



**Department of Medical Health &  
Family Welfare Government of Uttar  
Pradesh**



**Request for Qualification (RFQ)-cum-Request for  
Proposal (RFP) Document**

Volume 1: Instruction to Bidders

**Implementation of Telemedicine Services in the  
State of Uttar Pradesh**

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**GLOSSARY**

Addendum	As defined in Clause 2.9.1
Applicable Laws	As defined in the Service Agreement
Associate	As defined in Clause 2.1.14
Authority	As defined in Clause 1.1.1
Bank Guarantee	As defined in Clause 2.20.1
Bid(s)	The Qualification Bid and Financial Bid together shall be referred to as the Bid.
Bidder(s)	Parties that submit their Bids for a particular Project in accordance with this RFP and shall include the Members of the Consortium.
Bidding Documents	As defined in Clause 1.1.9
Bid Due Date	As defined in Clause 1.1.9
Bidding Process	As defined in Clause 1.2.1
Bid Security	As defined in Clause 1.2.4
Companies Act	Shall mean the Companies Act, 1956. Provided that references to any repealed provision contained in the Companies Act, 1956 shall be read as references to the corresponding provision contained in the Companies Act, 2013
Service Agreement	As defined in Clause 1.1.5
Service Provider	As defined in Clause 1.1.5
Conflict of Interest	As defined in Clause 2.1.14
Crore	Ten million (10,000,000)
Consortium	As defined in Clause 2.2.1 (a)
Damages	As defined in Clause 2.1.14
Financial Bid	As defined in Clause 1.2.1
Financial Capacity	As defined in Clause 2.2.2 I (b)
Joint Bidding Agreement	As defined in Clause 2.2.3 (e)
Lakh	Hundred thousand (100,000)
Lead Member	As defined in Clause 2.2.3 (b)
LOA	As defined in Clause 3.3.8
Member	Member of a Consortium
Minimum Eligibility Criteria	As defined in Clause 2.2.2 I
Net Worth	As defined in Clause 2.2.2 I (b)
Project	As defined in Clause 1.1.2
Projects	As defined in Clause 1.1.2
Project COD	As defined in the Service Agreement
Qualification Bid	As defined in Clause 1.2.1

Qualified Bidder(s)	As defined in Clause 1.2.1
Re. or Rs. or INR	Indian Rupee
RFP or Request for Proposal	As defined in the Disclaimer
Selected Bidder	As defined in Clause 3.3.3
Sites	As defined in Clause 1.1.3
Scheduled Bank	As defined in Clause 2.20.1
Subject Person	As defined in Clause 2.1.14 (a)
Technical Capacity	As defined in Clause 2.2.2 I (a)

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto herein.

## **DISCLAIMER**

The information contained in this Request for Qualification and Request for Proposal document (hereafter referred as the “**RFP**”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFQ-cum-RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidder(s) or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in submitting Bids pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Projects. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder or Service Provider, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

## 1. INTRODUCTION

### 1.1 Background

1.1.1 The Department of Medical Health and Family Welfare, Government of Uttar Pradesh (the “**DoMH&FW**” or “**Authority**”) is committed to improve the health scenario in the state of Uttar Pradesh and is engaged in the development of health infrastructure and provisioning of effective healthcare services across the state. The Authority seeks to engage agency/agencies (“**Tele-consultation Service Provider**” and “**Video-consultation Service Providers**” (defined below) (together referred as “**Service Providers**”)) with previous experience in relevant field for implementation of Tele-medicine Project (defined below) and has decided to carry out the bidding process for the selection of private Service Providers to whom the Project may be awarded.

1.1.2 The Authority intends to provide healthcare consultation services to un-served or under-served population in Uttar Pradesh through the Tele-medicine project (“**Project**” or “**Tele-medicine Project**”). This project shall have multiple components of which following components are included in this RFP:

- a. **Tele-consultation Services:** a patient may call from any location using a phone (land line or handheld) by dialing a three digit number to receive immediate advice on call. The doctors may be able to prescribe OTC (over the counter) drugs based on the symptoms detailed by the patient in accordance with the prevailing laws. The details of medicine shall be sent via SMS as well as printed in the nearest public health facility / medicine dispensing facility as communicated by the Authority. The infrastructure required for such printing shall be provided by the service provider. Further, some of the cases may be referred to nearest PHC/CHC/district hospital, as they may require certain level of physical examination and / or conducting of diagnostics tests and / or require medicines from nearest public health facility. In case of referral to diagnostics tests, the Central Patient Portal should have the capability of sharing the information with the designated centres for necessary steps.

Tele-consultation shall be provided for 12 (twelve) hours a day on all 7 (seven) days in a week. The call centre shall be physically placed within the geographical boundary of the state of Uttar Pradesh (“**State**”). Details of obligations and requirements are provided in the draft Services Agreement for Tele-consultation Services enclosed as volume II of this RFP. Initially, a 50 (fifty) seater call centre is to be operationalized which shall have the capacity to extend to 200 (two hundred) seats. Please refer to volume II of the RFP for further details.

- b. **Video-consultation Services and Patient Nodes:** Video-consultation Services shall be provided to the patients who are referred for video consultation services by

government doctors at CHCs where Patient Nodes are setup. Video-consultation Services shall be provided during hours on 6 (six) working days (as per the operational days of CHC) every week as detailed in this RFP and in the draft Services Agreement for Video-consultation Services is enclosed as volume III of this RFP. The service provider for Video-consultation Services shall be responsible for scheduling an appointment for forwarded cases / referred patients by the doctors at the CHCs/Authority for Video-consultation Services. The Video-consultation Service Providers shall establish dedicated Command Centre(s) anywhere in India for this Project. The Command Centre(s) shall have Specialist doctors for conducting video-consultation with the patients. The Service Provider shall obtain approval from Authority for the location(s) of the Command Centre(s).

The Selected Bidder shall set up **Patient Nodes** at identified locations in their respective Clusters (Cluster 1 and Cluster 2) in accordance with the draft Agreement to provide Video-consultation Services to the patients.

- c. **Command Centre:** Command Centre will have Specialist doctors in accordance with the details mentioned in the draft Agreement for Video-consultation Services enclosed as volume III of this RFP. The Video-consultation Service Providers shall provide Video-consultation Services at the Patient Nodes from Command Centre(s) set up in the respective cluster(s).
- d. **Electronic Medical Record (EMR):** For every patient, medical history and detailed records of consultations shall be maintained in the EMR system. EMR system must capture mandatory fields and should have the ability to interact / integrate with other stakeholders / service providers for services like tele-consultation services or call center (health help line) for Tele-medicine Project, diagnostics centres, medicine dispensation centres / units and Central Patient Portal etc.. The integration shall be done on a real time basis. Details are provided in the draft Service Agreement for Tele-medicine Project enclosed as volumes II & III of this RFP

Each Service Provider(s) shall be responsible for developing its own EMR, which shall be compatible and as per the Electronic Health Record guideline issued by Ministry of Health & Family Welfare, Government of India to integrate with above mentioned services.

- e. **Consolidated MIS Record:** Tele-consultation Service Provider shall develop a consolidated Management Information System (MIS) for the Authority. This MIS shall have all the data gathered / saved / recorded / updated including details of any vitals / diagnostics tests. The MIS shall also show the Key Performance Indicators (KPI) defined in the draft Agreement for Tele-consultation and its compliance thereof. The damages shall be calculated using MIS in accordance with the



provisions of the draft Agreement for Tele-consultation Services.

The Tele-consultation Service Provider shall develop the MIS and provide the details to the Authority including Admin log-in within 45 (forty- five) days of the execution date of the draft Agreement with the Authority.

f. **Central Patient Portal**

Tele-consultation Service Provider: appointed through this RFP shall develop a Central Patient Portal to capture all patient related information and to have a common platform for all related services (“**Central Patient Portal**”). Data captured in Central Patient Portal shall be centrally managed and the Tele-consultation Service Provider shall be responsible to maintain real time information and database.. It shall also interact with other health sector stakeholders like diagnostics service providers etc.

g. **Central Database and hosting server**

Tele-consultation Service Provider appointed through this RFP shall be responsible for maintaining database and hosting the server for this Project. The capacity of the server shall be expandable to cater future demand.

**Note: The Tele-consultation Service Provider** may outsource / sub-contract services mentioned in 1.1.2 (d) to 1.1.2 (g) to an Information Technology (IT) service provider having below mentioned qualification and experience in addition to the experience required in accordance with clause 2.2.2 of this RFP.

Minimum Qualification and Experience required for an IT service provider:

- (i) The software solution provider should be registered in India with existence for at least last five years.
- (ii) The software solution provider should have experience of working on minimum 2 (two) projects having a total cumulative fee of Rs. 10,00,00,000/- (Rupees ten crore) in Healthcare sector
- (iii) The software solution provider must have prior experience of design, development and implementation of minimum 3 (three) healthcare application with minimum 1 (one) telemedicine and 2 (two) with multi location project in the last three years. Each project must be worth at least Rs. 1 (one) crore.
- (iv) The software solution provider must be certified for ISO 9001:2000 Quality Management Standards with minimum CMMi Level - III certification"

- (v) The software solution service provider shall have the average annual turnover of Rs. 5 (five) cr in last three financial years (2014-15 to 2016-17) from Healthcare IT solution

The Tele-consultation Service Provider shall provide the details of the IT service provider/ its own capacity to meet the minimum qualification and experience for IT service provider at the time of signing of the agreement and ensure that above qualifying conditions are satisfied. Non-fulfilment of above may lead to forfeiture of bid security and terminate the award of the Project.

- 1.1.3 The Authority has decided to carry out the Bid Process for the Tele-medicine Project for Uttar Pradesh divided in two Clusters. One service provider shall be selected for one cluster and another service provider for second cluster for providing services as mentioned in 1.1.2 (b), 1.1.2 (c) and 1.1.2 (d)(“**Video-consultation Services**”).

The Authority shall select one service provider for the services mentioned in 1.1.2 (a), 1.1.2(e), 1.1.2 (f) and 1.1.2(g) for both the clusters (“**Tele-consultation Services**”).

Tele-consultation

Please refer to Volume II and Volume III (draft Agreements) for further details.

**Initially, the Project shall be roll out in following districts:**

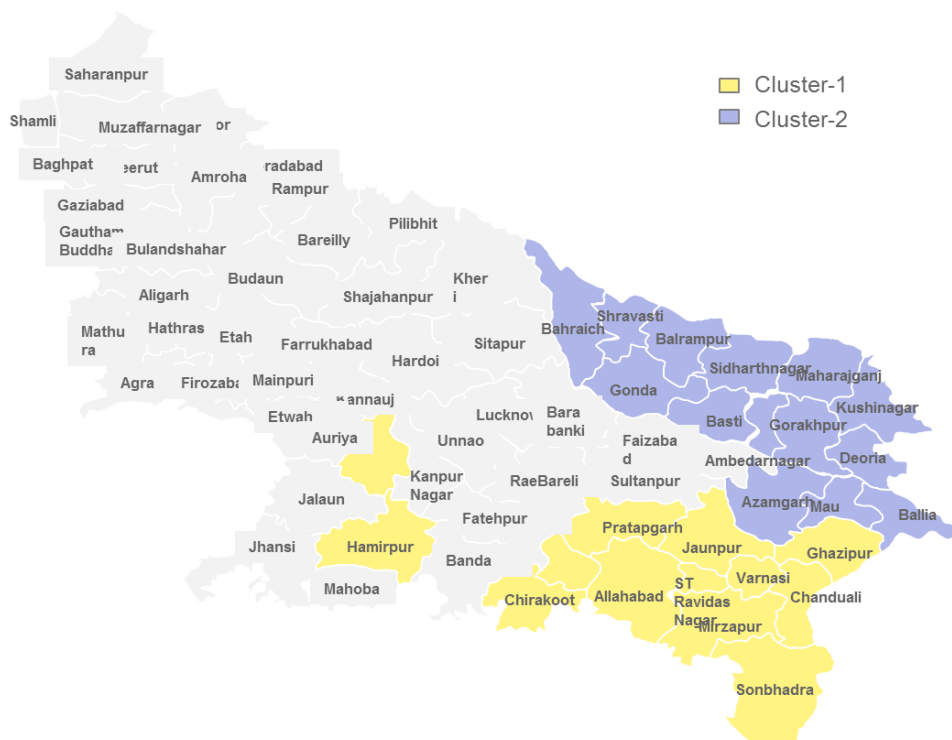
**Cluster 1**

Division	District	Total Nodes
Allahabad	Allahabad	16
	Fatehpur	8
	Kaushambi	5
	Pratapgarh	11
Chitrakoot	Hamirpur	5
	Chitrakoot	10
Kanpur	Kanpur Dehat	7
Mirzapur	Bhadohi	5
	Mirzapur	8
	Sonbhadra	6
Varanasi	Chanauli	5
	Ghazipur	12
	Jaunpur	14
	Varanasi	8
<b>Total</b>		<b>120</b>

**Cluster-2**

Division	District	Total Nodes
Azamgarh	Azamgarh	14
	Ballia	10
	Mau	6
Basti	Basti	9
	Sant Kabir Nagar	6
	Siddharthnagar	9
Devipatan	Bahraich	10
	Balrampur	8
	Gonda	11
	Shravasti	5
Gorakhpur	Deoria	10
	Gorakhpur	13
	Kushinagar	10
	Maharajganj	9
<b>Total</b>		<b>130</b>

Note: Patient Nodes are indicative and shall be finalized in consultation with Authority and respective CMO.



1.1.4 Tele-consultation Services shall be provided by only one Tele-consultation Service Provider in the entire State of Uttar Pradesh. The Tele-consultation Service Provider shall also be

responsible for forwarding patient details to the nearest public healthcare facility for further treatment. Video-consultation Services shall be provided by two separate service provider(s) for their respective clusters.

1.1.5 [intentionally left blank]

1.1.6 The Selected Bidder(s) shall be responsible for the equipping, financing, operation and maintenance and transfer of the Project(s) under and in accordance with the provisions of the draft Agreements for Tele-consultation Services and Video-consultation Services (together referred as “**Service Agreements**”) to be entered into between the Service Provider(s) and the Authority in the form provided by the Authority as part of the Bidding Documents pursuant hereto (Volume II and Volume III).

1.1.7 The scope of work has been detailed in Schedule I of the draft Service Agreements (Volume II & Volume III of the RFP).

1.1.8 The Service Agreements set forth the detailed terms and conditions for provisioning of Services, including the exclusive right, license and authority to equip, operate and maintain this Project subject to and in accordance with terms of their respective Service Agreement.

1.1.9 The statements and explanations contained in this RFP are intended to provide a better understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of work and obligations of the Service Providers set forth in the Service Agreements or the Authority’s rights to amend, alter, change, supplement or clarify the scope of work, the license to be awarded pursuant to this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Authority.

1.1.10 The Authority shall receive Bids pursuant to this RFP in accordance with the terms set forth in this RFP and other documents to be provided by the Authority pursuant to this RFP, as modified, altered, amended and clarified from time to time by the Authority (collectively the “**Bidding Documents**”). All Bids shall be prepared and submitted in accordance with such terms on or before the time on the date specified in Clause 1.3 for submission of Bids (the “**Bid Due Date**”).

## **1.2 Brief description of Bidding Process**

1.2.1. The Authority has adopted a single-stage two steps process (the “**Bidding Process**”) for selection of a Bidder for award of this Project. All Bidders of this Project shall simultaneously submit their relevant qualification details for the purpose of meeting Minimum Eligibility

Criteria (“**Qualification Bid**”) and financial proposal (online only) for seeking minimum per seat per month fee for Tele-consultation Services and minimum per video consultation fee for Video-consultation Services for each cluster (“**Financial Bid**”) payable by Authority against this RFP. In the first step, Qualification Bids of all Bidders shall be evaluated as to whether they are responsive in terms of Clause 3.2.1 and meet the Minimum Eligibility Criteria as set forth in Clause 2.2.2 of this RFP for undertaking the Project(s). The Financial Bids of only those Bidders who are considered responsive and meet the Minimum Eligibility Requirements (the “**Qualified Bidders**”) would be opened and evaluated for the purpose of identifying the Selected Bidder(s) for the Project.

- 1.2.2. As part of the Bidding Process, interested parties who fulfill the Minimum Eligibility Criteria as set forth in this RFP are being called upon to submit their Bids in accordance with the Bidding Documents. The Bid shall be valid for a period of not less than 180 (one hundred and eighty) days from the Bid Due Date.
- 1.2.3. The Bidding Documents include the draft Service Agreements i.e. Tele-consultation Services and Video-consultation Services (to be entered into for this Project separately incorporating certain conforming changes to include Project specific terms) which shall be provided to the Bidders on the date of issue of RFP. Subject to the provisions of Clause 2.1.4, the aforesaid documents and any addenda issued subsequent to this RFP, but before the Bid Due Date, will be deemed to form part of the Bidding Documents.
- 1.2.4. In terms of the RFP, a Bidder is required to deposit, along with its Bid, a bid security equivalent to an amount as below :

SN	Project Component Bidding for	Bid Security Amount
1	Tele-consultation	Rs.6,36,600/-
2	Video- consultation for Cluster 1 and / or 2	Rs. 22,50,000/-
3	Tele-consultation and video-consultation Cluster 1 and / or 2	Rs. 28,86,600/-

The Bid Security will be refundable not later than 180 (one hundred and eighty) days from the Bid Due Date except in the case of the Selected Bidder(s) whose Bid Security shall be retained till it has provided a Performance Security under the Service Agreement. The Bidders will have to provide Bid Security in the form of a Bank Guarantee acceptable to the Authority, and the validity period of the Bank Guarantee, shall not be less than 180 (one hundred and eighty) days from the Bid Due Date, and may be extended as may be mutually agreed between the Authority and the Bidder from time to time. The Bid shall be summarily rejected if it is not accompanied by the Bid Security.

- 1.2.5 The Bidders are invited to examine the Project in greater detail, and to carry out, at their cost, such studies as may be required for submitting their respective Bids for award of the Project.

- 1.2.6 Financial Bids are invited for a (i) Cluster (separate financial quote for each cluster) for Video-consultation Services on the basis of the per video consultation fee for each patient sought by a Bidder in the first operation year separately for Video-consultation Services under 1.1.2 (b), 1.1.2 (c) and 1.1.2 (d) and for (ii) Tele-consultation Services on the basis of per seat per month basis for first operation year separately for Services under 1.1.2 (a), 1.1.2 (e), 1.1.2 (f), and 1.1.2 (g). It is hereby clarified that the quoted payment for first year of service shall upon expiry of each year of operations Period shall be escalated in accordance with the draft Service Agreement for Tele-consultation. Subject to Clause 2.16, a particular cluster for Video-consultation Services will be awarded to the Qualified Bidder quoting the lowest fee per Video-consultation to the patient for the first year and Tele-consultation Services shall be awarded on the basis of lowest fee for per month per seat basis. The amount quoted by the bidder(s) shall be payable subject to and in accordance with terms of the Service Agreements.

In this RFP, the term “**Lowest Bidder**” shall mean the Qualified Bidder(s) who is seeking the lowest fee (per month per seat for Tele-consultation Services and per Video-consultation fee for Video-consultation Services) in the first year subject to Clause 2.2.2. Only one Lowest Bidder shall be selected for Tele-consultation Services at the State level and one bidder for each cluster shall be selected for Video-consultation Services. The Authority desires to have different service providers for each of the three (Tele-consultation, Video-consultation Cluster 1, and Video-consultation Cluster 2).

- 1.2.7 Generally, the Lowest Bidder shall be the Selected Bidder. The remaining Bidders shall be kept in reserve and may, in accordance with the process specified in Clause 3 of this RFP, be invited to match the Bid submitted by the Lowest Bidder in case such Lowest Bidder withdraws or is not selected for any reason. In the event that none of the other Bidders match the Bid of the Lowest Bidder, the Authority may, in its discretion, either invite fresh Bids from the remaining Bidders or annul the Bidding Process.
- 1.2.8 Further and other details of the process to be followed and the terms thereof has been spelt out in this Bidding Documents.
- 1.2.9 Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the officer designated in Clause 2.11.5. The envelopes/ communication by fax or email shall clearly bear the following identification/ title:

**“Queries/Request for Additional Information: RFP for Rolling out Tele-Medicine in the State of Uttar Pradesh”.**

### **1.3 Schedule of Bidding Process**

The Authority shall endeavor to adhere to the following schedule. However the Authority may, at its own discretion, revise or extend any of the timelines set out in this schedule.

<b>Event Description</b>	<b>Date</b>
Issue of Bid Documents	May 24 <sup>th</sup> , 2018
Prebid meeting	June 1 <sup>st</sup> , 2018, 14:00 hours at the office of the Mission Director, National Health Mission (NHM), Vishal Complex, 19-A, Vidhan Sabha Marg, Lucknow (U.P.) India.
Bid Due Date and time	June 19, 2018 at 13:00 hours
Opening of Qualification Bids	On Bid Due Date at 15:00 hours
Opening of Financial Bids, issue of LOA and signing of Service Agreement	Bidders will be intimated in advance

Note: Above Dates are indicative and may change with an intimation on the website.

## 2. INSTRUCTIONS TO BIDDERS

### A. GENERAL

#### 2.1 General terms of Bidding

- 2.1.1 A Bidder shall submit only 1 (one) Technical proposal for Video-consultation Services (Cluster 1 and / or Cluster 2) and / or Tele-consultation Services and submit separate Financial proposal(s) for each clusters for Video-consultation Services and Tele-consultation Services on e-tender portal. A Bidder bidding individually or as a member of a Consortium shall not be entitled to submit another bid for the same cluster either individually or as a member of any other Consortium, as the case may be. A Bidder shall, submit separate financial bids for the other clusters. The Bidder(s) may bid for any or all the Project components i.e. Cluster 1, Cluster 2 and Tele-consultation Services, the Authority shall award each such Project component(s) in accordance with the provision of this RFP.
- 2.1.2 Unless the context otherwise requires, the terms not defined in this RFP, but defined in the Service Agreements shall have the meaning assigned thereto in the Service Agreements.
- 2.1.3 The Bidding Documents shall be released on the e-tender portal i.e. <http://etender.up.nic.in> and NHM-UP website ([www.upnrhm.gov.in](http://www.upnrhm.gov.in)). Any modifications / addendum / responses to queries shall be updated on the e-tender website and the Bidders are requested to check the website regularly for updates. The Authority shall not undertake any responsibility, if any, Bidder fails to regularly check the website for addendums.

It shall be mandatory for the Bidders to get their firm/ company registered with the e-procurement portal i.e. <http://etender.up.nic.in>, to obtain user ID and password, in order to participate in this Bidding Process. For the avoidance of doubt, it is clarified that the mandatory registration and procurement of digital signature certification, should be in the name of the Lead Member, in case the Bidder is a Consortium.

For avoidance of doubt, it is clarified that the Bid shall be submitted online on or before the Bid Due Date and time and Enclosures to Bid in original as specified in Appendix III point 3 only at the address specified in Clause 2.1.3 below. The Bidder shall deposit a non-refundable tender document fee of Rs. 25,000/- (Rupees Twenty five thousand only) (the “**Document Fee**”) towards purchase of the Bidding Documents. The Document Fee shall be in the form of a demand draft issued by a Nationalized / Scheduled Bank in India, in favour of “**State Health Society, Uttar Pradesh**” payable at Lucknow from any Nationalized /Scheduled Bank or through NEFT only in Authority’s account in accordance with the details provided in Appendix III.



The Bidder shall submit Qualification bid as mentioned in Clause 2.11.3 as below:

Mission Director,  
National Health Mission,  
Vishal Complex, 19-A, Vidhan Sabha Marg,  
Lucknow – 226 001, UP, India.  
Phone- 0522-2237496, Fax 0522-2237574,  
Email- mdupnrhm@gmail.com

- 2.1.4 Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the draft Service Agreement shall have an overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Service Agreement.
- 2.1.5 The Qualification Bid shall be furnished as per formats provided in Appendix-I of this RFP. The Qualification Bid shall include the following:
- ANNEXURE A : Letter comprising the Bid
  - ANNEXURE B : General Information of Bidder
  - ANNEXURE C : Power of Attorney for Signing of Bid
  - ANNEXURE D : Power of Attorney for Lead Member of Consortium
  - ANNEXURE E : Bid Security (Bank Guarantee)
  - ANNEXURE F : Joint Bidding Agreement
  - ANNEXURE G : Technical Capacity of Bidder
  - ANNEXURE H : Financial Capacity of Bidder
  - ANNEXURE I : Bid Checklist
- 2.1.6 The Financial Bid for the Project should be furnished in the format at Appendix–II, clearly indicating the bid amount in both figures and words, in Indian Rupees, and signed by the Bidder’s authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.
- 2.1.7 The Financial Bid of the Project shall consist of per month per seat fee for Tele-consultation Services and fee per Video-consultation for Video-consultation Services and shall be submitted online only. The payment shall be payable by the Authority to the Service Providers as per the terms and conditions of this RFP and particularly subject to and in accordance with the provisions of the Service Agreements (enclosed as Volume II and Volume III).
- 2.1.8 As mentioned in Clause 1.2.4 above, the Bidder shall deposit a Bid Security in accordance with the provisions of this RFP. The Bidder has to provide the Bid Security in the form of a Bank Guarantee, acceptable to the Authority, as per format set forth in Annexure E of

Appendix – I.

- 2.1.9 The validity period of the Bank Guarantee shall not be less than 180 (one hundred and eighty) days from the Bid Due Date, and may be extended as may be mutually agreed between the Authority and Bidder from time to time. The Bid shall be summarily rejected if it is not accompanied by the Bid Security. The Bid Security shall be refundable not later than 180 (one hundred and eighty) days from the Bid Due Date except in the case of the Selected Bidder (s) whose Bid Security shall be retained till it has provided a Performance Security under the relevant Service Agreements.
- 2.1.10 The Bidder should submit a Power of Attorney as per the format set forth in Annexure C of Appendix-I, authorising the signatory of the Bid to commit the Bidder. In case the Bidder is a Consortium, the Members thereof should furnish a Power of Attorney in favour of the Lead Member as per the format set forth in Annexure D of Appendix-I duly supported with a charter document or board resolution in favour of executant
- 2.1.11 Any condition or qualification or any other stipulation contained in the Bid shall render the Bid liable to rejection as a non-responsive Bid.
- 2.1.12 All communications in relation to or concerning the Bidding Documents and the Bid shall be in English language.
- 2.1.13 The Bidding Documents including this RFP and all attached documents are and shall remain the property of the Authority and are transmitted to the Bidders solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The provisions of this Clause 2.1.13 shall also apply *mutatis mutandis* to Bids and all other documents submitted by the Bidders, and the Authority will not return any Bid or any information provided along therewith.
- 2.1.14 A Bidder shall not have a conflict of interest (the “**Conflict of Interest**”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Authority shall forfeit and appropriate the Bid Security or Performance Security, as the case may be. The Bidder acknowledges and agrees such forfeiture and appropriation of the Bid Security or Performance Security (as the case may be) is reasonable and represents the mutually agreed genuine pre-estimated loss and damages likely to be suffered and incurred by the Authority and not by way of penalty for, *inter alia*, the time, cost and effort of the Authority, including consideration of such Bidder’s proposal (“**Damages**”). The Bidder acknowledges and agrees that such forfeiture and appropriation of the Bid Security or Performance Security (as the case may be) is without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise. Without limiting the generality of the above, a Bidder shall be considered to have a Conflict of Interest

that affects the Bidding Process, if:

- a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this qualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 25% (twenty five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder(s), its Member or Associate is not more than 25% (twenty five per cent) of the paid up and subscribed equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in Section 2(72) of the Companies Act, 2013. For the purposes of this Clause 2.1.14, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “**Subject Person**”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
- b) a constituent of such Bidder is also a constituent of another Bidder in any of the Projects; or
- c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or Associate; or
- d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- e) such Bidder or any Associate thereof has a relationship with another Bidder or any Associate thereof, directly or through common third parties, that puts them in a position to have access to each others’ information about, or to influence the Bid of either or each of the other Bidder; or

- f) such Bidder has participated as a consultant or sub-consultant to the Authority in the preparation of any documents, design or technical specifications of the Project.

*Explanation:*

In case a Bidder is a Consortium, then the term Bidder as used in this Clause 2.1.14, shall include each Member of such Consortium.

For the purposes of this RFP, Associate means, in relation to the Bidder/ Consortium Member, a person who controls, is control by, or is under common control with such Bidder/Consortium Member (the “**Associate**”). The expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting share of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person, whether by operation of law or otherwise.

2.1.15 The Service Agreements shall be for a period of 3 (three) years for Tele-consultation as well as Video-consultation Services with a provision of further extension for another 3 (three) years at the same terms and conditions based on mutual consensus.

2.1.16 Any award of Contract pursuant to this RFP shall be subject to the terms of Bidding Documents.

## **2.2 Eligibility of Bidders**

2.2.1 For determining the eligibility of Bidders for their technical-qualification hereunder, the following shall apply:

- (a) The Bidder may be a single entity or a group of entities (the “**Consortium**”), coming together to implement the Project. However, no Bidder applying individually or as a member of a Consortium, as the case may be, can be a member of another Bidder. The term Bidder used herein would apply to both a single entity and a Consortium.
- (b) A Bidder may be a company registered in India under the Indian Companies Laws or incorporated outside India under relevant laws of incorporation under country of its origin, or a society registered under Society Registration Act, 1860 or any other Indian law for registration of societies, a registered trust under Indian Trusts Act, 1882 or any other Indian law for registration of public trust or any combination of them with a formal intent to enter into an agreement or under an existing agreement to form a Consortium. A Consortium shall be eligible for consideration subject to the conditions set out in Clause 2.2.3 below.

**2.2.2 Minimum Eligibility Criteria**

I. To be considered as technically qualified, a Bidder shall fulfill the following minimum eligibility criteria (the “**Minimum Eligibility Criteria**”):

(a) Technical Capacity: For demonstrating technical capacity and experience (the “**Technical Capacity**”), the Bidder shall have to fulfill the following conditions:

**Those bidding for Video-consultation Services (Cluster 1 and / or Cluster 2):**

a. should have experience in establishment, implementation and management of minimum 1 (one) telemedicine service project in last 5 years (including video-consultation and electronic medical record); and

Item	Scoring Criteria
Experience in running Tele-medicine projects (having Video consultation, e-Prescription and Electric Medical Record)  <b>Maximum marks: 30</b>	<ul style="list-style-type: none"> <li>For experience in running 5 (five) or more Tele-medicine projects, 30 marks shall be awarded</li> <li>For experience in running Tele-medicine Projects of E, <math>1 \leq E \leq 5</math> marks awarded shall be equal to <math>10 + 5*(E-1)</math></li> <li>For experience in running 1 (one) Tele-medicine projects, 10 (ten) marks shall be awarded</li> </ul>
Experience in running hospitals  <b>Maximum marks: 20</b>	<ul style="list-style-type: none"> <li>For experience in running 5 (five) or more hospitals, or one hospital with 125 operational beds, 20 (twenty) marks shall be awarded</li> <li>For experience in running hospitals of E, <math>1 \leq E \leq 5</math> marks awarded shall be equal to <math>5 + (15/4)*(E-1)</math></li> <li>For experience in running 1 (one) hospital, 5 (five) marks shall be awarded</li> </ul> <p>Hospital herein shall mean, a hospital having a minimum of 25 operational beds and defined as Hospital Level 1 (A) or Hospital Level 1(B) or Hospital Level 2 (Non-Teaching) or Hospital Level 3 (Non-Teaching) Super-specialty services or Hospital Level 4 (Teaching) in “The Clinical Establishments (Registration and Regulation) Act, 2010”</p>
Experience in Hospital Management and / or Public Health Management	<ul style="list-style-type: none"> <li>For 5 (five) or more years of experience in Hospital Management and / or Public Health Management, 20 (twenty) marks shall be awarded</li> </ul>

Item	Scoring Criteria
<p><b>Maximum marks: 20</b></p>	<ul style="list-style-type: none"> <li>For of experience in Hospital Management and / or Public Health Management of E, <math>1 \leq E \leq 5</math> marks awarded shall be equal to <math>5*(E-1)</math></li> <li>For experience in Hospital Management and / or Public Health Management less than 1 (one) year 0 (zero) marks shall be awarded</li> </ul> <p>This shall mean the experience of an entity in directing management and policies of a public / private hospital having 25 operational beds by way of management contract or its own hospital. For avoidance of doubt, it is clarified that any project experience may be claimed across one or more categories.</p>
<p>Average Annual Turnover in the three financial years immediately preceding the Bid Due Date</p> <p><b>Maximum marks: 30</b></p>	<ul style="list-style-type: none"> <li>For Average Annual Turnover <math>\geq</math> Rs. 30 (thirty) Crores, 30 (thirty) marks shall be awarded</li> <li>For Average Annual Turnover of F, Rs.5 (five) Crores <math>\leq F \leq</math> Rs. 30 (thirty) Crores marks awarded shall be equal to F</li> <li>Average Annual Turnover less than Rs 5 (five) Cr shall be awarded 0 (zero) marks</li> </ul>

Bidders scoring more than or equal to 50 marks shall be considered for ranking, ranking shall be done based on the score obtained by the bidder(s), top 3 bidders shall be considered as Qualified for the Financial Bid opening. In case of a tie in 3rd position, top 2 bidders and the tie bidders shall be considered as qualified for the Financial Bid opening.

**Those bidding for Tele-consultation Services:**

- a. should have experience of operating health help line (inbound or outbound) for third party of at least 50 (fifty) seats for three or more years preceding the Bid Due Date (across any number of locations);

OR

- b. Experience of operating call centre (inbound or outbound) for other than health related services for third party of at least 100 (hundred) seats for three or more years preceding the Bid Due Date (across any number of locations)

Item	Scoring Criteria
Experience of operating health	<ul style="list-style-type: none"> <li>For first 50 (fifty) seats at one location, 5</li> </ul>

Item	Scoring Criteria
<p>line (inbound or outbound) of at least 50 seats for three or more years</p> <p><b>Maximum marks: 20</b></p>	<p>(five) marks shall be awarded</p> <ul style="list-style-type: none"> <li>For 100 (one hundred) or more seats cumulative (including 50 (fifty) seats at one location), 20 (twenty) mark shall be awarded</li> <li>For N number of seats (<math>50 &lt; N &lt; 100</math>) = <math>5 + \frac{3}{10} * (N-50)</math></li> </ul> <p>For avoidance of doubt, it is clarified that at least one facility needs to be 50 (fifty) seats at one place</p>
<p>Experience of operating call centre (inbound or outbound) for other than health related of at least 100 seats for three or more years</p> <p><b>Maximum marks: 20</b></p>	<ul style="list-style-type: none"> <li>For first 100 (one hundred) seats at one location, 2.5 (two point five) marks shall be awarded</li> <li>For 300 (three hundred) or more seats cumulative (including 100 (one hundred) seats at one location), 20 (twenty) marks shall be awarded</li> <li>For N number of seats (<math>100 &lt; N &lt; 200</math>) = <math>2.5 + \frac{17.5}{200} * (N-100)</math></li> <li>For avoidance of doubt, it is clarified that at least one facility needs to be 100 (one hundred) seats at one place</li> </ul>
<p>The bidder possessing a valid ISO/IEC 27001:2013 or above certificate as on the date of submission of proposal.</p> <p><b>Maximum marks: 5</b></p>	<ul style="list-style-type: none"> <li>ISO 9001: 2008 - 3 mark</li> <li>ISO/IEC 27001:2013 / CMM level 3 or higher: 5 mark</li> </ul>
<p>Experience of establishment &amp; planning of call center of at least 50 seats in the domain of health sector</p> <p><b>Maximum marks: 10</b></p>	<ul style="list-style-type: none"> <li>Experience of one call centre shall fetch 1 (one) mark</li> <li>Experience of 5 (five) or more call centres will fetch 10 (ten) mark</li> <li>For N number of call centres (<math>1 &lt; N &lt; 5</math>) = <math>1 + \frac{9}{4} * (N-1)</math></li> </ul>
<p>Experience of establishment &amp; planning of call center of at least 100 seats domains other than health sector</p> <p><b>Maximum marks: 10</b></p>	<ul style="list-style-type: none"> <li>Experience of one call centre shall fetch 0.5 (zero point five) mark</li> <li>Experience of 10 (ten) or more call centres will fetch 10 (ten) mark</li> <li>For N number of call centres (<math>1 &lt; N &lt; 10</math>) = <math>0.5 + \frac{9.5}{9} * (N-1)</math></li> </ul>

Item	Scoring Criteria
Prior experience in implementing at least one IVRS based calls in call centre  <b>Maximum marks: 5</b>	<ul style="list-style-type: none"> <li>• 5 (five) marks</li> </ul>
Prior experience in implementing algorithm based solutions  <b>Maximum marks: 10</b>	<ul style="list-style-type: none"> <li>• 10 marks for 3 or more projects</li> <li>• 7 marks for 2 projects</li> <li>• 5 marks for one project</li> </ul>
Average annual turnover in the three financial years immediately preceding the Bid Due Date  <b>Maximum marks: 10</b>	<ul style="list-style-type: none"> <li>• Average annual Turnover of Rs. 5 (five) Crore shall fetch 5 mark</li> <li>• Average annual Turnover of Rs. 25 (twenty five) Crore shall fetch 10 mark</li> <li>• For a turnover of N Crore (<math>5 &lt; N &lt; 25</math>) = <math>5 + 5/22.5 * (N-2.5)</math></li> </ul>
Proposed Call Centre Manager  <b>Maximum marks: 10</b>	<ul style="list-style-type: none"> <li>• MBA (Operations/IT/Systems) /Ph.D (Operations/IT/Systems) / MCA / MS (IT/Software Systems / Computer Science) – 5</li> <li>• Relevant experience of 8 or more years – 4</li> <li>• PMP/PRINCE 2 Certification – 1</li> </ul>

Bidders scoring more than or equal to 50 marks shall be considered for ranking, ranking shall be done based on the score obtained by the bidder(s), top 3 bidders shall be considered as Qualified for the Financial Bid opening. In case of a tie in 3rd position, top 2 bidders and the tie bidders shall be considered as qualified for the Financial Bid opening.

The Bidder shall provide documentary evidence of the Technical Capacity as specified in this Clause. Such documentary evidence shall be duly signed by the authorized signatory of the Bidder. The documentary evidence referred herein shall include client certificate and/or statutory auditor's certificate and/or chartered accountant's certificate and/or agreement copy and/or Letter of Award as the case may be.

- (b) Financial Capacity: For demonstrating financial capacity, the Bidder shall have to fulfill the following conditions (the “**Financial Capacity**”):
- i. The Bidder shall have positive net worth at the close of the financial year immediately preceding the Bid Due Date.
  - ii. The Bidder shall have average annual Turnover of Rs. 5, 00,00,000/- (Rupees



Five crores only) in the last three years preceding the Bid Due Date.

In the event that the Bidder does not meet the Minimum Eligibility Criteria (Technical or /and Financial Capacity) evaluated for as described under this Clause 2.2.2 , the Bidder shall be disqualified and the financial bid of such Bidder shall not be opened.

For the purposes of this RFP, Net Worth means:

- i.* in case the Bidder is a company, Net Worth will mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation; and
- ii.* in case the Bidder is a trust or a society, Net Worth will mean the sum of available corpus and reserves.

For the purposes of this RFP, Turnover means:

- i.* in case the Bidder is a company - the aggregate value of the realization of amount made from the sale, supply or distribution of goods or on account of services rendered, or both, by the company during a financial year. For avoidance of doubt, it is clarified that it shall not include interest earned from financial instruments.
- ii.* in case the Bidder is a society or a trust: is the gross receipts which includes donations from individuals and corporations, support from government agencies, income from activities related to the organization's mission, and income from fundraising activities, membership dues, and financial investments such as stock shares in companies.

In case the annual accounts for the last financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect, certified by the statutory auditor in accordance with Clause 2.2.5. In such a case, the Bidder shall provide the audited annual reports for the financial year proceeding the latest financial year for which the audited annual report is not being provided.

In case of a Consortium, the combined Financial capacity, Technical Capacity of only those Members who have and shall continue to have capital investment contribution of at least 26% (twenty six per cent) for Lead Member and 10% (ten per cent) for other Member each in the Project shall be computed for evaluating whether they meet

the prescribed threshold criteria.

In case of a Consortium, the Average Annual Turnover of the Bidder(s) shall be computed as a weighted average of Turnover of a member in proportion to its proposed capital investment share (%) in the Consortium for this Project.

*Illustration:*

*For illustration and avoidance of any doubts, the following method is placed in clarification:*

*If Company A (Average Annual Turnover in last 3 years : Rs 10 crores) & Company B (Average Annual Turnover in last 3 years: Rs 5 crores) in a Consortium with shareholding of A as 60% and B as 40% then the Weighted Financial Score of the Consortium shall be :*

*For Weighted Average Annual Turnover*

*$10 \times 60\% + 5 \times 40\% = 8 \text{ Crores}$*

II. In computing the Technical & Financial Capacity of the Bidder/ Consortium Members under Clause 2.2.2, the Technical & Financial Capacity of their respective Associates would also be eligible hereunder.

2.2.3 The Bidder (single entity or consortium of entities), may form an SPV. Alternatively, the Bidder (Lead Member in case of Consortium) may itself execute the Service Agreement and implement the Project. In case the Bidder is a Consortium, it should comply with the following additional requirements:

- (a) Bid should contain the information required for each Member of the Consortium, provided number of members of Consortium should not exceed 3(three);
- (b) Members of the Consortium shall nominate 1 (one) member as the lead member (“**Lead Member**”), who shall have capital investment share of at least 26 % (twenty six per cent) of the Project;
- (c) The nomination of the Lead Member shall be supported by a Power of Attorney, as per the format set forth in Annexure D of Appendix-I, signed by all the other members of the Consortium;
- (d) The parties to a Consortium may form an appropriate SPV or itself execute the Project through Lead Member shall sign the agreement with Authority, for and behalf of consortium and other members shall join in signing the agreement as confirming party. In this regard, its clarified that all member of the consortium shall be jointly

and severally liable to execute the Project during the contract period; and

- (e) Members of the Consortium shall enter into a binding Joint Bidding Agreement (the “**Joint Bidding Agreement**”) for the purpose of submitting the Bid. The Joint Bidding Agreement shall, inter alia:
- (i) convey the intent to form an SPV with capital investment commitment(s) / execute through Lead Member in accordance with this RFP, which would enter into the Service Agreement and subsequently carry out all the responsibilities as Service Provider in terms of the Service Agreement, in case the Contract to undertake the Project is awarded to the Consortium;
  - (ii) clearly outline the proposed roles and responsibilities of each Member at each stage;
  - (iii) commit the minimum capital investment contribution by each Member; and
  - (iv) include a statement to the effect that all Members of the Consortium shall, till the term of draft Service Agreement in accordance with the Service Agreements, be liable jointly and severally for all obligations of the Service Providers in relation to the Project.
- (f) except as provided under this RFP and the Bidding Documents, there shall not be any amendment to the Joint Bidding Agreement without the prior written consent of the Authority.

(Note: Joint Bidding Agreement should be submitted along with the Bid. The Joint Bidding Agreement entered into between the members of the Consortium should be specific to the Project and should fulfill the above requirements, failing which the Bid shall be considered non-responsive.)

2.2.4 Any entity which has been barred by the Central/ State Government, or any entity controlled by it, from participating in any project (Build, Own and Transfer or otherwise), and the bar subsists as on the date of the Bid, would not be eligible to submit the Bid, either individually or as Member of a Consortium.

2.2.5 The Bid must be accompanied by the audited annual reports of the Bidder (of each Member in case of a Consortium) for the latest financial year preceding the Bid Due Date. The Bidder shall enclose in its Bid, as per the format set forth in Annexure H of Appendix-I, complete with its Annexes, the certificate(s) from its statutory auditors specifying the Net Worth of the Bidder at the close of the financial year preceding the Bid Due Date and also specifying that the methodology adopted for calculating such Net Worth conforms to the provisions of

Clause 2.2.2 I (b).

In case the annual accounts for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor shall certify the same. In such a case, the Bidder shall provide the audited annual reports for the financial year proceeding the latest financial year for which the audited annual report is not being provided.

- 2.2.6 No change in the composition of the Consortium is allowed subsequent to the submission of the Bid during the Bidding Process.

### **2.3 Change in Ownership**

- 2.3.1 By submitting the Bid, the Bidder acknowledges and undertakes that it is meeting the Minimum Eligibility Criteria on the basis of Technical Capacity and Financial Capacity of those of its Members who shall together (as defined in the Service Agreements), have share in capital investment representing not less than 51% (fifty one per cent) of capital investment in the Project. The Bidder further acknowledges and agrees that the aforesaid obligation shall be the minimum, and shall be in addition to such other obligations as may be contained in the Service Agreements, and a breach hereof shall, notwithstanding anything to the contrary contained in the Service Agreements, be deemed to be a breach of the Service Agreements and dealt with as such thereunder. For the avoidance of doubt, the provisions of this Clause 2.3.1 shall apply only when the Bidder is a Consortium.

- 2.3.2 By submitting the Bid, the Bidder shall also be deemed to have acknowledged and agreed that in the event of a change in control of a Member or an Associate whose Technical Capacity and/or Financial Capacity was taken into consideration for the purposes of technical qualification under and in accordance with the RFP, the Bidder shall inform the Authority forthwith along with all relevant particulars about the same and the Authority may, in its sole discretion, disqualify the Bidder or withdraw the LOA from the Selected Bidder, as the case may be. In such an event, notwithstanding anything to the contrary contained in the Service Agreements, the Authority shall forfeit and appropriate the Bid Security or Performance Security, as the case may be, as compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise.

### **2.4 Cost of Bidding**

- 2.4.1 The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

## **2.5 Sites visit and verification of information**

2.5.1 Bidders are encouraged to submit their respective Bids after visiting the Sites and ascertaining for themselves the Sites' conditions, location, surroundings, climate, access to Sites, emergency medical needs, healthcare infrastructure, Applicable Laws, applicable permits and regulations, and any other matter considered relevant by them.

2.5.2 It shall be deemed that by submitting a Bid, the Bidder has:

- a) made a complete and careful examination of the Bidding Documents;
- b) received all relevant information requested from the Authority;
- c) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters referred to in Clause 2.5.1 above;
- d) satisfied itself about all matters, things and information including matters referred to in Clause 2.5.1 hereinabove necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations thereunder;
- e) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred to in Clause 2.5.1 hereinabove shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Service Agreements; and
- f) agreed to be bound by the undertakings provided by it under and in terms hereof.

2.5.3 The Authority shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Bidding Documents including the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

## **2.6 Right to accept and to reject any or all Bids**

2.6.1 The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents and the Bidder

shall, when so required by the Authority, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.

- 2.6.2 Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof. In the event that the Authority rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder.
- 2.6.3 The Authority reserves the right to reject any Bid and appropriate the Bid Security if, at any time, a material misrepresentation is made or uncovered or the Bidder does not provide, within the time specified by the Authority, supplemental information sought by the Authority for evaluation of the Bid. Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium shall be disqualified / rejected. If such disqualification / rejection occurs after the Bids have been opened and the Lowest Bidder gets disqualified / rejected, then the Authority reserves the right to:
- (a) to choose the Selected Bidder in accordance with Clause 3.3.5 and 3.3.6; or
  - (b) take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.
- 2.6.4 In case it is found during the evaluation or at any time before signing of the Service Agreements or after its execution and during the period of subsistence thereof, including the Contract thereby granted by the Authority, that one or more of the Minimum Eligibility Criteria have not been met by the Bidder(s) or the Bidder(s) has made material misrepresentation or has given any materially incorrect or false information, the Bidder(s) shall be disqualified forthwith if not yet appointed as the Service Provider(s) either by issue of the LOA or entering into of the Service Agreements, and if the Bidder(s) has already been issued the LOA or has entered into the Service Agreements, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority to the Bidder(s), without the Authority being liable in any manner whatsoever to the Bidder(s) or Service Provider(s), as the case may be. In such an event, the Authority shall forfeit and appropriate the Bid Security or Performance Security, as the case may be, as compensation and damages payable to the Authority for, *inter alia*, time, cost and effort of the Authority, without prejudice to any other right or remedy that may be available to the Authority.

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## **B. DOCUMENTS**

## **2.7 Contents of the RFP**

- 2.7.1 This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below, and will additionally include any Addendum issued in accordance with Clause 2.9.

### **Invitation for Bids**

Section 1.	Introduction
Section 2.	Instructions to Bidders
Section 3.	Evaluation of Bids
Section 4.	Fraud and Corrupt Practices
Section 5.	Pre-Bid Conference
Section 6.	Miscellaneous

### **Appendices**

#### **I Formats for Qualification Bid**

ANNEXURE A.	Letter comprising the Bid
ANNEXURE B.	General Information of Bidder
ANNEXURE C.	Power of Attorney for Signing of Bid
ANNEXURE D.	Power of Attorney for Lead Member of Consortium
ANNEXURE E.	Bid Security (Bank Guarantee)
ANNEXURE F.	Joint Bidding Agreement
ANNEXURE G.	Technical Capacity of Bidder
ANNEXURE H.	Financial Capacity of Bidder
ANNEXURE I.	Bid Checklist

#### **II. Format for Financial Bid**

#### **III. E-Tendering Details**

The draft Service Agreements (Volume II & Volume III) as part of the Bid Documents shall be deemed to be part of this RFP.

## **2.8 Clarifications**

- 2.8.1 Bidders requiring any clarification on the Bidding Documents including the RFP may notify the Authority in writing or by fax and e-mail in accordance with Clause 1.2.9. They should send in their queries before the date mentioned in the schedule of Bidding Process specified in Clause 1.3. The Authority shall endeavour to respond to the queries within the period specified therein, but no later than 10 (ten) days prior to the Bid Due Date. The responses

without identifying the source of queries will be uploaded on the e-tendering portal of the Authority.

2.8.2 The Authority shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, the Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring the Authority to respond to any question or to provide any clarification.

2.8.3 The Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority or its employees or representatives shall not in any way or manner be binding on the Authority.

## **2.9 Amendment of RFP**

2.9.1 At any time prior to the deadline for submission of Bids, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of an addendum (“**Addendum**”).

2.9.2 Any Addendum issued hereunder shall be posted/ uploaded on the e-tender portal <http://etender.up.nic.in> and NHM-UP website <http://upnrhm.gov.in> through corrigendum and shall form an integral part of the Bidding documents. The relevant clauses of the e-Tender documents shall be treated as amended accordingly, in terms of corrigendum(s). It shall be sole responsibility of the Bidders to check e-Tender portal from time to time for any such amendments. The Authority shall not be responsible for any negligence on part of the Bidder

2.9.3 In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, the Authority may, at its own discretion, extend the Bid Due Date.

## **C. PREPARATION AND SUBMISSION OF BIDS**

### **2.10 Format and Signing of Bid**

2.10.1 The Bidder shall provide all the information sought under this RFP and upload the same on the portal i.e. <http://etender.up.nic.in> and NHM-UP website <http://upnrhm.gov.in> as a part of its online submission of Bid as well as by way of physical submission of original copy of the information/documents comprising the Bid as per the requirements to the Authority. The Authority will evaluate only those Bids that are received in the required formats and complete in all respects.

2.10.2 The Bid shall be typed or written in indelible ink and signed by the authorized signatory of



the Bidder who shall also initial each page, in blue ink. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.

## **2.11 Sealing and Marking of Bids**

2.11.1 The Bidder shall submit the Qualification Bid in the formats specified under Appendix-I, and upload the scanned version of the documents comprising the Enclosures of Bid (digitally signed wherever required) on the e-tendering portal of the Authority. The Qualification Bid shall include:

- a. Demand Draft/Bankers Cheque /Pay order or proof of NEFT, as the case may be, for the amount of Rs. 25,000/- (Rupees Twenty five thousand) as the cost of RFP document (scanned copy should be uploaded);
- b. Letter comprising the Bid (Appendix – I - **ANNEXURE A**);
- c. General Information of Bidder (Appendix – I - **ANNEXURE B**)
- d. Power of Attorney for signing of Bid in the prescribed format (Appendix – I - **ANNEXURE C**);
- e. If applicable, the Power of Attorney for Lead Member of Consortium (Appendix – I - **ANNEXURE D**);
- f. Bid Security (Appendix – I - **ANNEXURE E**);
- g. Joint Bidding Agreement (in case of Consortium) (Appendix – I - **ANNEXURE F**);
- h. Technical Capacity of the Bidder (Appendix – I - **ANNEXURE G**);
- i. Financial Capacity of the Bidder (Appendix – I - **ANNEXURE H**); and
- j. Bid Checklist (Appendix – I - **ANNEXURE I**);

2.11.2 The Bidder shall separately upload the Financial Bid for the Project in the format specified in Appendix – II on the e-tendering portal of the Authority. The Bidder is not required to submit the Financial Bid in hard copy.

2.11.3 The documents as specified in Appendix III (Enclosures of the Bid) shall be submitted in hard

copy in original. Each page thereof shall be initialed in blue ink by the authorised signatory of the Bidder. This shall be placed in an envelope and marked as "**Enclosures of the Bid**". There shall be no Financial Bid along with "**Enclosures to Bid**". In the event of any discrepancy between the online submitted version and hard copy, online version shall prevail.

2.11.4 The envelopes, specified in Clause 2.11.3 shall clearly bear the following identification:

**"Selection of Service Provider for rolling out Tele-medicine services in Uttar Pradesh"** and shall clearly indicate the name and address of the Bidder.

2.11.5 Each of the envelopes shall be addressed to the address mentioned in Clause 2.1.3 of the RFP

2.11.6 If the envelopes are not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted.

2.11.7 Bids submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.

## **2.12 Bid Due Date and time**

2.12.1 Bids should be submitted before the time specified in clause 1.3 on the Bid Due Date at the address provided in Clause 2.11.5 in the manner and form as detailed in this RFP. A receipt thereof should be obtained from the person specified at Clause 2.11.5.

2.12.2 The Authority may, in its sole discretion, extend the Bid Due Date and specified time by issuing an Addendum in accordance with Clause 2.9 uniformly for all Bidders.

## **2.13 Late Bids**

Bids received by the Authority after the specified time on the Bid Due Date (Hard Copy) shall not be eligible for consideration and shall be summarily rejected and returned unopened even if submitted online on time. Online submission would not be possible beyond the time specified in the Clause 1.3 of this RFP.

## **2.14 Contents of the Bid**

2.14.1 The Qualification Bid for the Project(s) shall be furnished in the formats provided under Appendix – I.

2.14.2 The Financial Bid for the Project shall be furnished in the format at Appendix – II and shall consist of per seat per month fee for Tele-consultation Services and per video-consultation fee for each patient for Video-consultation Services for first operation year during the

contract period of the respective Service Agreements, to be quoted by the Bidder.

- 2.14.3 Generally, for a Project, the Lowest Bidder shall be the Selected Bidder, subject to the provisions of Clause 3.3.6.
- 2.14.4 The opening of Bids and acceptance thereof shall be substantially in accordance with this RFP.
- 2.14.5 The proposed Service Agreements shall be deemed to be part of the Bid.

## **2.15 Modifications/ Substitution/ Withdrawal of Bids**

- 2.15.1 The Bidder may modify, substitute or withdraw its Bid prior to Bid Due Date on the website. However, no Bid shall be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date.

## **2.16 Rejection of Bids**

- 2.16.1 If any Bid received by the Authority is not submitted in accordance with this RFP, and/or not accompanied by the Bid Security as specified in Clause 2.1.8, it may be summarily rejected.
- 2.16.2 Notwithstanding anything contained in this RFP, the Authority reserves the right to reject any Bid and to annul Bidding Process and to reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reason whatsoever. In the event that the Authority rejects or annuls all the Bids, it may, in its discretion, invite fresh Bids hereunder.
- 2.16.3 The Authority reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any Bid without assigning any reasons.

## **2.17 Validity of Bids**

The Bids shall be valid for a period of not less than 180 (one hundred and eighty) days from the Bid Due Date. The validity of Bids may be extended by mutual consent of the respective Bidders and the Authority.

## **2.18 Confidentiality**

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the Bidding Process or is not a retained professional advisor advising the Authority in relation to, or matters arising out of, or concerning the Bidding Process. The Authority will treat all

information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the Authority or as may be required by law or in connection with any legal process.

## **2.19 Correspondence with the Bidder**

Save and except as provided in this RFP, the Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

## **D. BID SECURITY**

### **2.20 Bid Security**

- 2.20.1 The Bidder shall furnish as part of its Bid, a Bid Security referred to in Clauses 2.1.8 and 2.1.9 hereinabove in the form of a bank guarantee issued by a Nationalized / Scheduled Bank in India, in favour of the “**State Health Society, Uttar Pradesh**” encashable at Lucknow in the format set forth in Annexure E of Appendix –I (the “**Bank Guarantee**”) and having a validity period of not less than 180 (one hundred and eighty) days from the Bid Due Date, as may be extended by the Bidder from time to time. In case the Bank Guarantee is issued by a foreign bank outside India, confirmation of the same by any nationalized bank in India is required. For the avoidance of doubt, “**Scheduled Bank**” shall mean a bank as defined under Section 2(e) of the Reserve Bank of India Act, 1934.
- 2.20.2 The Authority shall not be liable to pay any interest on the Bid Security deposit so made and the same shall be interest free.
- 2.20.3 Save as provided in Clause 1.2.4 above, the Bid Security of unsuccessful Bidders will be returned by the Authority, without any interest, as promptly as possible on acceptance of the Bid of the Selected Bidder or when the Bidding process is cancelled by the Authority.
- 2.20.4 The Selected Bidder(s)’ Bid Security will be returned, without any interest, upon the Bidder signing the Service Agreement and furnishing the Performance Security in accordance with the provisions thereof. The Authority may, at the Selected Bidder(s)’ option, adjust the amount of Bid Security in the amount of Performance Security to be provided by him in accordance with the provisions of the Service Agreements.
- 2.20.5 The Authority shall be entitled to forfeit and appropriate the Bid Security as Damages *inter alia* in any of the events specified in Clause 2.20.6 herein below. The Bidder, by submitting its Bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that the

Authority will suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the Bid validity period. No relaxation of any kind on Bid Security shall be given to any Bidder.

2.20.6 The Bid Security shall be forfeited and appropriated by the Authority as Damages without prejudice to any other right or remedy that may be available to the Authority under the Bidding Documents and/or the Service Agreements, or otherwise, under the following conditions:

- (a) If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified in Section 4 of this RFP;
- (b) If a Bidder withdraws its Bid during the period of bid validity as specified in this RFP and as extended by the Bidder from time to time;
- (c) In the case of Selected Bidder(s), if it fails within the specified time limit -
  - (i) to sign and return the duplicate copy of LOA;
  - (ii) to sign the Service Agreements; or
  - (iii) to furnish the Performance Security within the period prescribed thereof in the Service Agreements;
- (d) In case the Selected Bidder(s), having signed the Service Agreements, commits any breach thereof prior to furnishing the Performance Security.

2.20.7 The Bid Security of Bidders whose Bid is rejected on account of not meeting the Minimum Eligibility Criteria will be returned/refunded within a period of 60 (sixty) days from the date of intimating the rejection of the proposal by Authority to the Bidder.

### **3. EVALUATION OF BIDS**

#### **3.1 Opening and Evaluation of Bids**

3.1.1 The Authority shall open the Qualification Bid on the Bid Due Date, at the at the time specified in Clause 1.3, at place specified in Clause 2.11.5 and in the presence of the Bidders who choose to attend.

3.1.2 The Authority will subsequently examine and evaluate the Qualification Bid in accordance with the provisions set out in this Section 3.

3.1.3 To facilitate evaluation of Qualification Bid, the Authority may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Qualification Bid.

#### **3.2 Tests of responsiveness**

3.2.1 As part of the evaluation of Qualification Bids, the Authority shall determine whether each Bid is responsive to the requirements of the RFP. A Bid shall be considered responsive only if:

- (a) it is received as per the format at Appendix – I;
- (b) it is received by the Authority on or before the specified time on the Bid Due Date including any extension thereof pursuant to Clause 2.12.2;
- (c) [deleted]
- (d) it is accompanied by the Bid Security as specified in Clause 2.1.8;
- (e) it is accompanied by the Power(s) of Attorney as specified in Clause 2.1.10 and in the case of a Consortium, the Power of Attorney as specified in Clause 2.2.3 (c), as the case may be;
- (f) it does not contain any condition or qualification;
- (g) it is accompanied by the Joint Bidding Agreement (for Consortium), specific to the Project, as stipulated in this RFP; and
- (h) it is not non-responsive in terms hereof.

3.2.2 The Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in

respect of such Bid.

### **3.3 Selection of Bidder**

3.3.1 The Bidders considered as responsive in terms of Clause 3.2.1 and fulfilling the Minimum Eligibility Criteria as set forth in Clause 2.2.2 shall be declared as the Qualified Bidders.

3.3.2 Financial Bids of only Qualified Bidders shall be considered for evaluation. Only Qualified Bidders shall be invited for the opening of Financial Bids; the date on which the Financial Bids will be opened shall be intimated to the Qualified Bidders.

3.3.3 For the Video-consultation Cluster 1 component, Video-consultation Cluster 2 component and Tele-consultation Services, Qualified Bidders of respective component shall be ranked on the basis of their financial quote for each such component (Cluster 1, Cluster 2, Tele-consultation). The lowest bidder of a particular component shall be ranked 1 for such component and subsequent bidders shall be ranked as 2 and 3 so on and similarly ranking for other two components of the Project shall be done.

For instance, if a Bidder is ranked 1 in more than one component of the Project, such bidder shall be allocated one component of its preference as specified in the financial quote by such bidder.

For the remaining component(s), the rank 2 bidder shall be invited to match the quote of rank 1 bidder. In the event, rank 2 bidder doesn't match the quote of rank 1 bidder, remaining bidders shall be invited to match the quote of rank 1 bidder in their respective order and shall be declared as the Selected Bidder (the "**Selected Bidder(s) for Video Consultation**" or "**Selected Bidder for Tele-consultation**" respectively).

3.3.4 Subject to Clause 3.3.6 below, in the event that 2 (two) or more Qualified Bidders quote the same amount of annual payment (the "**Tie Bidders**") for the same Services, the Qualified Bidder who has given higher preference to a Component shall be selected. In case, the tie is still not broken, the bidder with higher technical score shall be awarded.

3.3.5 One Bidder shall be awarded Tele-consultation Services. For avoidance of doubt, Video-consultation Services shall not be awarded to the Selected Bidder for Tele-consultation or vice versa.

3.3.6 One Bidder shall be awarded a maximum of one cluster for the Video-consultation Services.

3.3.7 Notwithstanding anything contained in this RFP, the Authority reserves the right to award more than 2 (two) Clusters to 1 (one) Qualified Bidder, in the event there are not more than 2 (two) Qualified Bidders across Clusters in consideration the public interests and welfare.

- 3.3.8 After selection, a Letter of Award (the “LOA”) shall be issued, in duplicate, by the Authority to the Selected Bidder(s) and the Selected Bidder(s) shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder(s) is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as Damages on account of failure of the Selected Bidder(s) to acknowledge the LOA, and the next eligible Bidder may be considered.
- 3.3.9 After acknowledgement of the LOA as aforesaid by the Selected Bidder(s), it shall execute the Service Agreements within the period prescribed in the Clause 1.3. The Selected Bidder(s) shall not be entitled to seek any deviation in the Service Agreements.

#### **3.4 Contacts during Bid Evaluation**

Bids shall be deemed to be under consideration immediately after they are opened and until such time the Authority makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, the Authority and/ or their employees/ representatives on matters related to the Bids under consideration.

#### **4. FRAUD AND CORRUPT PRACTICES**

- 4.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Service Agreements. Notwithstanding anything to the contrary contained herein, or in the LOA or the Service Agreements, the Authority shall reject a Bid, withdraw the LOA, or terminate the Service Agreements, as the case may be, without being liable in any manner whatsoever to the Bidders or Service Providers, as the case may be, if it determines that the Bidders or Service Providers, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, the Authority shall forfeit and appropriate the Bid Security or Performance Security, as the case may be, as Damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise.
- 4.2 Without prejudice to the rights of the Authority under Clause 4.1 hereinabove and the rights and remedies which the Authority may have under the LOA or the Service Agreements, if a Bidders or Service Providers, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding



Process, or after the issue of the LOA or the execution of the Service Agreements, such Bidders or Service Providers shall not be eligible to participate in any tender or RFP issued by the Authority during a period of 2 (two) years from the date such Bidders or Service Providers, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.

4.3 For the purposes of this Clause 4, the following terms shall have the meaning hereinafter respectively assigned to them:

- a) “**corrupt practice**” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Bidding Process or the LOA or has dealt with matters concerning the Service Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process);
- b) “**fraudulent practice**” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process ;
- c) “**coercive practice**” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- d) “**undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- e) “**restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

**5. PRE-BID CONFERENCE**

- 5.1 Pre-bid conferences of the Bidders shall be convened at the designated date, time and place. A maximum of 3 (three) representatives of each Bidder shall be allowed to participate on production of authority letter from the Bidder.
- 5.2 During the course of pre-bid conference, the Bidders shall be free to seek clarifications and make suggestions for consideration of the Authority. The Authority shall endeavour to provide clarifications and such further information as it may, at its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

**6 MISCELLANEOUS**

- 6.1 The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Lucknow, Uttar Pradesh shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.
- 6.2 The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;
- a) suspend and/or cancel the Bidding Process and/or amend and/or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
  - b) consult with any Bidder in order to receive clarification or further information;
  - c) retain any information and/or evidence submitted to the Authority by, on behalf of, and/or in relation to any Bidder; or
  - d) independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 6.3 It shall be deemed that by submitting the Bid, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.

**APPENDIX**  
**FORMATS FOR QUALIFICATION BID**

**I:**

**ANNEXURE A**  
**LETTER COMPRISING THE BID**

Dated:

To

.....  
.....  
.....

Tel:

Fax:

**Sub: Bid for Provisioning of Tele-medicine Project in the State of Uttar Pradesh**

Dear Sir,

1. With reference to your RFP document dated \*\*\*\*\*, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Bid for the Project. The Bid is unconditional and unqualified.
2. All information provided in the Bid and in the Appendices is true and correct.
3. This statement is made for the express purpose of qualifying as a Bidder for the development, construction, operation and maintenance of the Project.
4. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
5. I/ We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. We certify that in the last 3 (three) years, we/ any of the Consortium Members have neither failed to perform on any contract, as evidenced by a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
7. I/ We declare that:
  - a) I/ We have examined and have no reservations to the Bidding Documents, including any

Addendum issued by the Authority;

- b) I/ We do not have any Conflict of Interest in accordance with Clause 2.1.14 of the RFP;
  - c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause 4.3 of the RFP, in respect of any tender or request for proposal issued by or any agreement entered into with any other public sector enterprise or any Authority, Central or State; and
  - d) I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section 4 of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
8. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Projects, without incurring any liability to the Bidders, in accordance with Clause 2.6.2 of the RFP.
9. I/ We declare that we/ any Member of the Consortium are/ is not a Member of a/ any other Consortium submitting a Bid for the Project.
10. I/ We certify that in regard to matters other than security and integrity of the country, I/ we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
11. I/We further certify that in regard to matters relating to security and integrity of the country, I/ we have not been charge-sheeted by any agency of the Authority or convicted by a Court of Law for any offence committed by us or by any of our Associates.
12. I/ We further certify that no Directors / President / Chairperson / Trustee of \_\_\_\_\_ have/has been criminally indicted or convicted of any offence / criminal case(s).
13. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
14. We acknowledge that our Consortium/ proposed Consortium is qualified on the basis of Technical Capacity and Financial Capacity of those of its Members who will own at least 10% (ten per cent) of contribution in capital investment for the Project and undertake that Lead

Member of the Consortium shall contribute at least 26% (twenty six percent) in capital investment for the Project under and in accordance with the Service Agreements. We further agree and acknowledge that the aforesaid obligation shall be in addition to the obligations contained in the Service Agreements in respect of Change in Ownership.

15. I/We acknowledge and agree that in the event of a change in control of an Associate whose Technical Capacity and/ or Financial Capacity was taken into consideration for the purposes of short-listing and pre-qualification under and in accordance with the RFP, I/We shall inform the Authority forthwith along with all relevant particulars and the Authority may, in its sole discretion, disqualify our Consortium or withdraw the Letter of Award, as the case may be. I/We further acknowledge and agree that in the event such change in control occurs after signing of the Service Agreements but prior to Appointed Date of the Project, it would, notwithstanding anything to the contrary contained in the Service Agreements, be deemed a breach thereof, and the Service Agreements shall be liable to be terminated without the Authority/Authority being liable to us in any manner whatsoever.
16. I/ We understand that the Selected Bidder shall be an existing {Company/ Trust/ Society} incorporated under relevant laws of India or from outside India under equivalent law and shall incorporate a company under the Companies Act prior to execution of the Service Agreements.
17. I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the Project and the terms and implementation thereof.
18. In the event of my/ our being declared as the Selected Bidder, I/we agree to enter into a Service Agreement in accordance with the draft that has been provided to me/us prior to the Bid Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
19. I/We have studied all the Bidding Documents carefully and also surveyed the sites. I/ We understand that except to the extent as expressly set forth in the Service Agreements, I/ we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of it.
20. The {Per patient consultation Fee for Video-consultation and / or Per seat per month fee} for has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP; draft Service Agreements, our own estimates of costs call volumes and after a careful assessment of the state and all the conditions that may affect the Bid. We hereby confirm that we are bidding for the following components:

Components	Bidding Status (Yes / No)
Tele-consultation	
Video Consultation – Cluster 1	

Components	Bidding Status (Yes / No)
Video Consultation – Cluster 2	

21. I/We offer a Bid Security of {Rs..... (Rupees .....)} for the Project to the Authority in accordance with the RFP.
22. The Bid Security in the form of a Bank Guarantee is attached.
23. I/We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the Project / Service Agreement is not awarded to me/us or our Bid is not opened.
24. I/We agree and undertake to abide by all the terms and conditions of the RFP.
- {25. We agree and undertake to be jointly and severally liable for all the obligations of the Service Providers under the Service Agreements till the Term of the Project in accordance with the Service Agreements.}

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP.

Yours faithfully,

Date: (Signature of the Authorised signatory)

Place: (Name and designation of the of the Authorised signatory)

Name and seal of Bidder/Lead Member

**ANNEXURE**

**B**

**GENERAL INFORMATION OF BIDDER**

1.
  - a) Name:
  - b) Country of incorporation:
  - c) Address of the {corporate headquarters and its branch office(s)/ registered office }, if any, in India:
  - d) Date of incorporation and/ or commencement of business:
2. Brief description of the {Company/Trust/ Society} including details of its main lines of business and proposed role and responsibilities in the Project(s):
3. Details of individual(s) who will serve as the point of contact/ communication for the Authority:
  - (a) Name:
  - (b) Designation:
  - (c) Company:
  - (d) Address:
  - (e) Telephone Number:
  - (f) E-Mail Address:
  - (g) Fax Number:
4. Particulars of the Authorised Signatory of the Bidder:
  - (a) Name:
  - (b) Designation:
  - (c) Address:
  - (d) Phone Number:
  - (e) Fax Number:
5. In case of a Consortium:
  - (a) The information above (1-4) should be provided for all the Members of the Consortium.
  - (b) A copy of the Joint Bidding Agreement, as envisaged in Clause 2.2.3(e) should be attached to the Bid.



(c) Information regarding the role of each Member should be provided as per table below:

S. No.	Name of Member	Role* {Refer Clause 2.2.3(e)}*	Percentage of contribution in Capital investment for the Project by the Consortium Members {Refer Clauses 2.2.3(a), (b) & (e)}
1			
2			
3			

\* The role of each Member, as may be determined by the Bidder, should be indicated.

(d) The following information shall also be provided for **each Member** of the Consortium and/or Associate<sup>†</sup>:

Name of Bidder/ Member of Consortium:

No.	Criteria	Yes	No
1.	Has the Bidder/constituent of the Consortium/its Associate been barred by the {Central/State} Authority, or any entity controlled by it, from participating in any project.		
2.	If the answer to 1 is yes, does the bar subsist as on the date of Bid?		
3.	Deleted		

*Note 1 Provide details of only those Associates whose technical capacity and Net Worth are to be evaluated*

6. A statement by the **Bidder and each of the Members** of its Consortium (where applicable) or any of their Associates disclosing material nonperformance or contractual non-compliance in past projects, contractual disputes and litigation/ arbitration in the recent past is given below. (Attach extra sheets, if necessary.)

---

\* All provisions contained in curly parenthesis shall be suitably modified by the Bidder to reflect the particulars relating to such Bidder

<sup>†</sup> Provide details of only those Associates whose technical capacity and Net Worth are to be evaluated

**ANNEXURE**

**C**

**POWER OF ATTORNEY FOR SIGNING OF BID**

**(Refer Clause 2.1.10)**

Know all men by these presents, We, \_\_\_\_\_(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr. \_\_\_\_\_/ Ms \_\_\_\_\_(Name), son/daughter/wife of \_\_\_\_\_and presently residing at \_\_\_\_\_, who is {presently employed with us/ the Lead Member of our Consortium and holding the position of \_\_\_\_\_,} as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for Bid for Provisioning of Tele-medicine Services in the State of Uttar Pradesh (“Projects”) proposed or being developed by the Department of Medical Health & Family Welfare, Government of Uttar Pradesh (the “Authority”) including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders’ meetings and other conferences and providing information /responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Service Agreements and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the Project and/or upon award thereof to us and/or till the entering into of the Service Agreements with the Authority or any entity representing the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, \_\_\_\_\_, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF \_\_\_\_\_, 20\*\*.

For

.....

(Signature)

Witnesses:

(Name, Title and Address)

- 1.
- 2.

[Notarised]

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- *Power of Attorney should be executed on a non judicial stamp paper of appropriate value as relevant to the place of execution (if required under applicable laws).*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.*
- *However, in the countries, which are member of Hague convention, the document has to be notarized by the public notary and apostille by the designated competent authority of the issuing country.*

**ANNEXURE D**  
**POWER OF ATTORNEY FOR LEAD MEMBER OF CONSORTIUM**  
(Refer Clause 2.1.10)

Whereas the Department of Medical Health & Family Welfare, Government of Uttar Pradesh (“the Authority”) has invited bids Implementation of Telemedicine Services in the State of Uttar Pradesh (the “Project”).

Whereas, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ (collectively the “Consortium”) being Members of the Consortium are interested in bidding for the Project(s) in accordance with the terms and conditions of the Request for Proposal and other connected documents in respect of the Project(s), and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s bid for the Project and its execution.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

We, \_\_\_\_\_ having our registered office at \_\_\_\_\_, M/s. \_\_\_\_\_, having our registered office at \_\_\_\_\_, and M/s. \_\_\_\_\_, having our registered office at \_\_\_\_\_, {*insert the respective names and addresses of the registered office*} (hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorise M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the “Attorney”) and hereby irrevocably authorise the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the Contract, during the execution of the Project, and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders’ meetings and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the Authority, and/ or any other Authority Agency or any person, in all matters in connection with or relating to or arising out of the Consortium’s bid for the Project and/ or upon award thereof till the Service Agreements is entered into with the Authority.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED

THIS POWER OF ATTORNEY ON THIS DAY OF 20\*\*.

For \_\_\_\_\_

(signature)  
(Name & Title)

For \_\_\_\_\_

(signature)  
(Name & Title)

For \_\_\_\_\_

(Name & Title)

(Executants)  
(To be executed by all the Members of the Consortium)

Witnesses:

[Notarised]

- 1.
- 2.

**Notes:**

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- *Power of Attorney should be executed on a non judicial stamp paper of appropriate value as relevant to the place of execution (if required under applicable laws).*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued.*
- *However, in the countries, which are member of Hague convention, the document has to be notarized by the public notary and apostille by the designated competent authority of the issuing country.*

**ANNEXURE**

**E**

**FORMAT FOR BID SECURITY (BANK GUARANTEE)**

(Refer Clauses 2.1.8 and 2.20.1)

*(To be executed on Stamp paper of appropriate value)*

B.G. No.

Dated:

To,

State Health Society, Uttar Pradesh

Vishal Complex, 19 A, Vidhan Sabha Marg,

Lucknow

1. In consideration of you, the Department of Medical Health & Family Welfare, Government of Uttar Pradesh, having its office at Lucknow, Uttar Pradesh (hereinafter referred to as the “Authority”, which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Bid of \_\_\_\_\_ {a Company registered under the provisions of the Companies Act/a society registered under Society Registration Act, 1860 or any other Indian law for registration of societies/ a trust registered under the Indian Trusts Act, 1882 or any other Indian law for registration of public trust} and having its registered office at \_\_\_\_\_ {and acting on behalf of its Consortium} (hereinafter referred to as the “Bidder” which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for “**Bid for Provisioning of Tele-medicine Services in the State of Uttar Pradesh**” (hereinafter referred to as the “Project”) pursuant to the RFP Document dated \*\*\*\*\* issued in respect of the Project(s) and other related documents (hereinafter collectively referred to as “Bidding Documents”), we [Name of the Bank] having our registered office at \_\_\_\_\_ and one of its branches at .....Lucknow (hereinafter referred to as the “Bank”), at the request of the Bidder, do hereby in terms of Clause 2.1.8 read with Clause 2.1.9 of the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs. .... (Rupees .....only) as bid security (hereinafter referred to as the “Bid Security”) encashable at lucknow as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents.
2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
  - a) We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not merely on the first demand from the Authority stating that the amount claimed is due to the

Authority by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Bid open during the Bid validity period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees ..... only).

- b) This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the Bid Due Date inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
- c) We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.
- d) The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
- e) In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its

such liability.

- f) Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
- g) We undertake to make the payment on receipt of your notice of claim on us addressed to [*name of Bank along with branch address*] and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.
- h) It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealised.
- i) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.
- j) The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.

Signed and Delivered by \_\_\_\_\_ Bank

By the hand of Mr./Ms. \_\_\_\_ \_\_\_\_, its \_\_\_\_\_ and authorised official.

(Signature of the Authorised Signatory)

(Official Seal)



**ANNEXURE**

**F**

**JOINT BIDDING AGREEMENT**

*(Refer Clause 2.2.3 (e))*

*(To be executed on Stamp paper of appropriate value)*

THIS JOINT BIDDING AGREEMENT is entered into on this the ..... day of .....  
20...

**AMONGST**

1. {....., a company/society/trust incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the “**First Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

**AND**

2. {....., a company/society/trust incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the “**Second Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

**AND**

3. {....., a company/society/trust incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the “**Third Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)<sup>3</sup>.

The above mentioned parties of the FIRST, SECOND and THIRD PART are collectively referred to as the “**Parties**” and each is individually referred to as a “**Party**”.

**WHEREAS,**

(A) Department of Medical Health & Family Welfare, Government of Uttar Pradesh (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited bids (the “**Bids**”) by its Request for Proposal No. .... dated .....(the “**RFP**”) for selection of bidders for “**Bid for Provisioning of Tele-medicine Services in the State of Uttar Pradesh**” (the “**Projects**”) through public private partnership.

(B) The Parties are interested in jointly bidding for the Project as members of a Consortium and in accordance with the terms and conditions of the RFP and other Bidding Documents in respect of the Project, and

(C) It is a necessary condition under the RFP that the members of the Consortium shall enter

---

<sup>3</sup> A consortium can have a maximum of 3 members

into a Joint Bidding Agreement and furnish a copy thereof with the Bid.

**NOW IT IS HEREBY AGREED as follows:**

**1. Definitions and Interpretations**

In this Agreement, the capitalised terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

**2. Consortium**

- 2.1 The Parties do hereby irrevocably constitute a consortium (the “**Consortium**”) for the purposes of jointly participating in the Bidding Process for the Project.
- 2.2 The Parties hereby undertake to participate in the Bidding Process only through this Consortium and not individually and/ or through any other consortium constituted for this Project, either directly or indirectly or through any of their Associates.

**3. Covenants**

The Parties hereby undertake that in the event the Consortium is declared the Selected Bidder and awarded the Project, it may incorporate a special purpose vehicle (the “**SPV**”) under the Companies Act or execute the Project itself acting through the Lead Member with other members as confirming party(s) for entering into a Service Agreements with the Authority and for performing all its obligations as the Service Providers in terms of the Service Agreements for the Project.

**4. Role of the Parties**

The Parties hereby undertakes that Party of the First Part shall be the Lead Member of the Consortium and shall have the power of attorney from all Parties for conducting all business for and on behalf of the Consortium during the Bidding Process and until the Appointed Date under the Service Agreements when all the obligations of the SPV / Lead Member executing the Project on behalf of Consortium Members shall become effective.

**5. Joint and Several Liability**

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project(s) through the Term of Service Agreement, as per the terms of the RFP and the Service Agreements.

**6. Contribution in the Capital Investment proposed for the Project**

- 6.1 The Parties agree that the proportion of Capital investment shall be as follows:

First Party:

Second Party:

Third Party:

## **7. Representation of the Parties**

Each Party represents to the other Parties as of the date of this Agreement that:

- (a) Such Party is duly organised, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement;
- (b) The execution, delivery and performance by such Party of this Agreement has been authorised by all necessary and appropriate corporate or Authority action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member is annexed to this Agreement, and will not, to the best of its knowledge:
  - (i) require any consent or approval not already obtained;
  - (ii) violate any Applicable Law presently in effect and having applicability to it;
  - (iii) violate the memorandum and articles of association, by-laws or other applicable organisational documents thereof;
  - (iv) violate any clearance, permit, contract, grant, license or other Governmental authorisation, approval, judgement, order or decree or any mortgage agreement, indenture or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
  - (v) create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party so as to prevent such Party from fulfilling its obligations under this Agreement;
- (c) this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and

- (d) there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

**8. Termination**

This Agreement shall be effective from the date hereof and shall continue in full force and effect until the Appointed Date of the Project is achieved under and in accordance with the Service Agreements, in case the Project is awarded to the Consortium. However, in case the Consortium is either not prequalified for the Project or does not get selected for award of the Project, the Agreement will stand terminated in case the Bidder is not pre-qualified or upon return of the Bid Security by the Authority to the Bidder, as the case may be.

**9. Miscellaneous**

- 9.1 This Joint Bidding Agreement shall be governed by laws of India.
- 9.2 The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Authority.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED

For and on behalf of  
LEAD MEMBER by:  
(Signature)

(Name)  
(Designation)  
(Address)

SIGNED, SEALED AND DELIVERED

For and on behalf of  
SECOND PART  
(Signature)

(Name)  
(Designation)  
(Address)

SIGNED, SEALED AND DELIVERED

For and on behalf of  
THIRD PART  
(Signature)

(Name)  
(Designation)  
(Address)

In the presence of:

1. \_\_\_\_\_
2. \_\_\_\_\_

**Notes:**

1. *The mode of the execution of the Joint Bidding Agreement should be in accordance with the procedure, if any, laid down by the Applicable Law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
2. *Each Joint Bidding Agreement should attach a copy of the extract of the charter documents and documents such as resolution / power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member.*
3. *For a Joint Bidding Agreement executed and issued overseas, the document shall be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed.*
4. *However, in the countries, which are member of Hague convention, the document has to be notarized by the public notary and apostille by the designated competent authority of the issuing country.*

**ANNEXURE**

**G**

**TECHNICAL CAPACITY OF BIDDER**

*(Refer to Clause 2.2.2 I (a) of the RFP)*

**Form 1: Summary of Experience**

S.N.	Name of Project	Number of Patient Nodes /Seat /beds/ Patients attended etc	Legal Entity Claiming Experience	Associate Relationship of the Legal Entity who is claiming relationship with Bidder / Consortium Member	Details of Project and client name	Start Date and End Date	Years since start of operations	Remarks
1								
2								
3								
4								
5								
6								

Appropriate evidence shall be provided for qualification of call centre manager or any other category as proof of experience.

**ANNEXURE**

**H**

**FINANCIAL CAPACITY OF BIDDER**

(to be certified by the statutory auditor)

(Refer to Clause 2.2.2 I (b) of the RFP)

I.

(In Rs. Crore)

<b>Bidder type</b>	<b>Net Worth</b>	<b>Average Turnover of Three Financial Years Immediately Preceding the BDD</b>
Single entity Bidder / Lead Member of the Consortium		
{ Consortium Member 1 }		
{ Consortium Member 2 }		
<b>Total Net Worth for Single entity/ Consortium</b>		

It is certified that the calculation of Net Worth and Turnover have been carried out as the formula presented in the Clause 2.2.2 I (b) of the RFP.

Signature of Statutory Auditor

Name of Authorized Signatory Statutory Auditor

Name of Company

Name & address of Bidder's Bankers:

Instructions:

1. The Bidder/ its constituent Consortium Members shall attach copies of the balance sheets, financial statements and Annual Reports in accordance with Clause 2.2.5 of the RFP. The financial statements shall:
  - a. reflect the financial situation of the Bidder or Consortium Members and its/ their Associates where the Bidder is relying on its Associate's financials;
  - b. be audited by a statutory auditor;
  - c. be complete, including all notes to the financial statements; and
  - d. correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

*Note:*

1. *In case of a Consortium the Financial Statement reflecting the Net Worth of all the relevant Member(s) and/or its/their Associates being evaluated to meet the Financial Capacity shall be prepared and signed by the Lead Member, and the certificates from statutory auditors of the relevant Members shall be attached to this Financial Statement.*
2. *\* For conversion of US Dollars to INR, the rate of conversion shall be INR [60] to a US Dollar. In case of any other currency, the same shall first be converted to US Dollars as on the date 60 (sixty) days prior to the Bid Due Date, and the amount so derived in US Dollars shall be converted into INR at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date.*



**ANNEXURE  
BID CHECKLIST**

**I**

<b>S. No</b>	<b>Item</b>	<b>Checked by Bidder</b>	<b>Checked by Authority</b>
<b>1</b>	Letter comprising the Bid (Appendix – I - ANNEXURE A);		
<b>2</b>	General Information of Bidder (Appendix – I - ANNEXURE B)		
<b>3</b>	Power of Attorney for signing of Bid in the prescribed format (Appendix – I - ANNEXURE C);		
<b>4</b>	If applicable, the Power of Attorney for Lead Member of Consortium in the prescribed format (Appendix – I - ANNEXURE D);		
<b>5</b>	Bid Security in the prescribed format (Appendix – I - ANNEXURE E);		
<b>6</b>	Joint Bidding Agreement (in case of Consortium) (Appendix – I - ANNEXURE F);		
<b>7</b>	Technical Capacity of the Bidder (Appendix – I - ANNEXURE G);		
<b>8</b>	Financial Capacity of the Bidder (Appendix – I - ANNEXURE H);		
<b>9</b>	A copy of the Service Agreements with each page initialled by the person signing the Bid in pursuance of the Power of Attorney		

**APPENDIX – II: FORMAT FOR FINANCIAL BID**  
**Financial Proposal**  
**(To be submitted online only, no hardcopy submission)**  
 (Refer Clauses 2.1.6 and 2.1.7)

Dated:

To

.....  
 .....  
 .....

Tel:

Fax:

**Sub: Bid for Provisioning of Tele-medicine Project in the State of Uttar Pradesh**

Dear Sir,

1. With reference to your RFP document dated \*\*\*\*\*, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Bid for the aforesaid Project. The Bid is unconditional and unqualified.
2. I/We hereby submit our Bid (excluding applicable GST and including any other taxes ) and offer to perform services for the project for the following commercial consideration:

S.N. (1)	Cluster (2)	Project Component (3)	Preference for Clusters /Tele- consultation (4)	Unit of Quotation (5)	Amount (number) (6)	Amount (words) (7)
1	1	Video- consultation*	(First or Second or third or NB)	Rupees Per patient consultation		
2	2	Video- consultation*	(First or Second or third or NB)	Rupees Per patient consultation		
3	For the state of Uttar Pradesh	Tele-consultation	(First or Second or third OR NB)	Per seat per month for the first year for first 50 seats		

NB – Not bidding for the opportunity

3. I/We agree to keep this offer valid for 180 (one hundred and eighty) days from the Bid Due Date specified in the RFP.
4. I/We agree and undertake to abide by all the terms and conditions of the Bidding Documents.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature of the Authorised signatory)  
Place: (Name and designation of the of the Authorised signatory)  
Name and seal of Bidder/Lead Member

### APPENDIX III: -E-TENDERING DETAILS

#### 1. Submission of e-Bids

The e-Bid Submission module of e-Tender portal <http://etender.up.nic.in> enables the bidders to submit the e-Bid online against the e-Tender published by the NHM-UP. Bid Submission can be done only from the Bid Submission start date and time till the e-Bid Submission end date and time given in the e-Bid. Bidders should start the e-Bid Submission process well in advance so that they can submit their e-Bid in time. The Bidders should submit their Bids considering the server time displayed in the e-Tender portal. This server time is the time by which the Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the Tender schedule. Once the e-Bid submission date and time is over the Bidders cannot submit their e-Bid. For delay in submission of e Bids due to any reasons, the Bidders shall only be held responsible.

The Bidders have to follow the following instructions for submission of their e Bids:

For participating in e-Tender through the e-Bidding system, it is necessary for the Bidders to be the registered users of the e-Tender portal <http://etender.up.nic.in>. For this, the Bidders have to register themselves by depositing a fee of Rs. 6000/- (Rupees Six thousand only) in the office of U.P. Electronics Corporation Limited, 10, Ashok Marg, Lucknow-226 001 for getting a valid User ID and password and the required training/assistance etc. on e-Tender portal <http://etender.up.nic.in>. The Bidders may contact U.P. Electronics Corporation Limited.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the User Login option on the home page with the Login Id and Password with which he/she has registered as enumerated in the preceding paragraph above.

For successful registration of DSC on e-Procurement portal <http://etender.up.nic.in> the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, State government of India. The Bidder may also apply to office of U.P. Electronics Corporation Limited, (UPLC) for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPLC's website [www.uplc.in](http://www.uplc.in) along with the payment of fee of Rs. 1500/- per person, The Bidder is also advised to register his/her DSC on e-Tender portal well in advance before Bid submission end date so that he/she should not face any difficulties while submitting his/her e-Bid against this e-Tender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before e-Bid submission date starts. The NHM-UP shall not be held responsible if the Bidder tries to submit his/her e-Bids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the e-Bid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to e-Bid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study them carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format. After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the Processing Fee offline payment details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the required documents Technical Proposal Submission Form etc. (Appendix "I") of this RFP document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before Bid submission and date and time, should tally with the details available in the scanned copy and the data entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted. Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical. Schedules/packets can be clubbed together to make single different files for each label.

The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the Bid openers to ensure that the Bid documents are protected, stored and opened by concerned Bid openers only.

After successful submission of e-Bids, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.

## **2. Account information for NEFT/IMPS transaction**

Account number: 30158314481

Account holder's name: State Health Society of U.P.

Bank: State Bank of India

IFSC: SBIN0006893

## **3. Details of Documents to be Submitted in Enclosures to Bid**

- a. Original Demand Draft/Bankers Cheque /Pay order or proof of NEFT, as the case may be of the document fee
- b. Letter comprising the Bid (Appendix – I - **ANNEXURE A**);
- c. Power of Attorney for signing of Bid in the prescribed format (Appendix – I -

- ANNEXURE C)** supported with board resolution / charter document in favour of executant;
- d. If applicable, the Power of Attorney for Lead Member of Consortium (Appendix – I - **ANNEXURE D**) supported with board resolution / charter document in favour of executant;
  - e. Bid Security (Appendix – I - **ANNEXURE E**);
  - f. Joint Bidding Agreement (in case of Consortium) (Appendix – I - **ANNEXURE F**);
  - g. Technical Capacity of the Bidder (Appendix – I - **ANNEXURE G**);
  - h. Financial Capacity of the Bidder (Appendix – I - **ANNEXURE H**); and
  - i. Initialled Copies of Service Agreements (Volume II & III);