



Overview of the RFP for Selection of Service Provider

**Dr. NTR VaidyaSeva Trust
Government of Andhra Pradesh**

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1. Purpose and Structure of the RFP

1.1 Purpose of the RFP

The purpose of this RFP is to solicit proposals from the interested bidders for participation in a bid process for selection of Service Provider for continued maintenance, enhancement and operation of Application Suite for Dr. NTR VaidyaSeva (DRNTRVS) Trust's services. Among others, the Trust manages the Dr. NTR VaidyaSeva Scheme for Below Poverty Line Families, Employee Health Scheme (EHS), Working Journalists Health Scheme (WJHS) and Medical & Health Support Services (104 Call Center) services. The Service Provider will be responsible for transitioning the existing Dr.NTRVS services and providing services to the Trust for a period of 5 years beyond the contract period of the current operator and extendable by 2 more years at the option of Trust. In addition to providing the services on Dr.NTRVS, the Service Provider will also be responsible for enhancing the services / functionality of the Trust's Application Suite.

1.2 Structure of the RFP

The Request for Proposal or RFP (this document) for selection of Service Provider is segregated into the following three volumes:

Volume I: Scope of Services

Volume I of RFP intends to bring out all the details with respect to functional, non-functional, technical requirements, and implementation model along with details on scope of services required from the Service Provider that Dr. NTR VaidyaSeva Trust deems necessary to share with the potential bidders.

Volume II: Commercial and Bidding Terms

Volume II of the RFP details the General Terms & Conditions with respect to the bid process management including the evaluation criteria and bid submission forms to be adopted for the proposed project.

Volume III – Draft Master Services Agreement (MSA)

Volume III of the RFP details out the Draft Master Services Agreement for the proposed engagement and outlines the contractual, legal terms & conditions applicable for the proposed engagement.

This volume is the Volume II of the RFP.

2. Bidding Process Details

The RFP is not an offer by Dr. NTRVST but an invitation to receive proposals from eligible and interested bidders in respect of the above-mentioned project. The RFP does not commit Dr. NTRVST to enter into a binding agreement in respect of the project with the potential bidders. Potential bidders are referred to as “Bidders” in this document.

3. RFP Issuing Authority

This RFP is issued by Dr. NTR VaidyaSeva Trust (Dr. NTRVST), Government of Andhra Pradesh to the bidders and is intended to select the competent Service Provider for the above mentioned project. The Trust’s decision with regard to the selection of Service Provider through this RFP shall be final and the Trust reserves the right to reject any or all the bids without assigning any reason.

S. No.	Item	Description
1	Project Title	Selection of Service Provider for TRUST’s Application suite
2	RFP Reference Number and Date	RFP File No.: NTRVS/PMU-IT/F4035/IT-Tender/2015-16 dated: 10.11.2016
2	Project Initiator Details	
	Agency	Project Initiator & RFP Issuing Authority Details
	Contact Person	Ankaiah Manchala Assistant General Manager (PMU), Dr. NTR Vaidyaseva Trust Email: ankaiah.m@ntrvaidyaseva.ap.gov.in Phone: 8333817452
	Contact Person (Alternate)	K Vijaya Lakshmi Executive Officer, Admin Dr. NTR Vaidyaseva Trust Email: c014@ntrvaidyaseva.ap.gov.in Phone: 8333817321
	Address for the purpose of Bid Submission	Dr. NTR VaidyaSeva Trust,

		D.No. 8-2-293/82a/ahct, Road No: 46, Jubilee Hills, Hyderabad - 500033
3	Dr. NTRVSTWebsite	http://www.ntrvaidyaseva.ap.gov.in/
4	e-Procurement Portal	https://tender.apecurement.gov.in/login.html

4. Tentative Calendar of Events

The following table enlists important milestones and timelines for completion of bidding activities:

S. No	Key Activities	Date
1.	Release of Request For Proposal (RFP)	11.11.2016
2.	Last date for Submission of Written Queries / Clarification by bidders	24.11.2016
3.	Pre- Bid Meeting	01.12.2016
4.	Issue of response to bidder Queries / clarification	08.12.2016
5.	Data Room Visit	13.12.2016
6.	Last Date for sale of RFP Document	26.12.2016; 11:00AM
7.	Last Date for Submission of Bids	26.12.2016; 04:30PM
8.	Original copies of EMD (Physical Copy), Power of attorney and 1 hard copy of Pre-Qualification, Technical Proposal, and Commercial Proposal	26.12.2016; 04:30PM
9.	Opening of Pre-Qualification Bid on e-procurement platform	26.12.2016; 05:30PM
10.	Opening the Technical- Bid on e-procurement	TBD

	platform	
11.	Bidder Presentations	TBD
12.	Opening the Price Bid on e-procurement platform	TBD
13.	Contract Finalization and Award	TBD

An overview of the Scope of Services is attached under Annexure 10.9. The full RFP with the Annexure will be available to the bidders on purchase of the RFP as specified under Section 5.1.

5. General Instructions to Bidders

5.1 Availability and cost of the RFP Documents

1. For the detailed tender notice, please visit website <https://tender.apecurement.gov.in/login.html>. For participation in e-tender please visit e-tender website <http://www.eprocurement.gov.in>. The bidders are expected to purchase the tender documents as per the details mentioned below.
2. Cost of Tender documents is **Rs.50,000/- (Rupees Fifty thousand only)**.
3. The Request for Proposal documents (in three volumes) can only be obtained in person from **CEO, Dr.NTR VaidyaSeva Trust, D.No. 8-2-293/82a/ahct, Road No: 46, Jubilee Hills, Hyderabad - 500033** on any working day by paying the cost of bidder document through non-refundable crossed Demand Draft, drawn on any nationalized/scheduled bank in favour of **CEO, Dr. NTR VaidyaSeva Trust**, payable at Hyderabad. Any other form of payment is not accepted.
4. The bids submitted by the bidder without purchasing the RFP document will be summarily rejected. Also, the relevant bids submitted online will not be opened.
5. The bid documents purchased by the bidders from Dr. NTR VaidyaSeva Trust are not transferable.

5.2 Acknowledgement

The bidders are requested to acknowledge the receipt of the complete set of RFP documents by handing over acknowledgement receipt to the RFP issue authority as per the Format 10.8 by hand, e-mail or Fax to the address mentioned in Section 3.

5.3 Bid Security

1. Bidders shall submit, along with their Bids, an amount of **INR 25,00,000 (Rupees Twenty Five Lakhsonly)**, as Bid Security in the form of a Demand Draft drawn in favour of **“CEO, Dr. NTR VaidyaSeva Trust”** payable at Hyderabad or in the form of a Bank Guarantee which shall be in the format provided in the section 10.2 or using Net Banking / RTGS / NEFT / Credit Card / Debit Card on the e-procurement portal.
2. Bid security in any other form will not be accepted.
3. Period of validity beyond the bid validity date, as extended, if applicable shall be three (3) Months

4. Unless executed or forfeited pursuant to point 8 of this clause, Bid Securities, if any, will be returned, without any interest, as promptly as possible, and within 30 days of receipt of written request from the bidder for the return of bid security,
 - a) All Bidders upon annulment of the bidding pursuant to “Authority’s Right to Accept any Bid or Reject any or all Bids”;
 - b) Bidders refusing a request to extend the period of validity of their bids;
 - c) The successful Bidder once it has signed the Contract Agreement and furnished a valid Performance Security as required. The TRUST 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 Bidding Document;
 - d) The unsuccessful Bidders at the same time as in (c), that is, when they are informed about the successful establishment of the contract with the successful Bidder.
5. No interest shall be payable by Dr. NTRVST to the Bidder(s) on the bid security amount for the period of its currency.
6. The bid without adequate bid security, as mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
7. The bidder shall extend the validity of the bid security on request by Dr. NTRVST
8. The bid security may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions
 - iii. If any of the bidders modify their bid during the validity period.

5.4 Pre-Bid Conference

The Trust will host a Pre-Bid Conference, tentatively scheduled as per the schedule given in section 4 above. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the pre-bid conference is to provide bidders with information regarding the RFP and the proposed requirements in reference to the particular RFP. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project. The venue for the Pre-bid conference is the bid issuer’s address provided in Section 3.

Only the bidders who purchased the RFP Document from Dr. NTR VaidyaSeva Trust will be allowed for the pre-bid conference.

5.5 Bidder Inquiries and Dr. NTRVST's responses

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person notified by Dr. NTRVST in section 3 in the format specified in *Section 10.1 Request for Clarification*. A copy of the bidder enquiries should also be emailed to the bid issuer's email address provided in the Section 3. The mode of delivering written questions would be through post or email. Innoevent will Dr. NTRVST be responsible for ensuring that bidders' inquiries have been received by them. Telephone calls will not be accepted for clarifying the queries.

After the RFP is issued to the bidder, Dr.NTRVSTshall accept written questions/inquiries from the bidders who purchased the RFP document. Dr. NTRVST will endeavour to provide a complete, accurate, and timely response to all questions to all the bidders. However, Dr. NTRVST makes no representation or warranty as to the completeness or accuracy of any response, nor does Dr. NTRVST undertake to answer all the queries that have been posed by the bidders. All responses given by Dr. NTRVST will be published on the website / Central Public Procurement Portal given under Section 3. In case the acknowledgement with the necessary details is submitted by the bidder on receipt of the RFP, Dr. NTRVST may send the clarifications to such bidders through e-mail. All responses given by Dr. NTRVST will be available to all the bidders. Any email communications sent by bidders to Dr. NTRVST must be sent to the email address provided in Section 3.

5.6 Due-Diligence Opportunity for the Bidders

Only the bidders who purchased the RFP Document from Dr. NTR VaidyaSeva Trust will be provided an opportunity for Due-Diligence. The Trust will provide an opportunity to the interested bidders for due-diligence during the RFP bid process before the submission of their bids. During the due-diligence process, the Trust will facilitate the following:

1. Walkthrough of the applications (Dr.NTRVS, EHS, ...)
2. Site Visits to Dr. NTRVST DC and One Network Hospital, if requested by the bidders.
3. Access to Application documentation at Dr. NTRVST/ Data Room

4. Interaction with the officers from Program Management Unit of Dr. NTRVST

5.7 Supplementary Information / Corrigendum / Amendment to the RFP

1. If Dr. NTRVST deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements to this RFP. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, and official communication over email/post will be communicated to all the bidders by publishing on the website / Central Public Procurement Portal given under Section 3. In case the acknowledgement with the necessary details is submitted by the bidder on receipt of the RFP, Dr. NTRVST may send the supplemental information / corrigendum / amendment to such bidders through e-mail. Any such supplement/corrigendum/amendment shall be deemed to be incorporated by this reference into this RFP.
2. The letters seeking clarifications sent either to all the bidders or to specific bidder as the case may be during the evaluation of technical and commercial proposal and the minutes of the meeting recorded during the technical and commercial evaluation shall also be deemed to be incorporated by this reference in this RFP.
3. At any time prior to the deadline (or as extended by Dr. NTRVST) for submission of bids, Dr. NTRVST, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, may modify the RFP document by issuing amendment(s). All such amendments will be published on the website / Central Public Procurement Portal given under Section 3. In case the acknowledgement with the necessary details is submitted by the bidder on receipt of the RFP, Dr. NTRVST may send the amendment(s) to such bidders through e-mail. All such amendment(s) will be binding on all the bidders.
4. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Dr. NTRVST, at its discretion, may extend the deadline for the submission of bids.

5.8 BidPreparation Costs

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence

activities, participation in meetings/discussions/presentations, preparation of bid in providing any additional information required by Dr. NTRVST to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement provided in Volume III of this RFP) and all such activities related to the bid process. This RFP does not commit Dr. NTRVST to award a contractor to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the contract for implementation of the project.

5.9 Dr. NTRVST's Right to terminate the Process

1. Dr. NTRVST may terminate the RFP process at any time without assigning any reason. Dr. NTRVST makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by Dr. NTRVST. The bidder's participation in this process may result in Dr. NTRVST selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by Dr. NTRVST to execute a contract or to continue negotiations.
3. The Dr. NTRVST has the right to terminate this discussions and negotiations process without assigning any reason and no costs will be reimbursed to the participating bidders.

5.10 Acceptance of part / whole bid / modification – Rights thereof

Dr. NTRVST reserves the right to modify the technical specifications/quantities/requirements / tenure mentioned in this RFP including addition/deletion of any of the item or part thereof after pre-bid and the right to accept or reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. Dr. NTRVST also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder.

5.11 Authentication of Bids

The original and all copies of the bid shall be typed or written in indelible ink and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. A certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract

shall accompany the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.

5.12 Interlineations in Bids

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

5.13 Consortium Bids

Consortium bids are allowed. The consortium would consist of maximum of three companies (Prime Bidder + 2 Consortium Partners)

5.14 Venue & Deadline for submission of bid

1. Bids, in its complete form in all respects as specified in the RFP, must be submitted at the address specified in Section 3.
2. **Last Date & Time of submission:** Before the date and time stipulated in schedule given in section 4
3. Dr. NTRVST may, in exceptional circumstances and at its discretion, extend the deadline for submission of bids by issuing an addendum. All such addendums will be published on the website / Central Public Procurement Portal given under Section 3. In case the acknowledgement with the necessary details is submitted by the bidder on receipt of the RFP, Dr. NTRVST may send the addendum(s) to such bidders through e-mail. In such a case of extension, all rights and obligations of Dr. NTRVST and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

5.15 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

5.16 Conditions under which this RFP is issued

1. This RFP is not an offer and is issued with no commitment. Dr. NTRVST reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Dr.

NTRVST also reserves the right to disqualify any bidder, should it be so necessary at any stage for any reason whatsoever.

2. Timing and sequence of events resulting from this RFP shall ultimately be determined by Dr. NTRVST.
3. No oral conversations or agreements with any official, agent, or employee of Dr. NTRVST shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Dr. NTRVST shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Dr. NTRVST to bidders shall not be considered binding on Dr. NTRVST, nor shall any written materials provided by any person other than Dr. NTRVST.
4. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Dr. NTRVST or any of their respective officials, agents, or employees arising out of, or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
5. All bidders, until the contract is awarded and the successful bidder, up to one year during the currency of the contract shall not, directly or indirectly, solicit any employee of Dr. NTRVST to leave Dr. NTRVST or any other officials involved in this RFP process in order to accept employment with the organization, or any person acting in concert with the bidder, without prior written approval of Dr. NTRVST.

5.17 Rights to the Content of the bid

All the bids and accompanying documentation submitted as bids against this RFP will become the property of Dr. NTRVST and will not be returned after opening of pre-qualification proposals. If any bidder does not qualify in pre-qualification evaluation, the technical proposal shall not be evaluated. The Technical and Commercial Bid shall be returned unopened to the bidder. Also, the commercial proposals of technically disqualified bidders would be returned unopened to the bidders. Dr. NTRVST is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Dr. NTRVST shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure. Dr. NTRVST has the right to use the services of external experts to evaluate the bids submitted by the bidders

and share the content of the bid either partially or completely with the experts for evaluation with adequate protection of the confidentiality information of the bidder.

5.18 Modification and Withdrawal of Bid

1. No Bid shall be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date. Entire bid security may be forfeited if any of the bidders modify or withdraw their bid during the validity period.
2. The Bidder may withdraw, substitute, or modify its bid on the e-procurement portal, in accordance with the process specified below, no later than the date and time specified in the Section 4.
3. No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the forfeiture of EMD of the bidder.
4. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by the Dr. NTRVST, shall be disregarded.
5. The procedure for modification, substitution and withdrawal of bids shall be as specified in the eProcurement website mentioned in the section 3 of this RFP.

5.19 Non-Conforming Bids

A bid may be construed as a non-conforming bid and ineligible for consideration:

1. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and failure to acknowledge the receipt of amendments, are common causes for holding bid non-conforming
2. If a bid appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified

5.20 Disqualification

The bid is liable to be disqualified in the following cases:

1. Bid submitted without bid security;

2. Bid not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal;
3. During validity of the Bid, or its extended period, if any, the bidder increases his quoted prices;
4. The bidder qualifies the bid with its own conditions or assumptions;
5. Bid is received in incomplete form;
6. Bid is received after due date and time;
7. Bid is not accompanied by all the requisite documents;
8. A commercial bid submitted with assumptions or conditions.
 - o If the bidder provides any assumptions in the commercial bid or qualifies the commercial bid with its own conditions, such bids will be rejected even if the commercial value of such bid is the lowest (best value)
9. Bid is not properly sealed or signed;
10. If bidder provides quotation only for a part of the project;
11. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period of the contract if any;
12. Commercial proposal is enclosed with the same envelope as technical proposal;
13. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process;
14. In case any one bidder submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified;
15. Bidder fails to deposit the Advance Bank Guarantee and Performance Bank Guarantee (PBG) or fails to enter into a contract within 30 working days of the date of notice of award or within such extended period, as may be specified by Dr. NTRVST;
16. Bidders may specifically note that while evaluating the bids, if it comes to Dr. NTRVST's knowledge expressly or implied, that some bidders may have colluded in any manner

whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by Dr. NTRVST;

17. If, the bid security envelope, pre-qualification proposal, technical proposal and the entire documentation (including but not limited to the hard and soft/electronic copies of the same, presentations during technical evaluation, clarifications provided by the bidder) submitted along with that found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid;
18. Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices;
19. In case bidder fails to meet any of the bidding requirements as indicated in this RFP

5.21 Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Dr. NTRVST. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP. Please use form given in Section 10.4.7(Undertaking on Conflict of Interest) for making declaration to this effect.

5.22 Acknowledgement of Understanding of Terms

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexures hereto, and has fully informed itself of all existing conditions and limitations.

6. Bid Submission Instructions

Bid must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Dr. NTRVST will evaluate bidder's bid based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

Bidders shall furnish the required information on their pre-qualification, technical and commercial proposals in the enclosed formats only. Any deviations in format or if the envelopes are not sealed properly, the tender will be liable for rejection.

6.1 Mode of Submission

1. Bidders are requested to submit their bids electronically through eProcurement <https://tender.apecurement.gov.in/login.html> as per procedures laid down in the website.
2. The bidding under this contract is electronic bid submission through website <https://tender.apecurement.gov.in/login.html>. Detail guidelines for viewing bids and submission of online bids are given on the website.
3. The Invitation for Bids under Dr.NTRVS is published on <https://tender.apecurement.gov.in/login.html> website. Any citizen or prospective bidder can logon to this website and view the Invitation for Bids and can view the details of services for which bids are invited.
4. The electronic bid submission procedure is described below:
 - a. To participate in the bidding, the Bidder should enrol in the eProcurement Portal <https://tender.apecurement.gov.in/login.html>
 - b. Refer to 'Bidders Manual KIT' in the portal for enrolment. After successful enrolment/registration, the chosen 'Login ID' and password are sent to registered mail ID of the Bidder.
 - c. The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform.
 - d. The bidder should have a valid Class-II(or above) Digital Signature Certificate (DSC) with signing in certificate to participate in the bid. The DSC can be procured from the licensed vendors approved by CCA by making an application along with required documents. The bidder is advised to install the prerequisite

software viz., PDF Creator, PDF Reader, DSC driver, JRE for participating in the bid.

- e. Bidder shall login to the Portal by entering Login ID and Password. The DSC (Card/E-token) should then be connected to the Computer. Secure by clicking on 'Login' and enter PIN number. Then click on 'Search Active Tenders', with required keyword. A message "Matched Found with number of tenders will be displayed. By selecting the bid intending to participate and clicking on 'Save' the bid will be added to 'My Tenders.' Click on 'View' to get the details about the bid. Download all the documents from the "work Item Document" like BOQ, bid document, drawings etc.,
- f. Collect and keep ready all the documents required for participating in bid as mentioned in the downloaded bid document. Click on "Pay Offline" and select "I Agree" to participate in the BID. Enter Bid security details etc., By clicking on "Encrypt and Upload" a template with Folder Icon 'Free/Equal/Technical/Financial' will be displayed. Bidder can then upload Technical/Financial Bid Document.

Note: i) The file name of the downloaded BOQ should not be changed.

ii) Special characters like blank space,!,@,#,\$,%,^,&,* are not allowed as File name.

- g. After successfully uploading the required documents click on "Freeze the Bid Submission". A unique Bid Id will be generated as confirmation of bid submission. The Bid Id can be used by the bidder for future reference.
- h. For further details pl. refer 'Bidders Manual KIT' by logging into <https://tender.apecurement.gov.in/login.html>
- i. Bidders should submit their bids in the eProcurement website <https://tender.apecurement.gov.in/login.html> on or before date and time specified in the Section 4 of this RFP.
- j. In view of the missing functionality in e-procurement portal to upload the commercial attachments separately, the bidder must submit the Commercial Bid through e-procurement mode and also submit the Commercial Proposal in

hardcopy along with the other physical copies to be submitted as per the instructions below. **Bidder must ensure that there is no variation between the figures provided in the e-Procurement Portal and the Hardcopy of the Commercial Proposal.**

- k. The physical copies must be submitted on or before the date and time of opening of Bids as mentioned in section 4 of this RFP at the address mentioned in the section 3 of the RFP either by registered post or by hand, failing which the bids shall be declared non-responsive.

I. Instructions for submission of Physical Copies:

- i. Envelope #1: Original EMD and Power of Attorney

Outside of the Envelope must clearly indicate the following:

- o Envelope #1: EMD and Power of Attorney
- o Bidder: Name and address of the bidder agency
- o Name of the Project: Selection of Service Provider for DR. NTR VaidyaSeva
- o The envelope should be duly sealed.

- ii. Envelope #2: 1 hard copy of Pre-Qualification Proposal along with one (1) softcopy preferably in a Pen Drive with password protection consisting of Pre-Qualification bid

Outside of the Envelope must clearly indicate the following:

- o Envelope #2: Hardcopy of Pre-Qualification Proposal
- o Bidder: Name and address of the bidder agency
- o Name of the Project: Selection of Service Provider for DR. NTR VaidyaSeva
- o The envelope should be duly sealed.

- iii. Envelope #3: 1 hard copy of Technical Proposal along with one (1) softcopy preferably in a Pen Drive with password protection consisting of Technical bid

Outside of the Envelope must clearly indicate the following:

- o Envelope #3: Hardcopy of Technical Proposal
- o Bidder: Name and address of the bidder agency
- o Name of the Project: Selection of Service Provider for DR. NTR VaidyaSeva
- o The envelope should be duly sealed.

iv. Envelope #4: Commercial Proposal

The hard copy shall be initialled by the authorized signatory on all the pages before being put in the envelope and sealed.

Outside of the Envelope must clearly indicate the following:

- o Envelope #4: Commercial Proposal (Not to be opened with the Technical Proposal)
- o Bidder: Name and address of the bidder agency
- o Name of the Project: Selection of Service Provider for DR. NTR VaidyaSeva
- o The envelope should be duly sealed.

v. Envelope #5: All the above 4 envelopes duly sealed should be put in Envelope 5 which shall be properly sealed.

Outside of the Envelope must clearly indicate the following:

- o Bidder: Name and address of the bidder agency
- o Name of the Project: Selection of Service Provider for DR. NTR VaidyaSeva
- o The envelope should be duly sealed.
- o The Envelope must be addressed to Dr. NTR VaidyaSeva Trust, Government of Andhra Pradesh

m. Pre-Qualification bid and Technical bid should not contain any commercial information.

- n. The bidders are requested to sign across the envelopes along the line of sealing to ensure that any tampering with the proposal cover could be detected.
 - o. The above documents may be submitted in one envelope. The bidders shall write their names or addresses on this envelope.
 - p. The number mentioned on acknowledgement of online submission of the bid by the bidder shall be mentioned on envelope containing the documents as detailed above.
5. The electronic bidding system would not allow any late submission of bids after due date and time as per server time
 6. Dr. NTRVST will not accept delivery of bid in any manner other than that specified in this document. Bid delivered in any other manner shall be treated as defective, invalid and rejected.
 7. If any bidder does not qualify in pre-qualification evaluation, the technical proposal shall not be evaluated.
 8. The bid shall be valid for a period of Six (6) months from the date of opening of the bid. A bid valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his bid in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his bid.
 9. In exceptional circumstances, at its discretion, Dr. NTRVST may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.
 10. **Deactivation of Bidders:** As per the GO. Ms. No. 174 - I&CAD dated: 1-9-2008, if the bidder fails to submit the original hard copies of uploaded certificates/documents, DD/BG towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, as the successful bidder will be suspended from participating in the tenders on e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the Tender Inviting Authority in the system. Besides this, the TRUST shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence

to avoid delays in the tender process for execution of the development schemes taken up by the government. Other conditions as per tender document are applicable.

6.2 The process of modification & withdrawal of bid:

1. The bidder can withdraw/modify the bid submitted by him previously. However, if a bid is withdrawn, the bidder can't participate in the bid again.
2. After entering with the Login ID and Password, the bidder can modify or resubmit the bid for any number of times till the last date of submission by clicking on the option "My bid". The lists of tenders which the bidder participated previously are displayed here with the bid ID.
3. Each Bid ID has a corresponding "Action" column containing the list of icons for 'Rebid Submission, EMD Resubmission, Financial Bid Resubmission, Bid Withdrawal' are displayed.
4. After resubmission, the bidder will get an acknowledgment with Re-Bid Attempts Counter Number for that particular bid. As the bidder attempts further rebid submissions, the Re-Bid Attempts Counter number goes on increasing.
5. In Case of withdrawal of bid, the bidder need to click the "Withdraw Bid" Icon under "Action" column of respective bid ID in 'My Bid' Section. Once the bidder withdraws the bid, he/she cannot participate in the bid again.
6. For further details please refer "Bidder's Manual KIT" by logging into <https://tender.apetrocurement.gov.in/login.html>

6.3 Language of bid

The bid and all correspondence and documents shall be written in English.

7. Bid Opening and Evaluation Process

7.1 Bid opening sessions

1. Total transparency will be observed while opening the bids.
2. Dr. NTRVST reserves the rights at all times to postpone or cancel a scheduled bid opening.
3. The Trust will open all bids, including withdrawals, substitutions, and modifications, in public, in the presence of Bidders' representatives who choose to attend, at the time, on the date and at the place specified in the section 3 of this RFP. Bidders' representatives shall sign a register as proof of their attendance.
4. First, envelopes marked "BID WITHDRAWAL NOTICE" shall be opened and read out and the envelope with the corresponding bid shall not be opened. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Next, envelopes marked "BID SUBSTITUTION NOTICE" shall be opened and read out and exchanged with the corresponding bid being substituted, and the substituted bid shall not be opened. No bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at bid opening. Envelopes marked "BID MODIFICATION NOTICE" shall be opened and read out with the corresponding bid. No bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at bid opening. Only bids that are opened and read out at bid opening shall be considered further.
5. Bids shall be opened one at a time, reading out the name of the Bidder and whether there is a modification; the presence or absence of a Bid Security if one was required, the details of the technical bid attachments.
6. Bids and modifications that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
7. The commercial bids of all the technically qualified bidders will be opened in the presence of the bidders who are present at the time of opening of the commercial bid. The bidders' names, the bid prices, the prices of any alternative (if alternatives have

been requested or permitted) any discounts, bid deviations, and such other details as the Trust may consider appropriate, will be announced by the Trust at the time of financial bid opening. Any bid price, discount or modification that is not read out and recorded at bid opening will not be considered for bid evaluation, irrespective of the circumstances.

8. In the event of the specified date of bid opening being declared a holiday for Dr. NTRVST, the Bids shall be opened at the same time and location on the next working day. Even if there is no representative of the bidder present, Dr. NTRVST shall go ahead and open the bid of the bidders.
9. During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
10. The bid security will be opened by Dr. NTRVST for bid evaluation, in the presence of bidders' representatives who may choose to attend the session on the specified date, time and address. The Bid Security envelope of the bidders will be opened on the same day and time, on which the Pre-Qualification bid is opened, and bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

7.2 Overall Evaluation Process

1. A tiered evaluation procedure will be adopted for evaluation of bids, with the pre-qualification evaluation being completed before technical evaluation and technical evaluation being completed before the commercial bids are opened and compared.
2. Dr. NTRVST will assess the bidders' capabilities against the pre-qualification criteria. Only those bidders' who meet / exceed the pre-qualification criteria shall proceed for technical evaluation.

3. Dr. NTRVST will review the technical bids of the qualified bidders to determine whether the technical bids are substantially responsive as per the requirements specified in the RFP. Bids that are not substantially responsive are liable to be disqualified.
4. Dr. NTRVST may seek inputs from their professional, external experts, agencies in the bid evaluation process.
5. Dr. NTRVST shall assign technical score to the bidders and evaluate the technical bids as per the Technical Evaluation Criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria and those who meet all the mandatory criteria shall qualify for the commercial evaluation stage.
6. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive as per the requirements specified in the RFP.

7.3 Evaluation of Pre-Qualification bids

The evaluation of the Pre-Qualification bids will be carried out in the following manner:

1. The bidders' Pre-Qualification bid in the bid document will be evaluated as per the requirements specified in the RFP and adopting the pre-qualification criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified as required for evaluation.
2. Dr. NTRVST may seek additional information and clarifications from any or all of the Bidders on the Pre-Qualification bid. Any of the additional information or clarifications submitted by the Bidder on the pre-qualification bid should not have any commercial implications.

7.4 Evaluation of Technical bid

The evaluation of the Technical bids will be carried out in the following manner:

1. The bidders' technical bid proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified in the format specified in the RFP as required for technical evaluation.
2. Dr. NTRVST may seek additional information and clarifications from any or all of the Bidders on the Technical bid. Any of the additional information or clarifications

submitted by the Bidder on the technical bid should not have any commercial implications.

3. **Proposal Presentations:** The Bid Evaluation Committee (“Committee”) may invite each pre-qualified bidder to make a presentation to Dr. NTRVST at a date, time and venue decided by Dr. NTRVST. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their bids.
4. The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its bid. The committee may seek inputs from their professional and technical experts in the evaluation process.
5. Following will be the technical evaluation methodology:
 - a) Verify compliance of the bidder’s technical bid against the mandatory compliance criteria. Dr. NTRVST may not carry out further technical evaluation if the bidder fails to meet the mandatory compliance criteria. Bidders who fail to meet the mandatory compliance criteria will be technically disqualified.
 - b) Each Technical Bid will be assigned a technical score out of a maximum of 100 points. Each of the criteria will be assigned a technical score.
 - c) Product Capability Demonstration
 - i. The purpose of evaluation will be to test the fitment of the proposed solution or the product as the case may be to meet the functional, technical and non-functional requirements given in the RFP and to assess the responses of the bidder against the functional, technical and non-functional requirements compliance matrix.
 - ii. Dr. NTRVST shall test the proposed product on its ability to meet the requirements listed in the RFP. This will be done by evaluating the Product Capability Demonstration of the proposed solution or the product as the case may be. The bidder must demonstrate the product requirements as per requirements specified in the volume I of this RFP.

- iii. Proposed Solution: The demonstration scripts will be used as the basis for scoring the solution's ability to meet functional, technical, and non-functional requirements in the RFP. The scripts for product capability demonstration will be targeted to address major requirements given in the RFP but in no way indicate or limit the scope of the requirements specifications of the proposed product.
 - iv. Products (Medical Kits and Tablets): The Medical Kits, tablets as well as the associated software solution has to be demonstrated. The results of the investigations may be verified against results using the standard instruments in vogue in government hospitals. The number of samples to be tested will be decided by the technical evaluation committee.
 - v. Cost and mechanism of Product Capability Demonstration shall be to the charge of bidder.
 - vi. Bidders who prefer not to attend the product capability demonstration on the specified date may not be given any further date for product capability demonstration.
- d) Only the bidders, who meet all the mandatory compliance criteria AND score equal to or above the minimum cut-off score defined in each of the sections AND score equal to or above the minimum overall cut-off score, will qualify for the evaluation of their commercial bids.
- e) The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the commercial bids.
- f) The technically qualified bidders will be informed of the date and venue of the opening of the commercial bids through a written communication.

7.5 Evaluation of Commercial Bid

1. The Commercial Bids of only the technically qualified bidders will be opened for evaluation.

2. Since the payments to the Bidder will be made over a period of 5 years, the Discounted Cash Flow (DCF method) method will be used to compare different payment terms, including progressive stage payments so as to bring them to a common denomination for determining lowest bidder.
3. Detailed modalities for applying DCF technique are as below:
 - a) Net Present Value (NPV) will be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated below.
 - b) Dr. NTRVST will evaluate by adopting DCF method with a discounting rate in consonance with the SBI Prime Lending Rate (SBIPLR) of 14.05 % (effective from October 2015) (as published on SBI website - <https://www.sbi.co.in>). The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method would be used for evaluation of bids.
 - c) Standard software for example 'Excel', 'Lotus 1-2-3' or any other spread sheet which comes preloaded as part of a personal computer will be used for NPV calculation.
 - d) The bidder's commercial bid with the lowest NPV (calculated up to second decimal point) will be considered as the L1 bidder. In case of a tie where two or more bidders become L1 (i.e., same NPV), the bidder with the higher technical score will be considered as the L1 bidder.
 - e) The NPV will be calculated using the formula below:

$$\text{NPV} = \text{PPM} + \text{COM} + \text{STO} + \text{IMPL} + (\text{NPV of 20 EQI-I over 20 Quarters}) + (\text{NPV for 8 EQI-II over 8 Quarters}) + \text{SIMK} + \text{CCT} + \text{NPV of 12 MKT-EQI-I over 12 Quarters} + \text{NPV of 8 MKT-EQI-II over 8 Quarters}$$

Where,

- a. 'PPM' is Blended Person Month Cost for 300 Person Months (refer 'D' in Pricing Summary Sheet)
- b. 'COM' is the Compute Cost for Additional Compute Capacity for 20 VMs (refer 'E' in Pricing Summary Sheet)

- c. 'STO' is the Storage Cost for Additional Storage Capacity for 1TB (refer 'F' in Pricing Summary Sheet)¹
- d. 'IMPL' is the cost of implementation of the enhancements (Refer to Item 'A' in Pricing Summary Sheet)
- e. EQI-I is the amount quoted under the Services Provided during contract period (5 Years) (refer Item 'B' in the Pricing Summary Sheet)
- f. EQI-II is the amount quoted under the Service provided during extended period (2 Years after the completion of contracted 5 Years) (Refer item 'C' in the Pricing Summary Sheet)
- g. SIMK is the amount quoted under the Supply and Installation of Medical Kits along with Tablets (includes cost of consumables for 500 tests and 1st year Warranty) (refer Item 'G' in the Pricing Summary Sheet)
- h. CPT is the Cost of Consumables for 1000 tests (refer Item 'K' in the Pricing Summary Sheet)
- i. MKT-EQI-I is the amount quoted under the AMC – Medical Kits and Tablets provided for a period of 3 years after the completion of warranty period (refer Item 'I' in the Pricing Summary Sheet)
- j. MKT-EQI-II is the amount quoted under the AMC – Medical Kits and Tablets provided during the extended period (2 years after the completion of contracted period) (refer Item 'J' in the Pricing Summary Sheet)

NPV will be calculated using a quarterly discounting rate calculated as below:

$$\text{Quarterly Discounting Rate (r)} = ((1 + \text{annual discounting rate})^{1/4} - 1)$$

NPV of 20 EQI-I over 20 Quarters:

$$\text{NPV} = \sum (\text{EQI-I } i) / (1 + r)^i \text{ where } i = 1, 2, \dots, 20$$

(EQI-I i) is the amount quoted under the Services Provided during contract period (5 Years) (refer Item 'B' in the Pricing Summary Sheet) in the respective quarter "i"

NPV of 8 EQI-II over 8 Quarters:

$$NPV = \sum(EQI-II \ i) / (1 + r)^i \text{ where } i = 21,22,\dots,28$$

(EQI-II i) is the amount quoted under the Service provided during extended period (2 Years after the completion of contracted 5 Years) (Refer item 'C' in the Pricing Summary Sheet) in the respective quarter "i"

NPV of 12MKT-EQI-I over 12 Quarters

$$NPV = \sum(MKT-EQI-I) / (1+r)^i \text{ where } i = 9,10,\dots,20$$

(MKT-EQI-I i) is the amount quoted under the AMC – Medical Kits and Tablets provided for a period of 3 years during the Contract Period (refer Item 'I' in the Pricing Summary Sheet) in the respective quarter "i"

NPV of 8 MKT-EQI-II over 8 Quarters

$$NPV = \sum(MKT-EQI-II) / (1+r)^i \text{ where } i = 21,22,\dots,28$$

(MKT-EQI-I i) is the amount quoted under the AMC – Medical Kits and Tablets during the extended period (2 years after the completion of contracted 5 years) (refer Item 'J' in the Pricing Summary Sheet) in the respective quarter "i"

7.6 Final evaluation

A composite score shall be calculated for those bidders whose bids are found to be in order. The weightage for the composite evaluation is as described below:

- a. Technical – 60%
- b. Commercial – 40%

For Quality and Cost based Evaluation (QCBS), the following formula will be used for the evaluation of the bids.

$$Bn = 0.6 * Tn + (0.4) * (Cmin/Cb * 100)$$

Where

Bn = overall score of bidder under consideration

Tn = Technical score for the bidder under consideration

Cb = NPV (as calculated above) for the bidder under consideration

Cmin = Lowest NPV (as calculated above) among the financial proposals under consideration

The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations for awarding the contract.

7.7 Pre-Qualification Evaluation Criteria

The Responses received will be evaluated based on the criteria as specified below.

The bidder as a single legal entity should meet the following criteria.

1.	The Bidder (prime bidder in case of consortium) should be a company registered under Indian Companies Act 1956. The company should be primarily providing IT / ICT / ITeS operations in India for at least the last three financial years as on bid closing date as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India. The bidder will be a single legal entity.
2.	The bidder (prime bidder in case of consortium) must have an increasing and positive net-worth in each of the last 2 financial years (2014-15 and 2015-16). The positive net worth should be a minimum of INR 5 Crores, when averaged over the previous two financial years.
3.	The Bidder (prime bidder in case of consortium) must have an annual turnover of not less than INR 16 Crores for each of the last two financial years ending 31st March 2016.
4.	The bidder (prime bidder in case of consortium) (either directly or through its affiliate / parent company) must satisfy at least one of the following criteria:

	<p>a. Executed at least one Turnkey IT project of value of at least INR 10Crores. In case the project is executed for a State or UT or Central Government or public sector enterprises in India, the project value should be at least INR 8 crores. OR</p> <p>b. Executed at least twoTurnkey IT projects, each of value of at least INR 7 Crores. In case the project is executed for a State or UT or Central Government or public sector enterprises in India, the project value (each of the project) should be at least INR 6 crores. OR</p> <p>c. Executed at least threeTurnkey IT projects, each of value of at least INR 6 Crores. In case the project is executed for a State or UT or Central Government or public sector enterprises in India, the project value (each of the project) should be at least INR 4 crores.</p>
5.	<p>The Bidder (prime bidder including partners in case of consortium) shall not have been blacklisted by any Local (State) Government, Federal (Central) Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Government. A self-certificate declaring that the bidder is not blacklisted by any Central/ State Govt. Department must be enclosed.</p>

Notes:

1. 'Turnkey IT Projects' relates to projects involving one or more of the following: IT Application, IT Infrastructure, and Operations & Maintenance Services on the application and infrastructure.
2. In respect of the cited projects, the bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.
3. Only Project Citations initiated / in-progress / completed in the last three financial years (2013-2016) will be considered for evaluation.

7.7.1 Pre-Qualification bid

The Pre-Qualification bid should be submitted with the following details. Bidders are requested to submit their responses for the Pre-Qualification Requirements in four(4) parts, clearly labelled according to the following categories:

1. Part I – Pre-Qualification Bid Response Checklist, Bid Covering Letter, Authorization Letter

- a. Pre-Qualification Bid Response Check List – as per the format provided in the RFP. (Section 10.3.2 of this volume of the RFP)
- b. Bid Covering Letter from the Bidder as per the format provided in Section 10.3.1
- c. Bid Security as per the format provided in the RFP (Section 10.2 of this volume of the RFP)
- d. A certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract.

2. Part II – Details of the Organization

- a. This part must include a general background of the respondent organization(limited to 400 words) along with other details of the organization as per the format provided in the RFP (Section 10.3.3). Enclose the mandatory supporting documents listed in format.
- b. The bidder must also provide the financial details of the organization as per format provided in the RFP (Section 10.3.4). Enclose the mandatory supporting documents listed in format.

3. Part III – Relevant Project Experience for Turnkey IT Projects

- a. Respondents must provide details (client organization, nature / scope of the project, project value) of Turnkey IT project experience as per the format provided in the RFP (Section 10.3.5). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.

4. Part IV – Self-declaration that bidder is not black listed

Respondent must provide the details about not blacklisted by any Local (State) Government, Federal (Central) Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Government. The respondent shall provide the self-declaration as per the format 10.3.6 provided in this RFP.

7.8 Technical Evaluation Criteria

7.8.1 Mandatory Compliance Criteria

The bidders shall meet all the mandatory compliance criteria mentioned below. Failure in meeting the mandatory compliance criteria will result in technical disqualification of the bidder.

Mandatory Compliance	
The technical response must meet all the following mandatory compliance requirements. Failure to meet any one or more of the following criteria will result in the disqualification of the technical bid response.	
Part I: Bid Cover Letter	
1.	Bid Cover Letter as per Section 10.3.1 of Volume – II of RFP (Submitted as part of the Pre-qualification bid)
Part II: Undertakings from the Bidder	
1.	Submission of <i>Undertaking on Delivery Center</i> in the format prescribed in this RFP (Section 10.4.2)
2.	Submission of <i>Undertaking on Pricing of Items of Technical Response</i> in the format prescribed in this RFP (Section 10.4.3)
3.	Submission of <i>Undertaking on Compliance, Sizing of Infrastructure, and Service Level Compliance</i> in the format prescribed in this RFP (Section 10.4.4)
4.	Submission of <i>Undertaking on Work Environment and Personnel</i> in the format prescribed in this RFP (Section 10.4.5)
5.	Submission of <i>Undertaking on Changes to the Contract Clauses</i> in the format prescribed in this RFP (Section 10.4.6)
6.	Submission of <i>Undertaking on Conflict of Interest</i> in the format prescribed in this RFP (Section 10.4.7)

7.	Submission of <i>Undertaking on Absence of Litigation</i> in the format prescribed in this RFP (Section 10.4.8)
8.	Submission of <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP (Section 10.4.9)
9.	Submission of <i>Undertaking on Non-malicious Code Certificate</i> in the format prescribed in this RFP (Section 10.4.10)
10.	Submission of <i>Undertaking on Support to Third Party Audits and Certification</i> in the format prescribed in this RFP (Section 10.4.11)
Part III: Undertakings from the OEM or Licensee of the proposed product	
11.	Submission of <i>Undertaking on Patent Rights</i> in the format prescribed in this RFP (Section 10.4.9)
12.	Submission of <i>Undertaking on Non-malicious Code Certificate</i> in the format prescribed in this RFP (Section 10.4.10)
13.	Manufacturer's Authorization Form (MAF) in the format prescribed in this RFP (Section 10.4.22)
14.	Compliance Statement of the Medical Kits indicating complete compliance against the technical specifications provided in the RFP in the format prescribed in this RFP (Section 10.4.23)
15.	Compliance Statement of the Tablets indicating complete compliance against the technical specifications provided in the RFP in the format prescribed in this RFP (Section 10.4.23)
Part IV: Undertakings from the CSP	
16.	Submission of undertaking from CSP (Section 10.4.12)
Part V Transition Plan and Transition Risk Management	
	<p><i>The transition plan and Transition Risk Management plan is evaluated and scores are assigned. The maximum score assigned for this is 20 marks and the bidder shall get a minimum cut-off of 15 marks. The bidder will be disqualified if it does not get the score of minimum cut-off marks of 15. However, the score assigned to this and also the marks gained by the bidder after valuation shall not be added to the technical evaluation scoring Matrix.</i></p> <p><i>This criterion is NOT applicable for the bid submitted by the incumbent service</i></p>

provider.

- Coverage of the details as requested in Annexure 10.5.19Summary Transition Plan (5)
- Understanding of the scope by the bidder and relevance of the plan to Dr. NTRVS project services – evaluated for each of the items requested (7)
- Coverage of the details as requested in Annexure 10.5.20Summary Transition Risk Management Plan (3)
- Understanding of the scope by the bidder and relevance of the plan to Dr. NTRVS project services – evaluated by the identified risks (5)

7.8.2 Technical Evaluation Scoring Matrix

The following table provides the scoring matrix including the cut-off marks based on which the technical bids shall be evaluated for the project. The bidder will be disqualified if it does not score the minimum cut-off marks for each of the parameter.

No	Evaluation Criterion (Figures in brackets indicate the maximum score for that sub-group)	Max score
1	Project Experience	20
A	<p>Previous e-Governance IT Project Experience</p> <p>Please provide two citations as per Annexure 10.4.13. Each citation will be evaluated based on the following parameters:</p> <ul style="list-style-type: none"> a) Value of the project (30%) (Benchmark = INR 5 Cr) b) Similarity in the scope of services (50%) c) Project Status (20%) (Benchmark = Completed Projects) <p>(The projects executed either directly by the bidder or through its affiliate / parent company may be quoted)</p>	12
B	<p>Previous Health Care Domain IT Project Experience</p> <p>Please provide one citation as per Annexure 10.4.14. Each citation will be evaluated based on the following parameters:</p> <ul style="list-style-type: none"> a) Value of the project (30%) (Benchmark = INR 2 Cr) b) Similarity in the scope of services (60%) c) Project Status (20%) (Benchmark = Completed Projects) <p>(The projects executed either directly by the bidder or through its affiliate / parent company may be quoted)</p>	8
2	Proposed Solution	40
A	<p>Enhancement to Design/Underlying Solution Components of the existing EHS Application Suite</p> <p>(Response will be evaluated on Openness, Flexibility, Maintainability, Configurability, Reusability that will lead to reduced cycle time of change and first time right):</p>	20

Comment [r1]: Add BPR

	<ul style="list-style-type: none"> i. Proposed Business Process Re-engineering to the existing processes (6) ii. Solution Architecture / Design – (highlighting any enhancements proposed over and above the current architecture along with the rationale and anticipated benefits / challenges addressed) (3) iii. Additional Solution Components to meet the desired objectives of supporting the dynamic nature of Dr. NTRVS operations (3) iv. The proposed components are complying to the open standards/open source (2) v. Solution Components to meet the additional requirements of security (2) vi. Adoption of citizen centric approach in the design and proposed solution (4) 	
B	<p>Proposed Solutions for the Enhancements (Portal and m-Health) to the Application Suite (Response will be evaluated on Openness, Flexibility, Maintainability, Configurability, Reusability that will lead to reduced cycle time of change and first time right):</p> <ul style="list-style-type: none"> i. Understanding of the requirements and approach on the underlying solution components for implementation of Dr. NTRVS application enhancements proposed in the RFP (4) ii. Past project experience of the organization in implementing the proposed solution (3) 	7
C	<p>Proposed Solutions for the Advanced Analytics (Response will be evaluated on Openness, Flexibility, Maintainability, Configurability, Reusability that will lead to reduced cycle time of change and first time right):</p> <ul style="list-style-type: none"> i. Understanding of the requirements and approach on the 	6

Comment [r2]: BPR 4 -5 Marks

Comment [r3]: Methodology and areas for enhancement
 Citizen centric

	<p>underlying solution components for implementation of Dr. NTRVS application enhancements proposed in the RFP (3)</p> <p>ii. Past project experience of the organization in implementing the proposed solution (3)</p>	
C	<p>Cloud Infrastructure</p> <p>Response will be evaluated on:</p> <p>i. Adequate provision for scalability to cater for peak load requirements as well as future growth (2)</p> <p>ii. Adequate provision for load-balancing, clustering and failover at all required places in order to achieve required availability & reliability (1)</p> <p>iii. DC-DR IT Infrastructure – Deployment Architecture (2)</p> <p>iv. Approach on the underlying infrastructure / software licenses for implementation of Dr. NTRVS application with respect to what will be upgraded / replaced along with the rationale (2)</p>	7
3	Proposed Operations and Maintenance Services Methodology and Tools	5
A	<p>Helpdesk</p> <p>Response will be evaluated on:</p> <p>i. Sufficiency of sizing and proposed team (1)</p> <p>ii. Proposed solution for Helpdesk with scope to augment capacity during peak period (1)</p>	2
B	<p>Tools</p> <p>Response will be evaluated on Proposed Tools to support the O&M Requirements:</p> <p>iii. EMS Solution (1)</p> <p>iv. Service desk solution covering Change Management,</p>	3

	<p>Configuration Management, Asset Management, Event Management, Incident Management, and Problem Management Processes. (1)</p> <p>v. Issue Tracker (1)</p> <p>Use of proven tools (50%)</p> <p>Integration between the various tools (50%)</p>	
4	Governance Structure and Team	15
A	<p>Governance Structure</p> <p>Response will be evaluated on:</p> <p>i. Governance Structure including the representatives of the Service Provider in each of the Committees at Dr. NTRVST (3)</p> <ul style="list-style-type: none"> - Level of skills and qualifications - Experience of the proposed personnel <p>ii. Escalation mechanism within Service Provider (2)</p>	5
B	<p>Project Team</p> <p>Response will be evaluated on Proposed profiles for the key personnel:</p> <p>i. Transition / Delivery Manager (2)</p> <p>ii. Solution Architect (2)</p> <p>iii. Project Manager – Software (2)</p> <p>iv. Project Manager – IT Infrastructure (2)</p> <p>v. Project Manager – SLA and Operations (1)</p> <p>vi. Project Manager – Help Desk (1)</p> <p>Each proposed profile will be evaluated on:</p> <p>a. Level of skills and experience (50%)</p> <p>b. Relevance of experience (50%)</p>	10
5	Proof of Capabilities – Software Solution and Medical Kit	10

	<p>The scripts based on which a configured / customized product has to be demonstrated will be provided to the bidders as a separate Annexure.</p> <p>i. The scripts will be based on the Enhancements Requirements given under Volume I of the RFP- (5)</p>	5
	<p>The Medical Kits as well as the associated software solution has to be demonstrated. The number of samples to be tested will be decided by the technical evaluation committee.</p> <p>i. The tests will be based on the Requirements given under Volume I of the RFP- (5)</p>	5
7	Demonstration of the Proposal to the Committee	10
A	<p>Demonstration of the Proposal to the Committee</p> <p>Response will be evaluated on:</p> <p>i. Clarity of understanding of the project and risks (4)</p> <p>ii. Walk-through of the proposal in the presentation (3)</p> <p>iii. Presentation by the team proposed by the bidder (3)</p>	10
	Total	100

7.8.3 Technical Bid

The technical bid should address all the areas/sections as specified by the RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP Volume I. The technical bid must not contain any pricing information.

The technical bid shall contain the following:

1. Part I:

- a. Bid Response Checklist – as per the format provided in the RFP
- b. Bid Cover Letter – as per the format provided in the RFP

2. Part II: Undertakings from the Bidder

3. Part III: Undertakings from the OEMs

4. Part IV: Undertakings from the CSP

5. Part V: Transition plan and Transition Risk Management plan

6. Part VI: Previous Project Experience

a. E-Governance IT Projects

- b. Health Care Domain IT Projects

7. Part VII-A: Proposed Solution and Implementation approach

- a. Attachment 1 to Part VII-A: Implementation Approach that the Service Provider is proposing for implementation of Dr. NTRVS application along with the rationale and how it meets the desired objectives
- b. Attachment 2 to Part VII-A: Solution Architecture – (highlighting any enhancements proposed over and above the current architecture along with the rationale and anticipated benefits / challenges addressed)
- c. Attachment 3 to Part VII-A: In case any solution component(s) is proposed to be replaced, the bidder shall provide details on the sufficiency of the specifications / features of the new solution component to address the requirements of Dr. NTRVS application.

- d. Enhancement to Design/Underlying Solution Components of the existing EHS Application Suite
- e. Proposed Solutions for the Enhancements (Portal and m-Health) to the existing application suite
- f. Proposed Solutions for the Advanced Analytics
- g. Technical Bill of Materials for all the Underlying Solution Components at DC and DRC as per the format in Section 10.4.16

8. Part VII-B: Cloud Services

- a. Details of the cloud service offerings to meet the requirements specified in Annexure D of Volume I of RFP. Details to include:
 - Details of the DC and DRC Hosting Facilities for the cloud service offerings as per the format in Section 10.4.15
 - Adequate provision for Year on Year Requirements as per the format in Section 10.4.17
 - Network Connectivity Details as per the format in Section 10.4.18
 - Underlying calculations justifying the sizing
 - Details of the proposed EMS services required for measuring and monitoring each of the Service Levels prescribed in this RFP
 - Additional details to evaluate the compliance of the cloud service offering against the requirements in the RFP.

9. Part VII-C: Service Requirements

- a. Attachment 1 to Part VII-C: Methodology to address service requirements (service design, service transition, service operation, continual improvement)
- b. Attachment 2 to Part VII-C: Solution and Methodology to address Helpdesk Requirements
- c. Attachment 3 to Part VII-C: Proposed Tools (EMS, Service Desk, Issue Tracker) to support the O&M Requirements

10. Part VIII: Project Office, Governance Structure and Team

- a. Attachment 1 to Part VIII: Details of the Project Office with the location and the list of the key personnel of the project team that will be based out of the Project Office.
- b. Attachment 2 to Part VIII: Service Provider's Governance Structure including the representatives of the Service Provider in each of the Committees at the Trust and escalation mechanism.
- c. Attachment 3 to Part VIII: Proposed profiles for the below key personnel. Use the format provided in Annexure 10.4.21 Personnel Profiles of the resources proposed for the project
 - Transition / Delivery Manager (Indicative Profile Requirement: Graduate, 15+ years of experience, Experience in Public Sector / Government Projects, 2 full lifecycle transition projects)
 - Solution Architect (Indicative Profile Requirement: Graduate, 15+ years of experience, 10 years of relevant experience)
 - Project Manager – Software – Dr. NTRVS Application Suite (Indicative Profile Requirement: Graduate, 10+ years of experience, Experience in Public Sector / Government Projects, 3 IT software projects)
 - Project Manager – IT Infrastructure (Indicative Profile Requirement: Graduate, 10+ years of experience, Experience in Public Sector / Government Projects, 3 IT Infrastructure projects)
 - Project Manager – SLA and Operations (Indicative Profile Requirement: Graduate, 10+ years of experience, Experience in Public Sector / Government Projects, 3 O&M projects – SLA Management / Monitoring)
 - Project Manager – Helpdesk and Support (Indicative Profile Requirement: Graduate, 10+ years of experience, Experience in Public Sector / Government Projects, 3 O&M projects – Helpdesk and Support)
- d. In case the proposed profiles do not comprehensively meet the indicative requirements with respect to qualifications and/or the experience, the response

shall provide the additional details (limit to one paragraph) to indicate the fitment of the profile to the proposed role.

11. Part IX – Assumptions: List out all the assumptions made by the bidder in the preparation of the bid response. However, the assumptions shall not have any commercial impact, shall not be binding on the Trust and such assumptions cannot be basis for any Change Requests during the project duration.

12. Part X – Datasheets: Datasheets of the proposed solution (software and hardware) components, where required

13. Part XI – Optional Supplementary Information: Additional information directly relevant to the scope of services provided in the Volume I of the RFP may be submitted to accompany the proposal. In submitting additional information, please mark it as supplemental to the required response. However, it is clearly understood that the additional services or supplementary information will not be considered for evaluation purposes.

7.9 Commercial Bid

1. The price would be inclusive of all taxes, duties, charges, cess and levies as applicable at the time of bidding process.
2. The prices quoted (including the man-power costs) in the Commercial bid shall be valid for the entire period of the contract, including any extensions.
3. The Commercial bid should be submitted as per the format provided in the Section 10.5 (Formats for the Commercial Bid Response)
 - a. Commercial bid Covering Letter as per the format provided in Section 10.5.1 - Commercial Bid Cover Letter
 - b. Cost Components with all the taxes applicable as per the formats provided in Pricing Summary table given under Section 10.5.2 – Pricing Summary Sheet
 - c. Prices and Price Information
 - i. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of Dr. NTRVSTas listed in the Volume – I of this RFP.
 - ii. Prices shall be quoted entirely in Indian Rupees.

- iii. No adjustment of the price quoted in the Commercial bid shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- iv. The price quoted in the Commercial Bid shall be the only payment, payable by the Trust to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between Dr. NTRVST and the Bidder after negotiations.
- v. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the bid and the contract. A bid submitted with an adjustable price quotation or conditional bid may be rejected as non-responsive.
- vi. Bidder should provide all prices, quantities as per the prescribed format given in Section 10.5 (Formats for the Commercial Bid Response). Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
- vii. If the rate for a line item is left blank it would be considered as zero and no payment would be made to the respective item.
- viii. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder.
- ix. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery, installation charges and any other charges as applicable.
- x. All costs incurred due to delay of any sort, shall be borne by the Bidder.
- xi. Dr. NTRVST reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

4. The Bidder is expected to price all the items and services required for successful implementation of the project and subsequent operations & maintenance in line with SLA.
5. The person-month costs taken in the commercial bid is only for commercial evaluation and will be used for approved out-of-scope Changes carried through change control process as defined in Volume III of the RFP.
6. Dr. NTRVST may seek clarifications from the Bidder on the Technical bid. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Bid submitted by the Bidder should be inclusive of all the items in the technical bid and should incorporate all the clarifications provided by the Bidder on the technical bid during the evaluation of the technical offer.
7. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial bid. Additional information directly relevant to the scope of services provided in the Volume – I of the RFP may be submitted to accompany the bid. In submitting additional information, please mark it as supplemental to the required response. However, this information will not be considered for evaluation purposes.
8. The bidder is expected to provide all the assumptions related to the bid in the technical bid itself and not in the Commercial bid. A commercial bid with any assumptions or conditions will be disqualified.
9. The Commercial Bid must be detailed and must cover each year of the contract term.
10. Taxes
 - a. The Trust or its nominated agencies shall be responsible for withholding taxes, levies, cess, duties etc. from the amounts due and payable to the Implementing Agency wherever applicable. The Service Provider shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties.
 - b. The Trust or its nominated agencies shall provide Service Provider with the original tax receipt of any withholding taxes paid by the Trust or its nominated agencies on payments under this Agreement. The Service Provider agrees to

reimburse and hold the Trust or its nominated agencies harmless from any deficiency including penalties and interest relating to taxes that are its responsibility under this paragraph. For the purposes of this Agreement, taxes shall include taxes incurred on transactions between and among the Trust or its nominated agencies, the Service Provider and third party subcontractors.

- c. If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties due to any statutory notification/s, which are directly payable by the Trust for providing the services i.e. service tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the Service Provider in performing the Services, then the remuneration and reimbursable expense otherwise payable to the Trust under this Agreement shall be increased or decreased accordingly by correspondence between the Parties hereto. However, in case of any new or fresh tax or levy imposed after submission of the bid the Service Provider shall be entitled to reimbursement on submission of proof of payment of such tax or levy.

11. Correction of Errors

- a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the bids are submitted to Dr. NTRVST. All corrections, if any, should be initialled by the authorised signatory signing the proposal form before submission, failing which the figures for such items may not be considered.
- b. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- c. Arithmetical Errors in Commercial Proposals - If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of errors, the bid will be rejected and EMD may be forfeited.

12. Clarification on Commercial Bids

- a. To assist in the evaluation, comparison and an examination of bids, TRUST may, at its sole discretion, ask the bidder for a clarification of its bid including

breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, TRUST reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder

8. Award of Contract

8.1 Award Criteria

Dr. NTRVST will award the Contract to the successful bidder whose bid has been determined to be substantially responsive, technically qualified and has been determined as the best value bid as per the commercial evaluation details provided under Section 7.

8.2 Dr. NTRVST's Right to Accept/ Reject Any or All bids

Dr. NTRVST reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the reasons / grounds for Dr. NTRVST' action.

8.3 Notification of Award

Prior to the expiration of the validity period, Dr. NTRVST will notify the successful bidder in writing or by email, that its bid has been accepted. The notification of award will constitute the formation of the contract. The successful bidder will be required to furnish the Advance Bank Guarantee and Performance Bank Guarantee within 30 days of the date of notice of award.

8.4 Contract Finalization and Award

Dr. NTRVST shall reserve the right to negotiate with the bidder(s) whose bid has been ranked best value bid on the basis of Technical and Commercial Evaluation. A contract will be awarded to the responsible, responsive bidder whose bid conforms to the RFP and is, in the opinion of Dr. NTRVST, the most advantageous and represents the best value to the proposed project, price and other factors considered. Dr. NTRVST reserves the right to negotiate with the selected bidder for reasonability of rates for contract.

8.5 Signing of Contract

The successful bidder shall provide the Letter of Acceptance along with "Advance Bank Guarantee", "Performance Bank Guarantee" and certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this Agreement by the Service Provider to the Dr. NTRVST within 30 days of Notice of Award. The

submission of the above documents is conditions precedent for signing the Agreement. The Agreement (MSA) is provided in Volume III of the RFP. Dr. NTRVST shall have the right to annul the award in case there is a delay of more than 15 days from the fulfilment of conditions precedent in signing of Agreement, for any reasons attributable to the successful bidder.

8.6 Suggestions on the Draft Contract

- a. A Master Service Agreement (MSA) including the standard terms and all the other terms specific to the implementation of the Project is circulated as Volume III of this RFP. Dr. NTRVST reserves the right to revise the contract.
- b. It is expected that the bidder will be able to execute this contract without any modifications, in case they are selected for doing so.
- c. The bidder is requested to indicate as per the form specified in the Section 10.1, the changes the bidder desires to have and the reason for the same. This is only a solicitation of suggestions for change. However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from Dr. NTRVST to consider those suggestions.
- d. However, it is clearly understood that the changes the bidder desires to have will not be the basis for affecting any changes in the Commercial bid already submitted by the bidders. The bidder should not suggest any change that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for the implementation of the project
- e. The bidder is also requested not to base the commercial quote on the assumptions that the suggestions for changes to the draft contract will be accepted by Dr. NTRVST

8.7 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Dr. NTRVST may call for new proposals. Dr. NTRVST may also invoke the PBG (if the PBG is submitted). The bidder will also forfeit the Bid Security.

9. Payment Terms and Schedule

9.1 Advance Bank Guarantee

AAvance Bank Guarantee (ABG) of 15% of the implementation cost would be furnished by the successful bidder in the form of a Bank Guarantee as per the format in this RFP from Scheduled Indian Banks. The ABG should be furnished within 30 working days from the date of notice of award and should be valid up to 90 days beyond the date of completion of Phase – I and Phase – II enhancements.

In case of any delays in the implementation of the Phase-I and Phase-II enhancements, the ABG has to be valid for 90 days beyond the extended period.

9.2 Performance Bank Guarantee

A Performance Bank Guarantee (PBG) of 10% of contract value would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in this RFP from Scheduled Indian Banks. The PBG should be furnished within 30 working days from the date of notice of award and should be valid up to 90 days beyond the duration of contract.

In case any claims or any other contract obligations are outstanding, the Service Provider(successful bidder) will extend the Performance Bank Guarantee as asked by Dr. NTRVST till such time the Service Providersettles all claims and completes all contract obligations. The Performance Bank Guarantee will be subject to encashment by the Dr. NTRVST, in case, conditions regarding adherence to delivery schedule, conditions regarding warranty, settlement of claimsand other provisions of the contract are not fulfilled by the Service Provider.

In case the contract is extended, the PBG has to be valid for 90 days beyond the extended period.

9.3 Liquidated Damages

In the event of the Bidder's failure to submit the Bond, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, Dr. NTRVST may at its discretion withhold any payment until the completion of the contract. The Trust may also deduct from the

payment due to the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the corresponding milestone payment of the delayed / undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of corresponding milestone payment of the delayed / undelivered services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Dr. NTRVST under the contract and law. Liquidated damages shall not be imposed for the period of delay solely attributable to TRUST.

9.4 Payment Schedules and Milestones

All the payments will be done to the selected Service Provider by the Trust after successful completion of the milestone and acceptance of deliverable by the Trust.

Following payment milestones shall be applicable for the project:

S.No.	Phase	Milestone	Amount
1	Mobilization Advance	On Signing of Contract and Fulfilment of Conditions Precedent including Submission of Advance Bank Guarantee of Equal Amount	15% of Implementation Cost
2	Successful Completion of Transition	Successful Transition including Migration of existing system to Cloud Environment and sign-off from the Trust	10% of Implementation Cost
3	Implementation Phase - I	Completion of Phase I Enhancements and sign-off from the Trust	30% of Implementation Cost
4	Implementation Phase - II	Completion of Phase II Enhancements and sign-off from the Trust	45% of Implementation Cost
4	Operations and Maintenance Phase	At the end of each quarter after satisfactory delivery of the services	Equated Quarterly Instalments

Following payment milestones shall be applicable for the project with respect to the Medical Kits and Tablets:

S.No.	Phase	Milestone	Amount
1	Delivery and Successful Installation	Sign-off from the Trust on the Delivery and Successful Installation & Configuration of the Medical Kits and Tables including Integration with the DRNTRVS/EHS/WJHS Software to deliver the desired results	80% of Quote for Supply and Installation of Medical Kits and Tablets
2	Successful Acceptance (Acceptance Test will be completed within 30 days from the date of submission of Installation Reports by the Service Provider)	Successful Acceptance of the Medical Kits and Tablets including necessary training to the VaidyaMitras to fully operate the devices and conduct the screening.	20% of Quote for Supply and Installation of Medical Kits and Tablets
3	Operations and Maintenance Phase (Post – Successful Acceptance)	At the end of each quarter after satisfactory delivery of the services	Equated Quarterly Instalments

Note: All the Delivery Challans, Installation Reports, OEM Quality Certificate, Acceptance Certificates to be Counter signed by the respective Competent Authority as designated by the TRUST. The certificate/report should have Name, Designation, Signature, Phone number, Date and Seal of the Officer. The Challans / Reports / Certificates will not be processed for payments if the Name, Designation, Signature, Phone number, Date and Seal of the Officer are not available.

Following terms are applicable for both of the above payment terms:

1. Payments for the Operations and Maintenance phase will be made at the end of the quarter after satisfactory delivery of the services.
2. Equated quarterly instalment (EQI) payment: EQI quoted by the Services Provided for the Period of Contract (refer to Pricing Summary Sheet)
3. Payment of 40% of the equated quarterly payment (EQI) is linked to the compliance with the SLA metrics.
4. Actual Quarterly Amount Payable is the payment due to the Service Provider after any SLA related deductions.
5. If the contract period is extended then the payment will be only for the term that is extended and all other terms and conditions remains the same.

10. Annexure

10.1 Request for Clarification (RFC)

Bidders requiring specific points of clarification may communicate with Dr. NTRVST during the specified period using the following format:

<<Bidder's Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
S. No	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required

10.2 Bid Security:

1. In consideration of _____ (hereinafter called the "TRUST") represented by _____, on the first part and M/s _____ of _____ (hereinafter referred to as "Bidder") on the Second part, having agreed to accept the Earnest Money Deposit of Rs. _____ (Rupees _____) in the form of Bank Guarantee for the Request for Proposal for procurement of _____ we _____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the TRUST forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) and the guarantee will remain valid up to a period of 90 days from the due date of the tender. It will, however, be open to the TRUST to return the Guarantee earlier than this period to the bidder, in case the bidder has been notified by the TRUST as being unsuccessful.

2. In the event of the bidder withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Bid Security deposited by the bidder stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Bid Security shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.

3. No interest shall be payable by the TRUST to the bidder on the guarantee for the period of its currency.

4. Notwithstanding anything contained hereinabove:

a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)

b) This Guarantee shall remain in force up to and including _____ .

c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of TRUST under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

Dated this _____ day of _____ 2016

For the Bank of _____
(Agent/Manager)

10.3 Formats for the Pre-Qualification Bid Response

10.3.1 Bid Cover Letter

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Dear Sir,

Ref: **RFP for Selection of Service Provider for Dr. NTR VaidyaSeva**

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet the requirements and provide the services as required and outlined in the RFP for the Dr. NTRVSPROJECT.

We attach hereto our response as required by the RFP, which constitutes our bid.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response / bid or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Dr. NTRVST is true, accurate, verifiable and complete. This response / bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Dr. NTRVST in its selection process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

(Company Seal)

Date:
Signature:
(Name)

10.3.2 Pre-Qualification Bid Response Check List

Bid Response Checklist		Submitted in the Bid Response (Y / N)	Reference (Page Number of the Bid Response)
1.	Bid Security		
Part – I			
2.	Bid Covering Letter		
3.	A certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract		
Part – II			
4.	General Details of the Organization		
5.	Financial Details of the Organization		
Part – III			
6.	Relevant 'Turnkey IT Services' Project Experience		
Part – IV			
7.	Self-declaration that not black listed		

10.3.3 General Details of the Organization

Details of the Organization	
Name of organization	
Nature of the legal status in India	
Legal status reference details	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	<<street and mailing addresses, phone, fax and email>>
Address of the Registered Office in India	<<street and mailing addresses, phone, fax and email>>
Address of the Branch Office in India (if responsible for work under this contract)	<<street and mailing addresses, phone, fax and email>>
Other Relevant Information	
Mandatory Supporting Documents: a) Certificate of Incorporation from Registrar Of Companies(ROC)	

10.3.4 Financial Details of the Organization

Financial Information			
	FY 2014-15	FY 2015-16	
Revenue (in INR crores)			
Net Worth			
Other Relevant Information			
Mandatory Supporting Documents:			
a. Auditor Certified financial statements for the last three financial years; 2014-15, and 2015-16 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)			
b. Unaudited financial statements certified by the Company auditor for the latest year (2015-16) (in case the auditor certified statement for 2015-16 is not available)			

10.3.5 Relevant Project Experience for Turnkey IT Service Project

Relevant 'IT Services' Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Current Status	
Project Details	
Description the project	
Geographical Scope	
Details of the IT Services within the project scope	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Any Other Relevant Information	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

10.3.6 Self-declaration on the Blacklisting (Prime bidder and all the members of the consortium in case of consortium)

(Company letterhead)
[Date]

To,

Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Dear Sir,

Ref: Request for Proposal for Selection of Service Provider forDr. NTR VaidyaSeva

We confirm that we are not blacklisted by any Local (State) Government, Federal (Central) Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Government.

We also confirm that we're not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company / Corporation or any other Autonomous Organization of Government.

Dated this Day of **2016**

(Signature) (In the capacity of)
(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

10.4 Formats for the Technical Bid Response

10.4.1 Technical Response Check list

Bid Response Checklist		Submitted in the Bid Response (Y / N)	Reference (Page Number of the Bid Response)
Part – I: Bid Covering Letter			
	Bid Cover Letter in the format prescribed in the RFP (format 10.3.1)(Submitted as part of the Pre-qualification bid)		
Part – II Undertakings from the Bidder			
1.	Undertaking on Delivery Center in the format prescribed in this RFP (Format 10.4.2)		
2.	Undertaking on Pricing of Items of Technical Response in the format prescribed in this RFP (Format 10.4.3)		
3.	Undertaking on Compliance, Sizing of Infrastructure, and Service Level Compliance in the format prescribed in this RFP (Section 10.4.4)		
4.	Undertaking on Work Environment and Personnel in the format prescribed in this RFP (Section 10.4.5)		
5.	Undertaking on Changes to the Contract Clauses in the format prescribed in this RFP (Section 10.4.6)		
6.	Undertaking on Conflict of Interest in the format prescribed in this RFP (Section 10.4.7)		
7.	Undertaking on Absence of Litigation in the format prescribed in this RFP (Section 10.4.8)		
8.	Undertaking on Patent Rights in the format prescribed in this RFP (Section 10.4.9)		
9.	Undertaking on Non-malicious Code Certificate in the format prescribed in this RFP (Section 10.4.10)		
10.	Undertaking on Support to Third Party Audits and Certification in the format prescribed in this RFP (Section 10.4.11)		
Part – III: Undertakings from the OEM or Licensee of the proposed product			
11.	Undertaking on Patent Rights in the format prescribed in this RFP (Section 10.4.9)		
12.	Undertaking on Non-malicious Code Certificate in the format prescribed in this RFP (Section		

	10.4.10)		
13.	Manufacturer's Authorization Form (MAF) in the format prescribed in this RFP (Section 10.4.22)		
14.	Compliance Statement of the Medical Kits indicating complete compliance against the technical specifications provided in the RFP in the format prescribed in this RFP (Section 10.4.23)		
15.	Compliance Statement of the Tablets indicating complete compliance against the technical specifications provided in the RFP in the format prescribed in this RFP (Section 10.4.23)		
Part – IVUndertakings from the CSP			
16.	Submission of undertaking from CSP (Section 10.4.12)		
Part – V : Transition plan and Transition Risk Management plan			
Part – VI: Previous Project Experience			
17.	Previous Transition Project Experience as per the format in Section 10.4.13		
18.	Previous Health Care Domain IT Project Experience as per the format in Section 10.4.14		
Part – VII-A: Proposed Solution			
19.	Attachment 1 to Part VII-A: Implementation Approach		
20.	Attachment 2 to Part VII-A: Solution Architecture		
21.	Attachment 3 to Part VII-A: In case any solution component(s) is proposed to be replaced		
22.	Enhancement to Design/Underlying Solution Components of the existing EHS Application Suite		
23.	Proposed Solutions for the Enhancements (Portal and m-Health) to the Application Suite		
24.	Proposed Solutions for the Advanced Analytics		
Part – VII-B: Cloud Services			
25.	Details of the DC and DRC Hosting Facilities for the cloud service offerings as per the format in Section 10.4.15		
26.	Technical Bill of Materials for all the Underlying Solution Components at DC and DRC as per the format in Section 10.4.16		
27.	Technical Bill of Materials for DC and DRC Infrastructure indicating Adequate provision for Year on Year Requirements as per the format in Section 10.4.17		

28.	Network Connectivity Details as per the format in Section 10.4.18		
29.	Underlying calculations justifying the sizing		
30.	Details of the proposed EMS services required for measuring and monitoring each of the Service Levels prescribed in this RFP		
31.	Additional details to evaluate the compliance of the cloud service offering against the requirements in the RFP.		
Part – VII-C:Service Requirements			
32.	Attachment 1 to Part VII-C: Methodology to address service requirements (service design, service transition, service operation, continual improvement)		
33.	Attachment 2 to Part VII-C: Solution and Methodology to address Helpdesk Requirements		
34.	Attachment 3 to Part VII-C: Proposed Tools (EMS, Service Desk, Issue Tracker) to support the O&M Requirements		
Part - VIII: Project Office, Governance Structure and Project Team			
35.	Attachment 1 to Part VIII: Details of the Project Office with the location and the list of the key personnel of the project team that will be based out of the Project Office.		
36.	Attachment 2 to Part VIII: Governance Structure from the Service Provider in each of the Committees at Trust and escalation mechanism.		
37.	Attachment 3 to Part VIII: Proposed profiles for the below key personnel. Use the format provided in Annexure 10.4.21 Personnel Profiles of the resources proposed for the project <ul style="list-style-type: none"> a. Transition / Delivery Manager b. Solution Architect c. Project Manager – Software – Dr. NTRVS application suit d. Project Manager – Establishment Functions e. Project Manager – IT Infrastructure f. Project Manager – SLA and Operations g. Project Manager – Helpdesk and Support 		
Part – IX: Assumptions			

38.	Assumptions, if any		
Part – X: Data Sheets			
39.	Datasheets of the proposed solution, where required		
Part – XI: Optional Supplementary Information			
40.	Optional Supplementary Information, if any		

10.4.2 Undertaking OnDelivery Center

(Company letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Delivery Center

Dear Sir / Madam,

(In case bidder has a delivery centre within Andhra Pradesh)

I/We do hereby undertake that we have a delivery center within Andhra Pradesh located at the following address:

OR

(In case bidder currently does not have a delivery centre within Andhra Pradesh)

I/We do hereby undertake that the delivery center would be setup within Andhra Pradesh within six months from the date of movement of the TRUST (date of movement of the TRUST will be intimated by the TRUST).

Yours faithfully,

Authorized Signatory
Designation

10.4.3 Undertaking On Pricing of Items of Technical Response

(Company letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Clarifications sent to Dr. NTRVST

Dear Sir / Madam,

I/We do hereby undertake that Commercial bid submitted by us is inclusive of all the items in the technical bid and is inclusive of all the clarifications provided/may be provided by us on the technical bid during the evaluation of the technical offer. We understand and agree that our Commercial bid is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial bid submitted by us.

Yours faithfully,

Authorized Signatory
Designation

10.4.4 Undertaking on Compliance and Service Level Compliance

(Company letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Compliance and Service Level

Dear Sir / Madam,

1. I/We as Service Provider (SP) do hereby undertake that we have proposed and sized the infrastructure and all software (including licenses) based on information provided by Dr. NTRVST in its RFP document and in accordance with the Service Level requirements and minimum specifications provided and assure Dr. NTRVST that the sizing is for all the functionality envisaged in the RFP document.
2. I/We as Service Provider do hereby undertake that the proposed compute, storage (primary and backup) and memory at the Data Centre and Disaster Recovery Site as per our sizing will be sufficient to meet the project's requirements.
3. I/We as Service Provider (SP) do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to Dr. NTRVST.
4. Any augmentation of the proposed solution or storage or sizing of any of the proposed solutions (software, hardware) or resources in order to meet the requirements and/or the requisite Service Level requirements given by Dr. NTRVST will be carried out at no additional cost to Dr. NTRVST.

Yours faithfully,

Authorized Signatory
Designation

10.4.5 Undertaking on Work Environment and Personnel

(Company letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Personnel

Dear Sir / Madam,

1. I/We as Service Provider (SP) do hereby understand that the onsite team of Service Provider operating out of Dr. NTRVST premises will be provided only with seating space. Any other requirements such as desktops, software will be Service Provider's responsibility.
2. I/We as Service Provider do hereby undertake that those persons, whose profiles were part of the basis for evaluation of the bids and have been identified as "Key Personnel" of the proposed team for the project, shall be deployed during the Project as per our bid submitted in response to the RFP.
3. We undertake that any of the identified "Key Personnel" shall not be removed or replaced without the prior written consent of Dr. NTRVST.
4. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by Dr. NTRVST. Dr. NTRVST will have the right to accept or reject these substitute profiles.
5. We also undertake to staff the Project with competent team members in case any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.
6. We acknowledge that Dr. NTRVST has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of Dr. NTRVST that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills /experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.

7. In case we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

Authorized Signatory
Designation

10.4.6 Undertaking on Changes to the Contract Clauses

(Company letterhead)

[Date]

To,

Chief Executive Officer,

Dr. NTR VaidyaSeva Trust,

D.No. 8-2-293/82a/ahct,

Road No: 46, Jubilee Hills,

Hyderabad - 500033.

Sub: Undertaking on Changes to Contract Clauses

Dear Sir / Madam,

1. I/We as Service Provider (SP) do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change.
2. We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from Dr. NTRVST to consider those suggestions.

Yours faithfully,

Authorized Signatory

Designation

10.4.7 Undertaking on Conflict of Interest (Prime bidder and all the member of the consortium in case of consortium)

(Company letterhead)

[Date]

To,

Chief Executive Officer,

Dr. NTR VaidyaSeva Trust,

D.No. 8-2-293/82a/ahct,

Road No: 46, Jubilee Hills,

Hyderabad - 500033.

Sub: Undertaking on Conflict of Interest

Dear Sir / Madam,

I/We as Service Provider (SP) do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the SP or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Dr. NTRVST.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SP to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold Dr. NTRVST harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by Dr. NTRVST and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorised Signatory

Designation

10.4.8 Undertaking on Absence of Litigation (Prime bidder and all the member of the consortium in case of consortium)

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Absence of Litigation

Dear Sir / Madam,

I/We as Service Provider(SP) do hereby confirm that no claim, litigation, proceeding, arbitration, investigation, inquiry or order from any regulatory authority, or material controversy is pending, has been threatened, or is contemplated which would have a material adverse effect on the Service Provider's ability to enter into the Agreement or provide the Services to Dr. NTRVST on this Project.

Yours faithfully,

Authorised Signatory
Designation

10.4.9 Undertaking on Patent Rights (Prime bidder and all the member of the consortium in case of consortium)

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Patent Rights

Dear Sir / Madam,

1. I/We as <<Service Provider(SP)/ OEM>>do hereby undertake that none of the deliverables (or products as the case may be) being provided by us under the Contract is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify Dr. NTRVST against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to Dr. NTRVST and persons authorized by Dr. NTRVST, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve Dr. NTRVST of any legal action.

Yours faithfully,
Authorized Signatory
Designation

Note: Where the Certificate is provided by the OEM, the letter should be signed by a person competent and having the power of attorney to bind the OEM.

10.4.10 Non-Malicious Code Certificate

(Company letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Non-Malicious Code Certificate

Dear Sir / Madam,

1. I/We hereby certify that the software being offered / developed as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:

- (a) Inhibit the desired and the designed function of the equipment / solution.
- (b) Cause damage to the user or his equipment / solution during the operational exploitation of the equipment / solution.
- (c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security.

2. There are / will be no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software offered or software that will be developed.

3. Without prejudice to any other rights and remedies available to Dr. NTRVST , we are liable under Information Technology Act, 2000 and Indian Penal Code 1860 in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered / developed software.

Yours faithfully,

Authorised Signatory
Designation

Note: Where the Certificate is provided by the OEM, the letter should be signed by a person competent and having the power of attorney to bind the OEM.

10.4.11 Undertaking on Support to Third Party Audits and Certification

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Undertaking on Support to Third Party Audits and Certification

Dear Sir / Madam,

1. I/We as Service Provider (SP) understand that third party audits may be carried out on deliverables, processes, applications, infrastructure, and all aspects of the project. Also, third party certification will also be carried out for the final acceptance of each phase in the project.
2. I/We understand that the responsibility to ensure successful third party audit and certification lies with the Service Provider.

Yours faithfully,

Authorized Signatory
Designation

10.4.12 Undertaking from CSP

(CSP letterhead)

[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Authorization to the <Service Provider> for Providing Services based on our Cloud Services

Sir / Madam,

This is to certify that I/We am/are the Cloud Service Provider and I/We confirm that <name of SP> ("SP") have due authorization from us to provide the cloud based services listed below, to Dr. NTRVST, as per Request for Proposal (RFP) document relating to Selection of SPs for Dr.NTRVS.

Sr. No.	Service Offering	Remarks
1.		
2.		
3.		

Yours faithfully,

Authorised Signatory
Designation
OEM's company name
CC:SP's corporate name

10.4.13 Relevant Project Experience for e-Governance ITProject

Project Experience for Transition Projects	
General Information	
Name of the project	
Client for which the project was executed	
Contact details / Address of the client	
Current Status	
Project Details	
Description of the project	
Scope of Services / Business Processes addressed by the Application Developed / Maintained by the Bidder	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the Bidder	
Any Other Relevant Information	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

10.4.14 Relevant Project Experience for Health Care Domain IT Project (One sheet for each project)

Project Experience for Health Care Domain IT Projects	
General Information	
Name of the project	
Client for which the project was executed	
Contact details / Address of the client	
Current Status	
Project Details	
Description of the project	
Scope of Services / Business Processes addressed by the Application Developed / Maintained by the Bidder	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the Bidder	
Any Other Relevant Information	
Project Capability Demonstration	
<p>Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).</p>	

10.4.15 Details of the Data Center Facilities

The following information must be provided for both DC and DRC in separate tables.

<u>Requirement</u>	<u>Details</u>
Facility	Data Center or Disaster Recovery Center
Address	
Details of the Data Center's Owner / Cloud Service Provider	
How long the Data Center Facility is operational?	
Operational Capacity (Number of Racks)	
Security Features available including Physical Security	
Tier Level and certifications, if any	
Certifications such as for the latest version of ISO 27001 (year 2013) and provide service assurance and effectiveness of Management compliant with SSAE 16 / ISAE 3402 standards	
Certification of NOC / Managed Services	
IaaS Offerings available	
Date of commencement of IaaS operations	

10.4.16 Technical Bill of Materials for all the Underlying Solution Components at DC and DRC

Technical Bill of Materials (Software Solutions)							
<p>Software Solution</p> <p>In case the number of licenses offered are different for each of the services within the solution (ex, multiple services within EMS are provisioned with different licenses), please insert rows under the solution head and provide the information</p>	<p>Original Supplier (OEM) of the Proposed Solution</p>	<p>Unit of Measurement (Licensing Unit: ex, processor, core, server, user, enterprise level, site level)</p>	<p>Number of Licenses (Development Environment)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (UAT)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (Training)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (Data Centre - Production)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>	<p>Number of Licenses (DRC Site)</p> <p>Please indicate N/A where not applicable</p> <p>Please indicate N/L where there is no license requirement</p>
<p><<Provide the Product Name along with the version number>></p> <p><<Insert Rows As Required>></p>							

10.4.17 Technical Bill of Materials for DC and DRC Infrastructure

(The bidder shall submit one form each for Primary Data Center and Disaster Recover Center respectively (Year on Year sizing to cater for the requirements))

Component	Unit of Measurement	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Compute								
In case of proposing VMs of different configuration, include individual line items providing the VM configuration (type of VM, number of virtual CPUs / cores, Speed, memory, disk space/storage,)								
Memory								
Storage								
In case of proposing Storage of different configuration, include individual line items providing the Storage configuration details								

10.4.18 Network Connectivity Details

<u>Sr. No.</u>	<u>Location</u>	<u>Bandwidth factored for non-peak period in 1st year</u>	<u>Bandwidth factored for peak period in 1st year</u>	<u>Bandwidth factored for non-peak period in 7th year</u>	<u>Bandwidth factored for peak period in 7th year</u>
1.	Data Center				
2.	Insert Items as required				
3.	Disaster Recovery Center				
4.	Insert Items as required				
5.	DC – DRC Replication				
6.	Insert Items as required				

10.4.19 Summary Transition Plan

The Summary Transition Plan will include a description of the following elements (in the order deemed appropriate by Service Provider):

- i. Overall methodology and approach to complete the Transition including the various Transition phases / milestones and dates of the phases / milestones
- ii. Brief entry and exit criteria for each phase / milestone
- iii. Overview of Transition Project Plan - A Gantt chart or similar representation reflecting a high-level overview of the Transition Project Plan
- iv. Major Deliverables, along with the formats, within each milestone, necessary for the effective transfer of each function, that the Service Provider will present to Trust for acceptance
- v. A list of key assumptions made by Service Provider in building the plan.
- vi. Overview of the methodology for knowledge transfer between current operator personnel and Service Provider's personnel that will subsequently be responsible for the function.
- vii. The roles and responsibilities of the Parties (the Trust and Current Operator) during the Transition Period
- viii. Description of Software and "tools" to be deployed by Service Provider to provide the Service, including any data loading or data migration activities required
- ix. Description of how to handle insufficiently documented systems, including operational documentation
- x. The Security, IT Service Continuity Management (ITSCM), recovery and contingency plan considerations, activities, and Service Provider's commitments thereto during the Transition, including the SP's description of how access to critical infrastructure will be restricted to authorized SP Personnel
- xi. Provisions concerning the oversight of the Transition processes to follow or supplement and enhance those provided in Governance Schedule of the Draft Contract.
- xii. The definition of skill profiles to which SP Personnel will comply and the proposed recruitment cycle, on-boarding, and training plan (if any)
- xiii. Description with details regarding when, where, and how the transfer of DC and DRC Hosting Services and resulting movement of infrastructure is planned to be executed (in case applicable)

10.4.20 Summary Transition Risk Management Plan

The Summary Transition Risk Management Plan will include the following elements (in the order deemed appropriate by Service Provider):

- i. Risk Description
- ii. Existing Controls
- iii. Probability
- iv. Impact
- v. Impact Description
- vi. Responsible Party
- vii. Mitigation Plan

10.4.21 Personnel Profiles of the resources proposed for the project

Summary of Profiles	
Role	Name of the Proposed Resource

Format for the Profiles: <<Role being proposed for>>	
Name of the person	
Current Organization	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications (include the degree, academic institution, and year of graduation):	
Total number of years of experience	
Relevant Experience & Key Responsibilities (Provide the details of the projects such as project name, customer name, key project features, duration of the project, and status of the project)	

A separate undertaking with the format as below with all the names of the proposed profiles should be provided.

Certification

I, the undersigned, certify that to the best of my knowledge and belief, the proposed CVs correctly describes the qualifications and experience of the respective resource. I understand that any wilful misstatement described herein may lead to disqualification of the bid.

Names of the proposed profiles:

- 1.
- 2.
- 3.

Signature:

Date:

[Signature of authorized representative] Day/Month/Year

Full name of authorized representative:

10.4.22 Manufacturer Authorization Form (MAF)

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Manufacturer Authorization Form

Dear Sir / Madam,

The authorization should be in the nature of a letter, memorandum or certificate regularly granted by the manufacturer to its channel partners, authorized solution providers, system integrators, distributors, etc. or a specific letter issued for purposes of this bid. Such communication should include statements / undertakings from the said manufacturer to the following effect:

1. Guarantee and warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provides back to back technical support to the said bidder on a continuing basis.
4. The said bidder is authorized to provide service and solutions using hardware, firmware and / or software as the case may be.

Yours faithfully,

Authorised Signatory
Designation

Note: Where the Certificate is provided by the OEM, the letter should be signed by a person competent and having the power of attorney to bind the OEM.

10.4.23 Compliance Statement

Technical compliance statement as per technical specifications mentioned in the RFP (taking into consideration all the amendments issued to the RFP, if any) is to be submitted in the following format:

Note: Compliance Statement should be provided for each item – Medical Kit and Tablet as individual compliance statements

S. No.	Parameter / Feature	Specification Required as per the RFP	Specification of proposed item along with Part Code, Qty. & Description if any (Part code details must be provided if available)	Compliance (Complied / Higher / Lower)	Reference for proof of compliance <i>(Required docs to be uploaded along with technical bid)</i>
					<i>(Detailed reference such as doc name, para no. page no. etc. should be provided)</i>

The bidder also has to provide detailed technical documentation comprising of the below details;

- i. Reference to various industry standards to which the offered products conform, and other literature concerning the proposed solution. In particular, the bidders should identify areas in which their solution conforms to open standards and areas that are proprietary in nature. Justification about proprietary components in terms of functionality and performance should be given.
- ii. A statement about appropriateness of the product design and solution plan for operating conditions in India, including physical, infrastructure and human factors.
- iii. A statement of the serviceable life of goods and services offered by the bidder. Available sources of maintenance and technical support during the serviceable life. Available sources of spare parts, special tools, etc. necessary for the proper and continuing functioning of the goods and services, for the serviceable life.

10.5 Formats for the Commercial Bid Response

10.5.1 Commercial Bid Cover Letter

(Company letterhead)
[Date]

To,
Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Dear Sir,

Ref: RFP for Selection of Service Provider for Dr. NTRVS

Having examined the RFP Document, bid clarifications, Amendments thereof, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the services, as required and outlined in the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Bid.

We attach hereto the Commercial bid as required by the Bid document, which constitutes our bid.

In addition to the enhancements specified in the RFP, we understand that we are also responsible for implementing the additional modifications / enhancements suggested and approved by the TRUST during the duration of the contract to meet the evolving business requirements of the TRUST. We've factored and included the cost of 15 blended person month effort per quarter in our commercials.

We undertake, if our bid is accepted, to carry out the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually between us and the Trust or its appointed representatives.

We will obtain necessary Advance Bank Guarantee and Performance Bank Guarantee in the formats given in the bid document issued by a bank in India, acceptable to the Trust and furnish them within the time frames set out in the RFP.

We agree for unconditional acceptance of all the terms and conditions in the bid document and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date of bid opening and it shall be valid bid till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between the Trust and us.

10.5.2 Pricing Summary

S. No.	Description	Total cost of implementation including taxes and all other duties		Amount in Words (INR)	
		Amount in words			
A	Implementation Cost	Turn Key			
S. No.	Description	Equated Quarterly Payment (EQI) (INR) (inclusive of taxes and all other duties)	EQI Amount in Words (INR)	Net Present Value (NPV) Amount (INR)	NPV Amount in Words (INR)
B	Operations and Maintenance Cost for a period of 5 Years	EQI-I		NPV of 20 EQI-I over 20 Quarters $\sum_{i=1..20} (EQI-I) / (1+r)^i$ r is the quarterly discounting rate as specified below	
C	Operations and Maintenance Cost for the extended optional 2 Years	EQI-II		NPV of 8 EQI-II over 8 Quarters $\sum_{i=21..28} (EQI-II) / (1+r)^i$ r is the quarterly discounting rate as specified below	
	Incremental Costs	Per Person Month Cost (PPM) (INR) (inclusive of taxes and all other duties)	Per Person Month Cost (PPM) In Words	Total Person Month Amount	Total Person Month Amount in Words

D	Blended Person Month Cost for 300 Person Months	Person Month			
	Incremental Costs	Unit Cost (INR) (inclusive of taxes and all other duties)	Unit Cost In Words	Total Amount	Total Month Amount in Words
E	Additional Compute Capacity for 20 VMs for one year (Configuration of the VM: 4 vCPU X 16GB vRAM) (1 vCPU = 1 Physical Core)	(unit cost per VM per year)			
F	Additional Storage Capacity for 1TB for one year	(unit cost per GB per year)			
	Medical Kits and Tablets – Supply and Installation	Number of Units	Unit Cost (inclusive of taxes and all other duties)	Total Amount	Total Month Amount in Words
G	Supply and Installation of Medical Kits along with Tablest(includes 1st year Warranty and the necessary consumables for conducting 500 tests)				
	Medical Kits and Tablets - AMC	Equated Quarterly Payment (MKT-EQI) (INR) (inclusive of taxes and all other duties)	MKT-EQI Amount in Words (INR)	Net Present Value (NPV) Amount (INR)	NPV Amount in Words (INR)

H	AMC for a period of 3 years – Medical Kits and Tablets	MKT-EQI-I		NPV of 12MKT-EQI-I over 12 Quarters $\sum_{i=9..20} (MKT-EQI-I) / (1+r)^i$ r is the quarterly discounting rate as specified below	
I	AMC for the extended optional 2 Years – Medical Kits and Tablets	MKT-EQI-II		NPV of 8 MKT-EQI-II over 8 Quarters $\sum_{i=21..28} (MKT-EQI-II) / (1+r)^i$ r is the quarterly discounting rate as specified below	
	Incremental Costs	Consumables Per Test Cost (INR) (inclusive of taxes and all other duties) (1)	Consumables Per Test Cost In Words (1)	Total Amount (2) = 1000*(1)	Total Amount in Words (2)
J	Cost of Consumables for 1000 Tests (CCT)	Per Test	Per Test		
K	Total (A + B+C+D + E + F+G+H+I+J)				

Notes:

1. The bidder must provide the Commercial Proposal in hardcopy in addition to the commercials uploaded in the e-procurement portal.
2. Bidder must ensure that there is no variation between the figures provided in the e-Procurement Portal and the Hardcopy of the Commercial Proposal.
3. All the pages in the Commercial Proposal should be with a seal and signature of the authorized signatory of the Bidder.

4. The Commercial Proposal must be placed in a separate envelope, sealed & signed as indicated above
5. The bidder is expected to submit only one hardcopy of the Commercial Proposal as per the formats.
6. The hard copy shall be initialled by the authorized signatory on all the pages before being put in the envelope and sealed.
7. NPV will be calculated using a quarterly discounting rate calculated as below:
$$\text{Quarterly Discounting Rate (r)} = ((1 + \text{annual discounting rate})^{1/4} - 1)$$
8. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to the Trust. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
9. The price would be inclusive of all taxes, duties, charges, cess and levies as applicable from time to time.
10. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery, installation charges and any other charges as applicable.
11. Prices shall be quoted entirely in Indian Rupees.
12. The above table is comprehensive cost for bid evaluation purpose. Actual payment terms and conditions are as referred in Section Payment Schedules and Milestones.
13. The person-month cost taken above is only for commercial evaluation and will be used for approved out-of-scope Application Related Change.
14. The incremental costs (person-month cost, Additional Compute Capacity, Additional Storage, Cost of Consumables) are taken only for commercial evaluation and will be used for any additional procurement of those components during the contract period (or the extended contract period).
15. The prices quoted (including the man-power costs, additional compute & Storage capacity) in the Commercial bid shall be valid for the entire period of the contract.
16. Correction of Errors:
 - a. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

17. If the rate for a line item is left blank it would be considered as zero and no payment would be made to the respective item.
18. Bidder shall not include any technical information regarding the services in the commercial proposal.
19. The Bidder is expected to price all the items and services required for successful implementation of the project and subsequent operations & maintenance in line with SLA.
20. All costs incurred due to delay of any sort, shall be borne by the Bidder.
21. The bidder is expected to provide all the assumptions related to the proposal in the technical proposal itself and not in the Commercial bid. A commercial bid with any assumptions or conditions will be disqualified.
22. No adjustment of the price quoted in the Commercial bid shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
23. The price quoted in the Commercial bid shall be the only payment, payable by the Trust to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the Trust and the Bidder after negotiations.
24. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

10.5.3 Detailed Pricing Forms

Form – 1: Overall Cost Breakup

S. No.	Description	Total Price including Taxes and Other Duties (INR)
A Implementation Cost		
1.	Transition including Migration of Existing system to Cloud environment	
a	Transition & Migration Cost	
b	S/W License Costs (provide details as per Form – 2)	
c	Compute, Storage, Bandwidth and other Managed Services Costs at Data Center(provide details as per Form – 3)	
d	Compute, Storage, Bandwidth and other Managed Services Costs at Disaster Recover Center (provide details as per Form – 3)	
2.	Phase I Enhancements	
3.	Phase II Enhancements	
I	Total Implementation Cost (Sum of Items under 1 to 3)	
B Operations and Maintenance Costs		
4.	Operations and Maintenance Services during the first year of the contract - Form 4	
5.	Operations and Maintenance Services during the second year of the contract – Form 4	
6.	Operations and Maintenance Services during the third year of the contract – Form 4	
7.	Operations and Maintenance Services during the fourth year of the contract – Form 4	

S. No.	Description	Total Price including Taxes and Other Duties (INR)
8.	Operations and Maintenance Services during the fifth year of the contract - Form 4	
9.	Operations and Maintenance Services during the 1st year of extension - Form 4	
10.	Operations and Maintenance Services during the 2nd year of the extension - Form 4	
II	Total for O&M Services Provided During Mandatory Period of the Contract (Sum of items under 4 to 8):	
III	Total for O&M Services Provided During Extended Period of 2 years (Sum of items under 9 to 10):	
Total cost (I + II + III):		

Form – 2: S/W License Costs

	Original supplier	Item Desc.	Unit of measurement	# (units)	Unit Price	Total price Including taxes and other duties
Insert Items as Required						
Total (INR)						

Form – 3: Compute, Storage, Bandwidth and other Managed Services Costs

	Original supplier	Item Desc.	Unit of measurement	# (units)	Unit Price	Total price Including taxes and other duties
Insert Items as Required						
Total (INR)						

Form – 4: Operations and Maintenance Services

S. No.	Description	Total Price including taxes and duties
1.	Training Services	
2.	Audit and Certification Requirements	
3.	Data Center Compute, Storage, Bandwidth and other Managed Services	
4.	Disaster Recover Center Compute, Storage, Bandwidth and other Managed Services	
5.	Helpdesk Support	
6.	Annual Technical Support for the underlying software licenses	
7.	Manpower / Personnel Deployed on the Project	
8.	All other Operations and Maintenance Services	
Total (INR) (items 1 to 8)		

10.6 Advance Bank Guarantee Format

[Date]

From:

Bank _____

To,

Chief Executive Officer,

Dr. NTR VaidyaSeva Trust,

D.No. 8-2-293/82a/ahct,

Road No: 46, Jubilee Hills,

Hyderabad - 500033.

Dear Sir / Madam,

1. Whereas Dr. NTR VaidyaSeva Trust (Dr. NTRVST) has issued the notice of award _____ dated _____ (hereinafter referred to as the said Letter of Award or LoA) to M/s _____, hereinafter referred to as the "SP" and the SP has undertaken to produce an Advance bank guarantee amounting to _____ to secure its obligations to the Dr. NTR VaidyaSeva Trust (Dr. NTRVST). We the _____ bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the SP that, if the Said SP would fail to deliver the services in accordance with the terms of the contract between Dr. NTRVST and SP (hereinafter referred to as the said Contract), for any reason whatsoever or fail to perform the Said Contract in any respect or should whole or part of the said on account payments at any time become repayable to you for any reason whatsoever, we shall, on demand and without demur pay to you all and any sum amounting to a maximum of Rs. _____ (Rupees _____ only). Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment forthwith upon receipt of such written demand.

2. We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the SP, indulgence to the SP by you, or by any alterations in the obligations of the SP or by any forbearance whether as to payment, time performance or otherwise. Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, will be valid, binding and conclusive on us and we shall not be entitled to ask you to establish your claim or claims under this Advance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid till 90 days beyond the date of completion of Phase – I and Phase – II enhancements.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee is extended by us, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder. This Advance Bank Guarantee shall be in addition to and not in substitution or in derogation of any other security held by you to secure the performance of the obligations of our constituent under the Contract.

6. This guarantee shall be a continuing guarantee and shall not be discharged by and change in the constitution of the Bank or in the constitution of M/s_____.

4. Notwithstanding anything contained hereinabove:

a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs._____ (Rupees_____ only)

b) This Guarantee shall remain in force up to and including _____ .

c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of Dr. NTRVS under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

Yours faithfully,
for _____ Bank
(Authorised Attorney)
Place : _____
Date : _____
Seal of the Bank

10.7 Performance Bank Guarantee Format

[Date]

From:

Bank _____

To,

Chief Executive Officer,

Dr. NTR VaidyaSeva Trust,

D.No. 8-2-293/82a/ahct,

Road No: 46, Jubilee Hills,

Hyderabad - 500033.

Dear Sir / Madam,

1. Whereas Dr. NTR VaidyaSeva Trust(Dr. NTRVST) has issued the notice of award _____ dated _____(hereinafter referred to as the said Letter of Award or LoA) to M/s _____, hereinafter referred to as the "SP" and the SP has undertaken to produce a Performance Bank Guarantee for 10% of indicative Contract value amounting to _____ to secure its obligations to the Dr. NTR VaidyaSeva Trust (Dr. NTRVST). We the _____ bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the SP that, in the event that you declare to us that the services have not been rendered according to the Contractual obligations under the contract between Dr. NTRVSTand SP (hereinafter referred to as the said Contract), we will pay you forthwith on demand and without demur, all and any sum up to a maximum of Rupees _____(Rupees _____ only). Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment forthwith upon receipt of such written demand.

2. We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the SP, indulgence to the SP by you, or by any alterations in the obligations of the SP or by any forbearance whether as to payment, time performance or otherwise. Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach (es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, , will be valid, binding and conclusive on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid till 90 days beyond duration of the contract.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee is extended by us, all your rights under this guarantee shall be forfeited and we shall be

discharged from the liabilities hereunder. This Performance Bank Guarantee shall be in addition to and not in substitution or in derogation of any other security held by you to secure the performance of the obligations of our constituent under the Contract.

6. This guarantee shall be a continuing guarantee and shall not be discharged by and change in the constitution of the Bank or in the constitution of M/s _____.

4. Notwithstanding anything contained hereinabove:

a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)

b) This Guarantee shall remain in force up to and including _____ .

c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of Dr. NTRVST under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

Yours faithfully,
for _____ Bank
(Authorised Attorney)
Place : _____
Date : _____
Seal of the Bank

10.8 RFP Acknowledgement Letter

(Company Letterhead)

[Date]

To,

Chief Executive Officer,
Dr. NTR VaidyaSeva Trust,
D.No. 8-2-293/82a/ahct,
Road No: 46, Jubilee Hills,
Hyderabad - 500033.

Sub: Acknowledgement of Request for Proposal (RFP) for Selection of Service Provider for Dr. NTR VaidyaSeva Trust

Dear Sir,

This is to notify you that we have received the complete set of RFP documents circulated by your organization for Selection of Service Provider for Dr NTR VaidaySeva Trust.

The following persons will be the authorized representatives of the company for all the future correspondence till the completion of the bidding process, between the Dr. NTRVST and our organization.

	Primary Contact Person	Secondary Contact Person
Name		
Title		
Company name		
Address		
Phone No.		
Mobile No.		
Fax No.		
Email		

We understand that it will be the responsibility of our organization to keep the Dr. NTRVST informed of any changes in this list of authorized persons and we fully understand that the Dr. NTR VaidyaSeva Trust @2016

NTRVST shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person(s) of the company is not provided to the Dr. NTRVST.

Information relating to the examination, clarification and any other processes concerning the RFP and selection shall not be disclosed to any person(s) not officially concerned with such process until the process is over. Undue use of confidential information related to the process by us may result in rejection of our proposal.

Dated this Day of **2016**

(Signature) (In the capacity of)
(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address

10.9 Overview of the Scope of Services

10.9.1 Project Background

Dr.NandamuriTaraka Rama RaoVaidyaSeva Trust

Towards achievement of universal health coverage for Below Poverty Line (BPL) families whether defined in terms of financial protection or access to and effective use of health care, the erstwhile Government of united Andhra Pradesh has implemented a state sponsored health scheme called “Rajiv Aarogyasri Health AssuranceScheme”. The scheme is modelled to provide quality health care to the BPL families for identified diseases through Network Service Providers / Hospitals from the Government and Private sector. This scheme certainly counts to be one of the pioneers in terms of achieving equity and providing accountable and evidence-based good-quality health-care services in the state to assist poor families from catastrophic health expenditure. The scheme is a unique PPP model in the field of Health Assurance; tailor made to the health needs of poor patients and provides end-to-end cashless services for identified diseases under secondary and tertiary care through a network of service providers from Government and private sector.

On consequent reorganization of the State of Andhra Pradesh into the states of Telangana and Andhra Pradesh, the Government of State of Andhra Pradesh renamed the “Rajiv Aarogyasri Health AssuranceScheme” as “Dr.NandamuriTaraka Rama RaoVaidyaSeva Scheme” with addition of 100 procedures to the existing procedures and enhanced the existing limit of financial coverage from Rs. 2.00 lakhs to Rs. 2.50 Lakhs per family per annum.

Government of State of Andhra Pradesh has formed Dr. NTR VaidyaSeva Trust to take up the implementation responsibilities of the Dr. NTR VaidyaSeva Scheme (earlier called as Aarogyasri Scheme) in the State of Andhra Pradesh. The same were earlier managed by Aarogyasri Health Care Trust (AHCT) in the combined State of Andhra Pradesh.

Further in addition to the implementation of Health Assurance Scheme for BPL families, Government of Andhra Pradesh has also entrusted the Dr. NTR VaidyaSeva Trust (TRUST) with the responsibility of implementing the health scheme for the Government Employees, pensioners, and their dependents (Employees Health Scheme), Working Journalists Health Scheme to provide health services to the Working Journalists and Medical & Health Support Services (104 Call Center).

The details about the TRUST and the various departments within the TRUST are provided as Annexure 1 to the Volume I of the RFP.

IT Application Suite

The Trust’s IT Application Suite formed the backbone of the Trust’s operations since its inception winning several awards over the years for its efficient service delivery. The Trust’s IT Application Suite enabled easy and secure access to the Trust’s services to the various stakeholders including Patients, Doctors, Hospitals, Employees through its portal. The IT

Application Suite enabled the TRUST to receive and process the various requests including hospital empanelment, patient verification, pre-authorization and claim processing.

Need for Service Provider

Tata Consultancy Services (TCS), current operator, has been successfully providing services to the TRUST since 2006. TCS has been responsible for end-to-end service delivery for the Project. With the contract with the current operator ending in 2016, the TRUST has initiated the process of selection of Service Provider who would be responsible for providing end-to-end services on IT Application Suite for a period of 5 years beyond the contract period of the current operator and extendable by two optional periods of one year each at the option of the TRUST. The decision on the extension will be taken by the TRUST. The decision on the extension will be taken exclusively by TRUST keeping in consideration a) Satisfactory Performance of the Operator b) Time Constraints or Other Serious Impediments in Selection of Replacement Operator c) Technological Reasons d) Where circumstances inescapably require taking recourse to this option. In addition to providing the services on the existing Application Suite, the Service Provider will also be responsible for enhancing the services / functionality / underlying solution components / underlying infrastructure / operations of IT Application Suite, which is henceforth referred to as Dr. NTR VaidyaSeva Application Suite. In light of the criticality of the services wherein continuity and performance of operations has to be ensured, the TRUST plans to select the Service Provider a few months before the expiry of the contract with the current operator so as to ensure smooth transition.

10.9.2 Scope of Work of the Service Provider

10.9.2.1 Overview of Scope of Work

The broad scope of work for the Service Provider is as below:

- i. Transitioning the existing systems (applications, infrastructure) and operations of existing application suite from the incumbent operator. The Service Provider will be responsible for smooth transitioning of the entire suite of applications, infrastructure, and services under IT application suite which includes service for Dr. NTR VaidyaSeva Scheme, EHS Scheme, Medical & Health Support Services and Back Office Services from the current operator ensuring business continuity and performance. As part of the transition, the Service Provider is also responsible for (a) provision the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite and (b) migration of the Application Suite (including the migration of underlying data & files from the currently common database into the new database) from the existing infrastructure to the cloud infrastructure
 - a. Details of the responsibilities of the new service provider during the transition are provided in Section 6 of the Volume I of RFP

- b. Details of the exit management responsibilities of the current operator are provided in section 7 of the Volume I of RFP
 - c. Details of the existing systems and operations are provided in Section 8 of the Volume I of RFP
- ii. Enhancement of Application suite: It is the responsibility of the Service Provider to enhance the Application Suite with coverage of additional processes, application enhancements, and additional infrastructure enhancements. It should be designed to provide enhanced experience and value to the end-users through a revamp (improvements) of some of the current interfaces. In addition to the enhancements specified in the RFP, the Service Provider is also responsible for implementing the additional modifications / enhancements suggested and approved by the TRUST during the duration of the contract to meet the evolving business requirements of the TRUST. The enhanced IT Application Suite has to be implemented and maintained as per the requirements and service levels provided in this RFP. The underlying software platform needs to be upgraded / migrated as necessary, depending on the approach by the bidder.

Details of the requirements with respect to enhanced application suite are provided in Section 10 of the Volume I of RFP.

- iii. Training of the end users as detailed in Section 10.10 of the Volume I of RFP.
- iv. Support Third Party Audit Requirements as detailed in Section 10.11 of the Volume I of RFP.
- v. Operations & Maintenance Support as per the Service Levels defined in this RFP. Details of the Operations and Maintenance Services are provided in Section 10.12 of the Volume I of RFP.

10.9.2.2 Project Office, Key Personnel and Governance Structure

- i. The Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider, in Vijayawada or in close proximity to Vijayawada to ensure access and availability of the key personnel of the project team to the TRUST on a short notice. If the state decides to re-locate the Trust outside Vijayawada, then the service provider shall setup a Project Office, with key personnel of the project team at the location of Trust or close proximity to the location of Trust.
- ii. The Project Office has to be setup within two months of the award of Letter of Intent (LoI) or before Project Commencement whichever is earlier.
- iii. Key Personnel shall include:
 - a. Account / Delivery Manager

- b. Project Manager
 - c. Solution Architect
 - d. Business Analysts
- iv. The same team of key personnel shall continue into the project even after the completion of the transition. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, the Service Provider shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by TRUST. TRUST will have the right to accept or reject these substitute profiles.
- v. Service Provider shall depute senior resources to represent the Service Provider in the Committees setup by TRUST to monitor the project (refer the committees in Section 14 of the Volume I of RFP).

10.9.3 Responsibilities of the Service Provider during Transition

Service Provider will perform all functions and services necessary to accomplish the Transition of the entire suite of applications, infrastructure, and services of the existing IT Application Suite from the current operator on or before the specified completion dates. The Service Provider will be responsible for smooth transitioning of the entire suite of applications, infrastructure, and services under IT application suite which includes service for Dr NTR VS scheme, EHS Scheme, Medical and Health Support Services and Back office services from the current operator ensuring business continuity and performance.

Service Provider will be responsible for the overall management of the transition in accordance with the Transition Plan and will work to ensure the transition is completed on schedule and to identify and resolve any problems encountered. The Service Provider will demonstrate to TRUST's reasonable satisfaction that the Service Provider is ready, prior to the completion of Transition Phase, to begin performing the Services.

Responsibilities of the Service Provider during transition include:

- i. Perform a smooth transfer of Services from current operator so as to continue to meet business requirements of the TRUST without any disruption to TRUST's services.
- ii. Setup of Development, Test and Production Environments by provisioning the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite. The production environment also

- needs be replicated (with minimum required compute resources but 100% storage) in a Disaster Recovery Environment on Cloud.
- iii. Migration of the Application Suite from the existing infrastructure to the dedicated Trust's infrastructure on the cloud. The migration shall also include the migration of underlying data & files belonging to the State of Andhra Pradesh from the current common database into the new database on the cloud.
- iv. Develop and implement a detailed Transition Plan that will reflect a granular level of detail required to carry out and project manage the Transition within the timelines provided in the RFP. The transition plan must be exhaustive and inter-alia include:
- a. Perform an Initial wall to wall inventory of all project related assets (H/w & S/w)
 - b. Facilitate the effective and smooth transfer of knowledge and operations.
 - c. Provision for the necessary compute & storage infrastructure on the cloud including the underlying software licenses for setting up the development, test and production environments.
 - d. Provision for the necessary compute & storage infrastructure on the cloud including the underlying software licenses for setting up the Disaster Recovery environment, with minimum compute resources but 100% storage.
 - e. Complete DC-DRC shifting and implementing agreed physical security requirements. This requires successful migration of the Application Suite from the existing infrastructure to the dedicated Trust's infrastructure on the cloud. The migration shall also include the migration of underlying data & files belonging to the State of Andhra Pradesh from the current common database into the new database on the cloud.
 - f. Implement the required Governance model.
 - g. Develop and implement required plans, as well as the operational Change Management processes required to implement the Transition Plan.
 - h. Prepare the functional, system, technical and process documentation of the existing applications and processes necessary for continued operation and maintenance of the services
 - i. Provide the Program and Project Management associated with the above activities.
- v. Develop and submit a detailed Transition Risk Management Plan that will identify potential risks, set out possible mitigation approaches, and identify specific tasks the

Service Provider will undertake to help avoid identified risks connected with the Transition.

- vi. Deploy a sufficiently staffed and experienced transition team led by a Transition Manager to manage the Transition Services. The team that will take over operations from the current operator should be in place at least 30 days before the end of transition phase.
- vii. Meet with TRUST on a regular basis and provide TRUST with a detailed progress report weekly during Transition.

The detailed responsibilities are provided as Annexure 2 to the Volume I of the RFP.

10.9.4 Exit Management Responsibilities of the Current Operator

Indicative responsibilities of the current operator during exit management period are given below:

- i. Exit Management Plan: Provide a recommended Exit Management Plan. The exit management plan may be suitably modified by the Service Provider to cover all aspects during the transition period and upon acceptance by the TRUST, will be implemented by the current operator and Service Provider.
- ii. Provision of Information: Provide access to information reasonably required to define the current mode of operation associated with the provision of services and also access and copies of all information / data / documentation, prepared or maintained, pertaining to TRUST, services rendered including but not limited to applications, Business and IT Operations, and other performance data. The information includes but not limited to:
 - a. Complete details of IT and non-IT Assets acquired / used / managed by the operator (including operator's proprietary assets used for the project) for the IT Application Suite. The assets shall cover those under the purview of current operator as well as its sub-contractors.
 - b. Complete details of the Third Party Agreements with all the OEMs / contractors / sub-contractors who are being used by the current operator in the execution of the current contract with the TRUST.
- iii. Access Rights: Provide reasonable rights of access to Dr. NTR VaidyaSeva Project Location and premises where assets are located. Provide access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Operator and to assist appropriate knowledge transfer.
- iv. Personnel: Provide a list of all employees (with job titles and responsibilities in the project) of the Current Operator dedicated to providing the services.

The current operator shall be responsible for any third party contractual obligations of the existing contract even post completion of project.

10.9.5 Details of the Existing Systems and Operations

The sections below provide the details of the existing systems and operations that the Service Provider is responsible for transitioning. The interested bidders will be provided with opportunity for due-diligence during the RFP bid process before the submission of their proposal. The details of the due-diligence are provided in the Volume II of the RFP.

10.9.5.1 Geographical Coverage (as at the time of release of RFP)

S. No	City/ location	Office name
		Andhra Pradesh
1	Vijayawada	TRUST- Headquarters
2	Vijayawada	TRUST Operations Division
3	Vijayawada	TRUST Call Centre

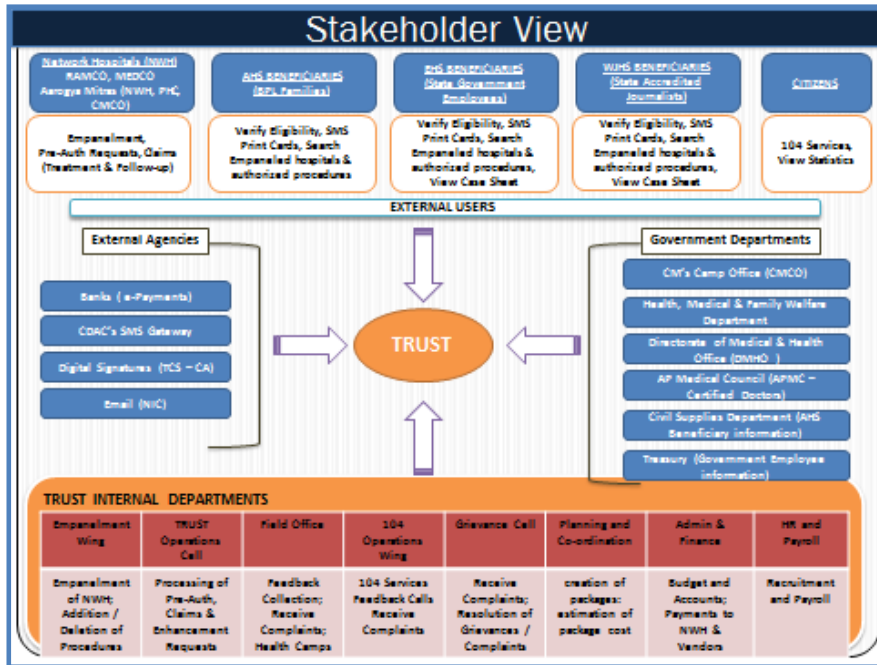
The addresses of the offices are available at:

<http://www.ntrvaidyaseva.ap.gov.in/>

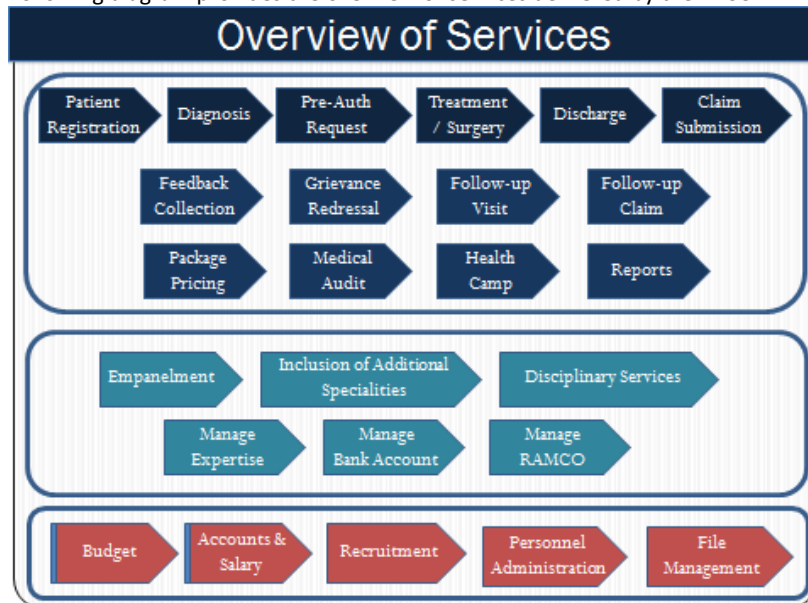
10.9.5.2 Business Processes

The details provided in below are only as indicative business processes covered under Dr. NTR VaidyaSeva Scheme, EHS, WJHS, Establishment suite of applications and Call Centre application. The bidders are advised to study the portal, complete application suite, relevant documentations such as available System Requirements Specification (SRS) provided during the due-diligence activity for comprehensive understanding of the business processes. Presently, the processes are similar for both the states.

Following diagram provides the list of broad stakeholders of the Project.



Following diagram provides the overview of services delivered by the TRUST:



All numbers / data / information in the Annexures (ex, year wise number of cases etc.) are

provided only as a reference. Whilst the information is provided in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither TRUST, nor any of its officers or employees, nor any of their advisers nor consultants accepts any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the information provided.

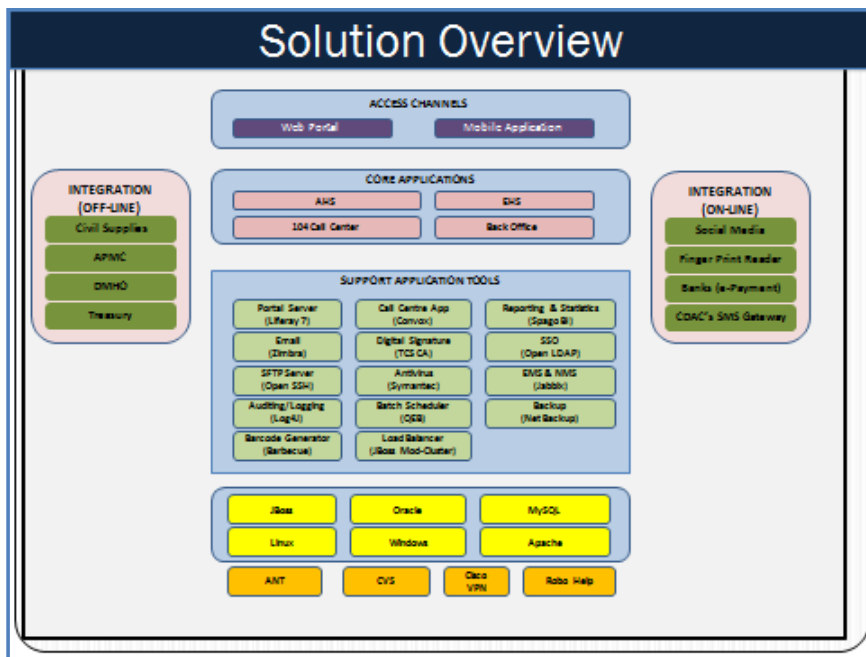
This numbers/data/information is for the combined state of Andhra Pradesh.

- i. Business Processes and Services – Dr. NTR VaidyaSeva Scheme, EHS, WJHS, MHSS, Back Office Functions are provided as Annexure 3 to the Volume I of the RFP.
- ii. Volumetric and Service Wise Transaction Details (e.g., Network Hospitals, Eligible Beneficiaries, Pre-Auth Requests, Treatments – Medical, Treatments – Surgery, Claim Processing, Calls Received / Made, Health Camps, Grievances / Complaints,..) across the different Schemes are available on the <http://www.ntrvaidyaseva.ap.gov.in/>

10.9.5.3 Applications

The Application suite consists of DRNTRVS (earlier Aarogyasri / AHS) application, EHS application, Back Office application, HMSS application and Common and supporting application.

The following figure depicts the list of application that constitute Dr NTRVS application suite.



All numbers / data / information in the Annexures (ex, Indicative Usage Details, etc.) are provided only as a reference. Whilst the information is provided in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither TRUST, nor any of its officers or employees, nor any of their advisers nor consultants accepts any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the information provided.

- i. The details of the various core (AHS, EHS, MHSS, Back-office..) and supporting applications are provided as Annexure 4.1 to the Volume I of the RFP
- ii. Functional Architecture Diagrams of the core applications are provided as Attachment A to Annexure 4.1 to the Volume I of the RFP.
- iii. User manuals of the DRNTRVS Application are provided separately on a CD-drive.
- iv. User manuals of the EHS/WJHS Application are provided separately on a CD-drive.
- v. User manual of the Cochlear Implantation Workflows is provided under Attachment B to Annexure 4.1 to the Volume I of the RFP
- vi. User manual of the Chronic OP Application is provided under Attachment C to Annexure 4.1 to the Volume I of the RFP

- vii. User manual of the MHSS-CRM Application is provided under Attachment D to Annexure 4.1 to the Volume I of the RFP
- viii. Details of the integration between the MHSS-CRM Application and Convox Solution is provided under Attachment E to Annexure 4.1 to the Volume I of the RFP
- ix. List of major reports are provided under Attachment F to Annexure 4.1 to the Volume I of the RFP
- x. User manual of the Blood bank Application is provided under Attachment G to Annexure 4.1 to the Volume I of the RFP

10.9.5.4 Infrastructure

All numbers / data / information are provided only as a reference. Whilst the information is provided in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither TRUST, nor any of its officers or employees, nor any of their advisers nor consultants accepts any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the information provided.

This numbers/data/information is for the combined state of Andhra Pradesh.

- i. Software used across the various applications is provided as Annexure 5.1 to the Volume I of the RFP
- ii. Details of the current hosting are provided as Annexure 5.2 to the Volume I of the RFP
- iii. Details of the servers, storage and network components within the Primary Data Center and Disaster Recovery Center are provided under Attachment A to Annexure 5.2 to the Volume I of the RFP
- iv. Logical deployment of the applications indicating the compute capacity allocated to the various applications is provided under Attachment B to Annexure 5.2 to the Volume I of the RFP
- v. Storage capacity and utilizations are provided under Attachment C to Annexure 5.2 to the Volume I of the RFP
- vi. Logical deployment diagram of the DRNTRVS applications is provided under Attachment D to Annexure 5.2 to the Volume I of the RFP
- vii. Physical deployment diagram of the DRNTRVS application at the Primary Data Center is provided under Attachment E to Annexure 5.2 to the Volume I of the RFP
- viii. Physical deployment diagram of the DRNTRVS application at the Disaster Recover Center is provided under Attachment F to Annexure 5.2 to the Volume I of the RFP

- ix. Logical deployment diagram of the EHS applications is provided under Attachment G to Annexure 5.2 to the Volume I of the RFP
- x. Physical deployment diagram of the EHS application at the Primary Data Center is provided under Attachment H to Annexure 5.2 to the Volume I of the RFP
- xi. Details of the local servers at the offices of Operations Wing and 104-Call Center Wing are provided under Attachment A to Annexure 5.2 to the Volume I of the RFP
- xii. Network Connectivity details at the Operations locations, Data Center, and Disaster Recovery Center are provided as Annexure 5.3 to the Volume I of the RFP

10.9.5.5 Operations & Maintenance Services

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This numbers/data/information is for the combined state of Andhra Pradesh.

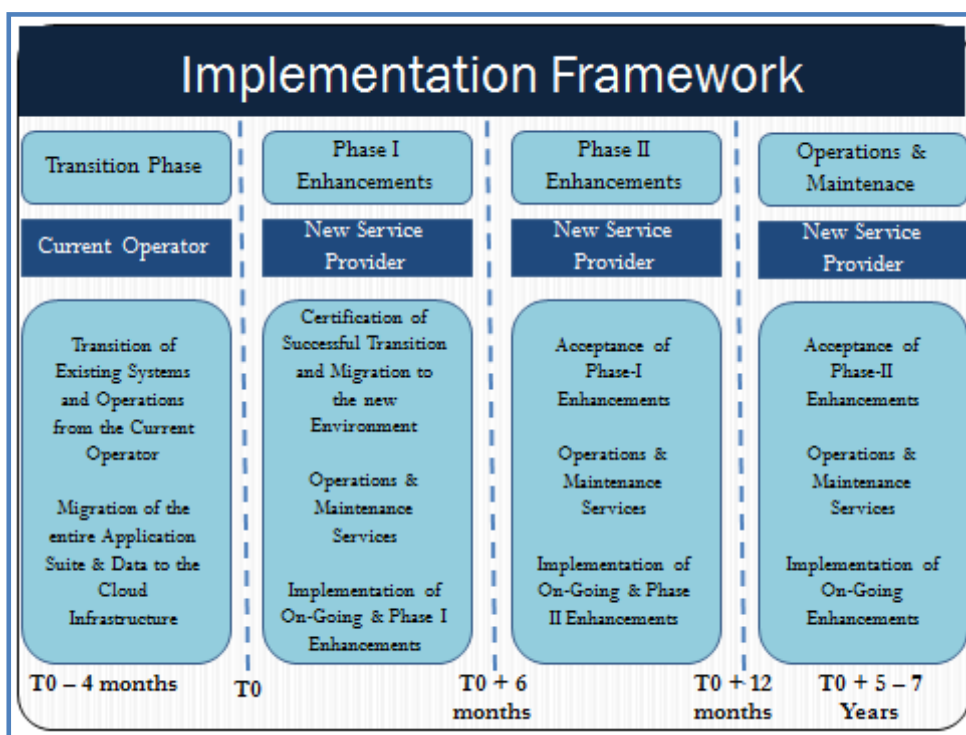
- i. Details of Operations & Maintenance Services are provided as Annexure 6.1 to the Volume I of the RFP
- ii. Details of the In-flight changes are provided as Attachment A to Annexure 6.1 to the Volume I of the RFP
- iii. Details of the AHS Change Requests are provided as Attachment B to Annexure 6.1 to the Volume I of the RFP
- iv. Details of the EHS Change Requests are provided as Attachment B to Annexure 6.1 to the Volume I of the RFP
- v. Current Service Levels are provided as Annexure 6.2 to the Volume I of the RFP
- vi. Details of the batch process are provided as Annexure 6.3 to the Volume I of the RFP

10.9.6 Project Timelines and Implementation Framework

It is estimated that the transition from the current operator to the new Service Provider will take place over a period of 4 months. Subsequent to the successful transition, the Service Provider is expected to provide end-to-end services for a period of 5 years beyond the contract period of the current operator and extendable by two optional periods of one year each at the option of the TRUST. The decision on the extension will be taken exclusively by the TRUST. The decision on the extension will be taken exclusively by TRUST keeping in consideration a) Satisfactory Performance of the Operator b) Time Constraints or Other Serious Impediments in

Selection of Replacement Operator c) Technological Reasons d) Where circumstances inescapably require taking recourse to this option.

During the mandatory contract period, the Service Provider is expected to complete the implementation of the envisaged application and solution enhancements.



T0 is the end of the contract period of the current operator

The implementation for the enhancements in the RFP is expected to be carried out in 2 phases. While the outer dates for implementation of Phase 1 and Phase 2 are end of 6 months and 12 months respectively from the end of the contract period with the current operator, the Service Provider has the flexibility to plan and execute early implementation.