

**REQUEST FOR PROPOSAL
FOR ESTABLISHMENT OF TELEMEDICINE
NETWORK PROJECT**

NON TRANSFERABLE



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



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

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No: NRHM/Fin/Telemedicine/173/Part-09-10/30311

Dated the 29th January 2013

**Request for Proposal For Establishment of Telemedicine Network Project
In Assam**

TENDER REFERENCE : NRHM/Fin/Telemedicine/173/Part-09-10/30311 Dated the 29th January 2013

DATE OF COMMENCEMENT OF SALE OF RFP DOCUMENT : 29/01/2013

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

LAST DATE & TIME OF RECEIPT OF BID : 19/02/2013, 2 PM

TIME & DATE OF OPENING OF BID (TECHNICAL BID) : 19/02/2013, 3 PM

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

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

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

1 Contents

1. Introduction:	4
1.1 Services To Be Provided:	7
1.2 Deliverables:	7
2. Instruction to Bidders:.....	9
2.1 General Instructions:	9
2.2 Eligibility Criterion And Documents To Be Submitted:.....	11
2.3 Other Terms And Conditions	14
A. Price Basis.....	14
B. Agreement	14
C. Performance Security.....	14
D. Guarantee	14
E. Statutory Obligations	14
F. Arbitration	15
G. Laws Governing the Contract & Jurisdiction	15
H. Payment Terms	15
I. Contract Period.....	15
J. Project Timelines and Penalty	15
2.4 Scope of Work:.....	16
2.5 Technical Bid (cover A).....	18
A. ITEM1: Letter for Submission of Proposal	19
B. ITEM 2: General Information about the Bidder	20
C. ITEM 3: Financial Capability.....	22
D. ITEM 4: Overview OF Technical Capability.....	23
E. ITEM 5: List Of Services To Be Provided With Specification	23
a. Technical Specification of Dedicated Internet Connectivity	23
b. Technical Specification of Video Conferencing Equipments.....	24
c. Technical Specification for High-Definition LCD Display:.....	27
d. Technical Specification for Online UPS	28
e. Technical Specification for Telemed Components	28
F. ITEM 6: Any other Information	31
2.6 Price Bid (cover B).....	32
2.7 Opening of RFP	34
2.8 Bid evaluation.....	35



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Request for proposal in two Bid System - Technical Bid and Price Bid are invited, from Companies/NGOs/Health Providers/Trusts/Government./Semi Government Organizations for setting up a Tele-medicine Network in 3 districts of Assam, Chirang, Kamrup (M) and North Lakhimpur under National Rural Health Mission (NRHM), Department of Health & Family Welfare, Government of Assam.

1. Introduction:

NRHM, Assam has decided to implement the National Rural Tele-Medicine Network during the Financial Year 2012-13. The initiative was envisioned mainly to address the critical shortage of human resources for health and clinical services in the state. The proposed intervention seeks to utilize specialist services of the Department of Cardiology, the Department of Obstetrics and Gynaecology and the Department of Paediatrics of Guwahati Medical College Hospital (GMCH) to render health care in selected remote areas of the state.

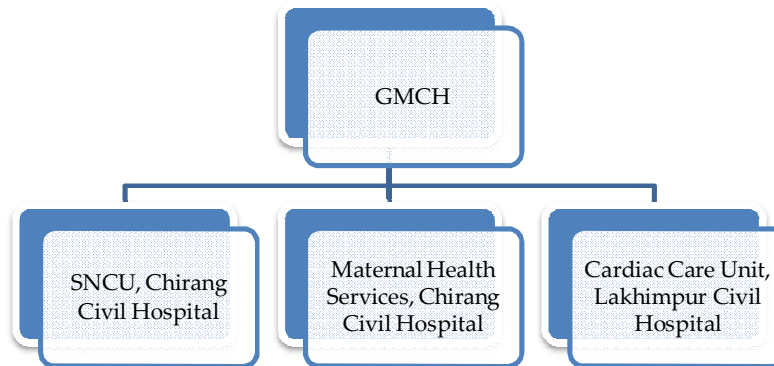
The following components have been identified for implementation of Tele-Medicine Network in Assam:

- I. Utilization of specialist services of Department of Cardiology, GMCH for Cardiac Unit being set up under NPCDCS¹ Programme at Lakhimpur Civil Hospital.

¹ National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases & Stroke (NPCDCS)

- II. Utilization of specialist services of Department of O &G, GMCH for Maternal Health activities at Civil Hospital, Chirang.
- III. Utilization of specialist services of Department of Paediatrics, GMCH for specialist services required at SNCU at Civil Hospital, Chirang.

Envisioned areas of service delivery:



Tele-Cardiology:

Connecting Cardiac Unit, Lakhimpur Civil Hospital to GMCH, Guwahati

1. To send locally acquired history, clinical findings and investigations such as blood tests, ECG files, chest radiographs to receive diagnosed results from expert cardiologists based in GMCH.
2. To facilitate video conferencing for Daily Tele-Round

Tele-Obstetrics and Tele-Gynaecology:

Connecting Civil Hospital Chirang with the Department of Gynaecology, GMCH

1. To send ultrasonography and blood reports for pregnancy complications, multiple pregnancy, prenatal diagnosis of fetal abnormality, neural tube defect to take advice from specialists in GMCH.
2. To consult specialist in case of complicated delivery and post delivery complications such as Eclampsia, Pregnancy Induced Hypertension, postpartum hemorrhage.
3. To conduct daily one hour Knowledge Sharing Session between the specialist/specialists- GMCH and MO/ Specialist Chirang Civil Hospital on different cases and its treatment measures pertaining to maternal health and family planning.

Tele-Paediatrics:

Connecting SNCU at Civil Hospital Chirang with the Department of Gynaecology, GMCH

Care of Sick New Born is the expected service to be mainly provided in the SNCU. Assam has acute shortage of Paediatrician, which has hindered the process of operationalising SNCUs in many districts, regardless of having the infrastructural arrangements in place for quite some time. The Tele-Medicine Project is launched to bridge in critical gap in human resource in Paediatrics care.

RFP FOR ESTABLISHMENT OF TELE MEDICINENETWORK PROJECT IN ASSAM

1. In this existing scenario, Tele-Medicine can firstly aid the crucial process of dissemination of life-saving information from an expert Paediatrician to an MO.
2. Store-and-forward reports

1.1 Services To Be Provided:

The proposed solution envisage the functionality and ensures state of art tools to be used for telemedicine consultation among all 3 nodes to provide best medical aid to patients at remote care centres. The response to be designed considering the ease of operation, usability and scalability to meet future demand; without compromising on high performance and reliability required for superior diagnosis and medical assistance.

The focus and scope of the project will highlight on the following key areas:

1. State of the art communication platform form main hospital to remote care centre for real time tele-consultation.
2. Record and archive of medical images for patients for future case study.
3. Conducting virtual visits of doctors-to-patient from remote care centres to main facility.
4. Envisage a new era of medical treatment/diagnosis reducing carbon footprint.
5. Establishing 2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand, if required. Maintenance of the same with all supplied routers switches will be done by the vendor.
6. Entire solution will be awarded to one vender and it will be treated as one window solution from bidder.
7. All necessary hardware and software will be under comprehensive maintenance from the bidder for three years

1.2 Deliverables:

SI	Item	Quantity	Location
1	2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand	3	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
2	High definition video conferencing equipment end point with codec, camera and microphone mounts	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
3	High definition LCD display Single 55 inches with necessary audio/speaker	4	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
4	Telemedicine cart with desktop PC with I core 3 or latest processor 500GB HDD and 4GB RAM and Standard Display	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
5	Handheld examination camera	2	Chirang Civil Hospital & N.

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

			Lakhimpur Civil Hospital
6	Digital stethoscope with chest piece and headset	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
7	USB ultrasound probe	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
8	Imaging software	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
9	Online UPS	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
10	USB ECG	2	GMCH and N Lakhimpur Civil Hospital

Interested organizations may propose for establishment and operationalization of the Telemedicine Network Project in Assam.

The final proposal should be a complete solution with establishment of Tele-medicine Centres in 3 locations i.e. in Guwahati, Chirang and North Lakhimpur, operationalization, and maintenance.

2. Instruction to Bidders:

2.1 General Instructions:

- A. RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees One Thousand Only) only in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 28/01/2013 to 18/02/2013. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam (www.nrhmassam.in) from 28/01/2013 to 18/02/2013. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees One Thousand Only) in the form of Demand Draft/Bankers cheque in favour of “State Health Society, Assam”, along with the bid.
- B. At any time prior to the date of submission of bid, the authority inviting RFP may, for any reason, whatever at his own initiative or in response to a clarification from a prospective bidder in writing, modify the RFP Document by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, the authority inviting RFP, may at its discretion extend the date and time of submission of bids.
- C. All bids must be accompanied by **EARNEST MONEY DEPOSIT (EMD)** of Rupees One Lakh (Rs 1 Lakh) only in the form of Demand Draft/Bankers Cheque from any Indian Scheduled Bank, in favour of **State Health Society, Assam** payable at Guwahati. EMD submitted in any other form or bids without EMD shall not be accepted.
- D. The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement and/or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid.
- E. Bidders are required to submit all information in typed/ printed material as per RFP document.
- F. The bid and correspondence and documents shall be in the English language.
- G. The RFP Document is not transferable.

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

2.2 Eligibility Criterion And Documents To Be Submitted:

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

Sl	Pre-qualification criterion for the Bidder	Documents to be submitted
1	Should be registered body under the Indian Societies Registration Act/Indian Religious and Charitable Act/Indian Trust Act/The Companies Act or their state counterparts or a bidder can be a bid of a consortium with at least 3 years of experience in the relevant field i.e. video conferencing/tele/medicine	<ul style="list-style-type: none"> ▪ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided in the given format ▪ Attested/Notarized copy of the Registration Certificate/Certificate of Incorporation ▪ Attested/Notarized copy of VAT/Service Tax Registration Certificate ▪ Attested/Notarized copy of Income Tax PAN Card. ▪ In case of bidding by a consortium, a notarized copy of the formal agreement and a notarized copy of the Power of Attorney must be submitted with the Technical Bid.
2	The bidding company/firm should have made profits in the last three financial years i.e. 2009-2010, 2010-2011 and 2011-2012.	A copy of last three financial years audited Balance Sheets and Profit & Loss Account should be submitted with the offer
3	Average Annual Turnover of the Bidder during last three financial years should not be less than 50 Lakhs.	<ul style="list-style-type: none"> ▪ Annual Turnover of last 3 years (year wise break up need to be provided) in the given format
4	The Bidder should have completed at least 3 Tele-Medicine/ Video Conferencing projects value of each of	<ul style="list-style-type: none"> ▪ Details of project(s)/experience along with supporting documents/ evidence for size of the project

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
	which should not be less than Rs 25 Lakhs.	facilities/components, organization's role (owner/developer/operator etc) photographs, accreditations, certifications etc
5	The Bidder must have a 24 x 7 NOC (Network Operations Centre) facility and Service Support Centers covering all districts of Assam	<ul style="list-style-type: none"> ▪ Proof of existence including locations and HR deployed
6	The bidder should not have been blacklisted by any Government organization.	<ul style="list-style-type: none"> ▪ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization. Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.
7	Other Documents (to be submitted by the bidder along with the proposal)	<ul style="list-style-type: none"> ▪ Non refundable court fee stamp of Rs.8.25 (Rupees eight & paisa twenty five) only. ▪ Bid document fee of Rs 1000.00 in the form of Demand Draft/Bankers Cheque in favour of State Health Society, Assam. ▪ Earnest Money Deposit (EMD) in the form of Demand Draft/Bankers Cheque in favour of State Health Society, Assam. EMD submitted in any other form or bids without EMD shall not be entertained. The amount of EMD shall be Rs. 1 Lakh (Rupees one Lakh only). The EMD of the successful bidder shall be retained till

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

2.3 Other Terms And Conditions

A. Price Basis

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

B. Agreement

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

C. Performance Security

The successful bidder shall submit a performance security deposit of 10 % of contract value in the form of Bank Guarantee from any Indian Nationalized bank within 15 days of signing of the agreement. The Bank Guarantee shall be valid for at least one year.

D. Guarantee

All equipments/systems shall be guaranteed against any and all defects in design, material, workmanship and performance for a period of 36 months from the date of commissioning. Should any defects develop during the guarantee period, it should be remedied promptly free of cost by the successful bidder and all expenses for transportation of goods necessitated for such repairs or replacement shall be borne by the bidder. The guarantee period for such repaired/replaced goods shall again be 24 months from the date of commissioning.

E. Statutory Obligations

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

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

The contractor shall comply with the provisions of any other Acts or Statutes not hereinabove specifically mentioned and having an affect over engagement of workers directly or indirectly for execution of work. It will be the contractor's responsibility to obtain approvals from any authority if required as per statutory rules and regulations of Central/State Government/Local Bodies.

F. Arbitration

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

G. Laws Governing the Contract & Jurisdiction

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

H. Payment Terms

70% of one time charges will be released on delivery of hardware/software at respective stores.

20% Payment of one time charges will be released on installation, commissioning and demonstration of solution.

10 % payment of one time charges will be released after two weeks of installation and against 10% Bank Guarantee.

Recurring charges will be paid on quarterly basis.

I. Contract Period

The contract period for the project is for 3 years and all hardware items shall be under comprehensive maintenance of the successful bidder for 3 years.

J. Project Timelines and Penalty

Entire Project shall be implemented within 16 weeks from the date of order and in case completion is delayed beyond 16 weeks NRHM shall without prejudice to its other remedies under the contract, deduct from the contract price, a sum equivalent to 0.5 % of the value of the un-performed work/services for each week of delay or part thereof until actual completion of work, subject to a maximum deduction of 10% of the contract value. Once the maximum is reached, NRHM may consider termination of the contract.

2.4 Scope of Work:

1. State of the art communication platform from main hospital to remote care centre for real time tele-consultation.
2. Record and archive of medical images for patients for future case study.
3. Conducting virtual visits of doctors-to-patient from remote care centres to main facility.
4. Envisage a new era of medical treatment/diagnosis reducing carbon footprint.
5. Establishing 2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand, if required. Maintenance of the same with all supplied routers switches will be done by the vendor.
6. Entire solution will be awarded to one vendor and it will be treated as one window solution from bidder.
7. All necessary hardware and software will be under comprehensive maintenance from the bidder for three years

SI	Item	Quantity	Location
1	2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand	3	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
2	High definition video conferencing equipment end point with codec, camera and microphone mounts	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
3	High definition LCD display Single 55 inches with necessary audio/speaker	4	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
4	Telemedicine cart with desktop PC with I core 3 or latest processor 500GB HDD and 4GB RAM and Standard Display	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
5	Handheld examination camera	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
6	Digital stethoscope with chest piece and headset	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
7	USB ultrasound probe	2	Chirang Civil Hospital & N. Lakhimpur Civil Hospital
8	Imaging software	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

9	Online UPS	4	GMCH, Chirang Civil Hospital & N. Lakhimpur Civil Hospital
10	USB ECG	2	GMCH and N Lakhimpur Civil Hospital

2.5 Technical Bid (cover A)

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

The items are as follows:

Item No	Description
1	Letter for Submission of Proposal
2	General Information about the Bidder
3	Financial Capability
4	Overview of Technical Capability
5	List of Services to be provided with detailed plan of operation with technical specification of equipments
6	Any other information

A. ITEM1: Letter for Submission of Proposal

To be submitted with Technical Bid by Applicant

To

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

Sub: Submission of proposal for establishment of Tele Medicine Network Project in Assam

Ref:Dated

Sir,

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

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

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

Yours faithfully,

Authorized Signatory

(Name & Designation, seal of the firm)

B. ITEM 2: General Information about the Bidder

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

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

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

C. ITEM 3: Financial Capability

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

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

Concurrent Commitment

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

Date :

Signature of Auditor/

Chartered Accountant

Seal :

(Name in Capital)

D. ITEM 4: Overview OF Technical Capability

(Detail of at least 3 Tele-Medicine/Video Conferencing projects already undertaken the value of each of which should not be less than Rs 25 Lakhs)

E. ITEM 5: List Of Services To Be Provided With Specification**List of services:**

Sl	Item	Quantity
1	2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand	3
2	High definition video conferencing equipment end point with codec, camera and microphone mounts	4
3	High definition LCD display Single 55 inches with necessary audio/speaker	4
4	Telemedicine cart with desktop PC with I core 3 or latest processor 500GB HDD and 4GB RAM and Standard Display	2
5	Handheld examination camera	2
6	Digital stethoscope with chest piece and headset	2
7	USB ultrasound probe	2
8	Imaging software	4
9	Online UPS	4
10	USB ECG	2

(Mention any other list of services proposed to be provided from the Centers)

Technical Specification:**a. Technical Specification of Dedicated Internet Connectivity**

In order to implement “High Definition Video Conference” Solution, an adequate link with a minimum of 2 MBPS dedicated (1:1) network at each of the 3 centres which is upgradable upto 8 MBPS on demand for a period of three years would have to be provided by the vendor.

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

S.No.	Specification	Compliance
1	Bandwidth provided at each site shall have to be atleast 2 MBPS upgradable up to 8 MBPS on demand, if required.	
2	Link should be terminated on a good quality router owned and managed by service provider.	
3	The pop from where last mile will be extended should be a managed PoP	
4	Uptime at any site should be 99% otherwise for every 5% downtime 1% OPEX will be deducted	
5	The entire network will be proactively managed from services providers and periodical reports should be submitted.	
6	There should be a monitoring tool for monitoring of bandwidth with uses	

b. Technical Specification of Video Conferencing Equipments

HD Video Conference Endpoint should be building on following features:

The proposed video conferencing system should be standalone unit supplied with HD 1080p Codec, HD Camera, & necessary accessories, cables. The system should be capable of working on IP (H.323), SIP & H.320 and also capable of delivering 1080p@30fps from day-1.

S. No.	Technical Specifications	Compliance
1	System The proposed system must support PAL with a PTZ camera, microphone array with mute button on the mic, wireless remote control, etc. The codec must be based on industry standards wherever possible such as the H.323 and SIP umbrella standards for IP-based video conference.	
2	Video Standards and Protocols	
	i. Support for video protocols like H.261, H.263, H.263 ++, H.264 and H.264 High Profile	
	ii. Support for people + content using standards based H.239 and BFCP over SIP. Must also support audio	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

	from PC used for content sharing.	
3	Inputs (Video/Audio)	
	1xHD input for connecting main HD PTZ camera	
	1xDVI-I input for connecting PC/Laptop to share HD content	
	1xAuxilliary video input for connecting to VCR/DVD player/Document Camera	
	1xMic input (quoted system should support upto 2 mic arrays)	
	1xLine-Level stereo in (RCA or equivalent or higher) for connecting external audio device	
	1x3.5mm stereo mini (PC Audio) i.e. for connecting PC/Laptop audio	
	1xVCR/DVD stereo audio-in (RCA or equivalent or higher)	
4	Outputs (Video/Audio)	
	1xDVI-I HD for connecting to main monitor	
	1xDVI-I HD for connecting to 2nd monitor	
	1xS-Video for recording calls using VCR/DVD	
	1xRCA for main monitor audio out or to external speaker system	
	1xRCA for VCR/DVD player audio	
5	Network Interface	
	Should have 2 port 10/100/1000 auto NIC (RJ-45)	
	The system must support H.323 and SIP at 4 Mbps.	
6	Camera	
	High Definition Video Conferencing System should be supplied with a high-end camera system to provide accurate close-up view of the person who is speaking with 10x optical zoom.	
	The high-end camera system should provide fully automated camera pan, tilt, and zoom motions using voice tracking and face detection algorithm.	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

	The high-end camera system should provide smooth transitions between the close-up view of the person who is speaking and the room view	
	The high-end camera system should use a dual-camera system, so while one camera tracks the person who is speaking, the other camera captures the room view	
	It should provide accurate tracking with proper framing of speaker, ie the head/shoulder of the speaker is in the center of the screen with right proportion	
	High definition capture upto HD1080, allowing for video transmission up to 1080p30 or 720p60 when connected to HD Video Conferencing system	
7	Video Resolution	
	The system should support HD 1080p, HD 720p, 4SIF/4CIF, SIF, CIF and QCIF video resolutions.	
8	Content Resolution	
	The system should support content resolution equivalent to the resolution of the camera/codec of video conference.	
9	Audio Standard	
	The system should support following audio standards and features :	
	Crystal clear audio, stereo sound	
	G722.1 Annex C, G.722, G722.1, G.711, G.728, G.729A	
	Keyboard noise reduction and instant adaptation echo cancellation	
11	Security	
	The system should support secure web, Telnet based access, Embedded AES, H.235V3 and H.233/H.234, Support for IPv6, H.235 Annex D and NTLM authentication protocol.	
	The system should support standard based Directory services, SNMP and CDR	
12	Other Features	
	The system must be able to support display of near and far end on the single display screen.	

c. Technical Specification for High-Definition LCD Display:

Feature	Specification	Compliance
Screen Size	139 cm/ 55 inches	
Display Type	3D IPS LED Panel	
3D Type	Polarized	
Panel Backlight	Edge LED	
Backlight Scanning	300Hz	
Aspect Ratio	16:09	
Resolution	1920 x 1080	
Brightness	450cd/m ²	
Number of Pixels	1920X1080 pixels	
Viewing Angle	178/178	
Operating Life	50000 Hrs.(Approx.)	
3D 24p Film Display / Smooth film Yes	Yes	
2D/3D Conversion Yes	Yes	
3D Eyewear Polarized (Optional)	Polarized (Optional)	
Video In	RCA Pin Type X 1 1.0V(p-p) 75	
Audio In	RCA Pin Type x 2 0.5V(rms)	
HDMI IN	TYPE A Connectors x 4 (Side)	
COMPONENT /RGB IN	Y 1.0 (p-p)(including synchronisation)	
	PB/CB,PR/CR ± 0.35V(p-p)	
PC IN	HIGH DENSITY D-SUB 15 PIN x 1	
	R,G,B :0.7 V (p-p)(75)	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

	HD,VD:TTL Level 2.0-5.0 V (p-p)(High Impedance)	
Optical Out	x 1	
SD Input	x 1	
USB Input	x 3	
LAN Input	x 1	
Audio Out (Analogue)	x 1	
Headphone Out	x 1	

d. Technical Specification for Online UPS

Sl	Specification	Compliance
1.	Online UPS with isolation transformer suitable with three phase AC input and single phase output floor mounted type	
2.	Rating of UPS: 1 KVA	
3.	Back up : 60 minute	
4.	Equipment to be guaranteed against defects in design, manufacture or workmanship for a period of one year from the date of commissioning	

e. Technical Specification for Telemedicine Equipments

i. Telemed Cart		Compliance
1	The Telemedicine Cart should be equipped to mount VC equipment, Tablet PC and other necessary Medical Equipments.	
2	The Cart should be easy to move and should have steady base for passing through thresholds.	
3	Height adjustable.	
4	Should have a Microphone mount to eliminate echo during a Video Conference session.	
5	Should be Modular for easy replacement of all devices.	
6	Should support Minimum 2x21" Widescreen touch screen supporting	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

	full HD.	
7	1920x1080@60 Hz (Full HD) , 1.76 million pixel	
8	Should have Integrated retractable power cord (power cord, 125V, 2M, C13) securely mounted on base unit.	
9	Should have Integrated Retractable Cat5E cable, Securely mounted on base unit.	
ii. Handheld Examination Camera		
1	Handheld Camera to provide external examination of Skin, Eye, Throat etc.	
2	Should be able to assist in conducting evaluations, consultations and training from any Internet-connected PC or VC system	
3	Should have an internal light source.	
4	Should support minimum 1.3 Million Pixels	
5	Should have a Magnification range from 4x to 40x	
6	Polarization should be Software controlled	
7	Should have Signal to Noise Ratio of >44dB	
8	Should have the following output Interface: S-Video, USB2 and HDMI	
9	should provide color balancing	
10	Should operate at a temperature range of 0-40 degrees Celsius	
11	The camera should produce live video that can be forwarded to a remote computer via videoconferencing software.	
12	Should be provided with software for storing and editing images of patient examination.	
13	Should have the Integrated Freeze-Frame feature to freeze any frame during examination for future consultation and reference.	
iii. USB ECG		
1	A high quality PC-based electronic Electrocardiogram used for recording and sending the ECG of patients	
2	Standard PC serial / Parallel / USB port Interface.	
3	Windows based software for acquisition, review and storage Standard SDK for incorporation in other software.	
iv. Digital Stethoscope		
A PC-based (Stethoscope for digitized Heart and lung sounds with following features: -:		
1	Should send crystal clear heart, airway and lung sounds.	
2	It should work with equipment like a video conferencing system, a PC based system .	
3	High quality noise reduction headset to more easily hear heart sounds.	
4	Should enhance very low frequency sounds	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

5	Detachable Chest Piece assembly to easily switch from transmit to receive mode by plugging it in.	
6	Should capture all pulmonary sounds at a low data bandwidth of about 9.6 Kb/s	
7	Auscultation Bandwidth should be between 20 Hz - 750 Hz.	
8	Should have an RS-232 Port for connectivity with Video Conferencing System.	
9	Volume controls allow for easy adjustment of level to the headset	
10	The Stethoscope should provide enhanced audio filtering for true-to-life sound delivery.	
v. USB Ultrasound Probes		
1	The ultrasound probe should be portable, easy to use come with a software and plugs into the USB port of PC to turn it into an ultrasound imaging system.	
2	Should support surface and endocavity scanners to suit uses in wide variety of medical fields like abdomen (abdominal aorta, liver, kidney, gall bladder) uterus, bladder , vascular access (PICC lines), nerver blocks, foreign bodies,small parts, MSK.B91	
3	A software package should be delivered with the ultrasound probe which should be able to do the following	
4	Do measurements, add arrows and annotate to record distance and area.	
5	Calculation for OV , bladder volume and postrate volume	
6	Freeze image with button on probe space-bar or on screen button	
7	Abiility to zoom in to selected objects.	
8	Autoscan with customizable presets or manual scan for DGC, power settings	
vi. Imaging Software		
1	The Software should provide high resolution visible light images for patient education and medical records. It should be possible to view the images in real time or save them for later review or consultation.	
2	It should be possible to select and save as many images as desired.	
3	It should be possible to Annotate & measure features directly on the image.	
4	Should be possible to highlight image features with lines and circles	
5	Place time, date and location stamp on the image.	
6	Save image with any and all added notations, drawings and measurements.	
7	The software should be of open architecture and should integrate with the supplied Video Conferencing systems.	
8	The Images produced by the software should be DICOM compatible.	
9	It should be possible to use the software with PC software clients to share images with a remote provider	

10	It should be possible to use the software with Codec based systems to share images with a remote provider	
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F. ITEM 6: Any other Information

2.6 Price Bid (cover B)

Bid shall be typewritten and correction, if any, in the bid shall invariably be attested with full signature by the bidder with date, failing which the bid shall be considered ineligible for evaluation. Corrections done with correction fluid shall also be duly attested.

Price Bid should be submitted as per format mentioned below in a separate sealed envelope marked as “Price Bid for Establishment of Tele-medicine Network Project in Assam: Cover – B”:

Format for Price Bid:

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

CAPEX			
S. No	Item	Qty	Total Non Recurring Charges
1	2 MBPS dedicated internet connectivity at each centre, which is upgradable up to 8 MBPS on demand	3	
2	High definition video conferencing equipment end point with codec, camera and microphone mounts	4	
3	High definition LCD display Single 55 inches with necessary audio/speaker	4	
4	Telemedicine cart with desktop PC with I core 3 or latest processor 500GB HDD and 4GB RAM and Standard Display	2	
5	Handheld examination camera	2	
6	Digital stethoscope with chest piece and headset	2	

RFP FOR ESTABLISHMENT OF TELE MEDICINE NETWORK PROJECT IN ASSAM

7	USB ultrasound probe	2	
8	Imaging software	4	
9	Online UPS	4	
10	Installation charges (Installation of all the hardware including that of bandwidth)		
		Total CAPEX	

OPEX			
S. No	Item	Qty	Total Recurring Charges per annum
1	Managed Bandwidth 2 MBPS upgradable up to 8 MBPS	3	
2	VNOC Services	3	
		Total OPEX	

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

2.7 Opening of RFP

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

2.8 Bid evaluation

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

A. Technical Evaluation Criteria

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

Sl	Criteria	Marks
1	Architecture solution proposed	25
2	Quality of equipments	25
3	Experience	25
4	Local support	25
	Total Marks	100

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

B. Financial Evaluation Criteria:

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

Financial score = 30 x financial score CAPEX + 30 x financial score OPEX

Where,

Financial Score= $\frac{\text{Price bid of the lowest bidder (CAPEX L1)}}{\text{Price bid of the bidder (CAPEX)}}$

Financial Score= $\frac{\text{Price bid of the lowest bidder (Annual OPEX L1)}}{\text{Price bid of the bidder (Annual OPEX)}}$

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

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

C. Final Evaluation

Overall score = 40 x technical score + 30 x financial score CAPEX + 30 x financial score OPEX,

Where,

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

Financial Score = $\frac{\text{Price bid of the lowest bidder (CAPEX L1)}}{\text{Price bid of the bidder (CAPEX)}}$

Financial Score = $\frac{\text{Price bid of the lowest bidder (Annual OPEX L1)}}{\text{Price bid of the bidder (Annual OPEX)}}$

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