

HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST
B-14A, IInd Floor, Sector 62, Noida,
Gautam Budh Nagar, Uttar Pradesh - 201307

Request for Proposal (RFP)

Engage the agency for Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services) under Private Sector Integration - Building Quality and Linkages (BQL) Project

HLFPPT is implementing the project Private Sector Integration - Building Quality and Linkages (BQL) to provide technical support to hospitals for Quality Improvement as per Joint Quality Standards (NABH and Manyata) which will improve healthcare services being offered through these facilities. The intervention will maximize the health impact for mothers and new-borns by enabling better health outcomes. This would accelerate the progress towards increasing access to and utilization of quality healthcare services. Through this intervention, certain value-added services such as neo-natal care, infertility, cervical cancer screening, breast cancer detection, nutrition and others will also be focused on to enhance the service portfolio of engaged hospitals. This will include strengthening through training, skill development centers, strengthening demand side financing with linkages to hospitals, government schemes and private insurers.

For the same, HLFPPPT invites sealed proposals from reputed agencies for “**Engage the agency for Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services) under Private Sector Integration - Building Quality and Linkages (BQL) Project**” as per terms and conditions are given below:

Terms and conditions

1. The agency can be an individual/HUF/ Association of Persons (AOP)/Society/Trust/Partnership firm/company incorporated under the laws of India.
2. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
3. The agency shall bear all costs associated with the preparation and submission of bid.
4. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
5. HLFPPPT reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.

Name & Signature of Authorized Signatory
Name & Seal of the Firm/ Agency
Address:
Telephone/ Fax

6. The **Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)**work will be finalized after discussion with the HLPPT representative. In case of delay/ disruption of the activity implementation/execution, penalty will be levied.
7. HLPPT reserves the right to cancel the contract based on performance without assigning any reason thereof.
8. Evaluation of the bids will be done by competent committee from HLPPT.
9. HLPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed service or for delay of each day until actual deliverable or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLPPT may consider termination of the contract.
10. In the event of award of contract the agency shall be able to start **Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)** within 05-10 days from award of contract as per strategy provided by HLPPT representative.
11. HLPPT management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.
12. **Documents required to release the payment:**
 - a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
 - b. Documentary proof of the deliverables as per work order.
13. Agencies that will be technically qualified would only be considered for opening of financial bids.
14. The agency should submit enclosed **Annexure - 1** duly seal & signed.
15. Technical Evaluation of the agencies would be done on the following basis-

1	Experience with HLPPT/Govt. Agency/NGO/Development Sector	20
2	Experience in similar type of activity	20
3	Annual Turnover - Financial Status of the agency.	30
4	Clientele.	20
5	Any other criteria as per discretion of Management.	10

Agency should submit the Technical bids as per details are mentioned in above table with enclosed Annexure-2: Technical Bid Format.

Name & Signature of Authorized Signatory
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16. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
17. HLPPT Management Reserves the Right to award the work to more than one Agency as per requirement.
18. The agency needs to submit 'Technical & Financial Bid' in sealed envelopes by super scribing as '**Technical Proposal for Technology Resource and Healthcare Innovation under Private Sector Integration - Building Quality and Linkages (BQL) Project and Financial Proposal for Technology Resource and Healthcare Innovation under Private Sector Integration - Building Quality and Linkages (BQL) Project**'.
19. All the bid needs to be submitted by **5.00 pm on Date- 13th March 2023** at the following address:

**Manager - Administration
Hindustan Latex Family Planning Promotion Trust (HLPPT)
B-14A, IInd Floor,
Sector 62, Noida, Gautam Budh Nagar, Uttar Pradesh - 201307
Ph. 0120 - 4231060/61/62**
20. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
21. The rates quoted by the agency will be inclusive of all Taxes and other Charges etc. Agency should submit the financial bid as per the **Annexure-3: Financial Bid Format**
22. The rate quoted by the agency will be valid for minimum 01 Year from the award of the contract.
23. HLPPT reserves the right to award the Work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions.
24. Any technical and financial bid with inadequate information and those which do not meet the eligible criteria or received after the closing date & time will not be entertained and considered under any circumstances.
25. The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of RFP.

**Name & Signature of Authorized Signatory
Name & Seal of the Firm/ Agency
Address:
Telephone/ Fax**

26. The Agencies should also submit an undertaking (**Annexure-4**) duly signed & Stamped.
27. The contract may be terminated on breach of any of the clauses of this RFP.
28. HLPPT reserves the right to cancel the bid anytime without prior information/notice.

We agree and abide by all terms and conditions as mentioned above including the validity of the offer

Utmost confidentiality of the data provided shall be maintained.

Name & Signature of Authorized Signatory
Name & Seal of the Firm/ Agency
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Telephone/ Fax

Annexure-1
Technical Bid Format
(To be filled, sign & stamp by Agency)

A

S.No	Particulars	Remarks	Work Experience
1	Experience with HLPPT/Govt. Agency/NGO/Development Sector	Yes/No	
2	Experience in similar Type of Product supply	Year	

B

S.No	Particulars	Last 3 Year		
		2019-2020	2020-2021	2021-2022
3	Annual Turnover/ITR			

C

S.No	Particulars	Top 5 Client List
4	Clientele List	

D

S. No.	Particulars	Details (GST & PAN No.)
5	PAN	
6	GST	

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Annexure- 2: Technical Bid Format

SPECIFICATION (TECHNICAL)		AGENCY'S REPOSE (Agreed /Disagreed)				
1.	<u>Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)</u> to be done according to the strategy approved by HLPPT.					
	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Specification</th> </tr> </thead> <tbody> <tr> <td>1. Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)</td> <td> <p>Agency will be engaged to support the selected healthcare facilities with innovative healthcare solutions for improved service uptake. The selected agency must fulfill the below mentioned software requirements:</p> <ul style="list-style-type: none"> • A Web and Mobile based application with online/offline capability ensuring high data security and error free encapsulation of data. • Use of open- source software in development of application will be preferred. • Risk analysis and Mitigation. • Provisioning for security of data and network. • Connectivity and synchronization of proposed system with availability of data at central location. • Use of SMS Gateway Platform. • With data expected to grow periodically better reporting tools and performance need to be key consideration </td> </tr> </tbody> </table>		Particulars	Specification	1. Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)	<p>Agency will be engaged to support the selected healthcare facilities with innovative healthcare solutions for improved service uptake. The selected agency must fulfill the below mentioned software requirements:</p> <ul style="list-style-type: none"> • A Web and Mobile based application with online/offline capability ensuring high data security and error free encapsulation of data. • Use of open- source software in development of application will be preferred. • Risk analysis and Mitigation. • Provisioning for security of data and network. • Connectivity and synchronization of proposed system with availability of data at central location. • Use of SMS Gateway Platform. • With data expected to grow periodically better reporting tools and performance need to be key consideration
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2.	The agency is capable and agrees to complete the strategy work within specified time as agreed upon otherwise penalty clause will be invoked.					
4.	Past experience of the agency in similar activities, as listed in this RFP. Please give details or provide list of clients to whom similar activities have been done					

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5.	Management reserves the right to award the work order to more than one agency (on the basis of work quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietor ship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activity	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the work order: the decision of the HLFPPPT/Project Management shall be final and binding in this regard.	
10.	The final price will remain valid for 01 year from the award of the Work order.	

Please Note:-

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly signed and sealed by the Authorised signatory**
- 3. The form must be submitted on or before due date and time.**

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Annexure-3: Financial Bid Format

I am submitting below the lowest quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.

SPECIFICATIONS (FINANCIAL)	
1.	Rates will be inclusive of all Taxes and other Charges etc.
2.	TDS as applicable will deduced as per Income Tax Act, 1961
3.	Payment will be made through Cheque / NEFT/ RTGS.
4.	Duly Certified bills will be submitted after completion of works.
5.	Payment shall be made within 45 days after submission of invoice
6.	Penalty clauses will apply as per the company's policy, as per terms of the Work order: the decision of the HLPPT/Project Management shall be final and binding in this regard

Name & Signature of Authorized Signatory
Name & Seal of the Firm/ Agency
Address:
Telephone/ Fax

I am submitting below my lowest quotation for the above after understanding completely the technical specifications and other terms and conditions relating to time frame, quality as spelled out in the Bid document.

S.No	Particulars	Specification	Rate in Rs. (Inclusive Taxes)	Total Amt. in Rs. (Inclusive Taxes)
1.	Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services)	<p>Agency will be engaged to support the selected healthcare facilities with innovative healthcare solutions for improved service uptake. The selected agency must fulfill the below mentioned software requirements:</p> <ul style="list-style-type: none"> • A Web and Mobile based application with online/ offline capability ensuring high data security and error free encapsulation of data. • Use of open- source software in development of application will be preferred. • Risk analysis and Mitigation. • Provisioning for security of data and network. • Connectivity and synchronization of proposed system with availability of data at central location. • Use of SMS Gateway Platform. • With data expected to grow periodically better reporting tools and performance need to be key consideration 		

R

Name & Signature of Authorized Signatory
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Annexure -4

Undertaking from Vendor

This has reference to the RFP datedIn response to the RFP, we have submitted our technical & financial bids on..... at your office In connection with the above bids, we hereby declare as under:-

- i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
- ii- That we have submitted the bids in the name of M/S... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
- iii- We hereby undertakes that in case of any violations to the above declarations at any stage of the contract, HLFPPPT reserves the sole right to cancel the contract and recover the full value of the contract from us.

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