



Office of the Mission Director

National Health Mission, Assam

Saikia Commercial Complex, Sri Nagar path, GS Road,

Cristian Basti, Guwahati-781005 (Assam)

Phone No: 0361-2340236/39, E-mail: mdnrhmasm@gmail.com

RFQ No: NHM/CPHC(IT)/3716/2018-19/Pt-III/71

Dated Guwahati the 16th April, 2020

REQUEST FOR QUOTATION (RFQ)

1. The Mission Director, National Health Mission, Assam invites quotations from the Software developers with a roaster of doctors for providing Telemedicine facility in Assam for 3 months extendable upto 1 year.
2. Quotation shall be submitted online, through the e-procurement portal, i.e. www.assamtenders.gov.in on or before **02.00 PM (IST) on 18th April 2020 and shall be opened online on the same day at 02.30 PM (IST)**. A Bidder requiring any clarification may send a request by email.
3. The MD, NHM reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract, without assigning any reason thereof and without thereby causing any liability to any of the bidder.

Sd/-

Mission Director
National Health Mission, Assam

INVITATION FOR QUOTATIONS

Dear Sir,

Sub : INVITATION FOR QUOTATIONS FOR PROVIDING TELEMEDICINE FACILITY IN ASSAM FOR THREE MONTHS

1. The existing Telemedicine service providers in India are invited to submit your most competitive quotation for providing telemedicine Facility in Assam for three months:-
2. **Bid Price**
 - a) The price should be quoted per consultation basis.
 - b) All duties, taxes (including GST) and other levies payable by the Service Provider under the contract shall be included in the total price.
 - c) The rates quoted by the bidder shall be fixed for the duration of the contract i.e. One Year and shall not be subject to adjustment on any account.
 - d) **The Prices should be quoted in Indian Rupees only.**
3. Each bidder shall submit only one quotation.
4. **Validity of Quotation:** Quotation shall remain valid for a period not less than **45 days** after the deadline date specified for submission.
5. **Terms and Conditions:**
 - (a) The consultation with the doctors should be carried out through mobile and web-application with provisions for video-calling facility. Existing IVRS facility would be an added advantage. Provision should be made available for setting up such system for providing access to those patients who do not have smart phones.
 - (b) All the doctors should have valid registration of MCI or any other organizations as per the applicable law of the Government of India.
 - (c) Doctor's consultation should be carried out within least possible time period of patient reaching the service provider through the dedicated phone number. Adverse performance will lead to termination of the contract.
 - (d) The agency should keep a log of the patients contacting and consultation with the doctors through a dashboard in website with access to MD, NHM, Assam for monitoring real time performance.
 - (e) The service provider shall have a complete backup of all the data along with the VC recording for the complete duration of the project at a backup server and hand over the data to the Mission Director at the end of every month along with the retrieval software, if required, to enable retrieval and readability of the data.
 - (f) The Service Provider shall ensure proper running of entire system at all the times. In the event of equipment/network/ telemedicine system failure, the Service provider shall be required to make alternate arrangements and ensure that the Telemedicine services are available at all the centres.
 - (g) The minimum acceptable up time will be 95% measured as a percentage of total number of minutes the service was requisitioned by the client every month. Service Provider should make best efforts to keep the network up and run for smooth functioning of services. If the service level drops below 95% up time, the same will be considered as down time. Down time penalty shall be chargeable if the down time is attributable to the service provider. The rate of penalty shall be 200% of the rate of consultation per hour up to a maximum of 15 hours per month.
 - (h) The consultation shall be available in English, Hindi, Assamese and Bengali. The end users shall be given the option to choose the preferred language.

- (i) The agency should provide an electronic report to MD, NHM every day regarding the total number of patients reached and the number of doctor consultation and any other report as and when required.
- (j) Should agree to use Government of Assam Branding in the Application to be used for the above service.

6. **Qualification Criteria:** To qualify for award of the contract, the bidder:-

- a) Should have been in the business of providing Telemedicine Services from at least since last one year (2019-20) either through Mobile application, Web Services, Call Center, IVRS etc.
- b) Should have positive net worth and average annual turnover of at least Rs. 50 Lakh during the last financial years, i.e. 2019-20.
- c) The technology used by the agency should be user friendly and the therefore the agency shall provide the approach and methodology for providing telemedicine for its feasibility in Assam. Should provide a detailed brochure/documentation in this regard.
- d) Should have catered to minimum one state or central government department/ agencies in India with a successful track record of functioning;
- e) Should have at least 5 MBBS doctors on its panel, each having at least 10 years of experience of medical practice. Bidder shall be required to submit the CVs of doctors along with a consent letter signed by the concerned doctors indicating their consent to be involved in this assignment.

The bidder shall provide the documentary evidences to substantiate his qualification against the above criteria.

7. **Submission and Opening of Quotation:**

- a) The RFQ document shall be signed by the bidder in all the pages with official seal.
- b) Bidders shall upload their quotation on the e-procurement portal before 02.00PM of the due date.
- c) Any quotation received after the deadline for submission shall be rejected.
- d) Opening of Quotation: The quotations shall be opened online in the e-procurement portal, i.e. www.assamtenders.gov.in. Bidders may see the bid opening process online through their respective log-in in the e-procurement portal.

8. **Evaluation of Quotations :**The MD, NHM will evaluate and compare the quotations determined to be substantially responsive i.e. which

- a) are properly signed ; and
- b) conform to the terms & conditions, and technical specifications.
- c) meets the Qualification Criteria

9. **Award of contract:** MD, NHM will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

- (a) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- (b) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
- (c) The bidder shall be required to deposit Rs. 16 lakhs in the form of a Fixed Deposit pledged in the name of the client or a Bank Guarantee, for a period of 30 days beyond contract expiration.

10. **Payment Terms and conditions:**

- (a) Payments shall be made on pro-rata basis, cumulatively for all consultation sessions conducted during a month within 15 days of receipt of the invoice and a monthly progress report.
 - (b) Normal commercial warranty/ guarantee shall be applicable for the software and bidder shall provide free updating of the software.
 - (c) Payment shall be made only in Indian Rupees.
11. You are requested to upload your offer latest by **02.00 PM (IST)** of 17th **April '2020**.
12. We look forward to receive your quotation.

Sd/-
Mission Director
National Health Mission,
Assam

FORMAT OF QUOTATION
(To be uploaded in the BoQ format given in the e-procurement portal only)

To,
The Mission Director,
National Health Mission, Assam,
Saikia Commercial Complex, Sri Nagar path, GS Road,
Cristian Basti, Guwahati-781005 (Assam)

Sub: INVITATION FOR QUOTATIONS FOR PROVIDING TELEMEDICINE FACILITY IN ASSAM FOR 3 MONTHS

Ref. RFQ No.: *****

Sir,

With reference to the RFQ No. cited above for the Procurement of providing telemedicine facility in Assam for three months. I/we hereby submit our quotation in accordance with the **Conditions of Contract** attached with the RFQ document. This quotation along with your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any quotation you receive. I/we hereby confirm that this quotation is valid for **45** days from the deadline fixed for the quotation submission. I/we have thoroughly read and understood all the terms & conditions, technical specifications as contained in the RFQ and agree to abide by them.

Brief Description of the Goods	Quoted Rate per Doctor per Consultation in Rs.	Total Amount	
		In Figures	In Words
PROVIDING TELEMEDICINE FACILITY IN ASSAM FOR THREE MONTHS			

We agree to provide Telemedicine Facility in Assam for Three Months in accordance with the technical specifications for total quoted price of Rs. (amount in figures) (Rs. amount in words) per doctor per consultation within the period specified in the Invitation for Quotations. We also confirm that the terms and condition of the RFQ.

Signature of Supplier

Yours faithfully,

Authorized Signature:
Date:
Name & Title of Signatory:
Name of Bidder:
Address: