal to provide hardware and network infrastructure at Data Centre based on indicative Bill of Material (BoM) and Technical Specification
 - b. Proposal to provide hardware & network infrastructure and site preparation for all the 41 Medical Colleges including NRC and 6 RRCs based on the indicative BoM and Technical Specifications.
 - c. First Summary Sheet of the Financial Bid (As given in Annexure II: Form 2A Financial Proposal of RFP) will be opened and successful bidder will be chosen based on the Quality Cum Cost Based (QCBS) method. Total Cost mentioned in the summary sheet (Form 2A) should match with the total cost of all the heads as mentioned in Form 2B & 2C, and in case of mismatch, the bid will get rejected.

12.2 Compliant Proposals / Completeness of Response

- I. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
 - II. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - a) Include all documentation specified in this RFP;
 - b) Follow the formats of this RFP and respond to each element in the order as set out in this RFP
 - c) Comply with all requirements as set out within this RFP.
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12.3 Key Requirements of the Bid

12.3.1 Right to Terminate the Process

- I. MoHFW may terminate the RFP process at any time and without assigning any reason. MoHFW makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- II. This RFP does not constitute an offer by MoHFW. The bidder's participation in this process may result MoHFW selecting the bidder to engage towards execution of the contract.

12.3.2 RFP Document Fees

RFP document can be purchased at the address & dates provided in the Section 2 by submitting a non-refundable bank demand draft of Rs. 5,000 (Rupees Five Thousand only), drawn in favour of Pay & Accounts Officer, MoHFW payable at New Delhi from any nationalized/scheduled commercial banks.

12.3.3 Earnest Money Deposit (EMD)

- I. Bidders shall submit, along with their Bids, EMD of Rs. 2, 00, 00,000 (Rupees two Crore only), in the form of a Demand Draft or Bank Guarantee (in the format specified in Annexure I: Form 2) issued by any Nationalized/Scheduled Commercial bank in favour of "Pay & Accounts Officer, MoHFW" payable at "New Delhi", and should be valid for six months from the last date of submission of the tender / RFP.
 - II. EMD of all unsuccessful bidders would be refunded by MoHFW within three months of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee as per the format provided in Annexure III: Form 1.
 - III. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
 - IV. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
 - V. The EMD may be forfeited:
 - A. If a bidder withdraws its bid during the period of bid validity.
 - B. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
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12.3.4 Submission of Bids

Bidder is required to submit the Technical proposal in the hard copy (three copies) and CD to the address mentioned in the Section 2 within the time period of Submission of Bid along with the EMD and RFP document Fees. Bids received without the Hard copy of Technical bid and CD will be rejected.

- The proposal submitted by the bidder shall be in separate sealed envelopes super-scribing “Envelope 1 - Technical Proposal”, “Envelope 2 - EMD and RFP Document Fees”. All the above envelopes must be in a single envelope.
- Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

12.3.5 Documents Constituting the Bid

The bid prepared by the Bidder shall comprise the following components:

(a) **Technical Bid** - Technical Bid will comprise of :

- i. **Fee Details** – Includes copies of Tender Fee and EMD furnished in accordance with Annexure 1: Form 2 in PDF format.

(b) **Technical Specification Details** – Includes copy of filled in Technical Specifications as per tender document in PDF format.

(c) **Financial Bid** – Financial Bid will comprise of two separate files:

- i. **Summary Bid**, clearly marked as “ **TO BE OPENED FIRST**”: Copy of filled in Bid Form as per Annexure in PDF
- ii. **Detail Bid**: Copy of filled in Bid form as per Annexure 2B& 2C in excel format. Justifying that the bidder is complying with all the conditions of the Contract and Technical Specifications of the Bidding Document as no deviation will be acceptable to the Purchaser.

12.3.6 Proposal Preparation Costs

- I. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by MoHFW to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
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- II. MoHFW will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

12.3.7 Language

- I. The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

12.3.8 Venue & Deadline for Submission of Proposals

- I. Proposals, in its complete form in all respects as specified in the RFP, must be submitted as specified in Section 2 above.

12.3.9 Late Bids

- I. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- II. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- III. MoHFW shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- IV. MoHFW reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

12.3.10 Opening of Technical Bids

- I. All technical Bids will be opened, in the presence of Bidders' representatives who choose to attend at the place given in Section 2. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the MoHFW, the Bids shall be opened at the appointed time and location on the next working day.
 - II. The bidder's names and the presence or absence of requisite bid security and such other details as the MoHFW at its discretion may consider appropriate, will be announced at the opening. No Bid shall be rejected at the time of technical Bid opening.
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12.3.11 Opening of Financial Bids

- I. After evaluation of technical Bids, the MoHFW shall notify those Bidders whose technical Bids were considered non-responsive to the Conditions of the Contract and not meeting the technical specifications and Qualification Requirements indicating that their financial Bids will not be opened. The MoHFW will simultaneously notify the Bidders, whose technical Bids were considered acceptable indicating the date, time and place for opening of the financial Bids. The notification may be sent by letter, fax or by e-mail.
- II. The financial bids of technically qualified bidders shall be intimated later at the place given in Section 2 in the presence of Bidders who choose to attend. The name of Bidders, Unit Price quoted for various items etc. will be announced at the meeting.

12.4 Evaluation Process

- I. MoHFW will constitute a Technical Evaluation Committee to evaluate the responses of the bidders.
- II. The Technical Evaluation Committee shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- III. The decision of the Technical Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- IV. The Technical Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- V. The Technical Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- VI. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

12.4.1 Tender Opening

- I. The Proposals submitted up to time and place as given in Section 2 of this RFP will be opened in the presence of such of those Bidders or their representatives who may be present at the time of opening.
 - II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.
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12.4.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

12.4.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - a) Are not submitted in as specified in the RFP document
 - b) Received without the Letter of Authorization (Power of Attorney)
 - c) Are found with suppression of details
 - d) With incomplete information, subjective, conditional offers and partial offers submitted 3
 - e) Submitted without the documents requested in the checklist
 - f) Have non-compliance of any of the clauses stipulated in the RFP
 - g) With lesser validity period
- II. All responsive Bids will be considered for further processing as below
 - A. MoHFW will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

13 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified agency in the business domain of developing and rolling out hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Deployment, Operations& Management of hardware provisioning 41 Medical Colleges.
- II. Proposals of agencies would be evaluated as per Technical Evaluation Criteria. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- III. Each responsive Proposal will be given a technical score (St).
- IV. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the tender
- V. Each criterion shall be marked on a scale of 1 to 100. Then the total points shall be weighted to become scores. The points and the criterion have been specified in Section 13.1 (Technical Qualification Criteria)
- VI. The ratio of weight towards quality and cost shall be 70: 30.

The bidders are required to score minimum 70technical points (quality) to qualify for opening of financial proposal

13.1 Technical Qualification Criteria

- I. Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria.
- II. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	30
2	Solution proposed for the National Medical College Network (NMCN)Project by the responding firm	30
3	Work Plan, approach and proposed	20

S. No	Criteria	Max Criteria/ Sub Criteria Marks
	methodology	
4	Technical Presentation	20
	Total Points	100

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	Past Experience of the responding firm			30	
A	Past Experience in integrated turnkey projects of the Lead Bidder	At least THREE client references for implementation of integrated turnkey Telemedicine/IT projects around a) Network solution b) Hardware commissioning c) Training and Capacity building d) Site Preparation e) O&M phase for maintaining all of the above.	Weighted average to be used for only 2 case studies. For each project the marks would be based on the following : • >=INR 100 crores=5points; • >=INR 80 crores but less than INR 3 crores=8 points; • >=INR 60 crores but less than INR 2 crores=6 points; • >=INR 40 crores but less than INR 2 crores = 1 points; • else = 0	10	Annexure I: Form 5, supported by documentary evidence. Project citation shall not be for more than three case studies.

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
B	Hardware Products Installation (value excluding other project components; in case value is not explicitly mentioned, it would be assumed at 40% of the project value)	Whether the Firm has delivered hardware products in at least ONE of the work orders of similar size in the last 3 years.	Value of hardware only: <ul style="list-style-type: none"> • >=INR 60 Crores= 10 points; • >=INR 50 crores but less than INR 4 crores=8 points; • >=INR 40 crores but less than INR 3 crores=6 points; • >=INR 30 crores but less than INR 2 crores=4 points; • >=INR 20 crores but less than INR 1Crore=2 point; • else = 0 	10	Annexure I: Form 5, supported by documentary evidence Project citation shall not be for more than one case study.
C	Maintenance Services and Helpdesk	Providing Maintenance Services / Helpdesk services in the field of IT services with a minimum order size of INR 2 Crores	In case of any one project done for the following locations : <ul style="list-style-type: none"> • Covers 50 or more Nodes across India = 5 points • Covers 50 – 30Nodes across India =3 points • Covers 30 – 15Nodes across India = 2 points • else = 0 	5	Annexure I: Form 5, supported by documentary evidence. Project citation shall not be for more than one case study.

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
D	Telemedicine Nodes in India In case of Consortium credentials can be met collectively	Telemedicine Projects undertaken in India involving at least 10 locations (distinct cities)	<ul style="list-style-type: none"> • 3 Projects = 5points; • 2 projects = 3point; • 1 Project = 1points; • else = 0 	5	Annexure I: Form 5, supported by documentary evidence
<p>Note :</p> <ol style="list-style-type: none"> 1. For all the above, the Completion Certificate of the projects which are completed in the last 5 years need to be provided (issued to the responding firm by the respective customer). In case of ongoing project(s), the bidder has to provide Work Order along with Certificate of Satisfaction issued by client. 2. The value of the projects considered in the above criterion would be based on the Purchase Order / Work Order issued to the responding firm. In absence of supporting documents, the projects would not be considered for evaluation. 					
2	Solution proposed for the National Medical College Network (NMCN) Project			30	
A	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and quality of the solution	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-</p> <ul style="list-style-type: none"> • Network Solution architecture 	10	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			<p>conceptualized for this project. =2 points</p> <ul style="list-style-type: none"> • Security architecture-2 points • Detailed plan for using NKN as connectivity = 2 points • Quality Control Procedures suggested by responding firm = 2 points • Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities = 2 points 		
B	Proposed Approach and methodology	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:-</p> <ul style="list-style-type: none"> - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare 	<p>In this section, the responding firm should:</p> <ul style="list-style-type: none"> • Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output = 4 points • Highlight the associated risks / problems and plans for 	10	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		equipment availability plans	<p>mitigation and explain the technical approach it would adopt to address them = 2 points</p> <ul style="list-style-type: none"> • Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach = 2 points • Planning and Building Infrastructure (assessment, design, integration / migration of existing infrastructure) = 2 points 		
C	Training	Proposed Training and Change Management plan description to be looked into	<p>The Evaluation will be based on:</p> <ul style="list-style-type: none"> • Proposed Training Schedule = 2 points • Plan to develop Training Manuals = 2 points • Areas/domains covered = 2 points 	6	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
D	Formation/Location of Helpdesk & other manpower support	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure	The Evaluation will be based on <ul style="list-style-type: none"> Proposed Staff details = 2 points Areas/domains covered = 2 points 	4	-
3	Proposed Work Plan, Approach & Methodology			20	
A	Project Management	The overall approach to be looked into	The overall project management approach adopted by the responding firm to implement the project to meet the timelines. <ul style="list-style-type: none"> Structure of PMU setup = 2 points Program & project plans = 2 points Program & Project Management tools = 2 points Monitoring and evaluation = 2 points Draft manuals of operations = 2 points 	10	-
B	Detailed Work Plan	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc. <ul style="list-style-type: none"> Understanding of the 	10	Annexure I: Form 6

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			project = 2 points • Arrange project execution infrastructure = 2 points • Prepare project plan including schedule and deployment methodology = 2 points • Quality Assurance and defect prevention plan = 2 points • Build a team with properly skilled personnel = 2 points		
4	Technical Presentation			20	
A	Technical Solution	The overall technical understanding and approach	The overall technical solution proposed by firm for successful implementation and operations of the project: • Understanding the existing technical infrastructure = 3 points • Technical solution proposed = 3 points • Scalability of the solution = 2 points • Utilization of NKN = 2 points	10	

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
B	Standards covered	The fitment of the technical solution in current notified standards	<ul style="list-style-type: none"> • Understanding of current standards = 3 points • Interoperability of the solution = 3 points • Platform of the technical solution (open/close standards) = 2 points • Quality of the proposed solution = 2 points 	10	
	Total Points			100	

Note: Proposal should contain information for all the criteria mentioned in above table i.e. information against Sr. No. 1, 2,3 and 4

13.2 Commercial Bid Evaluation

- I. The Financial Bids of technically qualified bidders (i.e. scoring $\geq 70\%$ marks) will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. However, the taxes and levies should be indicated separately.
- IV. The Bids are to be quoted in Indian Rupee. It is fixed price contract and no variation in exchange rates will be considered at any stage.
- V. Any conditional bid will be rejected.
- VI. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- VII. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- VIII. The financial proposals shall be opened publicly in the presence of representatives of the agencies which choose to attend.

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- IX. The proposal with the lowest cost (Fm) shall be given financial score (Sf) of 100 points. The financial scores of other proposals should be computed as follows:

$$Sf = 100 \times Fm/F$$

Where F= amount of financial proposal

- X. The total score shall be obtained by weighting the combined quality/technical and cost scores and adding them, as follows:

$$S = St \times Tw + Sf \times Fw$$

Where

S = total score

St = combined technical score

Sf = combined financial score

Tw= weight assigned to technical score i.e. 0.7

Fw= weight assigned to financial score i.e. 0.3

- XI. The successful bidder shall be the bidder having the highest score. In the event two or more bidders have same score in the final ranking, the bidder with higher/highest technical score shall be considered as successful bidder. In the case two or more bidder have same score in the final ranking and technical score , the bidder with higher/highest turnover in preceding year shall be considered as successful bidder

14 Appointment of System Integrator

14.1 Award Criteria

MoHFW will award the Contract to the successful bidder whose score based on the QCBS (70:30) is the highest and would consider it as substantially responsive as per the process outlined above and successful bidder may be appointed.

14.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

MoHFW reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MoHFW action.

14.3 Notification of Award

- I. Prior to the expiration of the validity period, MoHFW will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, MoHFW, may like to request the bidders to extend the validity period of the bid and will not have any additional financial liability on the MoHFW.
- II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Guarantee, MoHFW will notify each unsuccessful bidder and return their EMD.

14.4 Contract Finalization and Award

- I. The MoHFW shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- II. MoHFW may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

14.5 Performance Guarantee

- I. On receipt of LoI from MoHFW, the successful bidder shall deposit an irrevocable Performance Guarantee equivalent to 10% of the total project cost, as bid by the Service Provider in his bid. The guarantee shall be in the form of Deposit at Demand Draft/Bank Guarantee from any Nationalized/Scheduled Commercialised Bank in favour of "Pay & Accounts Officer, MoHFW payable at New Delhi.
 - II. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of six months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the MoHFW at its discretion may cancel the order placed on the selected bidder without giving any notice. MoHFW shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or MoHFW incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
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- III. In the event of contract being determined or rescinded under the provision of any of the Clause/Condition of the agreement, the Performance Guarantee shall stand forfeited in full and shall be absolutely at the MoHFW protection.

14.6 Signing of Contract

- I. After the MoHFW notifies the successful bidder that its proposal has been accepted, MoHFW shall enter into a contract, incorporating all clauses, Pre- Bid clarifications and the proposal of the bidder between MoHFW and the successful bidder.
- II. Bidder will have to submit Performance Guarantee to MoHFW within 15 days of the issue of appointment of System Integrator. If the bidder does not submit the Performance Guarantee within 15 days of such notification then his full EMD will be forfeited. On receipt of the Performance Guarantee, the Letter of Intent (LoI) will be issued, EMD will be discharged and bidder will submit non-judicial stamp paper of Rs 500 for execution of the contract.
- III. Failure of the successful bidder to sign the contract proposed through the award letter/LoI, shall constitute sufficient grounds for the annulment of the award, in which event MoHFW may make the award to the higher scorer (QCBS) or call for new bids.
- IV. The Performance guarantee shall be initially valid up-to the stipulated date of completion plus 6 months beyond that. In case the time of completion of work gets extended, the System Integrator shall get the validity of the Performance Guarantee extended to cover such extended time of completion of work. After recording of the completion certificate for the work by the competent authority, the Performance Guarantee shall be returned to the System Integrator, without any interest.

14.7 Failure to Agree with the Terms and Conditions of the RFP

- I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event MoHFW may make the award to the next highest scorer based on the QCBS criteria
 - II. In such a case, the MoHFW shall invoke the EMD of the most responsive bidder.
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15 Payment Schedule

The following schedule would be followed for payment during the Project implementation:

15.1 Payment Schedule for System Integrator providing infrastructure and services

S. No	Milestone	% of Total Fee	Basis of approval
1.	Completion of all activities/commissioning of all hardware, telemedicine & networking equipment - Hardware - Network - Training - Site preparation Placement of Technical Support Deployment at NRC, 6 RRCs, Data Recovery Site (DR) and 35 Medical Colleges	50% of the total price quoted in the respective head at successful commissioning site wise (NRC /DR/ 6 RRC /35 Medical Colleges) 25% of the payment at completion of activities at all (41 colleges + DR) sites and test run for 1 month with NRC and respective RRCs. 15% of the total price quoted in the respective head after 1 year of completion of all sites.	Completion certificate from Nodal Officer of NRC, RRC and Medical College. The payment will be disbursed on the basis of site readiness.
2.	Operations and Maintenance Phase	90% of the price quoted in respective head year wise	Completion certificate from Nodal Officer of NRC, RRC and Medical College.
3.	Successful Exit Management	Rest 10% of the price quoted in head 1 and 2.	Approval from MoHFW
	Total	100%	

16 GENERAL TERMS AND CONDITIONS

- a. The selected agency shall not, without MOH&FW's prior written consent, disclose the contract, or any provision thereof, or any specification, plan sample of information furnished by or on behalf of MOH&FW in connection therewith, to any person other than a person employed by the agency in the Performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. The selected agency may outsource the work to any other associate / franchisee / third party which needs to be declared at the time of submitting the proposal.
- c. All empanelled agencies automatically agree with MOH&FW for honouring all aspect of fair trade practices in executing the work orders placed by MOH&FW.
- d. The Technical support to the project will be provided through- out the country and the period for which the support is required will be indicated by MOH&FW from time to time.
- e. MOH&FW will process the tender as per MOH&FW's standard procedures. It however, reserves the right to reject any tender without assigning any reason. MOH&FW would not be under obligation to give any clarifications to those agencies whose tender have been rejected.
- f. All terms and conditions governing prices and supply given above, as applicable to MOH&FW.
- g. MOH&FW reserves the right to modify and amend any of the tender condition/criterion depending upon Project priorities vis-à-vis urgent commitments. MOH&FW also reserves the right to cancel this tender or any bid without assigning any reason therefore.

16.1 Exit Management

16.1.1 Purpose

- I. This sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.
 - II. In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - III. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
 - IV. The duration of Exit Management period is 6 months after the completion of O&M or mutually agreed between MoHFW and SI.
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16.1.2 Transfer of Assets

- I. MoHFW shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed hereinabove requiring the SI and/or its sub-contractors to provide the MoHFW with a complete and up to date list of the Assets within 30 days of such notice. MoHFW shall then be entitled to serve notice in writing on the SI at any time prior to the date that is 30 days prior to the end of the exit management period requiring the SI to sell the Assets, if any, to be transferred to MoHFW or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
- II. In case of contract being terminated by MoHFW, MoHFW reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.
- III. Upon service of a notice under this Article the following provisions shall apply:
 - A. All risk in and title to the Assets to be transferred / to be purchased by the MoHFW pursuant to this Article shall be transferred to MoHFW free of any mortgage, lien and liabilities, on the last day of the exit management period.
 - B. Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
 - C. The outgoing SI will pass on to MoHFW and/or to the Replacement SI, the subsisting rights in any leased properties/ licensed products on terms not less favorable to MoHFW/ Replacement SI, than that enjoyed by the outgoing SI.

16.1.3 Cooperation and Provision of Information

During the exit management period:

- I. The contracted agency will allow the MoHFW or its nominated agency access to information reasonably required to define the current mode of operation associated with the provision of the services to enable the MoHFW to assess the existing services being delivered;
 - II. Promptly on reasonable request by the MoHFW, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (provided by the System integrator). The MoHFW shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data.
 - III. The contracted agency will not retain any information/content/data which may be secured in the system.
 - IV. No part of configuration/data will be leaked at any time during the contract or after the expiry of contract.
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16.1.4 Confidential Information, Security and Data

- I. The System integrator will promptly on the commencement of the exit management period supply to the MoHFW or its nominated agency the following:
 - A. Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services;
 - B. Documentation relating to Computerization Project's Intellectual Property Rights;
 - C. Documentation relating to sub-contractors;
 - D. All current and updated data as is reasonably required for purposes of MoHFW or its nominated agencies transitioning the services to its Replacement System integrator in a readily available format nominated by the MoHFW, its nominated agency;
 - E. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable MoHFW or its nominated agencies, or its Replacement System integrator to carry out due diligence in order to transition the provision of the Services to MoHFW or its nominated agencies, or its Replacement System integrator (as the case may be).
- II. Before the expiry of the exit management period, the System integrator shall deliver to the MoHFW or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the System integrator shall be permitted to retain one copy of such materials for archival purposes only.
- III. Before the expiry of the exit management period, unless otherwise provided under the MSA, the MoHFW or its nominated agency shall deliver to the System integrator all forms of System integrator confidential information, which is in the possession or control of MoHFW.

16.1.5 Employees

- I. Promptly on reasonable request at any time during the exit management period, the System integrator shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the MoHFW or its nominated agency a list of all employees (with job titles) of the System integrator dedicated to providing the services at the commencement of the exit management period.
 - II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the System integrator to the MoHFW or its nominated agency, or a Replacement System integrator ("Transfer
-

Regulation") applies to any or all of the employees of the System integrator, then the Parties shall comply with their respective obligations under such Transfer Regulations.

- III. To the extent that any Transfer Regulation does not apply to any employee of the System integrator, department, or its Replacement System integrator may make an offer of employment or contract for services to such employee of the System integrator and the System integrator shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the MoHFW or any Replacement System integrator.

16.1.6 Rights of Access to Premises

- I. At any time during the exit management period, where Assets are located at the System integrator's premises, the System integrator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the MoHFW or its nominated agency and/or any Replacement System integrator in order to make an inventory of the Assets.
- II. The System integrator shall also give the MoHFW or its nominated agency or its nominated agencies, or any Replacement System integrator right of reasonable access to the Implementation Partner's premises and shall procure the MoHFW or its nominated agency or its nominated agencies and any Replacement System integrator rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the MoHFW or its nominated agency, or a Replacement System integrator.

16.1.7 General Obligations of the System integrator

- I. The System integrator shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to the MoHFW or its nominated agency or its Replacement System integrator and which the System integrator has in its possession or control at any time during the exit management period.
 - II. For the purposes of this Schedule, anything in the possession or control of any System integrator, associated entity, or sub-contractor is deemed to be in the possession or control of the System integrator.
 - III. The System integrator shall commit adequate resources to comply with its obligations under this Exit Management Schedule.
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16.1.8 Exit Management Plan

- I. The System integrator shall provide the MoHFW or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - A. A detailed program of the transfer process that could be used in conjunction with a Replacement System integrator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - B. plans for the communication with such of the System integrator's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the MoHFW's operations as a result of undertaking the transfer;
 - C. (if applicable) proposed arrangements for the segregation of the System integrator's networks from the networks employed by MoHFW and identification of specific security tasks necessary at termination;
 - D. Plans for provision of contingent support to MoHFW and Replacement System integrator for a reasonable period after transfer.
 - II. The System integrator shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
 - III. Each Exit Management Plan shall be presented by the System integrator to and approved by the MoHFW or its nominated agencies.
 - IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the System integrator complying with its obligations under this Schedule.
 - V. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
 - VI. During the exit management period, the System integrator shall use its best efforts to deliver the services.
 - VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
 - VIII. This Exit Management plan shall be furnished in writing to the MoHFW or its nominated agencies within 90 days from the Effective Date of this Agreement.
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16.2 Liquidated Damages

- a. Notwithstanding MoHFW's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value.
- b. MoHFW reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by MoHFW to the bidder. Liquidated damages will be calculated on per week basis.

16.3 Performance Guarantee

The MoHFW will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for a period of 5 Years. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the MoHFW at its discretion may cancel the order placed on the selected bidder without giving any notice. MoHFW shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or MoHFW incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

16.4 Penalty

- a. The Bidder shall perform its obligations under the agreement entered into with the MoHFW, in a professional manner.
 - b. In the event of failure of maintaining the uptime SLA of 98% for continued operations of the system, penalty of 1% of the cost of concerned hardware equipment per day would be levied subject to a maximum of 10% of the total hardware cost.
 - c. MoHFW may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
 - d. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the MoHFW has to take corrective actions to ensure functionality of its
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property, the MoHFW reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

- e. MoHFW may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- f. The MoHFW shall implement all penalty clauses after giving due notice to the bidder
- g. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the MoHFW reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

16.5 Dispute Resolution Mechanism

The Bidder and the MoHFW shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Nodal Officer and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue

to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

16.6 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

16.7 Fraud and Corrupt Practices

a. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the MoHFW shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the MoHFW shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

b. Without prejudice to the rights of the MoHFW under Clause above and the rights and remedies which the MoHFW may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Hardware Supplier shall not be eligible to participate in any tender or RFP issued by the MoHFW during a period of 2 years from the date such Bidder or Hardware Supplier, as the case may be, is found by the MoHFW to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

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- “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the MoHFW who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the MoHFW, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the MoHFW in relation to any matter concerning the Project;
 - “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - “coercive or property to influence any person’s participation or action in the Selection Process; practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons
 - “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by MoHFW with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
 - “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
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16.8 Conflict of Interest

The Vendor shall disclose to MoHFW in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

16.9 Consequences of Termination

- a) In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], MoHFW shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b) Nothing herein shall restrict the right of MoHFW to invoke the MoHFW Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available MoHFW under law or otherwise.
- c) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

16.10 Acceptance Tests

The selected bidder in presence of the MoHFW authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by the MoHFW for carrying out these acceptance tests.

16.11 Audit by Third Party

MoHFW at its discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the MoHFW.

16.12 Force Majeure

- a) Force majeure clause shall mean and be limited to the following in the execution of the contract/ purchase orders placed by MOH&FW:
 - a. War / hostilities.
 - b. Riot or Civil commotion
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- c. Earthquake, flood, tempest, lightning or other natural physical disaster.
 - d. Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency

b) The agency shall advise MOH&FW in writing, duly certified by the local chamber of commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence, and beginning the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure. MOH&FW reserve the right to cancel the order without any obligation to compensate the agency in any manner for what so ever reason.

17 Annexures

Annexure I: TECHNICAL BID TEMPLATES

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of forms provided below

Form 1: Undertaking on Total Responsibility

No. &Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Selection of System Integrator for Nation-wide Roll-out of National Medical College Network (NMCN) Project.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 2: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref No: -----dated-----for RFP for Selection of System Integrator for Nation-wide Roll-out of National Medical College Network (NMCN)(hereinafter called "the Bid") to MoHFW.

Know all Men by these presents that we <> having our office at <Address>(hereinafter called "the Bank") are bound unto the MoHFW(hereinafter called "the Purchaser") in the sum of Rs. 2,00,00,000 (Rupees Two Crores only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to six months including one month over and above mandated period in the RFP from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. 2,00,00,000 (Rupees Two Crore only)
- II. This Bank Guarantee shall be valid up to (_____)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before _____) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 3: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal

For Technical Evaluation

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Annexure I - Form 5	Yes / No	
2	<p>Technology: Demonstrated robustness of the technology deployed across other installations around the world, including</p> <ul style="list-style-type: none"> - Scalability - Security - Ease of implementation 	<p>A note containing details on</p> <ul style="list-style-type: none"> a) Network Solution architecture b) Security c) System Performance d) Supported Platform Operating System e) Client Hardware Operating System f) Database g) System Management h) Web Server Support i) Application Server Support j) Presentation k) Integration capabilities l) Auditing / Reporting features m) Business Continuity Planning & Disaster Recovery Plan 	Yes / No	
3	<p>India Specific Capabilities: Number of Projects of similar nature in India and size of those projects in the past 5 years</p>	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		OR Work Order + Phase Completion Certificate (for on-going projects) from the client Project citation (Annexure I: Form 6)		
4	Industry Specific Capabilities: Past experience of the bidder in executing similar assignments, size of those assignments in the past five years.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects) from the client	Yes / No	
5	Training: Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule details, locations, sessions and their description	A note on training containing a) Training model b) Approach c) Deliverables	Yes / No	
6	Certifications and Credentials: Quality of processes ISO 9000:2008, Security etc.	A copy of certificates	Yes / No	
7	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in	Annexure I:Form 8, 9 and 10	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	Technology specific to Solution proposed			
8	Project Methodology, Support and Documentation	Annexure I: Form 7 & additional notes/document for support & documentation	Yes / No	
9	Tools and Assets (As per requirement specified in Technical evaluation)	Tools and Assets which could be leveraged for the assignment [for e.g. Effort Estimators, PMU Tool, Load testing etc., depending on the relevance to the Scope of work] A note and demonstration of the Tool/Assets	Yes / No	
10	Deviations (if any)	Annexure I: Form 12	Yes / No	

Form 4: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Subject: Submission of the Technical bid for System Integrator for National Medical College Network (NMCN) Project

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the MoHFW on State-wide Roll-out of National Medical College Network (NMCN) with your Request for Proposal dated <Date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for three months as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Address:

Location: _____

Date: _____

Form 5: Project Citation Format

Relevant IT project experience (provide no more than 3 projects in the last 5 years)		
Particulars	Details	Proper references to be given with respect to documentary proof enclosed (Wherever applicable)
General Information		
Name of the project		
Client for which the project was executed		
Name and contact details of the client		
Project Details		
Description of the project		
Scope of services		
Service levels being offered/ Quality of Service (QoS)		
Technologies used		
Outcomes of the project		
Other Details		
Total cost of the project		
Total cost of the services provided by the respondent		
Duration of the project (no. of months, start date, completion date, current status)		
Other Relevant Information		
Letter from the client to indicate the successful completion of the projects		
Copy of Work Order		

Form 6: Proposed Work Plan

No	Activity	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
N														

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as MoHFW approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.
3. All activities should meet the 8/80 criteria i.e. should at least take 8 hours per day and a maximum of 80 hours per week.

Form 7: Manufacturers'/Producers' Authorization Form

“This form has to be provided by the OEMs separately for each of the products proposed. For Example if an OEM is providing 3 different products then OEM has to issue product wise separate Manufacturers Authorization Forms (i.e. 3 MAF)”

No. &Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the MoHFW may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
 - b. In the event of termination of production of such Products:
 - i. Advance notification to the MoHFW of the pending termination, in sufficient time to permit the MoHFW to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the MoHFW, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.
-

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Form 8: Deviations

A - On the Terms of Reference

Sr. No.	Scope of Work - Head	Specify sub-head of Scope of work where deviation observed	Deviation observed	Changes suggested
1	Project Planning and Management			
2	Network Connectivity			
3	Site Preparation			
4	Hardware Procurement & Commissioning			
5	UAT & Go live			
6	Capacity Building			
7	Operation & Maintenance (O&M), Monitoring of infrastructure			

Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.

B – Any other areas

Form 9: Undertaking on Patent Rights

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (SI) do here by undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify MoHFW against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part hereof to MoHFW and persons authorized by MoHFW, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve MoHFW of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 10: Undertaking on Service Level Compliance

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do here by undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to MoHFW.
2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by MoHFW, then we will augment the same without any additional cost to MoHFW.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 11: Undertaking on Deliverables

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to MoHFW will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artifacts shall be presented and explained to MoHFW and other key stakeholders (identified by MoHFW), and also take the responsibility to provide clarifications as requested by MoHFW.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables / artifacts by the Department as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by MoHFW will be done on the advice of Department and any other agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by MoHFW.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 12: Undertaking on Support to Third Party Solution acceptance and certification

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

1. I/We understand that the System (including associated It systems) may be assessed and certified by a 3rd party agency (to be identified by MoHFW) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by MoHFW, the responsibility to ensure successful acceptance and certification lies with the System Integrator.
3. I/We here by undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 13: Undertaking on Exit Management and Transition

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Exit Management and Transition

1. I/We here by undertake that at the time of completion of our engagement with the MoHFW, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the MoHFW or to an agency identified by MoHFW to the satisfaction of the MoHFW. I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to MoHFW before transition.
 - b. We undertake to design standard operating procedures to manage IT systems& Infrastructure document the same and provide training to the respective departmental personnel on the same.
 - c. If MoHFWdecides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from MoHFW.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 14: Declaration that the bidder has not been blacklisted in last three years

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification noRef No: -----dated -----

Subject: Self Declaration of not been blacklisted in response to the **RFP for Selection of System Integrator for Nationwide Roll-out of National Medical College Network (NMCN)**File No <xxx>.

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India in last three yearson any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Form 15: General Information & Constitution Status

1.	Name of Bidder	
2.	Head office Address	
3.	Telephone	Contact
4.	Fax	E-mail
5.	Place of incorporation / registration	Year of incorporation / registration

Nationality of Directors/Owners ^(*)		
Name		Nationality
1.		
2.		
3.		

(Authorized signatory)

Name :

Designation:

Company Seal:

Form 16: Structure and Organization

1.	The Bidder/ Member is	
	(a) a Company incorporated under Indian Cos Act (b) a consortium (If yes, give complete information in respect of each member)	<hr/>
2.	Attach the Organization Chart showing the structure of the organization including the name of the Directors and position of officers.	<hr/>
3.	For how many years has your organization been in business of similar works? What were your fields when your organization was established? Whether any new fields were added in your organization? And if so, when?	

(Authorized signatory)

Name :

Designation:

Company Seal:

Form 17: Current Contract commitments / works in progress in India

Name of the Bidder/ Consortium:

All individual Bidder should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

S.No.	Name of the contract, Location and nature of the work	Contract No. & Date	Name and Address of Client (including Tel./Fax No.)	Contract volume per year	Value of outstanding work	Estimated completion date
1	2	3	4	5	6	7
1						
2						
3						
4						
5						
6 etc.						

(Authorized signatory)

Name :

Designation:

Company Seal:

Form 18: Affidavit of not having Criminal or Economic Offence

I _____s/o _____R/o _____, authorized signatory for _____(Name of bidding Company/Consortium) do hereby solemnly affirm and declare as under:-

That I myself or any other promoter of the bidding Company/Consortium has not been:

- a. Convicted of a cognizable offence by any court of law with imprisonment for a term exceeding one year; or
- b. Imposed a penalty of rupees one crore or more for violation of the provisions of the Foreign Exchange Regulation Act, 1973 (46 of 1973) (since repealed) or the Foreign Exchange Management Act, 1999 (42 of 1999); or
- c. Detained under the National Security Act, 1980 (65 of 1980) or the Narcotic Drugs and Psychotropic Substances Act, 1985 (61 of 1985); or
- d. Found to be associated in any manner with an organized crime syndicate or its associate or with any Association declared unlawful under the Unlawful Activities (Prevention) Act, 1967 (37 of 1967) or any other law for the time being in force; or
- e. Found to be connected with activities prejudicial to the National Security, or
- f. Accused of fraud or misconduct with any other State Government or Central Government, in performing his contract.

Place : _____ DEPONENT
Date : _____

VERIFICATION

Verified that the contents of my above affidavit are true and correct to my knowledge and no part thereof is false and nothing has been concealed therein.

Place : _____ DEPONENT
Date : _____

Form 19: Declaration of activities sub-contracted

No.& Date:

To:

Dear Sir,

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would be sub-contracted.

<u>S. No.</u>	<u>Activity</u>
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Department.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of six months from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. PERFORMANCE GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Guarantee as specified in the <Annexure III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, upto expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2A: Financial Proposal – Summary Bid

Particulars	
Total Project Price (Inclusive taxes) in INR	
Total Project Price in words (Inclusive of Taxes)	
Total Project Cost (exclusive taxes) in INR	
Total Project Cost in words (exclusive of Taxes)	

Note: Total Project Cost (exclusive of taxes) & Total Project Price (inclusive of taxes) shall match with the value provided against head “Total cost of the Heads from Sr. No. A to F (exclusive of taxes)” & “Total Price of the Heads from Sr. No.A to F (inclusive of taxes)” in Form 2B of Annexure II. Successful bidder will be decided based on the Total Project Cost (exclusive of Service Tax & VAT).

Form 2B: Financial Proposal – Head wise Summary Bid

A. Capital Cost

S.No.	Item Description	Qty	Unit Price	Total Price
1	Medical Colleges	35		
2	Regional Resource Centre	5		
3.	National Resource Centre	1		
4.	Up gradation of Data Centre	1		
5.	Establishment of Disaster Recovery Site at JIPMER, Puducherry	1		
	Grand Total (A)			

B. Operational Cost (including Human Resource)

S.No.	Item Description	Qty	Year					Total Price
			1	2	3	4	5	
1	Medical Colleges	35	Nil					
2	Regional Resource Centre	5	Nil					
3	National Resource Centre	1	Nil					
4	Data Centre	1	-					
5	Establishment of Disaster Recovery Site at JIPMER, Puducherry	1	Nil					
	Grand Total (B)							

C. Financial Bid Summary Sheet:

S. No	Milestone	Quoted Price
1.	<p>Completion of all activities/commissioning of all hardware, telemedicine & networking equipment</p> <ul style="list-style-type: none"> - Hardware - Network - Training - Site preparation <p>Placement of Technical Support Deployment at NRC, 6 RRCs, Data Recovery Site (DR) and 35 Medical Colleges</p>	The price should be equals to the Grand Total (A) from above
2.	Operations and Maintenance Phase	The price should be equals to the Grand Total (B) from above
	Total	Grand Total (A) + Grand Total(B)

Note:

- Provide Total Cost for the given head and description can be provided in the remarks column
 - The quantity provided above is indicative and same may vary as per actual requirement. Payment shall be made on actual basis.
 - The bidder should quote for all the items with specification as given in Annexure III of the RFP document.
 - The bidder should quote cost including onsite comprehensive warranty maintenance as applicable for all the items.
 - VAT & Service Tax charges as applicable in respective state shall be provided to the successful bidder
 - If Bidder does not mention the taxes in its quote, then its quote will be evaluated as inclusive of the Taxes
-

ANNEXURE III: TEMPLATE FOR PBG & CCN

Form 1: Performance Guarantee

PERFORMANCE SECURITY:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the supplier and address>(hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to MoHFW(hereinafter called “the beneficiary”)

And whereas it has been stipulated byin the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs. 10% of the total contract value (Rupees in Words only)** 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 Rs. _____ **(Rupeesonly)** as aforesaid, withoutyour needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder 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 Bidder 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 *<Insert Date>*

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs. <_____ (Rupees _____ only).**
- II. This bank guarantee shall be valid up to *<Insert Expiry Date>*)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before *<Insert Expiry Date>*) failing which our liability under the guarantee will automatically cease.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		

Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	

Annexure: IV: BILL OF MATERIAL (BOM)

Note: Bill of Material and Specifications given are indicative in nature. To meet the SLA and SOW, Bidder may quote appropriate configuration and specifications as part of solution or add additional devices if required.

A. Medical College

1 Tele-consultation facility

S. No	Equipment	Specification	Unit Price	Quantity	Amount
	Hardware				
1	Desktop Computer	3rd Generation Intel® Core™ i5-3470s processor (6M Cache, up to 3.6 GHz) 16GB DDR3 SDRAM, 1600MHz 1TB - 7200RPM, SATA 3.0Gb/s, 16MB Cache DVD+/-RW Tray Load Drive, 16X, SATA multimedia keyboard optical mouse, 20" LED LCD screen, Graphics Card 512 MB or higher ; Stereo Sound Card Licensed Microsoft Windows 8 or above		1	
2	Laptop	3rd Generation Intel® Core™ i5-3230M processor (3M Cache, up to 3.2 GHz) Operating System Windows 8 Pro, 64bit, English Display 15.6" High Definition (720p) LED Display with Anti-Glare™ Memory2 6GB3 Dual Channel DDR3 SDRAM at 1600MHz Hard Drive 750GB 7200 RPM SATA Hard Drive Optical Drive 8X Tray Load CD/DVD Burner		1	

		(Dual Layer DVD+/-R Drive) Video Card AMD Radeon™ HD 7670M 1GB or higher			
3	Stereo Speakers	Digital Speakers with Subwoofer (Dolby Quality)		2	
4	Head Phone	Digital Stereo Headphones		1	
5	Web Camera	HD Web camera (IP based video conference Standard, resolution 720p or above)		1	
6	Non-linear Editing card	Grabber card with software		1	
7	RGB Splitter	High frequency RGB Splitter 4:1		1	
8	Network Printer	Network printer		1	
9	X-Ray Scanner	A-3 X-Ray Scanner (Non- DICOM)with transparency Adaptor		1	

10	Tele-Pathology System	Compound microscope +digital camera for tele-pathology applications Trinocular head Siedentopf type 30°. inclined, 360° rotating [Light Split = 20/80]Widefield high eyepoint eyepiece WFPL 10X/22mm with diopteradjustment on both eyepieces, with rubber eyecup (paired) Reversed quintuple nosepiece CCIS Plan Achromat objectives PL 2X PL4X, 10X, 20X, 40X S, Coaxial coarse and fine focusing adjustment Built in low position coaxial mechanical stage with right hand control Achromat swing-out condenser N.A. 0.90 with iris diaphragm45mm blue filter, immersion oil (5ml), power cord, allenhexagonal key, vinyl dust cover Koehler illumination quartz halogen 6V/30W with external lamp house and intensity control Universal Power Supply 100-240VC Mount Adaptor C/CS Mount Scientific Camera 2/3" CCD Color 1360x1024 Pixels USB2.0,		1	
11	Digital SLR Camera	15 Megapixel or above CCD CAMERA Large format CCD Sensor CCD Resolution: 4256 x 2848 Supports USB Port Accessories like Chargeable batteries, Battery Charger, AC Power Adapter, Software, Stand, Carrying case		1	
12	Digital ECG	12 leads ECG, Pulse Oximetry, Non Invasive BP, Peak Flow meter; One by One acquisition for patient screening Digital Filtering; USB connectivity to PC; Medical information exchange s/w		1	
13	Glucometer	Industry Standard		1	

14	UPS	5 KVA online UPS with 1 Hr. Battery Backup		1	
15	HD Video Conferencing Unit	<p>Codec with a detachable ¼” CCD/CMOS 1080p camera with 72 degree field of view, 12X or more zoom capacity, 260 degree or higher horizontal field of view, native resolution support on all inputs support for H.261, H.263, H.263++, H.264 30 fps – 168Kbps & above Video frame rate Ability to send and receive two live simultaneous video sources in a single call, PIP and Side by Side layout, Capability to send & receive HD 1080p@30 fps, Should support H.239 protocol Supports data rate of up to 10 Mbps IP & SIP 2 x LAN / Ethernet – 10/100 Mbps, Supports 2 HD cameras controlled using single remote, Min. 3 nos. video output and 4 nos. video input, 360 degrees omni directional microphones, at least 4 mics. Multipoint capability to connect more than 1+5 video sites in Continuous presence, should have features of integration with web conferencing solutions</p>		1	
16	Rack	Industry Standard Metallic Rack for secure housing of VC equipment		1	
17	HD LED Display Unit	Professional Full HD (1920x1080) 46" Wide Screen display with 16:9 aspect ratio.		1	
18	<u>Software</u>	MS-Office 2010 or more		2	
19		Antivirus		2	
		TOTAL (1)			

2 Digital Medical Lecture Theatre

S. No	Equipment	Specification	Unit Price	Quantity	Amount
1	Desktop Computer	3rd Generation Intel® Core™ i5-3470s processor (6M Cache, up to 3.6 GHz) 16GB DDR3 SDRAM, 1600MHz 1TB - 7200RPM, SATA 3.0Gb/s, 16MB Cache DVD+/-RW Tray Load Drive, 16X, SATA multimedia keyboard optical mouse, 20" LED LCD screen, Graphics Card 512 MB or higher ; Stereo Sound Card Licensed Microsoft Windows 8 or above		1	
2	Projector	HD/3D Projector/Laser Technology		1	
3	RGB Splitter	High Frequency Digital Splitter		1	
4	Projection Screen	Motorized Projection Screen (Imported) (Picture area 16' X 20')		1	
5	MIC and Sound System	Noise cancellation Mic and four digital speakers for 100-250 capacity Auditorium		1	
6	5 KVA UPS	5 KVA online UPS with 1 Hr. Battery Backup		1	
7	HD LED Display Unit	Professional Full HD (1920x1080) 46" Wide Screen display with 16:9 aspect ratio.		4	

8	HD Video Conferencing Unit	<p>Codec with a detachable ¼” CCD/CMOS 1080p camera with 72 degree field of view, 12X or more zoom capacity, 260 degree or higher horizontal field of view, native resolution support on all inputs</p> <p>support for H.261, H.263, H.263++, H.264</p> <p>30 fps – 168Kbps & above Video frame rate</p> <p>Ability to send and receive two live simultaneous video sources in a single call, PIP and Side by Side layout, Capability to send & receive HD 1080p@30 fps, Should support H.239 protocol</p> <p>Supports data rate of up to 10 Mbps IP & SIP</p> <p>2 x LAN / Ethernet – 10/100 Mbps,</p> <p>Supports 2 HD cameras controlled using single remote, Min. 3 nos. video output and 4 nos. video input, 360 degrees omni directional microphones, at least 4 mics. Multipoint capability to connect more than 1+5 video sites in Continuous presence, should have features of integration with web conferencing solutions</p>		1	
9	Real time full HD video streaming hardware & software	Cloud based both real time and offline streaming system			
10	Network Switch	24 port managed switch			
11	Network Cable	Cat-6 Network Cable (1 Bundle)			
12	UTM	Unified threat management for 50 users			
13	Rack	Industry Standard Network Rack & accessories			
		Total(2)			

3. E-Learning and Digital Library

S. No	Equipment	Specification	Unit Price	Quantity	Amount
1	Server	Intel Xeon E 5607 (Quad Core) Processor, 2.26GHz, 8MB Cache, 1066MHz, 4x8GB Memory, 2x500GB SATA, 3.5", Integrated RAID 01 Ethernet Controller, 128MB NVIDIA Graphics Card, DVD-RW, Stereo Sound Card Microsoft Windows multipoint server		1	
2	Thin Client	<ul style="list-style-type: none"> •Full Screen Video •High availability login •Rapid deployment tools •24-bit color depth •Microphone port •1920x1080 resolution •1440x900 resolution 		20	
3	Monitor	22" Wide TFT Monitor		21	
4	Keyboard & Mouse	Multimedia Keyboard, optical mouse		20	
5	Head phone	Stereo digital Headphone		20	
6	Web Camera	HD Web camera (IP based video conference Standard, resolution 720p or above)		20	
7	Network Switch	24 port managed switch		1	
8	5 KVA UPS	5 KVA online UPS with 1 Hr. Battery Backup		1	
9	Software	MS-Office 2010 or latest License		20	
10	Server OS	Windows multipoint server OS or latest		1	
11	Add. user	Windows multipoint server CAL with 20 user or latest		20	
12		Antivirus		1	
		TOTAL (3)			

3. Misc Consumable Items

S. No	Equipment	Specification	Unit Price	Quantity	Amount
1	Toner	Printer toner compatible to laser printer as provided above.		5	
2	Pen Drive	8 GB or More		20	
3	A4 Paper for Printer	A4 Printer Paper (500 Pages or more)		20	
4	Installation & Commissioning			1	
5	Training & re-training for Telemedicine Technology professional skill development (One at Local site & 4 online)	To be provided under the aegis of NRC in collaboration with local expert/s at RRCs & Medical Colleges		1	
		TOTAL (4)			

Grand Total (1+2+3+4)

B. Regional Resource Centre (RRC)

1. Tele-Consultation Facility

S. No.	Equipment	Specification	Unit Price	Qty	Amount
1.	<u>Hardware</u>				
a)	PC Client	Intel Core i7 860 CPU or above generation 8 GB DDR3 SDRAM, 1 TB 7200 rpm SATA HDD Gigabit Ethernet Controller, DVD-RW 22" Wide format LED Monitor (Same make as TV) Keyboard & Optical Mouse, Stereo Sound Card, Licensed Microsoft Windows 7		10	
b)	Stereo Speaker	Digital Speakers with Subwoofer (Dolby Quality)		10	
c)	Head Phone	High Quality Stereo Headphones		10	
d)	Web Camera	High end Web camera (IP based video conference Standard over IP)		10	
e)	RGB Splitter	High frequency RGB Splitter 4:1		1	
f)	Network Printer	Heavy duty network printer		5	
g)	X-Ray Scanner	A-3 X-Ray Scanner with transparency Adaptor		1	
i)	Digital SLR Camera	13 Megapixel or above CCD CAMERA Large format CCD Sensor CCD Resolution: 4256 x 2848 Supports USB Port Accessories like Chargeable batteries, Battery Charger, AC Power Adapter, Software, Stand, Carrying case		1	
j)	Telemedicine Kit	Telemedicine Kit comprising of 5 lead ECG, Pulse Oximeter Automatic Non Invasive Blood Pressure Monitor Screening Spirometer Multipurpose camera with dermatology, otoscope, fundus scope & oral examination One by One acquisition for patient screening USB connectivity to PC Medical information exchange s/w		1	
k)	Glucometer	Glucometer		1	
l)	UPS	10 KVA online UPS with 1 Hr. Battery Backup		1	
m)	Full HD	Codec with a detachable ¼" CCD/CMOS 1080p camera with 72 degree field of view, 12X or more		1	

	Video Conferencing Unit	zoom capacity, 260 degree or higher horizontal field of view, native resolution support on all inputs support for H.261, H.263, H.263++, H.264 30 fps – 168Kbps & above Video frame rate Ability to send and receive two live simultaneous video sources in a single call, PIP and Side by Side layout, Capability to send & receive HD 1080p@30 fps, Should support H.239 protocol Supports data rate of up to 10 Mbps IP & SIP 2 x LAN / Ethernet – 10/100 Mbps, Supports 2 HD cameras controlled using single remote, Min. 3 nos. video output and 4 nos. video input, 360 degrees omni directional microphones, at least 4 mics. Multipoint capability to connect more than 1+5 video sites in Continuous presence, should have features of integration with web conferencing solutions			
n)	Rack	Suitable Metallic Rack with sliding tray for secure housing of VC equipment		1	
o)	Full HD LED Display Unit	Wall hung 46" Wide Screen display with 16:9 aspect ratio		1	
p)	Wireless Switch	Wireless Access Point, 802.11abgn, dual-band, dual radio, integrated antennas		1	
q)	Examination Camera	USB based general examination camera with automatic gain, exposure control and Skin Tone balance		1	
2.	Virtual Microscope	Virtual Microscope with standard accessories, 2/3" CCD scientific grade camera and Digital Slide Server System software in Server/Client mode		1	
3.	Editing Workstation	Intel Core i7 860 CPU or above generation 32 GB DDR3 SDRAM, 1 TB 7200 rpm SATA HDD NLE Card with software Gigabit Ethernet Controller, DVD-RW 22" Wide format LED Monitor (Same make as TV) Keyboard & Optical Mouse, Stereo Sound Card, Licensed Microsoft Windows 7		2	
4.	Software				
a)	Telemedicine Network s/w	Proprietary software		1	
b)	NMS	Network Management Software		1	
c)	VC Scheduler	Management & Scheduler software		1	

d)	Digital Library	Digital Library software		1	
e)	Office s/w	MS-Office 2010 or latest		12	
f)	Antivirus	Symantec Anti-virus		12	
g)		Adobe Suite		2	

2. Digital Medical Lecture Theatre

S.No	Equipment	Specification	Unit price	Qty	Amount
1.	<u>Hardware</u>				
a)	PC Client	Intel Core i7 860 CPU or above generation 8 GB DDR3 SDRAM, 1 TB 7200 rpm SATA HDD Gigabit Ethernet Controller, DVD-RW 22" Wide format LED Monitor (Same make as TV) Keyboard & Optical Mouse, Stereo Sound Card, Licensed Microsoft Windows 7		1	
b)	RGB Splitter	High Frequency Digital Splitter		1	
c)	Ultra thin bezel LED Video wall with controller	Floor mounted LED Video wall in 3 x 4 matrix using 46" large format panels with ultra thin bezel with controller		1	
d)	MIC and Sound System	Adjustable drop height from ceiling Digital microphone with 22 KHz stereo surround audio, 360 degree room coverage in excess of 2500 sqft with single mic and a pair of Speakers for 250 capacity Auditorium		2	
e)	Light System	LED lights for Video conferencing		1	
f)	Digital Video Camera	Record in Full High Definition Video 1080, ClearVid CMOS Sensor x.v.Colour Carl Zeiss Vario-Sonnar T* Lens, 2.7" WIDE Clear Photo Touch Screen LCD, Spot Focus and Metering, Super NightShot, Easy Handycam® Button, Dual Record 2.3 Mega Pixels Still Image in "MOVIE" Rec Mode, 4.0 Mega Pixels Still Image Capture, Record / Zoom Button on LCD Frame, HDMI Output High Quality 16:9 Widescreen, Recording, Smooth Slow Record with sound, Actiforce H Series Battery Carrying Case, Lens & Filter		1	

		Memory Stick, Microphone			
g)	UPS	10 KVA online UPS with 1 Hr. Battery Backup		1	
2.	Full HD LED Display Unit	Wall hung 46" Wide Screen display with 16:9 aspect ratio		4	
3.	Full HD Video Conferencing Unit	Codec with a detachable ¼" CCD/CMOS 1080p camera with 72 degree field of view, 12X or more zoom capacity, 260 degree or higher horizontal field of view, native resolution support on all inputs support for H.261, H.263, H.263++, H.264 30 fps – 168Kbps & above Video frame rate Ability to send and receive two live simultaneous video sources in a single call, PIP and Side by Side layout, Capability to send & receive HD 1080p@30 fps, Should support H.239 protocol Supports data rate of up to 10 Mbps IP & SIP 2 x LAN / Ethernet – 10/100 Mbps, Supports 2 HD cameras controlled using single remote, Min. 3 nos. video output and 4 nos. video input, 360 degrees omni directional microphones, at least 4 mics. Multipoint capability to connect more than 1+5 video sites in Continuous presence, should have features of integration with web conferencing solutions		1	
4.	Real time full HD video streaming hardware & software	Cloud based both real time and offline streaming system		1	
5.	Rack	Suitable Network Rack & accessories for housing all equipments		1	
6.	Wireless Switch	Wireless Access Point, 802.11abgn, dual-band, dual radio, integrated antennas		1	

3. E-Learning and Digital Library

S. No	Equipment	Specification	Unit Price	Quantity	Amount
1	Server	Intel Xeon E 5607 (Quad Core) Processor, 2.26GHz, 8MB Cache, 1066MHz, 4x8GB Memory, 2x500GB SATA, 3.5", Integrated RAID 01 Ethernet Controller, 128MB NVIDIA Graphics Card, DVD-RW, Stereo Sound Card Microsoft Windows multipoint server		1	
2	Thin Client	<ul style="list-style-type: none"> •Full Screen Video •High availability login •Rapid deployment tools •24-bit color depth •Microphone port •1920x1080 resolution •1440x900 resolution 		20	
3	Monitor	22" Wide TFT Monitor		21	
4	Keyboard & Mouse	Multimedia Keyboard, optical mouse		20	
5	Headphone	Digital Stereo Headphone		20	
6	Web Camera	HD Web camera (IP based video conference Standard, resolution 720p or above)		20	
7	Network Switch	24 port managed switch		1	
8	5 KVA UPS	5 KVA online UPS with 1 Hr. Battery Backup		1	
9	Software	MS-Office 2010 or latest License		20	
10	Server OS	Windows multipoint server OS or latest		1	
11	Add. user	Windows multipoint server CAL with 20 user or latest		20	
12		Antivirus		1	
		TOTAL (3)			

4. Misc Consumable Items

S. No	Equipment	Specification	Unit Price	Quantity	Amount
1	Toner	Printer toner compatible to laser printer as provided above.		5	
2	Pen Drive	8 GB or More		20	
3	A4 Paper for Printer	A4 Printer Paper (500 Pages or more)		20	
4	Installation & Commissioning			1	
5	Training & re-training for Telemedicine Technology professional skill development (One at Local site & 4 online)	To be provided under the aegis of NRC in collaboration with local expert/s at RRCs & Medical Colleges		1	
		TOTAL (4)			

Grand Total (1+2+3+4)

C. National Resource Centre (NRC)

S.No	Equipment	Specification	Unit Price	Qty	Amount
1	<u>Hardware</u>	Up gradation of existing IT Infrastructure at NRC			
a)	Ultra thin bezel LED Video wall with controller	Floor mounted LED Video wall in 3 x 4 matrix using 46" large format panels with ultra thin bezel with controller		1	
b)	Blade Chassis	Fully redundant 10G capable Blade Chassis with standard modules		1	
c)	Blade Server	RISC based 4 cores 4.2 GHz processor 16 GB RAM 146 GB SAS 10K rpm 2.5"HS HDD 2 port integrated ethernet QLogic 4Gb FC expansion card (CFFv) Linux OS with virtualization		8	
d)	Accessories	20-port 8Gbps SAN Switch Module for Blade Chassis		2	
e)	Accessories	Short wave SFP modules with connectivity cable		20	
f)	SAN Storage	Quad Controller SAN Storage with 40 TB of usable storage with 10 TB on Fibre channel and 30 TB on SATA		1	
2	Full HD Video Conferencing Unit	Codec with a detachable ¼" CCD/CMOS 1080p camera with 72 degree field of view, 12X or more zoom capacity, 260 degree or higher horizontal field of view, native resolution support on all inputs support for H.261, H.263, H.263++, H.264 30 fps – 168Kbps & above Video frame rate Ability to send and receive two live simultaneous video sources in a single call, PIP and Side by Side layout, Capability to send & receive HD 1080p@30 fps, Should support H.239 protocol Supports data rate of up to 10 Mbps IP & SIP 2 x LAN / Ethernet – 10/100 Mbps,		1	

		Supports 2 HD cameras controlled using single remote, Min. 3 nos. video output and 4 nos. video input, 360 degrees omni directional microphones, at least 4 mics. Multipoint capability to connect more than 1+5 video sites in Continuous presence, should have features of integration with web conferencing solutions			
3	MCU up gradation	As per the requirement of the all phases of the NMCN project		1	
4	Cloud and Virtualisation	Cloud deployment			
5	Virtual Microscope	Virtual Microscope with standard accessories, 2/3” CCD scientific grade camera and Digital Slide Server System software in Server/Client mode		1	
6	4K Projector	21000 lumens brightness, 4096 x 2160 resolution, 3000:1 contrast ratio		1	
7	UTM	Unified threat management with Firewall, intrusion prevention and detection		01	
8	Wireless Switch	Wireless Access Point, 802.11abgn, dual-band, dual radio, integrated antennas		20	
9	VC Scheduler	As per the requirement of the all phases of the NMCN project		01	
10	Real time full HD video streaming hardware & software	Cloud based both real time and offline streaming system		1	
11	Backup device	Tape Library			
		Tape Library with LTO5 FC Tape drive and Rack Mount Kit		1	
		2.0M FC/FC Cable		1	
		2.8M Power Cord 250V India		1	
		Rack to PDU Line Cord		1	
		Ultrium 4 Data Cartridges (5 Pack)		2	
		Ultrium Cleaning Cartridge		1	
12	Telemedicine Kit	Telemedicine Kit comprising of 5 lead ECG, Pulse Oximeter Automatic Non Invasive Blood Pressure Monitor Screening Spirometer		1	

		Multipurpose camera with dermatology, otoscope, fundus scope & oral examination One by One acquisition for patient screening USB connectivity to PC Medical information exchange s/w			
13	Power backup	1000 KVA Genset		1	
14	<u>Software</u>				
a)	Learning Management System	Learning Management system over private cloud infrastructure dedicated to NMCN project		1	
b)	OS	Linux OS with Virtualization support		8	
c)	Antivirus	Unlimited users Anti-virus for the entire network		1	
d)	Configuration	Email, Proxy, Web and Authentication Server configuration for the entire network		1	

D. Disaster Recovery Site

S.No	Equipment	Specification	Unit Price	Qty	Amount
1.	Blade Server	Xeon Quad Core 2.4 GHz or higher 32GB (8x4GB) DDR3 Memory Kit 600GBX2 10K SFF HS SAS HDD, SAS Expansion Card		16	
2.	Chassis	Blade Centre Chassis		2	
3.	Storage	Unified Storage 40 Tb ; expandable up to 128 Tb		1	
4.	Blade Accessories	Blade Chassis Accessories		2	
5.	TFT Screen	19" TFT Screen		1	
6.	Keyboard, Mouse	USB Keyboard Mouse		1	
7.	Switch	24 PORT Managed Switch		1	
8.	42U Rack	42U Rack		2	
9.	Windows 2012 Server Edition	Windows 2012 Server Edition		10	
10.	Windows 2012	Windows 2012 CAL		10	

	CAL Licensing (20 users)	Licensing (20 users)			
11.	RHEL	RHEL 6.4 or higher		6	
12	Video Bridge	Multiparty Video Conferencing unit (50 user)		1	
13	Streaming Server & Scheduler	Video Streaming Server & Video Conference Scheduler		1	
14	Replication Software	Replication Software		1	
15	Tape Library	Tape Library		1	
			Grand Total		

ANNEXURE:V

A. Human Resources for Medical Colleges/ Institutions					
Sl. No.	Designation	No. of Post	Qualification	Monthly Salary (Minimum)	Terms of Reference (TOR)
1	Telemedicine Infrastructure & Network Administrator	1	B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA with More than five years experience in IT facility management	45000	1. Supervision of telemedicine technical infrastructure and the facility ensuring it's smooth functioning 2. Co-ordination with agency providing maintenance support to ensure execution of Service Level Agreement 3. Preparation and execution of Telemedicine Programme schedule in co-ordination with the Nodal Officer and other stake holders such as faculty of the college/institute, Nodal Officer, RRC, other remote partners 4. Supervision of the work of Telemedicine Technician and covering his/her work during leave 5. Maintenance of Records such as Attendance Register, Log Book, Stock Inventory, Complaint Logs any other records as laid down in the Standard Operation Protcol etc.
2	Content Developer	1	Any Graduate with One Year Diploms in IT/CS/ Multimedia etc. having more than Three years experience in Multimedia content development. In addition to working experience with standard multimedia tools exposure with softwares like Final cut Pro, Maya & 3D animation etc. will be preferred	30000	1. Operation of medical education content development facility 2. Medical video capture, editing and voice over , Still photography as desired 3. preparation of standard / animated power point presentation material 4. Operation of hardware and software relating medical education content development 5. Operation of web based tools for web enabled content 6. Any other work assigned by the Nodal officer / faculty members / laid down in the SOP

3	Telemedicine Technician	1	Graduation and diploma in IT / CS or Diploma in Telemedicine & HIMS / Health IT	20000	<ol style="list-style-type: none">1. Operation of Day to day telemedicine sessions2. Technical testing with all telemedicine nodes connected under NMCN3. Operation of Tele-follow-up session4. Provide basic operation training to the trainees5. Maintenance of daily session log book6. Operation software & hardware videoconference system, any oter equipment provisioned7. Operation of telemedicine software8. Digitization of analog content materials9. Other duties, as assigned by the Administrator / Nodal Officer / as laid down in SOP
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B. Human Resources for Regional Resource Center

Sl. No	Designation	No. of Post	Qualification	Monthly Salary (Minimum)	Terms of Reference (TOR)
1	Consultant (Operation) for RRCs	1	Master`s in IT / CS / Public Health or MCA, MBA in IT with more than Five years experience in Telemedicine /public health/ project management in health sector	50000	1. Monitoring the implementation of NMCN project as per the guidelines laid down in the SOP2.Ensuring smooth operation of the project by utilizing the resources both technical and human resource 3. Knowledgeable enough in Project Mangement Cycle and applying the same into the current project.4. Close co-ordination with RRC network partner nodes ensuring smooth operation of the project5. Providing desired assistance to network partners from the RRC resource and paying periodic visit to all partner nodes besides weekly / as desired meeting with partners through video-conference6. Monitoring the activities of RRCs in close co-ordination with technical and administrative staff, Nodal Officer and faculty7. Collection of data from RRC networked medical colleges/institution, analysis, evaluation, compilation of various reports and reporting as are laid down in the Operation Manual.8. Travel to all project nodes for inspection atleast monthly or depending on the need9. Other duties, as assigned by Nodal Officer, RRC / NRC

3	Content Developer	1	Any Graduate with One Year Diploms in IT/CS/ Multimedia etc. having more than Three years experience in Multimedia content development. In additional to working experience with standard multimedia tools exposure with softwares like Final cut Pro, Maya & 3D animation etc. will be preferred	30000	<ol style="list-style-type: none"> 1. Operation of medical education content development facility 2. Medical video capture, editing and voice over , Still photography as desired 3. preparation of standard / animated power point presentation material 4. Operation of hardware and software relating medical education content development 5. Operation of web based tools for web enabled content 6. Any other work assigned by the Nodal officer / faculty members / laid down in the SOP
4	Telemedicine Technician	1	Graduation and diploma in IT / CS or Diploma in Telemedicine & HIMS / Health IT	20000	<ol style="list-style-type: none"> 1. Operation of Day to day telemedicine sessions 2. Technical testing with all telemedicine nodes connected under NMCN 3. Operation of Tele-follow-up session 4. Provide basic operation training to the trainees 5. Maintenance of daily session log book 6. Operation software & hardware videoconference system, any oter equipment provisioned 7. Operation of telemedicine software 8. Digitization of analog content materials 9. Other duties, as assigned by the Administrator / Nodal Officer / as laid down in SOP

C. Human Resources for National Resource Center

Sl. No	Designation	No. of Post	Qualification	Monthly Salary (Minimum)	Terms of Reference (TOR)
1	Consultant (Technical)	1	B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA with more than Five years experience in Telemedicine /public health/ project management in health sector	55000	<ol style="list-style-type: none"> 1. Overall responsibility of smooth functioning of the technical infrastructure 2. Supervision of sub-ordinate technical staff 3. Good working knowledge of all hardware and software used in the system 4. Capacity to rectify small technical faults in case of non-availability of facility management agency 5. Supervision of deliverables outlined in the Service Level Contract (SLA) 6. Developing a system for daily check of working of the system and network 7. Liasoning with stake holders at national, regional and medical college levels to ensure smooth operation of the system and achieving deliverables 8. Maintaining all records relating to technical aspects of the infrastructure functioning 9. Visit to RRCs/ Medical Colleges if services are desired 10. Organization of Training programme and mentoring the trainers
2	Consultant (Operation)	1	Master`s in IT / CS / Public Health or MCA, MBA in IT or equivalent with more than Five years` experience in Telemedicine /public health/ project management in health sector	55000	<ol style="list-style-type: none"> 1. Working experience in managing national / state level projects in the field of health ICT 2. Knowledge in Project management cycle, data collection, compilation and preparation of reports 3. Efficiency in HR management, project execution in healthcare / large enterprise 4. Experience in pan india operation will be preferred 5. Excellent skill in computing and software handling large data is essential 6. Collection, compilation of record originating from project operation at national level

3	System Manager (Network)	1	B.E. / B. Tech. in CS / IT / E & C, Master's in IT / CS or MCA , CCNA, CCNP with more than Five years' experience in large scale IT network operation, Terrestrial, Satellite and Wireless telecommunication in particular NGN, team leadership & management. Experience in managing large health IT enterprise will be preferred.	50000	<p>1. Providing high quality support in a technical environment that includes networking and data communications3. Designing and implementing national level telemedicine network operating system4. Providing systems integration with internal and third party systems5. Planning, organizing and controlling the integration of networking components, to provide quality service and support to meet the systems and technology goals and objectives6. Administration, maintenance and support of the LAN/WAN systems7. Installation and configuration of servers, telecommunication and network equipment and software8. Monitoring network resources for performance, auditing and security of routers, servers and network equipment, to ensure integrity and security of computer data9. Ensuring and monitoring the transition of applications from the development environment to the production database servers10 Implementing appropriate backup and off site storage procedures11. Training and assisting support staff</p> <p>First contact for phone system operations support</p>
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4	System Manager (Database Management)	2	<p>B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA with more than Five years` experience in team leadership & management as database administrator in large enterprise . Experience in administration of complex database environments like Oracle, SQLServer, SAP etc. databases is essential. Experience in managing big data storage, architecture of SAN /NAS environments and Cloud architecture is desired. Experience working with open source databases (MySQL, Postgres, etc.) is highly desired. Working knowledge on Data base security in health related data base management is essential.</p>	50000	<p>1. Developing a Data base system for national telemedicine project management2. Both binary data and multimedia data base management3. Work in conjunction with database, storage and system administrators, and internal customers on database issues. 4. Coordinate with system and storage administrators on DBMS product installation and complex database creation.5. Assist in review of database designs for integration with existing and planned databases, compliance with standards and effective use of software features.6. Assist in application of patches, security and enhancements related to the database environment. Keep abreast of changes in database technology7. Performance tuning of Oracle/MS SQL/any other databases in operation. Provide technical support and performance tuning in conjunction with systems and storage administrators. This includes trouble-shooting technical and performance problems with client connectivity, applications and reports.8. Provide efficient, reliable backup and recovery of all databases.9. Implement monitoring procedures to maximize availability and performance of the database systems/instances, meeting defined targets; enforce corporate standards across all databases. 10. Monitor and audit security logs and other related resources in an effort to provide a secure and robust system environment.11. Maintain, test and execute as required, disaster recovery operations and quarterly test drills.12. Adhere to and maintain corporate change control policies and procedures. 13. Maintain and update configuration, support and process & procedure (best practices) documentation.</p>
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5	System Manager (Web Portal Management)	1	Master`s in IT / CS / MCA with more than Five years` experience in managing heavy web portals. Technical knowledge and skill in software and tools like XHTML, PHP, JavaScript, ASP.NET, . NET (3.0 / 3.5), Web 2.0 is essential. Team management and leadership qualities in mentoring a large group of web designers and developers will be highly preferred.	50000	<ol style="list-style-type: none"> 1. Develop, maintain, and update the websites resources in collaboration with the web site & content development team. 2. Develop, maintain, and update organizational website, including production of web content, in a manner that is appealing to targeted audience. 3. Maintain a consistent look and feel throughout all web properties. 4. Develop, maintain, and ensure integrity of discussion posts, such as a weblog or forum. 5. Copyedit and proofread all web content 6. Track and report on all site metrics to evaluate performance of the online database. 7. Responsible for crafting site promotions, email newsletters, and online outreach campaigns. 8. Working with a cross-departmental team, maintain and develop the master content calendar for all web properties 9. Keep current with emerging web technologies through relevant blogs, listservs, and events 10. Assure web-based information is archived for future needs and reference 11. Work cooperatively with key team members, clients and vendors 12. Other duties, as assigned by Nodal Officer, NRC
6	Content Manager	1	B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA with more than Five years experience in broadcast quality audio/video based multimedia content management in real time and on-demand, video streaming, live webcasting, conducting Webinar / on line e-education, well versed with advanced on line educational technologies.	50000	<ol style="list-style-type: none"> 1. Lead the content development team 2. Make sure the capture the medical content through video camera or through video network 3. Knowledge harvesting 4. Make sure the proper storage of the content in coordination with Network & database manager 5. Edit the stored content and provide the final out put 6. Event recording, rendering 7. Work on 3D & Animation content development 8. Other duties, as assigned by Nodal Officer, NRC

7	Telecom. Engineer	1	B.E/B. Tech. /Diploma (Electrical / Electronics & Communication/ Instrumentation) with more than Five years experience in the operation of IT & communication network. Coordinate all engineering related tasks for installation, configuration, basic network connectivity and other hardware deployment related to various communication media in particular NGN.	45000	1. Ensuring smooth operation of Digital Telephone Exchange 2. Ensuring smooth service from ISPs, leased line providers 3. Liasoning with Telecom service providers, NKN service providers and ensuring service as laid down in SLA of the facility management / AMC executors 4. Ensuring timely payment of Bills, execution and renewal of SLA and contracts 5. Maintenance of Telecom hardware and software 6. Day to day co-ordination with end users 7. Monitoring of System and network 8. Any other deliverables desired time to time concering telecommunication/ SOP
8	Manager (Telemedicine Technology Training)	1	B.E. / B. Tech. in CS / IT / E & C, Master's in IT / CS or MCA with more than Five years experience in conducting skill based training in IT, Visual communication, multimedia educational content development and distribution.	45000	1. Management of Training Program in the Telemedicine Technology 2. Provides management and executive support to the personnel deployed in the project 3. Ensures the continuity of training and program delivering adequately supported and trained workforce to Telemedicine functional requirements. 4. Provides executive level planning to support project goals that include executive support, program management and organizational resource management.
9	Store & Purchase Officer (SPO)	1	Bachelor degree in any discipline from a reputed institution with Postgraduate Diploma in management. More than Three years experience in managing institutional IT resource / assets, maintaining inventory, annual checks, well	30000	1. All activities related to purchase of capital and consumable items, management of stores, design and execution of appropriate inspection procedure related to receipt of materials, material accounting, vendor development, vendor management, sourcing strategies and other related activities. 2. Preparing detailed information related to consumption of material and evolving appropriate inventory control policies for regularly used items. 3. Procurement of capital items, drawing of contracts related to various services of the Institute and the purchase of project items.

			<p>versed with purchase procedures in government system, tender procedures & financial rules etc. Well versed with working with Computer and softwares like MS Word, Excel and data base etc. Experience in Software used in inventory management is essential</p>		<p>4. Assisting institute procurement cell for tender management process/design and execution (as per GOI norms). 5. Maintenance of Stock Book of the assets acquired in different projects 6. Annual stock verification 7. Other duties, as assigned by Nodal Officer, NRC</p>
10	Accounts Officer	1	<p>Bachelor's Degree in Commerce with honors in Accountancy / Finance. Well versed with working with Computer and softwares like MS Word, Excel and Tally software etc. More than Three years post qualification experience in the area of Accounting / Finance</p>	30000	<p>1. Prepares asset, liability, and capital account entries by compiling and analyzing account information.2. Documents financial transactions by entering account information.3. Recommends financial actions by analyzing accounting options.4. Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.5. Maintains accounting controls by preparing and recommending policies and procedures.6. Prepares payments file for administrative approvals by verifying documentation, and requesting disbursements.7. Answers accounting procedure questions by researching and interpreting accounting policy and regulations of the Institute.8. Assisting Institute account section for preparing financial reports by collecting, analyzing, and summarizing account information, preparation of Utilization Certificate / Statement of Account Certificate9. Preparation of replies for Audit observations / complaints9. Contributes to team effort by accomplishing related results as needed.10. Other duties, as assigned by Nodal Officer, NRC</p>

11	Executive Assistant to Nodal Officer, NRC	1	Graduate with Computing Skill, More than Five years experience as personal assistant to Chief Executive of large academic organization	30000	<ol style="list-style-type: none"> 1. Responsible for calendar management - Schedule and coordinate meetings, appointments, conference calls, events etc for the Nodal Officer 2. Liaison with all the Officers related to projects 3. Responsible for preliminary data analysis, reports and presentations. 4. Assisting the Nodal Officer in preparing reports, presentations in Excel/ Power Point Presentation. 5. Responsible for capturing the minutes of the meetings, update on the action points and follow up continuously until issues are resolved. 6. Serve as a liaison with other departments and operating units in the resolution of day-to-day administrative and operational problems. 7. Maintain and update files, databases, records etc and develop data for recurring internal reports. 8. Maintenance of all important and confidential files/ documents. 9. Maintain up-to-date concerned Officers contact database and respond to enquiries; ensure continuous correspondence 10. Providing secretarial support and assisting in administrative activities like travel management, booking conference rooms, arranging business reviews, refreshments etc.
12	Telemedicine Technician	2	Graduation and diploma in IT / CS or Diploma in Telemedicine & HIMS / Health IT	20000	<ol style="list-style-type: none"> 1. Operation of Day to day telemedicine sessions 2. Technical testing with all telemedicine nodes connected under NMCN 3. Operation of Tele-follow-up session 4. Provide basic operation training to the trainees 5. Maintenance of daily session log book 6. Operation software & hardware videoconference system, any other equipment provisioned 7. Operation of telemedicine software 8. Digitization of analog content materials 9. Other duties, as assigned by the Administrator / Nodal Officer / as laid down in SOP
13	Front Desk Manager	1	Graduate in Mass Communication having more than three years experience in public relation / front desk management in any academic/ corporate organization	20000	<ol style="list-style-type: none"> 1. Oversees all Front Desk Management 2. Should have competency and intrapersonal skills to work independently, and without direct supervision. 3. Possesses strong communication, telephone, and customer service skills 4. Detailed oriented and able to multitask. 5. Management of response and access control procedures; monitors and operates electronic security control systems; and accurately maintains daily logs, records and forms.

14	Assistant Librarian	1	B. Lib. / Graduate with Diploma in Library Science. Proficiency in Computing skill and working experience with Library automation softwares. Minimum three years experience in Medical library handling on line books and e-journals	20000	<ol style="list-style-type: none"> 1. Provides various research related activities and assists attorneys with library information requests. Performs research online using Lexis, Westlaw, and other online databases. Also performs research using print materials. Fills research requests from all offices. Routes, electronically or manually, reports, journals and newsletters, and other library materials as requested. 2. Trains legal staff in traditional research and reference services including user orientation to information resources; database searches; identification of new reference sources, computer-assisted legal research and other library services as required by the Firm. 3. Provides oversight of the library systems including collection development, cataloging, account, and circulation 4. Updates the library database as material is added or removed from the collection. 5. Performs other duties as assigned by Nodal Officer, NRC
15	Office Attendant	1	10th Pass with Three years experience as office attendant / housekeeping / photocopying / spiral binding / Receipt and dispatch of letters / Dispatch Register maintenance etc.	12000	<ol style="list-style-type: none"> 1. Housekeeping Services 2. Photocopying / spiral binding 3. Receipt and dispatch of letters 4. Dispatch Register maintenance etc. 5. Miscellaneous jobs as desired on day to day basis
16	Security Personnel	4	10+2 Pass, certification in industrial security training from a recognized agency, minimum Three years experience in providing security for large enterprise / academic institutions. Experience with IP Security Surveillance and access system will be preferred	12000	<ol style="list-style-type: none"> 1. Patrol the premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates 2. Answer alarms and investigate disturbances. 3. Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises. 4. Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences. 5. Circulate among visitors, patrons, and employees to preserve order and protect property.

17	Attendant	4	10th Pass with Three years experience as office attendant / house keeping / photocopying / spiral binding / Receipt and dispatch of letters / Dispatch Register maintainance etc.	12000	<ol style="list-style-type: none">1. Handling the daily office door lock & closed2. Letter receiving, dispatch& circulation3. Circulation of the file, notices etc.4. Hospitality services for the senior staff & guest5. Housekeeping secrecies6. Other duties, as assigned by Nodal Officer, NRC
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E. Human Resources at Disaster Recovery (DR) Site

S.No	Designation	Qty	Qualifications	Monthly Salary (Minimum)	ToRs
1	System Manager (Hardware & Network)	1	B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA , CCNA, CCNP with more than Five years experience in large scale IT network operation, Terrestrial, Satellite and Wireless telecommunication in particular NGN, team leadership & management. Experience in managing large health IT enterprise will be preferred.	50000	<p>1. Providing high quality support in a technical environment that includes networking and data communications</p> <p>3. Designing and implementing national level telemedicine network operating system</p> <p>4. Providing systems integration with internal and third party systems</p> <p>5. Planning, organizing and controlling the integration of networking components, to provide quality service and support to meet the systems and technology goals and objectives</p> <p>6. Administration, maintenance and support of the LAN/WAN systems</p> <p>7. Installation and configuration of servers, telecommunication and network equipment and software</p> <p>8. Monitoring network resources for performance, auditing and security of routers, servers and network equipment, to ensure integrity and security of computer data</p> <p>9. Ensuring and monitoring the transition of applications from the development environment to the production database servers</p> <p>10. Implementing appropriate backup and off site storage procedures</p> <p>11. Training and assisting support staff</p> <p>First contact for phone system operations support</p>
2	System Manager (Database Management)	1	B.E. / B. Tech. in CS / IT / E & C, Master`s in IT / CS or MCA with more than Five years experience in team leadership & management as database administrator in large enterprise . Experience in administration of complex database environments like Oracle, SQLServer, SAP etc. databases is essential. Experience	50000	<p>1. Developing a Data base system for national telemedicine project management</p> <p>2. Both binary data and multimedia data base management</p> <p>3. Work in conjunction with database, storage and system administrators, and internal customers on database issues.</p> <p>4. Coordinate with system and storage administrators on DBMS product installation and complex database creation.</p> <p>5. Assist in review of database designs for integration with existing and planned databases, compliance</p>

		<p>in managing big data storage, architecture of SAN /NAS environments and Cloud architecture is desired. Experience working with open source databases (MySQL, Postgres, etc.) is highly desired. Working knowledge on Data base security in health related data base management is essential.</p>	<p>with standards and effective use of software features.</p> <ol style="list-style-type: none">6. Assist in application of patches, security and enhancements related to the database environment. Keep abreast of changes in database technology7. Performance tuning of Oracle/MS SQL/any other databases in operation. Provide technical support and performance tuning in conjunction with systems and storage administrators. This includes trouble-shooting technical and performance problems with client connectivity, applications and reports.8. Provide efficient, reliable backup and recovery of all databases.9. Implement monitoring procedures to maximize availability and performance of the database systems/instances, meeting defined targets; enforce corporate standards across all databases.10. Monitor and audit security logs and other related resources in an effort to provide a secure and robust system environment.11. Maintain, test and execute as required, disaster recovery operations and quarterly test drills.12. Adhere to and maintain corporate change control policies and procedures.13. Maintain and update configuration, support and process & procedure (best practices) documentation.
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