

संचालनालय आयुष, मध्यप्रदेश  
(सतपुड़ा भवन, भोपाल-462004)

क्रमांक/7/कय/2020-21/1687

भोपाल, दिनांक 13/01/2021

// सीमित निविदा की अंतिम तिथि वृद्धि की सूचना //

संचालनालय टेलिमेडिसिन सर्विसेस साफ्टवेयर सोल्यूशन की सीमित निविदा क्रमांक/7/कय/2020-21/1652 दिनांक 31/12/2020 से जारी की गई थी। उक्त जारी निविदा की अंतिम तिथि दिनांक 14.01.2021 निर्धारित की गई है। किंतु दिनांक 14.01.2021 का शासकीय स्थानीय अवकाश घोषित होने से जारी निविदा की अंतिम तिथि दिनांक 15.01.2021 की जाती है।

आयुक्त द्वारा अनुमोदित



सहायक संचालक  
संचालनालय आयुष  
म0प्र0भोपाल

संचालनालय आयुष, मध्यप्रदेश  
(सतपुड़ा भवन, भोपाल-462004)

क्रमांक/7/कय/2020-21/ 1652

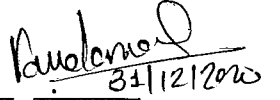
भोपाल, दिनांक 31.12.2020

-: टेलीमेडिसिन सर्विसेस साफ्टवेयर सोल्यूशन की जारी सीमित निविदा:-

आयुष विभाग की चिकित्सीय सुविधाओं को जन सामान्य तक टेलीमेडिसिन सर्विसेस के माध्यम से पहुंचाया जाना है जिसके लिए संलग्न सीमित निविदा प्रपत्र में उल्लेखित विस्तृत वंछित मांग, शर्तों आदि के अनुरूप साफ्टवेयर सर्विस प्रदायकर्ताओं से दरें निविदा आयुष विभाग, म.प्र. हेतु आमंत्रित की जाती है।

संलग्न -Limited Tender Document (Page No. 1-16)

आयुक्त द्वारा अनुमोदित

  
31/12/2020

सहायक संचालक  
संचालनालय आयुष  
म0प्र0भोपाल

**Limited Tender**  
**For**  
**Tele Medicine App Solution for Directorate of AYUSH**  
**Madhya Pradesh**



**AYUSH Department, Madhya Pradesh**  
**Directorate AYUSH, Ground Floor, Satpura, Bhopal**  
**Ph: 0755-2571643; Fax: 0755- 2571187**  
**Email: mp\_dismh@yahoo.com; Web Site: <http://ayush.mp.gov.in>**

*[Handwritten signature]*

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*MS*

Bid Fact Sheet:

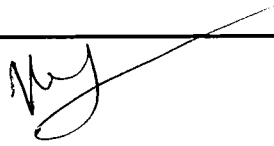
S.N.	Particulars	Description
1.	Date of Issue of Tender	31 <sup>st</sup> December 2020
2.	Last Date of Submission of Bid	14 January 2021 up to 5:30 PM
3.	Due Date for opening of tender	15 January 2021 at 3:00 PM
4.	EMD	Rs. 10,000/- in the form of Bank Draft with validity period of Three months
5.	Performance bank Guarantee	10% of contract value
6.	Method of selection	Least Cost

**Note:**

Department of AYUSH, Bhopal, Madhya Pradesh reserves the right to change any schedule of bidding process.

Addressee and Address where tender needs to be submitted.

**Commissioner**  
**Directorate of AYUSH**  
**Upper basement "B" wing,**  
**SatpuraBhawan**  
**Bhopal**



## 1. Executive Summary:

The Directorate of AYUSH, Government of Madhya Pradesh (MP-AYUSH) has its operations spread across the length and breadth of the state of Madhya Pradesh and with the key objective of promoting AYUSH Health Care, mainstreaming of AYUSH health care delivery, promoting and regulating teaching in various forms of AYUSH including Naturopath and regulating manufacturing of various AYUSH drugs etc. AYUSH provides its services to more than one hundred and twenty lac patients per year in the state of Madhya Pradesh, and offers its services in the main areas of health care delivery, AYUSH drugs supply, scheme management, administration and education as well as covering the whole gamut of functions/activities related to AYUSH.

To fulfil the objective of providing services, AYUSH department is inviting limited tender for Tele Medicine platform to provide home based video calling option to patients to consult Government doctors of AYUSH Dept. GoMP. There are 100 number of doctors of AYUSH department in the state with approximately 1.30 crores number of patients annually across the state. As such, there is ample scope to promote AYUSH based health curative and wellness systems amongst the public

## 2. Scope of Work

1) A new Tele-medicine App (Software Application) created exclusively for MP AYUSH Department. Government AYUSH doctors will be onboarded on to the said App and public would seek consultations through the App.

2)The said App must be available for download free of cost from Google Play Store.

3)The App will provide all the features given at Paragraph 2.1.

4)In addition, the vendor will have to provide complete maintenance for the App during the contract period.

5) The services will be required for the contract period, which will be the period of six months starting from the date of agreement.

6)The actual number of doctors to be on boarded and tele- consultation transactions held with patients will depend upon various market parameters, however, for the purpose of this RFP, it can be assumed that the App will cater to a maximum of 100 doctors to be on boarded with a maximum load of 40 tele consultation transactions per doctor per day. These assumptions will be valid only for the contract period.

7) The cost to be given in the financial bid shall be inclusive of the license or subscription fees per month including maintenance fees and all other charges.

### 2.1 Features of solution:



The successful bidder will provide the App with the following features:

#### 2.1.1 Doctors

##### *1. Bulk Profile Creation:*

To establish the presence digitally, the data with requested fields will be provided to create the digital profile of doctors on the platform. The App should have the feature to manage (Add, Update, Delete) the doctors on boarding through admin panel.

##### *2. Appointment Management:*

The solution should have feature to manage the calendar of appointments (View, schedule to another date, cancel etc.). View the documents submitted by patient.

##### *3. Feedback, Review*

The doctors should have facility to read the review feedbacks provided by patients, reply to that and view his/her ranking in comparison to other doctors.

#### 2.1.2 Patients

##### *1. Registration*

The patient should have facility to register himself with all necessary details of communication along with any method of verification such as OTP verification.

##### *2. Book Appointment*

The patient should have facility to search by name of particular doctor, treatment within particular stream such as Yoga, Ayurveda, Homeopathy, Unani, Siddha etc. and book an appointment. The patient should also have the facility to manage the calendar.

##### *3. Payment*

The Payment gateway Integration with scope of revenue sharing.

##### *4. Information sharing*

Mechanism of information sharing through WhatsApp, SMS, email etc.

#### 2.1.3 Govt. of M.P.

##### *1. Admin Panel*

Admin panel to manage the parameters, bulk registration of doctors and other admin related activities.



## 2. Dashboard

Dashboard for showing state wise analytics as per the requirements of the MP state Govt.

## 3. API

The successful bidder will have to expose the APIs for data exchange with other applications of Govt. of M.P.

### 2.1.4 Other features

#### *1. Scalability*

Ability to scale up or scale down as per the requirements without affecting the performance.

#### *2. Change Request*

There may be need of minor customization of the product in future. The successful bidder will have to customize the product.

#### *3. Adherence to guidelines*

All services including data will be guaranteed to reside in India and other guidelines as mentioned in the introduction section of this document.



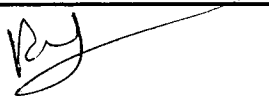


### 3. Criteria for evaluation

#### 3.1 Pre-qualification (PQ) criteria

The bidder must possess the requisite experience, strength and capability necessary to meet the requirements as described in the tender documents.

Sr. No	Basic Requirements	Description	Documents Required
1.	Legal Entity	a. An entity registered under Indian Companies Act 1956 / 2013, registered firm, society, proprietorship firm, or institutional organization. b. Valid PAN card and GST registration in India. c. Registered office in India, which is operational for at least last five years.	Certificates of incorporation / Registration Certificates along with Bylaws/ MOA & AOA or similar legal document. Copies of PAN and GST
2.	Turnover	a. The bidder should have a minimum annual average turnover of Rs.. One Crore from IT related works in the last three financial years.	Audited Financial Statements along with CA Certificate.
3.	Technical Capability/ Experience	a. The Agency should have successfully completed at least one Tele Medicine Project running for at least 06 months with 15 doctors on board and having completed 500 tele-consultations.	Related work orders with Completion/ Performance fulfilment certificate from client/ payment advice as evidence of such assignments
4.	Black listing / Terminations	Should not have been black listed by any Central, State Government department, Corporation, or Board/PSU / Semi-Government organization as on the date of RFP.	A signed undertaking to this effect should be submitted on bidder's letter head



#### 4. Procedure for submission of proposals

1. Eligible Tenderers are required to submit their proposals in two separate sealed envelopes- one for Technical proposal, second for financial bid. Both envelopes should be kept inside a bigger duly addressed signed and sealed envelope.
2. The technical proposal "Technical Bid" on top of the envelope and shall be include contain information on compliance to eligibility criteria and technical information of the proposal and all papers except the price part of the bid.
3. The Financial Bid shall contain the details of the price in Indian rupees inclusive of all taxes but GST should be labelled "Financial Bid" on top of the envelop and mentioned separately as format at Annexure VI
4. The bigger envelop will be label as "Bid fore AYUSH Telemedicine app" and containng the smller two envelops nemely "Technical Bid" and Financial Bid will be send either by Speed Post/Courier/Deposited in the tended box at tha office of Directorate of AYUSH, "D" wing ground Floor Satpura Bhawan, Bhopal 462004 .

#### 5. Period of Contract

Contract will be signed with the successful bidder for a period of 6 months. Contract period may be extended further on mutual terms & conditions based on performance of the agency and at the sole discretion of Purchaser.

During the contract period of 6 months the bidder or the department cannot back out from the work assigned as per the agreement from either side. Otherwise the performance Bank guarantee will Be forfeited.

#### 6. Clarification of bids

- a. During evaluation of Bids, Department of AYUSH, at its discretion, may ask the Bidders for clarifications of their Bids. The request for clarification and the response shall be in writing (e-mail).
- b. Bidder to submit point-by-point compliance to the technical compliance and it should be included in the Bid.

#### 7. Earnest Money Deposit (EMD)

{Rs. 10,000/- in the form of Bank Draft with validity period of Three months}

- a. The bidder shall submit Earnest Money Deposit (EMD) of the amount as mentioned in the Fact Sheet.



- b. Unsuccessful bidder's EMD will be released as promptly as possible, but not later than 90 days after the award of the contract to the successful bidder.
- c. The successful bidder's EMD will be released upon submission of Performance Bank Guarantee.
- d. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- e. Proposals not accompanied with the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- f. The EMD may be forfeited in the event of:
  - A Bidder withdrawing its bid during the period of bid validity.
  - A successful Bidder fails to sign the subsequent contract in accordance with this Tender.
  - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this Tender.
  - A Proposal contains deviations conditional offers and partial offers.

## 8. Performance Security

- a. On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee or DD from a Scheduled Bank, for the due performance and fulfilment of the contract by the selected bidder. which will be equivalent to 10 per cent of the total contract value, on or before the signing of the subsequent contract or within 7 days from notification of award, whichever is earlier, unless specified to the contrary.
- b. In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this Tender.
- c. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.

## 9. Evaluation process

- a) The Purchaser may constitute a committee of technical / subject matter experts



to evaluate the responses of the Bidders (Purchase Committee/ Tender Evaluation Committee).

- b) The Technical Evaluation/ Purchase Committee constituted by the Purchaser shall evaluate the responses to the limited tender and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c) The decision of the Purchase Committee in the evaluation of responses to the limited tender shall be final. No correspondence will be entertained outside the process of discussion with the Purchase Committee.
- d) The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals. purchase committee also reserves the right to directly ask clarifications to the clients of the bidder, in case any doubt arises.
- e) The Purchase Committee reserves the right to reject any or all Proposals based on any deviations contained in them.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this Tender.
- g) Purchase committee reserves the right to reject proposal submitted by bidder in case it is found that bidder is blacklisted by Central/ State / PSUs etc.

## 10. Technical bid

1. Technical proposal should be submitted in separate envelop duly marked as "Technical Bid".
2. The Technical Bid will be evaluated first.
3. The Financial Bid will be opened only for those bidders who are found eligible in the Technical Bid.

## 11. Financial bid

1. Financial bid to be submitted as the format at Annexure VI, Proposal Price quoted by the Tenderer should be submitted in separate envelop duly marked as "Financial Bid".
2. Rates should be valid for period of six months from the date of issue of this tender and further for period of six months from the date of beginning of contract period.
3. All payments shall be made in Indian rupees only.
4. The rates should be inclusive of all taxes but taxes GST should be mentioned separately in the tender.

## 12. Assignment & Subcontracting



Tenderer shall not assign or transfer this contract or part thereof to any other person without written consent of the Competent Authority. Tenderer shall not without the written consent of competent Authority, sub contract this contract or part thereof.

### 13. Payment terms

Payment will be done on monthly basis, subject to the satisfactory performance level of successful bidder.



## Annexure I

Covering Letter

{To be submitted on the letter head of the bidder}

To,

Commissioner  
Directorate of AYUSH  
Upper Basement "B" wing  
Satpura bhawan  
Bhopal

Dear Sir/Madam,

We, the undersigned, offer our Proposal For Tele medicine App solution as per the requirements mentioned in the Tender.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client.
- b) We meet the eligibility requirements as stated in this Tender, and we confirm our understanding of our obligation to abide by the policy in regard to corrupt and fraudulent practices.
- c) Our Proposal is binding upon us and subject to any modifications/ amendments Purchaser made before the date of submission.
- d) Our Firm /Company do not face any sanction or any pending disciplinary action from any authority against our Firm /Company.
- e) We understand that the Client is not bound to accept any Proposal that the Client receives.

Thanking you,

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date& Time: \_\_\_\_\_

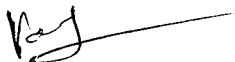
Place: \_\_\_\_\_



## Annexure II

### Check lists for Eligibility Criteria Compliance

S. No.	Eligibility / Qualification Criteria	Documents to be Provided	Compliance (Yes/No)	Reference Document Page Number
1.	Legal Entity	Certificates of incorporation / Registration Certificates along with Bylaws/ MoA&AoA or similar legal document.		
2.	Turnover	Audited Financial Statements along with CA Certificate.		
3.	Technical Capability/ Experience	Related work orders with Completion/ Performance fulfilment certificate from client/ payment advice as evidence of such assignments		
4.	Black listing / Terminations	A signed undertaking to this effect should be submitted on bidder's letter head		



## Annexure III

### Project/Assignment Details Template

Project/Assignments Details (To be filled for each Project/Assignment)

S.No	Item	Details
1.	Name of the project/Assignment/ Client	
2.	Nature of Work	
3.	Work Order / Contract No.	
4.	Contract Value (In Lakhs)	
5.	Client Details(with mobile numbers & email address of issuing authorities)	
6.	Name, Title & Address of the Client who can be contacted	
7.	URL	
8.	Status of the Project/Assignment (Running/ Completed/ Closed)	






## Annexure IV

### Details of Earlier Executed Tele Medicine App Solution

S.No	Item	Details
1.	Name	
2.	Data of Launch	
3.	No. of Doctors on boarded	
4.	No. f Doctors on boarded	
5.	No. of Tele Consolutions held	
6.	Whether Still operational	
7.	If not operational when ended	



Annexure V

Contact Details of officials for correspondence during bid process

<<On letterhead of Company>>

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		



Annexure VI  
Financial Bid Format

{To be submitted by the proposer on his Letterhead}

To,

Date:

Sub: Financial Bid for AYUSH Tele Medicine App Solution

Dear Sir,

We, the undersigned proposer, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as mentioned in the Scope of the work & in conformity with the said bidding document for the same.

We submit herewith the Financial Bid (fees) for the assignment proposed by Purchaser:

Particulars	Fees (INR) per month (inclusive of licensing maintenance and all other charges )	For 06 months	GST	Total Cost
1	2	3	4	5
Tele Medicine Solution with features as mentioned in the scope of work section				

Total Cost in words:.....

Terms & Conditions: -

1. The above quoted fee in column 2 includes all duties, levies, taxes and GST is given in column 4, which shall be payable extra as per the prevailing rates.
2. The rates quoted would remain fixed for the entire contract period.
3. NIL Value quoted against any value above shall lead to rejection of bid.
4. The Payment for the aforesaid quoted value shall be paid in accordance with Payment Terms.

We agree to all the terms & conditions as mentioned above & in the bidding document and submit that we have not submitted any deviations in this regard.

Authorized Signature {In full and initials with Seal}:

Name and Title of Signatory:

Name of Bidder (Firm/ Company's name):

In the capacity of:

Address:

Contact information (phone and e-mail):

Date & Time: \_\_\_\_\_



Place: \_\_\_\_\_

