

HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST

B-14A, IInd Floor, Sector 62, Noida,
Gautam Budh Nagar, Uttar Pradesh - 201307

HLFPPT/SM & SF/ Private Sector Integration - Building Quality and Linkages (BQL)/2023-24/101

Date: 07th June 2023

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.

HLFPPT invites sealed proposals from reputed agencies in two bid system 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:

General 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.

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2. No agency shall be entitled to submit more than one bid 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 valid PAN (Permanent Account Number) and should be registered with GST. The documentary evidence to this effect to be provided.
5. HLPPT 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.
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 only after discussion and verification with/by the HLPPT representative. In case of delay/disruption of the activity implementation/execution, penalty will be levied as mentioned in clause 9.
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 the 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 a week time from award of contract as per strategy provided by HLPPT representative.

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11. HLPPT management reserves the right to change (increase or reduce) the numbers/units/specifications 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 duly certified/verified by authorized HLPPT representative.
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 & Annexure 2.1: Technical Bid Format.

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'**.

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19. All the bid needs to be submitted by **5.00 pm on Date- 19th June 2023** at the following address:

**Manager – Administration
Hindustan Latex Family Planning Promotion Trust (HLFPPT)
B-14A, IInd Floor,
Sector 62, Noida, Gautam Budh Nagar, Uttar Pradesh - 201307
Ph. 0120 - 4231060/61/62**

20. **HLFPPT shall conduct pre-bid meeting on 13th June'2023 at 3PM at its corporate office (address as mentioned in clause 19), to answer any queries/provide clarifications that the Tenderers may have in connection with the Project and to give them relevant information regarding the same. The Tenderers are requested to submit their queries at (rishabhg@hlfppt.org) by 12th June so that the same can be addressed & clarified in proper manner.**
21. 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.
22. 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.**
23. All source code created by the selected bidder would belong solely to HLFPPPT and cannot be used by anyone else in any way, shape & form.
24. Payment Terms:
- Payment to successful bidder will be made in India Rupee through account payee cheque/NEFT/RTGS.
 - 100% of the payment for the development of the solution will be released after **Go-live** of the Solution.
 - Payment shall be subject to deduction of TDS (Tax deduction at source) at the rate applicable from time to time as per the Income Tax Act, 1961 and other applicable deductions/Taxes.

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25. **Data Security**

- a. The successful bidder for this tender is required to ensure that all data generated or collected through the utilization of the new Software solution shall be securely stored and managed within the designated cloud system provided by the vendor.
 - b. The cloud data storage infrastructure should adhere to industry best practices, including robust security measures, data encryption, regular backups, and disaster recovery protocols. The vendor shall be responsible for maintaining the integrity, availability, and confidentiality of the stored data.
 - c. The data stored in the cloud system must comply with all applicable data protection and privacy regulations, ensuring that personally indefinable information (PII) and sensitive data are handled with the utmost care and in accordance with relevant legal requirements.
 - d. The bidder shall provide comprehensive documentation outlining their cloud storage solution, including technical specifications, reliability guarantees, and any associated service level agreements (SLAs). This documentation should also address data retention policies, data access controls, and mechanisms for data or retrieval, if necessary.
26. The rate quoted by the agency will be valid for minimum 01 Year from the award of the contract.
27. 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. In such scenario the L2 agency would be considered only on acceptance of L1 rates.
28. 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.
29. The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of RFP.
30. The Agencies should also submit an undertaking as per **Annexure-4 & 5**.
31. The contract may be terminated on breach of any of the clauses of this RFP.
32. HLPPT reserves the right to cancel the bid anytime without prior information/notice.

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SCOPE OF WORK

1.1 Scope of Work

Health care systems are highly complex, fragmented and use multiple information technology system, incorporating different standards for similar or same systems. In order to be meaningful, the health record of an individual need to be from conception (better) or birth (at the very least). As one progresses through one's life, every record of every clinical encounter represents an event in one's life. Each of these records may be insignificant or significant depending on the current problems that the person suffers from. Thus, it becomes imperative that these records be arranged chronologically to provide a summary of the various clinical events in the lifetime of a person.

The customized software will register each patient with the help with a unique ID /RFID Card. This ID will contain the personnel and demographic data. During the subsequent visits patients' medical records and personnel details will be automatically fetched from the cloud based server. This software must be capable of generating various reports required by the user.

1.2 Goals and Objectives

The main objectives for establishing the solution are as followed:

- Capture Health records of patients.
- Provide an effective communication to create awareness for better disease control.
- Strengthen PHC by providing an electronic referral feature to specialized doctors.
- As Healthcare systems are highly complex, fragmented and use multiple information technology system, forms that can be dynamically customized is imperative.
- Internet connectivity in rural Uttar Pradesh and Rajasthan is a challenge and thus the system needs to work on an online - offline mode i.e., data entry should be possible even without internet connectivity.
- Generation of standard and customizable reports in tabular or graphical form can produce useful data for monitoring the performance of the health facility to achieve better care.

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- Maternal Mortality Rate (MMR) is a key indicator of Health performance of a state, so special emphasis must be placed on this aspect, thus the application should capture relevant records and should provide a dashboard on various parameters connected to MMR for all applicable stake holders.
- SMS reminders can be set to warn about upcoming scheduled tasks like vaccinations (mother and child), therapies, etc.
- Disease prevention can be initiated by sending SMS alerts when communicable diseases are identified in real time.
- A quick and fast on-ground roll-out to deliver early results.
- Capture doctor availability and schedule.
- Dynamically configurable forms for customized data capture.

1.3 Coverage of the Project

In the current scenario, the software application is to be developed and installation is envisaged in selected ten health facilities across Uttar Pradesh. The details of facilities would be provided to the selected bidder at the time of award of contract.

1.4 Duration of the Project

The duration of the project is till Oct'23 from the date of signing of the contract.

1.5 Scope of Work

Health records monitor the occurrence and severity of disease, the effectiveness and cost of treatment & vaccination programs, and tracking other performance indicators like Maternal Mortality Rate, Infant mortality rate, hospital's performance, Doctor Performance. Records can be kept manually on registers or in binders. However, to increase the likelihood that the information is used to its fullest, the records should be digitalized. Information recorded should include:

Demographics: Demographics should include Name, Age (calculated), DoB, Father/Spouse name, Phone Number, System Number, Address, Any Government ID.

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- Vitals:** Patient vitals like Height (Multiple readings for under 20 years), Weight (last 3-5 Encounters), BP, Pulse, Blood group and more as applicable.
- Family History:** Relevant family history that has a bearing on treatment plan
- Social History:** Relevant Lifestyle related information, Smoking and Alcohol
- Immunizations:** Record of Immunizations
- Medications:** Active Medications (Currently active prescriptions), In-active Medications (6 Months) & Significant Medications (Past Chemotherapy)
- Alerts/Intolerances:** Allergies towards Medication/Food/Substances.
- Chief complaints:** An area to capture the chief complaint by the patient
- Diagnosis:** The diagnosis should be captured, with an option to have drop downs with ICD 10 codes
- Maternal Records:** For maternity Patients, additional records like LMPs, immunizations, Ambulance service should also be captured.
- Infant Records:** Infant records should capture head circumference, weight & height at each visit, Vaccinations with pre-defined vaccination reminders.
- Care Plan / Notes:** Notes by the doctor, which can assist in future visits.
- Birth Record:** An option to record birth date & time, along with height and weight, mother's name, father's name, Gender. The Application should also have an option to provide a birth record document that can assist in birth certificates.

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Death Record: The date and time of death should also be captured, cause of death, explanatory comments, and outcome of any further laboratory analyses. These records should be available for further reporting and analysis

1.6 Modules of System:

1. Patient Registration
2. OPD Module
3. Investigation / Diagnostic Module
4. Pharmacy Module
5. Personnel Management Module
6. Reports and MIS

**Other activities might be included in the next phase on need basis.*

1.7 Software Requirement:

1. A web and mobile based application with online/offline capability ensuring high data security and error free encapsulation of data.
2. Use of open-source software in development of application will be preferred.
3. Risk analysis and Mitigation.
4. Provisioning for security of data and network.
5. Connectivity and synchronization of proposed system with availability of data at central location.
6. SMS Gateway integration. Shall be provided by Department.
7. With data expected to grow periodically better reporting tools and performance need to be key consideration.

1.8 Server Hosting Environment

- A centrally hosted web and mobile server in an electronically robust data centre.

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.

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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 (Copy of Work Order to be attached)	

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.	Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services) to be done according to the strategy approved by HLPPT.		
	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. · SMS Gateway Integration. 	

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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	
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 - 2.1

Qualification Criteria

Sl. No.	Qualification Criteria	Parameters	Mandatory Documents evidence to be submitted
1.	Company Profile	The Bidder shall be in operations for a period of at least tend (10) years as on published date of RFP. Consortium not allowed	1. Copy of Certificate of Incorporation/ Registration Certificate/ Partnership Firm
2.	Company Financial Profile	The Bidder shall have minimum average annual turnover of INR 5 Crores in IT/ITES business over the last three (03) Financial Years.	1. Audited Financial Statements for the last three Financial Years i.e. FY 2019-20, FY 2020-21, FY 2021-22 2. PAN Card 3. GST Registration
3.	Financial Net Worth	The Bidder should have positive net work during last FY ending 31 st March'2022	1. Certificate from the Statutory Auditor/CA for last 03 financial years i.e. FY 2019-20, FY 2020-21, FY 2021-22
4.	Key Certifications	The Bidder should have a valid ISO 9001:2008/ ISO 9001:2015	1. Copy of Valid Certificate(s) by the relevant certifying agency
5.	Company Standings	As on date of submission of bid, the bidder including their parent/subsidiary/associate companies shall not be blacklisted/debar/by any State/Central Government Department or Central/State PSUs/Multilateral Funding agency	1. Undertaking for this company Letter Head as per Annexure- _4 & 5.
6.	Technical Capability	The bidder should have atleast 03 Work Orders for IT/ITES with minimum order value of Rs.4 crores from any Government department in India during the last 05 FY.	1. Copy of Work Orders to be enclosed
7.	Experience in North India	The bidder should have experience of atleast one IT project in North India for any Government organization during the last 07 FY,	1. Copy of Work Order to be enclosed
8.	Office in Delhi/NCR	The bidder must have a service center/office in Delhi NCR	1. Proof of office in Delhi NCR.

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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 HLFPPPT/Project Management shall be final and binding in this regard

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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.		

Note: The above rate is for one time development of application for 10 Hospitals. For additional hospitals, a similar rate will be applicable. The quote is based on initial requirements and additional cost may be applicable in case of additional requirements.

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Annexure-4

Undertaking to be submitted by Bidder/Vendor/Tenderer
(On Rs.10/- stamp paper)

This has reference to the RFP dated In 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 undertake that:
 - a. All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
 - b. All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
- iv- We undertakes that:-
 - a. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
 - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HLFPPPT has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

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Annexure-5

Authorization to sign documents

pertaining to bid submission against RFP no:

[To be given on agency/firm/company on Rs.10 stamp paper]

It is certified that we M/s having
registered office at

..... are submitting a bid proposal against RFP No.
..... for empanelment for
.....
.....

In this connection Mr./Ms..... working with our company
as has been authorized to sign bid proposal documents or any other documents related to
this bid submission.

We, (name of company)..... are fully liable of the consequences arising
by the act of signing bid documents by Mr./Ms.....

Signature

Name of Signatory

**Name & Signature of Authorized Signatory
Name & Seal of the Firm/ Agency
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Designation

Seal of Agency/Company/Firm

Note: If agency is a company, certified copy of the extract of Company's Board Resolution to this effect shall be required.

Name & Signature of Authorized Signatory

Name & Seal of the Firm/ Agency

Address:

Telephone/ Fax