

DEPARTMENT OF HEALTH
& FAMILY WELFARE
GOVERNMENT OF
ANDHRA PRADESH

**Request for Proposal
(RFP)**

**For Electronic Urban
Primary Health Centers**

**(e-UPHC) operations
and management**

**on PPP mode under
National Urban Health
Mission, Andhra
Pradesh**

Disclaimer

The information contained in this Request for Proposal (“RFP”) Document or subsequently provided to Bidder, whether verbally or in documentary form by or on behalf of the Department of Health & Family Welfare Society, Government of Andhra Pradesh (“Government Representative”) or any of their employees is provided to the Bidder on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Government Representative to any party other than the Bidders who are short-listed in pre-qualification to submit the Proposal (Bidders). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposals. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Government Representative, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources. The Government Representative, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

The Government Representative may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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Section - I

INTRODUCTION

Commissioner Health & Family Welfare, Government of Andhra Pradesh, (hereinafter referred to as “Client”) invites detailed Proposals (Key Submissions, Technical Proposal, Financial Proposals and Live Demonstration) from Bidders for operating and managing Electronic Urban Primary Health Centers (hereinafter referred to as “e-UPHC”).

The Proposals would be selected from those listed are invited to submit a Technical Proposal, a Financial Proposal and Live Demonstration for UPHC operations and management. The Proposals would be evaluated on the basis of the evaluation criteria set out in the RFP Document (“Methodology and Criteria for Proposal Evaluation”) in order to identify the successful Bidder for the Project (“Successful Bidder”). The Successful Bidder would then have to enter into an Agreement with Authority and perform the obligations as stipulated therein, in respect of the Project.

This is a fixed-budget assignment and the Financial Proposal shall not exceed this budget, budget details given in TOR.



Section-II

NOTICE INVITING TENDERS (NIT)

Commissioner Health & Family Welfare, Government of Andhra Pradesh

Address: O/o CHFW, DM&HS Campus, Koti, Sulthan Bazar, Koti, Hyderabad, AP.

URL: www.cfw.ap.nic.in

Email: spmnhm@gmail.com

Telephone Phone: 8008901986, 040-24650365

Tender Enquiry No. RC112/SPMU-NHM/2016

/ Dated: 06/06/2016

NOTICE INVITING TENDERS

1. **Commissioner Health & Family Welfare, Government of Andhra Pradesh** invites sealed tenders from eligible service providers for supply of services as given in **Section-IV** of this document for the period of 3 years.
2. Schedule of Events

Sl. No.	Description	Schedule
1	Date of sale of Tender Enquiry Documents	06.06.2016
2	Place of Sale/website download of Tender Enquiry Document	cfw.ap.nic.in
3	Cost of the Tender Enquiry Document	Rs.10000/-
4	Pre-Bid Meeting (Date & Time)	15 th JUNE 2016 AT 11:00 AM
5	Pre-Bid Meeting Venue	Conference Hall, O/o CHFW, A.P. Hyd
6	Closing Date and Time of Receipt of Tender	24 th JUNE 2016 before 3:00PM In SPMU, NHM, O/o CHFW, Sultan Bazaar, Koti, Hyd
7	Time, Date and Venue of Opening of Technical Tender/ Bid	25 th JUNE 2016 AT 11:00 AM at Conference Hall, O/o CHFW, A.P. Hyd
8	Time, Date and Venue of Opening of Financial Tender/ Bid	Will be Intimated Later

3. Interested bidders may obtain further information about this requirement from the above office selling the documents. Tender Enquiry Documents may be purchased on payment of non-refundable fee of **Rs.10000/-** per set in the form of account payee Demand Draft, drawn on a scheduled bank in India, in favour of “<insert the designation and office of the tender inviting authority **“Commissioner Health & Family Welfare, Government of Andhra Pradesh”** payable at Hyderabad.
4. If requested, the Tender Enquiry Documents will be mailed by Registered Post/Speed Post to the interested bidders, for which extra expenditure per set will be Rs 100.00 for domestic post. The bidder is to add the applicable postage cost in non-refundable fee mentioned in Para 3 above. The purchaser will not be responsible for late receipt/ non-receipt of tender document by the vendor.
5. Bidder may also download the tender enquiry documents (a complete set of document is available on website) from the web site www.cfw.ap.nic.in and submit its tender by using the downloaded document, along with the required non-refundable fee as mentioned in Para 3 above. The tender paper will be rejected if the bidder changes any clause or Annexure of the bid document downloaded from the website.
6. All prospective bidders may attend the Pre Tender meeting. The venue, date and time are indicated in Schedule of Events as in Para 2 above.
7. Bidders shall ensure that their tenders, complete in all respects, are **dropped in the Tender Box/ SUBMITTED ONLINE** located at (place to be inserted) on or before the closing date and time indicated in the Para 2 above, failing which the tenders will be treated as late tender and rejected. The tenders sent by post/ courier must reach the above said address on or before the closing date & time indicated in Para 2 above, failing which the tenders will be treated as late tender and rejected.
8. In the event of any of the above mentioned dates being declared as a holiday / closed day for the purchase organization, the tenders will be sold/received/opened on the next working day at the appointed time.
9. The Tender Enquiry Documents are not transferable.
10. All Tenders must be accompanied by EMD as mentioned against each item. Tenders without EMD shall be rejected. **It's further mentioned that no bidder/tenderer is exempt from EMD**

**Commissioner Health & Family Welfare,
Government of Andhra Pradesh**

Section-III: INSTRUCTIONS TO BIDDER

1. General Instructions

- a) The bidder should prepare and submit its offer as per instructions given in this section.
- b) The tenders shall be complete with all documents. Those submitted by fax or by email with attachments shall not be considered.
- c) The tenders which are for only a portion of the components of the job /service shall not be accepted. (The tenders /bids should be for all components of the job /service.)
- d) The prices quoted shall be **firm** and shall include all applicable taxes and duties. This shall be quoted in the format as per attached **Appendix 'F'** only.
- e) The tenders (technical and financial) shall be submitted (with a covering letter as per **Appendix 'E'**) before the last date of submission. Late tenders / bids shall not be considered.

2. Inspection of Site and Equipment

The interested bidder may inspect the locations where the services are to be rendered during 10.00 AM TO 5.00 PM on all working days till last date of sale of tender as given in the tender schedule. The Commissioner Health & Family Welfare, Government of Andhra Pradesh shall not be liable for any expenditure incurred in such inspection or in the preparation of the bid(s), **for any such inspection a written requested must be sought from the tenderer authority**

3. Earnest Money Deposit (EMD)

- a) The tender shall be accompanied by Earnest Money Deposit (EMD) as specified in the Notice Inviting Tender (NIT) in the shape of Bank Draft / Bankers cheque from any Schedule Bank in favour of Commissioner Health & Family Welfare, Government of Andhra Pradesh payable at Hyderabad.
- b) It may be noted that no tendering entity is exempt from deposit of EMD. Tenders submitted without EMD shall be rejected.
- c) The EMD of unsuccessful bidder will be returned to them without any interest, after conclusion of the resultant contract. The EMD of the successful bidder will be returned without any interest, after receipt of performance security as per the terms of contract.
- d) EMD of a bidder may be forfeited without prejudice to other rights of the purchaser, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information /documents furnished in its tender is incorrect, false, misleading or forged. In addition to the aforesaid grounds, the successful bidders' EMD will also be forfeited without prejudice to other rights of purchaser, if it fails to furnish the required performance security within the specified period.

4. Preparation of Tender

The bids shall be made in TWO SEPARATE SEALED ENVELOPES as follows:

- I. The **first envelopes** shall be marked in bold letter as “**TECHNOCOMMERCIAL BID**” which shall be sent with forwarding letter (“**Appendix-E**”) and shall include the following:
- 1) Receipt regarding payment of Tender Cost.
 - 2) Bank Draft /Bankers Cheque towards **E.M.D.** DD/ Banker’s cheque towards the cost of tender document to be attached in case bid document has been downloaded from website.
 - 3) Confirmation regarding furnishing **Performance Security** in case of award of contract.
 - 4) Original tender document **and corrigendum** duly stamped and signed in each page along with the Forwarding Letter confirming the performing the assignment as per “**Appendix E**”.
 - 5) Particulars of the bidder as per “**Appendix-D**”
 - 6) Copy of the Income Tax Returns acknowledgement for last **two** financial years.
 - 7) Copy of audited accounts statement for the last **two** financial years
 - 8) Power of attorney in favour of signatory to tender documents
 - 9) Copy of the certificate of registration of CST, VAT, EPF, ESI and Service Tax with the appropriate authority valid as on date of submission of tender documents.
 - 10) A duly notarized declaration from the bidder in the format given in the “**Appendix-H**” to the effect that the firm has neither been declared as defaulter or black-listed/**debarred** by any competent authority of Government of India OR Government of any State.

In addition to the above documents,

- 1) **The tender of the Authorized Agent shall include the manufactures authorization letter as per perform given in “Appendix -B”.**
- II. The second envelope shall contain the financial proposal and shall be marked in bold letters as “**FINANCIAL BID**”. Prices shall be inclusive of all taxes & duties and quoted in the proforma enclosed at “**AppendixF**” as per scope of work / service to be rendered.

5. Tender Validity Period and renewal of contract

The tenders shall remain valid for 3 years from acceptance and the prices quoted shall remain for the duration of the contract with 3% escalation on the quoted financial bid per annum with respect to preceding year. The contract is subject to annual renewal only on the assessment of quality of the services rendered by the bidder. The contract may be extended for another term based on review of performance and with mutual consent.

6. Tender Submission

The two envelopes containing both technical and the financial bid shall be put in a bigger envelope, which shall be sealed and superscripted with "TENDER NO <Insert Tender No.> due for opening on<Insert due date for Opening>

The offer shall contain no interlineations or overwriting except as necessary to correct errors, in which cases such correction must be initialed by the person or persons signing the tender. In case of discrepancy in the quoted prices, the price written in words will be taken as valid.

7. Opening of Tenders:

The technical bid will be opened at the time & date specified in the schedule. The bidders may attend the bid opening if they so desire.



Section - IV

EVALUATION OF TENDERS

1. Scrutiny of Tenders

The tenders will be scrutinized by the selection committee appointed by the authority to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the Tender Enquiry Documents. The bids, which do not meet the aforesaid requirements, are liable to be treated as non-responsive and may be ignored. The decision of the purchaser as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid, will be considered and opened.

2. Infirmary / Non-Conformity

The purchaser may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the purchaser as to whether the deviation is material or not, shall be final and binding on the bidders

3. Bid Clarification

Wherever necessary, the purchaser may, at its discretion, seek clarification from the bidders seeking response by a specified date. If no response is received by this date, the purchaser shall evaluate the offer as per available information.

SECTION-V: SCOPE OF THE WORK

The Successful bidder/Service Provider will be entrusted to run the UPHC services as per the Standard operating procedures. This would include provisioning of MBBS doctor along with necessary para-medical and IT technical staff at each site

2. The service provider will ensure to deliver the specialist consultations via Tele-medicine at the UPHC centers. Provisioning of specialists through connectivity shall be responsibility of service provider.

3. All the necessary internet, hardware and software set-up will be the responsibility of the service provider to make it functional.

4. The details captured by Service Provider of the patients need to be recorded electronically and maintain confidentiality the patient health records. The service provider will create the backup of all patient data for a period of three years and will be submitted as and when required. Data storage for images will not be required.

5. The Service provider will follow electronic inventory management system for managing drugs (e-aushadhi) provided by the state and diagnostic program (NTR Vaidhya Prariksha) provided for by the state. Reasons for unavailability of drugs and test will be recorded by the service provider and needs to be updated to the state authority on monthly basis. Also the service provider is required to develop a Dash Board application for real time monitoring of all the key performance indicators.

6. Patient care equipment, if any such as Thermometer, glucometer, multi-parameter monitor etc and as required as per IPHS Standards) along with necessary accessories shall be provided for by the service provider. All hardware, software for transmission of relevant patient information shall also be provided for by the service provider. Interior including air-conditioning and patient care furniture shall also be provided for by the service provider. The minimum IT required of I-3 processor based computer system, with a minimum of 4 GBPS internet connectivity, a minimum of 8 megapixel internet camera and 120 Decibel sound system/speakers shall be provided for by the service provider.

7. The feedback of tele-consultation and other services will be recorded electronically by the service provider.

8. . The state authority shall impose a penalty on service provider facility wise, in case if there is no service provided due to breakdown of services for one shift in a day, one day payment will be stopped; If there is breakdown for both shifts in a day, then 10% of monthly payment will be stopped; If there is breakdown of services for 3 days in a month, 20% of monthly payment will be stopped and if breakdown of services is more than 3 days in a month, there will be stoppage of 50% of monthly payment for that month. The same scale of penalties shall apply for the specialty services to be offered through telemode also. If more than 3 days of interruption of services per month is repeated more than thrice within one year, it would lead to the termination of the contract.

Support assured by State Government: The following shall be provided for by the State Health Department:

1. Adequate supply of drugs as required
2. All e-UPHCs would be used as HUB and Spoke model for the diagnostics initiative. The sample will be collected from these centers by the service provider and tested at a central facility and validated reports sent electronically to each of the centers within stipulated time.
3. Building space for the functioning of UPHC shall be provided for by the state health department as per table below:

List of Zone wise location(II):

S.No	ZONE	District Name	Total UHCs/ Dispensaries	UPHCs/ Dispensaries under Municipal Corporations & Municipalities	Existing Government Buildings	Space to be arranged by provider	Municipal Dispensaries
Zone -II		West Godavari	18	18	14	4	1
		Krishna	35	35	26	5	0
		Guntur	26	26	24	2	0
		Prakasam	8	8	8	0	0
Locations 87							

Section - VI

ELIGIBILITY CRITERIA

1. The Bidder shall be a sole provider or a group of providers (maximum 3) coming together as Consortium to implement the Project, represented by a lead partner. The bidder cannot be an individual or group of individuals. A bidder cannot bid as a sole provider as well as a partner in a consortium. No bidder can place more than one bid in any form in the state. In support of this, the bidder's letter shall be submitted as per proforma in **Appendix 'B'**. The Service provider should be registered as a legal entity.
2. The Bidder shall have a minimum of two years of experience in carrying out similar type of assignment / service in private or public sector. In support of this, a statement regarding assignments of similar nature successfully completed during last three years should be submitted as per proforma in **Appendix 'C'**. Users' certificate regarding satisfactory completion of assignments should also be submitted. The assignment of Govt. Depts. / Semi Govt. Depts. should be specifically brought out. (The decision of the Purchaser as to whether the assignment is similar or not and whether the bidders possess adequate experience or not, shall be final and binding on the bidders.)
3. The bidder should have a minimum two years' experience in operationalization of a tele-medicine center as a consultancy hub (central focal point) with a minimum strength of 10 doctors with minimum qualification as MD/MS/DNB serving to a minimum of 20 remote locations (spokes) having MBBS doctors in each of these 'spoke' locations.
4. The above experience could be demonstrated by the single bidder or the lead member of the consortium. In case of consortium bidding, aggregate financial turnover of only those members of consortium would be considered collectively who qualify the technical eligibility independently.
5. The Bidders are not presently blacklisted/ Debarred by the Purchaser or by any State Govt. or its organizations by Govt. of India or its organizations.
6. The bidder shall declare all ongoing litigations it is involved in with any government agency/state/central department
7. The principal bidder/lead partner shall have an average turnover of **INR 6.00 Crores per annum** in last two financial years
8. Audited financial statements balance sheets for two financial years, certified by Chartered Accountant should be provided
9. The principal bidder/lead partner shall be legally responsible and shall represent all consortium members, if any, in all legal matters

Section - VII

TERMS AND CONDITIONS

1. Signing of Contract

The purchaser shall issue the Notice for Award of Contract to the successful bidder within the bid validity period. And the successful bidder will be required to sign and submit the contract unconditionally within 15 days of receipt of such communication.

2. Modification to Contract

The contract when executed by the parties shall constitute the entire contract between the parties in connection with the jobs / services and shall be binding upon the parties. Modification, if any, to the contract shall be in writing and with the consent of the parties.

3. Performance Security

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

4. Compliance of Minimum Wages Act and other statutory requirements

The bidder shall comply with all the provisions of Minimum Wages Act and other applicable labour laws. The bidder shall also comply with all other statutory provision including but not limited to provisions regarding medical education and eligibility criteria of human resources used by the bidder for providing the services, biomedical waste management, bio-safety, occupational and environmental safety.

Legal liability of the services provided by the bidder shall remain with the service provider. The Service provider shall maintain confidentiality of medical records and shall make adequate arrangement for cyber security.

5. Income Tax Deduction at Source

Income tax deduction at source shall be made at the prescribed rates from the bidder's bills. The deducted amount will be reflected in the requisite Form, which will be issued at the end of the financial year.

6. Periodicity of Payment

The payment will be made on monthly basis not extending beyond 12 noon of the last bank working day of the first week of next month through ECS for invoice raised for the preceding month. The bidder will raise its invoice on completion of services during this period duly accompanied by evidences of services provided. The payment will be subject to TDS as per Income Tax Rules and other statutory deductions as per applicable laws.

7. Damages for Mishap/Injury

The purchaser shall not be responsible for damages of any kind or for any mishap/injury/accident caused to any personnel/property of the bidder while performing duty in the purchaser's / consignee's premises. All liabilities, legal or monetary, arising in that eventuality shall be borne by firm/ contractor.

8. Termination of Contract:

The purchase may terminate the contract, if the successful bidder withdraws its tender after its acceptance or fails to submit the required Performance Securities for the initial contract and or fails to fulfill any other contractual obligations. In that event, the purchaser will have the right to purchase the services from next eligible bidder and the extra expenditure on this account shall be recoverable from the defaulter. The earnest money and the performance security deposited by the defaulter shall also be forfeited.

9. Arbitration

- a) If dispute or difference of any kind shall arise between the purchaser and the firm/ contractor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- b) If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the purchaser or the firm/contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer to be appointed by the Commissioner Health & Family Welfare, Government of Andhra Pradesh as the arbitrator. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he / she shall be replaced by another person appointed by Commissioner Health & Family Welfare, Government of Andhra Pradesh to act as Arbitrator. Such person shall be entitled to proceed with the matter from the stage at which it was left by his predecessor.

- c) Work under the contract shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Purchaser or the firm / contractor shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- d) Reference to arbitration shall be a condition precedent to any other action at law.
- e) Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued.

10. Applicable Law and Jurisdiction of Court:

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force. The Court located at the place of issue of contract shall have jurisdiction to decide any dispute arising out of in respect of the contract. It is specifically agreed that no other Court shall have jurisdiction in the matter.

11. Other Terms & Conditions

- a) The Project will be awarded for a period of *3 years* and the Service Provider will be obliged to establish, manage and operate the Project in accordance with the provisions of a Contract Agreement and terms and conditions therein. It could be cancelled at any time after providing an opportunity of hearing by the Authority, in case the contractor does not follow the rules, regulations and terms and condition of the contract.
- b) The Authority may provide the required space, for establishing the Project. A lease agreement shall be enforced for the full term of the contract at value and terms declared by the authority. A Possession Certificate in plain paper shall be issued while handing over the above mentioned space. In case the authority is unable to provide the space; the service provider may carry these services at its owned/rented/leased space.
- c) All the pre-requisites such as civil, electrical, air-conditioning, computer or any other changes in the site for installation of machine will be executed by the service provider at its own cost, with due permission of the Authority (permission required only if the space is provide by the administration). The district hospital administration will not be responsible for any loss/ damage to the machine/ property due to natural hazard and licensee will take adequate insurance cover at his own risk & liability for all damages arising out due to any unprecedented reasons. The contract and terms thereof shall be governed by indemnification clause.
- d) All expenses on account of man power, electricity, water and other maintenance of premises and the machine, security or any other expenses incurred in the day to day running of the machine shall be borne by the provider.
- e) The service provider shall provide for storage of soft copy and hard copy of all records at the District/Sub-district Hospital at its own cost. In case of change of service provider for any reason, the stored data must be transferred to the new provider for continuation of storage.

- f) Service Provider shall ensure clinical protocols and shall submit a half yearly report of clinical audit done by a third party or as nominated by the authority.
- g) Annual review of performance and observance of terms & conditions shall be carried out by a committee which shall include CMO & Head of department of Tele-Medicine of the Govt. Teaching hospital along with other members nominated by the authority. The report of this annual review shall form the basis for extension of the contract annually within the contract period.
- h) The following records shall be maintained on a daily basis by the service provider:
 - (i) Daily patients details linked to CORE Dashboard
 - (ii) Log book for record of any breakdown/shut down of the machine/facility.
- i) The service provider shall not sell or transfer any proprietary right or entrust to any other third party for running the facility.
- j) The provider shall take a third party insurance policy to cover the patients against any mishap with the facility. Conforming to the provision of the consumer protection act shall be the sole and absolute responsibility/ liability of the service provider.
- k) After closure of the contract agreement between the service provider and the authority, the service provider shall vacate the space occupied, if provided by the authority, within a period of 60 days.
- l) Air conditioning, Electricity and water should be arranged and paid for by the service provider for all the sites including those that belong to the Government. Maintenance of air conditioning, and payment for all electrical and water bills for these sites shall also be service provider's responsibility.
- m) Patient waiting areas for a minimum of 10 patients is to be provided. The waiting area should be air conditioned and should have provision for water cooler.
- n) The timing for the all e-UPHC facilities to work would be 8 am-12 noon and 4pm to 8pm.
- o) The specialist available at the 'HUB' should be from the minimum of following specialties with MCI/NEB certified MD/MS/DNB degrees
 - i. Cardiologist
 - ii. Endocrinologist
 - iii. Rheumatologist
 - iv. Dermatologist
 - v. Psychiatrist
 - vi. General Medicine specialists
- p) Provider shall arrange for appropriate and adequate signage and IEC (Information-education- communication) activities for facility as decided by the authority.
- q) The provider shall abide by all the guidelines issued by the Authority and statutory



bodies. In case of violation the contract could be terminated after providing an opportunity of hearing to the contractor, at one month's notice. Dispute resolution shall be as per arbitration clause given in the contract.

- r) The Authority shall receive Bids pursuant to this RFP in accordance with the terms set forth herein as modified, altered, amended and clarified from time to time by the Authority, and all Bids shall be prepared and submitted in accordance with such terms on or before the date specified in Clause for submission of Bids.
- s) The Service provider shall be obligated to provide services at the e-UPHCs as notified by the authority. This would include all days including Sundays and Public Holidays from 8 am to 12 noon and 4 pm to 8 pm.
- t) Biometric attendance of all staff in all locations would be made mandatory and its information shall be captured on dash board on real time basis. The mandatory biometric attendance shall be separately for both shifts on each day and would including incoming and outgoing time logs.



LOCATION OF FACILITY

S.No	ZONE	District Name	Total UHCs/ Dispensaries	UPHCs/ Dispensaries under Municipal Corporations & Municipalities	Existing Government Buildings	Space to be arranged by provider
1	Zone -II	West Godavari	18	18	14	4
2		Krishna	35	35	26	5
3		Guntur	26	26	24	2
4		Prakasam	8	8	8	0
	Locations :87					

S.No	Zone	District Name	Municipal Corporation / Municipality	UHC Name	UHC / Municipal Dispensary	Government Building Available/Not Available
1	Zone-II	West Godavari	Tanuku Municipality	NGO Colony 2	UHC	Available
2	Zone-II	West Godavari	Tanuku Municipality	NGO Colony 1	Dispensary	Available
3	Zone-II	West Godavari	Tadepalligudem Municipality	Yagarlapalli	UHC	Available
4	Zone-II	West Godavari	Tadepalligudem Municipality	Weaker Section Colony	UHC	Available
5	Zone-II	West Godavari	Tadepalligudem Municipality	Kadakatla	UHC	Not Available
6	Zone-II	West Godavari	Palakolu Municipality	Aditya Colony	UHC	Available
7	Zone-II	West Godavari	Narasapur Municipality	Bhupathi Nagar	UHC	Available
8	Zone-II	West Godavari	Narasapur Municipality	Arundathi Peta	UHC	Available
9	Zone-II	West Godavari	Eluru Municipal Corporation	Titus Nagar	UHC	Available
10	Zone-II	West Godavari	Eluru Municipal Corporation	Tangellamudi	UHC	Available
11	Zone-II	West Godavari	Eluru Municipal Corporation	Lambadipeta	UHC	Available
12	Zone-II	West Godavari	Eluru Municipal Corporation	Kothapeta	UHC	Not Available
13	Zone-II	West Godavari	Eluru Municipal Corporation	J.P.Colony	UHC	Not Available

14	Zone-II	West Godavari	Eluru Municipal Corporation	Gajulavari Cheruvu	UHC	Available
15	Zone-II	West Godavari	Eluru Municipal Corporation	AAS Colony	UHC	Available
16	Zone-II	West Godavari	Bhimavaram Municipality	Gunupudi	UHC	Not Available
17	Zone-II	West Godavari	Bhimavaram Municipality	Durgapuram	UHC	Available
18	Zone-II	West Godavari	Bhimavaram Municipality	Balusumudi	UHC	Available
19	Zone-II	Krishna	Vijayawada Municipal Corporation	Ambedkar Nagar Colony	UHC	Available
20	Zone-II	Krishna	Vijayawada Municipal Corporation	Kreesthurajapuram	UHC	Available
21	Zone-II	Krishna	Vijayawada Municipal Corporation	Shanthi Nagar	UHC	Available
22	Zone-II	Krishna	Vijayawada Municipal Corporation	Ramalingeswara Nagar	UHC	Available
23	Zone-II	Krishna	Vijayawada Municipal Corporation	W Y N C H Peta	UHC	Available
24	Zone-II	Krishna	Vijayawada Municipal Corporation	Vambay Colony	UHC	Available
25	Zone-II	Krishna	Vijayawada Municipal Corporation	Singh Nagar	UHC	Available
26	Zone-II	Krishna	Vijayawada Municipal Corporation	Ranigari Thota	UHC	Available
27	Zone-II	Krishna	Vijayawada Municipal Corporation	Prakash Nagar	UHC	Available
28	Zone-II	Krishna	Vijayawada Municipal Corporation	Patamata	UHC	Available
29	Zone-II	Krishna	Vijayawada Municipal Corporation	New Raja Rajawari peta	UHC	Available
30	Zone-II	Krishna	Vijayawada Municipal Corporation	New Jojinagar	UHC	Available
31	Zone-II	Krishna	Vijayawada Municipal Corporation	Madhuranagar	UHC	Available
32	Zone-II	Krishna	Vijayawada Municipal Corporation	Lambadipeta	UHC	Available
33	Zone-II	Krishna	Vijayawada Municipal Corporation	Labpipeta	UHC	Available
34	Zone-II	Krishna	Vijayawada Municipal Corporation	Krishna Lanka	UHC	Available

35	Zone-II	Krishna	Vijayawada Municipal Corporation	Kothapeta hill area	UHC	Available
36	Zone-II	Krishna	Vijayawada Municipal Corporation	Karakatta South	UHC	Available
37	Zone-II	Krishna	Vijayawada Municipal Corporation	Kandrika	UHC	Available
38	Zone-II	Krishna	Vijayawada Municipal Corporation	Gunadala	UHC	Available
39	Zone-II	Krishna	Vijayawada Municipal Corporation	Gulam Mohiddinnagar	UHC	Available
40	Zone-II	Krishna	Vijayawada Municipal Corporation	Giripuram	UHC	Available
41	Zone-II	Krishna	Vijayawada Municipal Corporation	Durgapuram	UHC	Available
42	Zone-II	Krishna	Vijayawada Municipal Corporation	Darsipeta	UHC	Available
43	Zone-II	Krishna	Vijayawada Municipal Corporation	Bhimannavaripeta	UHC	Available
44	Zone-II	Krishna	Vijayawada Municipal Corporation	Baptist Palem	UHC	Available
45	Zone-II	Krishna	Machilipatnam Municipality	Varredgudam	UHC	Available
46	Zone-II	Krishna	Machilipatnam Municipality	Saradanagar	UHC	Not Available
47	Zone-II	Krishna	Machilipatnam Municipality	Narayanapuram	UHC	Available
48	Zone-II	Krishna	Machilipatnam Municipality	Chilakalapudi	UHC	Available
49	Zone-II	Krishna	Machilipatnam Municipality	Bandarkota/Gilakalandi	UHC	Not Available
50	Zone-II	Krishna	Jaggaiahpet Municipality	Mittagudem	UHC	Not Available
51	Zone-II	Krishna	Gudivada Municipality	NTR Colony	UHC	Not Available
52	Zone-II	Krishna	Gudivada Municipality	Bethavole Harijanawada	UHC	Not Available
53	Zone-II	Krishna	Gudivada Municipality	Bapujinagar	UHC	Available
54	Zone-II	Guntur	Tenali Municipality	Salipeta 2	UHC	Available
55	Zone-II	Guntur	Repalle Municipality	Uppudi Road	UHC	Available
56	Zone-II	Guntur	Repalle Municipality	Old Town	UHC	Available
57	Zone-II	Guntur	Ponnuru Municipality	Indira Nagar	UHC	Available
58	Zone-II	Guntur	Narasarao Peta Municipality	Shaleem Nagar	UHC	Available
59	Zone-II	Guntur	Narasarao Peta Municipality	Ramireddipeta	UHC	Available
60	Zone-II	Guntur	Narasarao Peta Municipality	Barampeta	UHC	Available
61	Zone-II	Guntur	Macherla Municipality	Gowda Colony	UHC	Available
62	Zone-II	Guntur	Guntur Municipal Corporation	Tuffan Nagar	UHC	Available

63	Zone-II	Guntur	Guntur Municipal Corporation	Srinivasa Rao Thota	UHC	Available
64	Zone-II	Guntur	Guntur Municipal Corporation	Nallacheruvu	UHC	Available
65	Zone-II	Guntur	Guntur Municipal Corporation	N.G.O Colony	UHC	Available
66	Zone-II	Guntur	Guntur Municipal Corporation	Mangaladasu Nagar	UHC	Not Available
67	Zone-II	Guntur	Guntur Municipal Corporation	Mallikarjunapeta	UHC	Available
68	Zone-II	Guntur	Guntur Municipal Corporation	LB Nagar	UHC	Available
69	Zone-II	Guntur	Guntur Municipal Corporation	Lanchester Road	UHC	Available
70	Zone-II	Guntur	Guntur Municipal Corporation	KVP Colony	UHC	Available
71	Zone-II	Guntur	Guntur Municipal Corporation	Israilpet	UHC	Available
72	Zone-II	Guntur	Guntur Municipal Corporation	Indira Pryadarsini Colony	UHC	Available
73	Zone-II	Guntur	Guntur Municipal Corporation	Gunda Rao Peta	UHC	Not Available
74	Zone-II	Guntur	Guntur Municipal Corporation	Bongarala Beedu	UHC	Available
75	Zone-II	Guntur	Chilakaluripeta Municipality	Rajakapet	UHC	Available
76	Zone-II	Guntur	Chilakaluripeta Municipality	Purushotham Patnam	UHC	Available
77	Zone-II	Guntur	Bapatla Municipality	Viswabrahmin Colony	UHC	Available
78	Zone-II	Guntur	Bapatla Municipality	Sanjay Gandhinagar Colony	UHC	Available
79	Zone-II	Guntur	Bapatla Municipality	Railpeta	UHC	Available
80	Zone-II	Prakasam	Ongole Municipal Corporation	Venkateswara Colony	UHC	Available
81	Zone-II	Prakasam	Ongole Municipal Corporation	Papa Colony	UHC	Available
82	Zone-II	Prakasam	Ongole Municipal Corporation	Managamur Donka	UHC	Available
83	Zone-II	Prakasam	Ongole Municipal Corporation	Balagi Nagar	UHC	Available
84	Zone-II	Prakasam	Markapur Municipality	Slate Workers Colony (SW Colony)	UHC	Available
85	Zone-II	Prakasam	Markapur Municipality	Sanjeeva Reddy Nagar	UHC	Available
86	Zone-II	Prakasam	Chirala Municipality	Vykuntapuram	UHC	Available
87	Zone-II	Prakasam	Chirala Municipality	Marayammapeta	UHC	Available

APPENDIX -B

BIDDER'S AUTHORISATION LETTER

(To be submitted by authorized agent)

To

Commissioner Health & Family Welfare, Government of Andhra Pradesh

Ref. Your TE document No.-----, dated-----

Dear Sirs,

We,----- are the suppliers of -----
----- (name of services(s) and hereby conform that;

1. Messrs ----- (name and address of the agent) is our authorized agents for-----
2. Messrs ----- (name and address of the agent) have fully trained and experienced service personnel to provide the said services.

Yours faithfully,

[Signature with date, name and designation]

For and on behalf of Messrs _____

[Name & Address of the Manufacturers]

Note:

1. This letter of authorization should be on the letterhead of the firm and should be signed by a top executive of the manufacturing firm.
2. Original letter shall be attached to the tender.



ASSIGNMENT OF SIMILAR NATURE SUCCESSFULLY COMPLETED DURING LAST TWO YEARS

1. Attach users' certificates (in original) regarding satisfactory completion of assignments.

Sr.No	Assignment contract No & date	Description of work services provided	Contract price of assignment	Date of commencement	Date of completion	Was assignment satisfactorily completed	Address of organization with Phone No. where assignment done
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Note: Attach extra sheet for above Performa if required.

Signature.....

Name



APPENDIX -D

PARTICULARS OF THE BIDDER'S COMPANY

(To be submitted by all bidders / bidders)

1. Name :
2. Registered Address
3. Phone/Fax/Mailid
4. Type of Organisation : Prop. / Partnership / Company / Consortium/Trust/ Not for Profit Organization
5. Address of Service centres in the region:
 - (a) Total No. of services personnel at the existing centres:
 - (b) Total No. of locations where organization currently has centres:
6. Number of service personnel:

Name	Qualification	Experience (Similar Service)
		(use extra sheet if necessary)

7. Whether the bidder has NABL/NABH/ISO or any other accreditation?

(If yes/ whether documents attached with techno commercial bid).

8. Registration. Nos.
 - (a) EPF
 - (b) ESI
 - (c) Sales Tax

- (d) VAT
- (e) Service Tax
- (f) PAN No.
- (g) Audited Accounts Statement for past two financial years
- (h) Copy of Income Tax Return for past two financial years
- (i) Experience certificate of Bidder
- (j) Brief write-up about the firm / company. (use extra sheet if necessary)

Signature of Bidders

Date:

Name

Place:

Office Seal



APPENDIX -E

Forwarding Letter for Technical Bid (To be submitted by all bidders / bidders in their letterhead)

Date:.....

To

Commissioner Health & Family Welfare, Government of Andhra Pradesh

Sub: Tender for supply of services under Tender No....

Sir,

We are submitting, herewith our tender for providing desired services for
number of eUPHC in the state.

We are enclosing Receipt No..... or Bank Draft/Bankers Cheque No.....,
Dated.....(amount.....)towards tender cost/fee (if documents
have been downloaded from website) and Bank Draft / Bankers Cheque No.....
Dated..... (Amount.....) towards Earnest Money Deposit (EMD), drawn
on..... Bank in favour of <Tender Inviting Authority>.

We agree to accept all the terms and condition stipulated in your tender enquiry. We also agree
to submit Performance Security as per Clause No. 3 of Section VI of Tender Enquiry document.

4. We agree to keep our offer valid for the period for the period stipulated in your tender
enquiry.

Enclosures:

- 1.
- 2.
- 3.
- 4.
- 5.

Signature of the Bidder.....

Seal of the Bidder.....

FINANCIAL BID

1. Name of the Bidder:.....
2. **The Quote is for per eUPHC per month including operational and maintenance cost for the project.**
3. The bidder is expected to deliver the services for a minimum period of three years
4. The bidder has to deposit 5 % of the contract value as performance security in form of Irrevocable Bank Guarantee with validity through the duration of the contract.

The cost per e-UPHC per Month is Rs...../- (in words Rs.....)

The prices shall be firm and inclusive of all taxes and duties presently in force.

Signature.....

Name.....



APPENDIX -G

Proforma For Bank Guarantee

To

Commissioner Health & Family Welfare, Government of Andhra Pradesh,
WHEREAS.....(Name and address of the Service Provider)
(Hereinafter called “ the Service provider” has undertaken, in pursuance of contract No.....
dated (Herein after “the contract”) to provide eUPHC consultation services.

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

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

NOWTHEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of..... (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforeside, without your 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 service provider before presenting us with the demand.

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

This guarantee shall be valid up to 6 months after the contract termination date
(indicate date)

.....

(Signature with date of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

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



Declaration By Bidder

I / We agree that we shall keep our price valid for the period of from the date of approval. I / We will abide by all the terms & conditions set forth in the tender documents No. /

I / We do hereby declare I / We have not been de- recognized / black listed by any State Govt. / Union Territory / Govt. of India / Govt. Organization / Govt. Health Institutions.

Signature of the bidder:

Date :

Name & Address of the Firm:

Affidavit before Executive Magistrate / Notary Public in Rs.100.00 stamp paper.



APPENDIX -I

Records for Services

Service provider shall maintain a record system to provide readily available information on:

1. Patient care
 - a. Demographic details
 - b. Follow up sheets for Compliance
 - c. Missed appointments
 - d. Laboratory results
 - e. History and physical examination
 - f. Complication list
 - g. Transfer/referral slip (for patients that will be transferred or referred to
 - h. another health facility)

CONTRACT FORMAT

Contract Form For Providing EUPHC Operations and management

.....

.....

(Address of the Tender Inviting Authority/Office issuing the contract)

CM Contract No. _____ **dated** _____

This is in continuation to this office's Notification for Award of contract No dated .

Name & address of the Service Provider:

Reference: (i) Tender Enquiry Document No Datedand subsequent Amendment No, dated (if any), issued by the Tender Inviting Authority (ii) Service provider's Tender No Datedand subsequent communication(s) No

Dated (if any), exchanged between the supplier and the purchaser in connection with this tender.

THIS AGREEMENT made the Day of 20__ between (name of tender inviting authority) (hereinafter called the *Procurer*) of one part and (name of service provider) (Hereinafter called the *Service Provider*) of the other part:

WHEREAS the Procurer is desirous that certain services should be provided by the Service Provider, viz, (brief description of services) and the Procurer has accepted a tender submitted by the Service Provider for the Services for the sum of (Contract price in words and figures) (Hereinafter called the Contract Price),

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form part of and be read and constructed as integral part of this Agreement, viz.:
 - (i) Terms and Conditions;
 - (ii) Location and Description of Equipment;
 - (iii) Job Description;
 - (iv) Purchaser's Notification of Award.



2. The Procurer hereby covenants to pay the Service Provider in consideration of the services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.
3. The bank guarantee valid till _____ [(fill the date)] for an amount of Rs. _____ [(fill amount)] equivalent to 10% (minimum) of the cost of the contract value] shall be furnished in the prescribed format given in the TE document, within a period of 15 (fifteen) days of issue of Notice for Award of Contract failing which the EMD shall be forfeited.
4. Payment terms: The payment will be made against the bills raised to the Procurer by the Provider on monthly basis after satisfactory completion of said period, duly certified by the designated official. The payment will be made in Indian Rupees.
5. Paying authority: _____ (name of the Procurer i.e. Office, Authority)

(Signature, name and address of authorised official)

For and on behalf of _____

Received and accepted this contract

(Signature, name and address of the supplier's executive duly authorised to sign on behalf of the Provider)

For and on behalf of _____

(Name and address of the Provider)

(Seal of the provider)

Date: _____

Place: _



