



NATIONAL HEALTH MISSION, J&K

Jammu Office: Regional Institute of Health & Family Welfare, Nagrota, Jammu.

Fax: 0191-2674114; Telephone: 2674244. Pin: 181221

Kashmir Office: J&K Housing Board Complex, Chanapora, Srinagar. Pin: 190015

Fax: 0194-2430359; Telephone: 2431167; e-mail: mdnhmjk@gmail.com

NHM Help Line for Jammu Division: 18001800104; Kashmir Division: 18001800102

Notice Inviting Tenders

For and on behalf of the Governor of Jammu & Kashmir State, fresh online Tenders are invited from the firms/ bidders, dealing in IT enabled solutions, for Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different healthcare facilities in J&K

S. No.	Particulars	Tender Fee	Earnest Money
01	Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different healthcare facilities in J&K	Rs.2,500/- only to be deposited through online/ RTGS transfer in State Health Society, National Health Mission, J&K's Bank A/c	Rs.5,00,000/- only in the shape of CDR/ FDR, pledged to the FA & CAO, National Health Mission, J&K

1. Important dates with respect to above-mentioned NIT are as follows:

S. No.	Particulars	Date/ Time
1	Date of Publishing of Tender Document	27/08/2018 at 1000 Hrs
2	Start Date for Downloading the Tender Document	27/08/2018 from 1000 Hrs
3	Websites for Downloading the Tender Document	www.jktenders.gov.in , www.jknhm.com
4	Last Date for Downloading the Tender Document	15/09/2018 upto 1400 Hrs
5	Start Date for Seeking Clarifications	28/08/2018 from 1000 Hrs
6	Last Date for Seeking Clarifications	05/09/2018 upto 1100 Hrs
7	Pre-Bid Meeting	05/09/2018 at 1400 Hrs
10	Start Date for Submission of Online Bids	06/09/2018 from 1400 Hrs
11	Last Date for Submission of Online Bids	15/09/2018 upto 1600 Hrs
12	Date of Opening of Technical Bids	17/09/2018 at 1400 Hrs

- Intended bidders have to get themselves registered with Purchase Committee, State Health Society, National Health Mission, J&K.
- Any clarification can be had from the office of the undersigned on any working day between 10.00 AM to 5.00 PM. In addition, queries regarding this NIT can also be submitted on the mail ID: mdnhmjk@gmail.com.
- Any Correspondence, required to be made regarding this tender, shall only be entertained if it is from the Proprietor/ Partner/ Managing Director/ Chairman of the bidding entity or its duly authorized signatory*.

*Authorized Signatory means a person duly authorized by the competent authority viz., Proprietor/ Partner/ Managing Director/ Chairperson/ Board of Directors through Power of Attorney to sign on behalf of the Firm/ Company.

Sd/-
Financial Advisor & CAO
NHM, J&K
(Chairman, Purchase Committee)

NATIONAL HEALTH MISSION



PURCHASE COMMITTEE, STATE HEALTH SOCIETY,
NATIONAL HEALTH MISSION, JAMMU AND KASHMIR

Name of the Group/ Project: **Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different Healthcare Facilities in J&K**

NOTICE INVITING TENDERS

E-TENDER NOTICE 06 OF 2018

e-TENDER NOTICE 06 OF 2018

For and on behalf of the Governor of Jammu & Kashmir State, fresh online Tenders are invited from the firms/ bidders, dealing in IT enabled solutions, for Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different healthcare facilities in J&K

S. No.	Particulars	Tender Fee	Earnest Money
01	Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different healthcare facilities in J&K	Rs.2,500/- only to be deposited through online/ RTGS transfer in State Health Society, National Health Mission, J&K's Bank A/c	Rs.5,00,000/- only in the shape of CDR/ FDR, pledged to the FA & CAO, National Health Mission, J&K

1. The tender document for the above job can be seen on the website www.jktenders.gov.in and www.jknhm.com from **27.08.2018 (1000 hrs.)**
2. The tender document can be downloaded from the above website from **27.08.2018 (1000 Hrs)** onwards.
3. Intended bidders have to get themselves registered with Purchase Committee, State Health Society, National Health Mission, J&K.
4. Pre-Bid meeting shall be held in the Conference Hall of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K) on **05.09.2018 at 1400 Hrs.** Intended bidders are advised to seek clarifications with respect to any of the aspect relating to this Tender, for which they are required to submit their queries, in writing, in the office of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K) latest by **05.09.2018 upto 1100 Hrs.**, failing which no queries shall be entertained. Queries can also be e-mailed on the e-mail ID: mdnhmjk@gmail.com. However, queries received after the scheduled date and time shall not be entertained.
5. Bids shall be submitted in electronic format on website www.jktenders.gov.in only from **06.09.2018 (1400 Hrs) upto 15.09.2018 (1600 Hrs)**.
6. The uploaded bids on the website will be opened on **17.09.2018 (1400 Hrs)** in Conference Hall of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K) in presence of bidders who wish to attend. In case of holiday on the date of opening of bid, bids will be opened on the next working day at the same time and venue.
7. Complete bidding process will be on-line. Price bids are not to be submitted in physical form.

8. Any clarification can be had from the office of the undersigned on any working day between 10.00 AM to 5.00 PM. In addition, queries regarding this NIT can also be submitted on the mail ID: mdnhmjk@gmail.com.

9. Any Correspondence, required to be made regarding this tender, shall only be entertained if it is from the Proprietor/ Partner/ Managing Director/ Chairman of the bidding entity or its duly authorized signatory*.

*Authorized Signatory means a person duly authorized by the competent authority viz., Proprietor/ Partner/ Managing Director/ Chairperson/ Board of Directors through Power of Attorney to sign on behalf of the Firm/ Company.

Sd/-
Financial Advisor & CAO
NHM, J&K
(Chairman, Purchase Committee)

No: SHS/NHM/J&K/20773-83

Dated: 25.08.2018

Schedule of critical dates to be observed with respect to notice inviting online Tenders for Design, Development and Implementation of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at various healthcare facilities in J&K

S. No.	Particulars	Date/ Time
1	Date of Publishing of Tender Document	27/08/2018 at 1000 Hrs
2	Start Date for Downloading the Tender Document	27/08/2018 from 1000 Hrs
3	Websites for Downloading the Tender Document	www.jktenders.gov.in , www.jknhm.com
4	Last Date for Downloading the Tender Document	15/09/2018 upto 1400 Hrs
5	Start Date for Seeking Clarifications	28/08/2018 from 1000 Hrs
6	Last Date for Seeking Clarifications	05/09/2018 upto 1100 Hrs
7	Pre-Bid Meeting	05/09/2018 at 1400 Hrs
8	Venue of Pre-Bid Meeting	Conference Hall of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K)
9	Website for Submission of Bids (Technical as well as Financial)	www.jktenders.gov.in
10	Start Date for Submission of Online Bids	06/09/2018 from 1400 Hrs
11	Last Date for Submission of Online Bids	15/09/2018 upto 1600 Hrs
12	Date of Opening of Technical Bids	17/09/2018 at 1400 Hrs
13	Place of Opening of Technical Bids	Conference Hall of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota, Jammu – 181221 (J&K)
14	Date of Technical Presentation	To be Notified Separately
15	Date of Opening of Financial Bids	To be Notified Separately
16	Tender Fee (including Cost of Tender and Tender Processing Fee) (to be deposited through online/ RTGS transfer in State Health Society, National Health Mission, J&K's Bank A/c No.: 0021040500000042 "Non-NHM Funds at SHS Level" with the Jammu and Kashmir Bank Ltd. Shalamar Road, Jammu (IFSC Code: JAKA0LUXURY; MICR Code: 180051023)	Rs.2,500/- (Rupees Two Thousand Five Hundred only)
17	Earnest Money Deposit (in the shape of CDR/ FDR from a Scheduled Bank duly pledged in favour of FA&CAO, National Health Mission, J&K)	Rs.5,00,000/- (Rupees Five Lakhs only)

**Sd/-
Financial Advisor & CAO
NHM, J&K**

Instructions to bidders regarding e-tendering process: -

1. The interested bidder can download the NIT/ Standard Bid Document (SBD) from the website <http://jktenders.gov.in>
2. To participate in bidding process, bidders have to get (DSC) "Digital Signature Certificate" as per Information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get the above-mentioned digital certificate from any NIC/ Govt. approved vendors. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
3. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
4. Bids will be opened online as per time schedule mentioned in the NIT.
5. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with the bid.
6. The State Health Society, J&K will not be responsible for delay in online submission of bids, whatsoever reasons may be.
7. All the required information for bid must be filled and submitted online.
8. Bidders should get ready with the scanned copies of cost of documents & EMD as specified in the tender documents. The original instruments in respect of cost of documents, EMD and relevant documents be submitted to the Tender Inviting Authority by Speed Post/ Registered Post as per the time schedule specified.
9. The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
10. Bidders can contact the FA&CAO, SHS, NHM, J&K for any guidance for getting DSC or any other relevant details in respect of e-tendering process.
11. Bidders are advised to use "My Documents" area in their user on <http://jktenders.gov.in> e-tendering portal to store important documents like Balance sheet, GST Certificate, IT Returns, and other relevant documents etc., and attach these certificates as Non Statutory documents while submitting their bids.
12. Bidders are advised not to make any change in BOQ (Bill of Quantities) contents or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the rates inclusive of all taxes and it should be saved with the same as it contains.
13. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF Scan properly.
14. The guidelines for submission of bid online can be downloaded from the website <http://jktenders.gov.in>.

Terms and Conditions:

1. **Detailed Scope of Work:** To design, development, implementation and maintenance of 'Integrated Health Dashboard' in the State. The single dashboard shall have to integrate all the healthcare Programmes/ Schemes in the State, and all the healthcare facilities as per following details:

A) Dashboard in General:

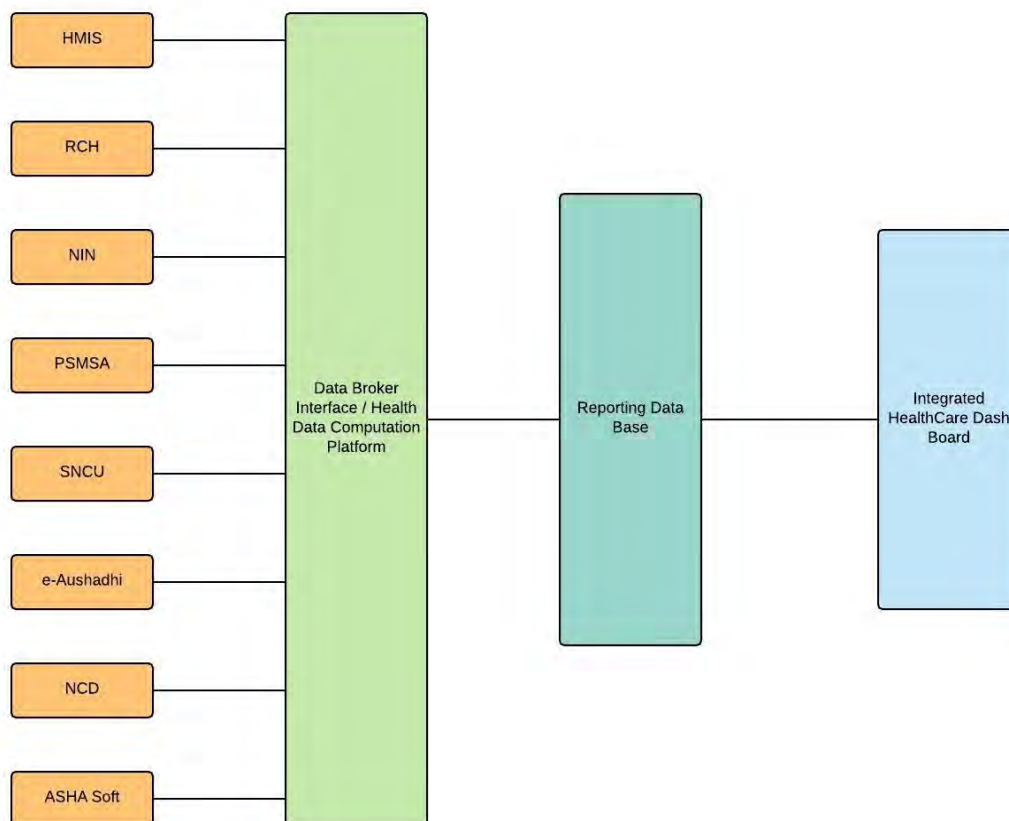
- a) Dashboard will have to be updated regularly on a day-to-day basis with, on-demand updating option in specific cases, displaying summary information of all the Programmes/ Schemes under National Health Mission;
- b) Hosts financial information, consolidated as well as that of all the health facilities level-wise i.e., at State/ Divisional/ District/ Block and below Block level, specifying opening balances, funds received, expenditure reported and unspent balance;
- c) Hosts physical performance indicators with respect to all the Programmes/ Schemes describing targets, wherever required, achievements health facility wise alongwith variance analysis;
- d) Hosts information with respect to beneficiaries under various Programmes/ Schemes. Beneficiaries may include, but not limited to, JSY Mother Beneficiaries, ASHAs, RBSK School Children, Children provided with Financial Support for treatment of specified/ rare diseases, etc.
- e) Integrated Healthcare Dashboard Views: As per level in hierarchy:
 - ✓ HMIS – Health Management Information System Portal.
 - ✓ Reproductive and Child Health (RCH) and Mother and Child Tracking System - Web based platform.
 - ✓ National Identification Number
 - ✓ Sick Neonatal care Units – Real Time Monitoring and Tracking of Small and Sick New-born
 - ✓ Drugs and Vaccine Distribution Management System.
 - ✓ Non communicable diseases
 - ✓ ASHA SOFT – The Online Payment and Monitoring System

B) Dashboard in Specific:

- a) An access based structure with various levels and/ or user-defined roles - L1, L2, L3 and L4 (can be fine-tuned based on the user segmentation);
- b) Statistical drill down of various reports that can be downloaded in various formats including, but not limited to, Excel, PDF, CSV, etc.;
- c) Data analytics module that can be used for determining analytical and predictive indices;
- d) Different levels of data at State, Division, District, Block and Facility levels will be pooled in as required and information from these sources will be analyzed for presentation in the required format;
- e) In cases where there is a requirement to sync cross portal data, pertinent information from the respective Departments/ Portals will have to be drawn out for system design and development;
- f) Detailed system architecture will be presented to the Department upon further refinement of scope, where drill down at the following levels would be required:
 - Reports of interest that need to be presented on the dashboard;
 - Drill down levels and data analysis requirements;
 - Database schema and record level information would be required.
- g) Contents of the dashboard be finalized in consultation with the subordinate departments of the Health & Medical Education Department, J&K, wherever required;

- h) Every effort should be made to hook up the lowest level of hierarchy in the State while keeping the dashboard accessible to the MoH&FW, Govt. of India;
- i) Reports generated from the dashboard should be as per the requirement of Health Department, NHM and MoH&FW, Govt. of India so that duplication of efforts for preparing the reports is avoided;
- j) Dashboard should be compatible for integration with all operational portals of the H&ME Department for sharing the uploaded information, besides exhibiting compatibility with upcoming portals of any of the Departments including Drug & Food Control Organization;
- k) Quality of the data should be improved at the grass root level so that the reports generated are realistic and reactive and thus helpful for undertaking remedial measures, wherever required; and
- l) Besides design, development and successful implementation of Integrated Health Dashboard, successful bidder is required to maintain the same for a period of two years from the date of its deployment/ acceptance.

C) Indicative Dashboard Resource Pooling with Data Brokering and Reporting DB Platform:



1. Data Broker Interface / Health Data Computation Platform:

This is the Interface which get the data from 7 Systems, which may increase in due course, and transforms into required format by reporting DB

2. Reporting Database:

Stores the entire reporting data and structured to pass on to Dashboard

3. Interface Health Dashboard:

Dashboard assembles all extracted data and transformed data to show in application or reporting page.

D) Project Phases and Timelines:

Phase 1	Survey with gap analysis + Solution Design + Core Development 1 with Beta	6 Weeks
Phase 2	Core Development 2 with pretest module + Mobile application	10 Weeks
Phase 3	Testing Complete – Product Ready Integration and UAT (User Acceptance Testing)	10 Weeks
Phase 4	UAT (User Acceptance Testing) Deployment & Training; Documentation and Closure	7 Weeks

2. Health Department, J&K/ NHM, J&K shall holds exclusive copyright of the various information/ content updated on the Integrated Health Dashboard and any use of such information by anyone, including by the personnel of successful bidder, except with the written permission/ consent of the Health Department, J&K/ NHM, J&K may warrant necessary legal action against the defaulter. Successful bidder has to maintain necessary protocols with respect to security and integrity of the data provided by the Health Department, J&K/ NHM, J&K and shall not in any case use the same, for any purpose whatsoever, except with the written permission of the Health Department, J&K/ NHM.
3. Intended bidders have to get themselves registered with Purchase Committee, State Health Society, National Health Mission, J&K as per below-mentioned details:
 - a) Registration fees, non-refundable, is Rs.5,000/- (Rupees Five Thousand only), to be deposited through online/ RTGS transfer in State Health Society, National Health Mission, J&K's Bank A/c No.: 0021040500000042 "Non-NHM Funds at SHS Level" with the Jammu and Kashmir Bank Ltd. Shalamar Road, Jammu (IFSC Code: JAKA0LUXURY; MICR Code: 180051023);
 - b) Registration will commence from 28.08.2018 and shall close on 08.09.2018;
 - c) Bidders shall have to submit self-attested copies of following documents to the Purchase Committee, SHS, NHM, J&K for registration purpose:
 - i. PAN Card of the bidding entity and the Authorized Signatory;
 - ii. GST Registration Certificate of the bidding entity;
 - iii. Documentary evidence as to legal status of the bidding entity, i.e., Certificate issued by the Registrar of Companies/ Firms/ Societies/ DIC, etc.;
 - iv. Certificate of Registration under Employees Provident Fund Act alongwith latest compliance regarding the same;
 - v. Certificate of Registration under Employees State Insurance Act alongwith latest compliance regarding the same;
 - vi. Average Annual Turnover Certificate, issued by the Chartered Accountant, with Average Annual Turnover of last three Financial Years not less than Rs.3.00 Crore;
 - vii. Audited Balance Sheets of last three Financial Years – 2015-16, 2016-17 and 2017-18;
 - viii. Income Tax Returns of last three Financial Years - 2015-16, 2016-17 and 2017-18;
 - ix. An affidavit on Rs.100/- stamp paper duly attested by **1st Class Magistrate** with the effect that:
 - a. The our Firm/ Company has not been blacklisted in the past by any Govt./ Private institution of the country and there is no vigilance/ any other investigating agency, case pending against the Firm/ Company and its Proprietor/ any of its Partner/ Director (as applicable depending upon the nature/ legal status of the bidding entity, i.e., whether Proprietorship/ Partnership Firm/ Company/ Registered Society/ PSU/ NGO, etc.);
 - b. If anything found wrong at any stage, I/ we shall be responsible and deem to face any legal action against me/ us;

- c. In case of any wrong/ false/ mis-information, State Health Society, NHM, J&K reserves the right to take appropriate necessary action against the bidder including forfeiture of Performance Security deposit and any other payments due against the bidder and black-listing of the same.
- d) Bidders are not required to upload the documents which are already submitted at the time of registration.

4. Tenders are to be uploaded under two cover system -

Cover 1st - Technical Cover:

1. Scanned copy of EMD amounting to Rs.5.00 Lakhs (Rupees Five Lakhs only)

CDR/ FDR Format:

Received from M/s (Name of bidder) pledged to the FA & CAO, NHM, J&K.

2. Scanned copy of proof of deposit of Tender Fees of Rs.2,500/- (Rupees Two Thousand Five Hundred only), to be deposited through online/ RTGS transfer in State Health Society, National Health Mission, J&K's Bank A/c No.: 0021040500000042 "Non-NHM Funds at SHS Level" with the Jammu and Kashmir Bank Ltd. Shalamar Road, Jammu (IFSC Code: JAKA0LUXURY; MICR Code: 180051023);
3. Scanned copy of an affidavit on Non-Judicial Stamp Paper of Rs.100/-, duly attested by **1st Class Magistrate**, stating that:
- a. The our Firm/ Company has not been blacklisted in the past by any Govt./ Private institution of the country and there is no vigilance/ any other investigating agency, case pending against the Firm/ Company and its Proprietor/ any of its Partner/ Director (as applicable depending upon the nature/ legal status of the bidding entity, i.e., whether Proprietorship/ Partnership Firm/ Company/ Registered Society/ PSU/ NGO, etc.);
- b. If anything found wrong at any stage, I/ we shall be responsible and deem to face any legal action against me/ us;
- c. In case of any wrong/ false/ mis-information, State Health Society, NHM, J&K reserves the right to take appropriate necessary action against the bidder including forfeiture of Performance Security deposit and any other payments due against the bidder and black-listing of the same.
4. Bidder's detail, including details of Authorized Signatory authorized to deal with the State Health Society, NHM, J&K, as per annexure 'A';
5. Undertaking on letterhead as per annexure 'B';
6. Scanned copies of following documents, **duly Page Numbered and Self-attested by the Authorized Signatory alongwith seal:**
- a. PAN Card of the bidding entity and the Authorized Signatory;
- b. GST Registration Certificate of the bidding entity;
- c. Documentary evidence as to legal status of the bidding entity, i.e., Certificate issued by the Registrar of Companies/ Firms/ Societies/ DIC, etc.;
- d. Certificate of Registration under Employees Provident Fund Act alongwith latest compliance regarding the same;
- e. Certificate of Registration under Employees State Insurance Act alongwith latest compliance regarding the same;
- f. Average Annual Turnover Certificate, issued by the Chartered Accountant, with Average Annual Turnover of last three Financial Years not less than Rs.3.00 Crore;
- g. Audited Balance Sheets of last three Financial Years – 2015-16, 2016-17 and 2017-18;
- h. Income Tax Returns of last three Financial Years - 2015-16, 2016-17 and 2017-18;
- i. Work experience certificate in the form of completion certificate (not merely the work orders) issued by the Central/ State Govt. Organizations/ Banks/ PSUs/ other reputed organizations;
- j. Complete Tender document

Note:

- i) **Bidders are not required to upload the documents which are already submitted at the time of registration.**
- ii) **Bidders are not required to submit hard copies of the documents uploaded at the time of filing of the bids.**

B. Cover 2nd - Financial Cover:

- a. Rates are to be submitted strictly in and as per the BOQ only failing which the financial bids are treated as rejected;
- b. Bidders are not required to submit hard copy of the BoQ;
- c. Detailed description of rates as per Annexure 'C'

5. **Eligible Bidders:** Prior to submission of bids, bidder shall ensure that they/ it-
 - a) Should be in existence for not less than 3 years (as on 31st March, 2018);
 - b) Must have proven capability in design, development, implementation, operationalization and maintenance of IT enabled projects, preferably in healthcare. Satisfactory work completion certificates from the client(s) confirming the year of work, scope of work and work order details should be attached;
 - c) Should have average annual turnover of last three financial years not less than Rs.3.00 Crore. Average annual turnover certificate, issued by the Chartered Accountant alongwith stamp and seal, is required to be uploaded with the bid and original copy of the same is required to be submitted in the office of the FA&CAO (Chairman), Purchase Committee, State Health Society, National Health Mission, J&K.
6. BoQ and all the documents, duly page numbered and self-attested by the authorized signatory alongwith seal, be uploaded on the web-portal www.jknhm.com within due date and time. SHS, NHM, J&K, if required, may, at its own discretion extend the date & time for uploading of bids. In such a case, all rights and obligations of SHS and the bidders shall be applicable to the extended time frame.
7. Price Escalation or Price Variation shall not be applicable or considered under any circumstances for the Work Order issued under this Tender or agreement made.
8. No conditional bids will be accepted.
9. The bidders shall carefully examine all the terms & conditions. In case of any doubts, he shall refer the same to the Tender Inviting Authority, in writing, by or before the Pre-Bid meeting and get clarifications. Failing to comply with any of the terms and conditions will lead to rejection of bid, even if it is competitive offer.
10. The bidders/ authorized representatives, including any other stakeholder, should point out to the Tender Inviting Authority regarding embitterment, if any, prior to and on the day of pre-bid meeting. Thereafter, the bidders/ authorized representatives, including any other stakeholder, will have no legal right to confer or to represent on one ground or the other.
11. After conducting pre-bid meeting, necessary modifications in NIT, if required, can be made and same will be uploaded on website(s) www.jktenders.gov.in and www.jknhm.com. The same shall neither be published in any newspaper nor be informed individually. Hence, bidders are advised to keep themselves updated through these websites.
12. After opening of Technical bids, all bidders have to present the demo of the Integrated Health Dashboard, alongwith the detailed plan for its regular and timely updation and maintenance, before the Purchase Committee, State Health Society, NHM, J&K and other officers of the Health Department, J&K in the Conference Hall of State Health Society, National Health Mission, Regional Institute of Health & Family Welfare, Near Sainik School, Kandoli Nagrota,

Jammu – 181221 (J&K). Technical bids will be finalized in terms of the documents submitted and the demo presentation by the bidders.

13. Entire bidding process including uploading of Technical and Financial Bid (BoQ) will be **on-line only**. **Bidders are not required to submit hard copies of the documents uploaded at the time of filing of the bids.**
14. Financial bid (Price bid) of only those tenderers shall be opened who will qualify in Technical bids on the basis of Technical Evaluation and demonstration. Date of opening of Financial Bid shall be notified separately. Bids shall be finalized on Techno-Commercial basis.
15. Rates quoted should be strictly in accordance with the BOQ inclusive of GST/ other taxes and charges. Rates must be valid for the entire period of the contract.
16. State Health Society, NHM, J&K will not be responsible for delay in online submission of bids, whatsoever reasons may be.
17. The same person should sign the entire correspondence, letter and documents who has signed the original tender. In case of change to this effect, an affidavit shall have to be sent in support of the change.
18. **Earnest Money Deposit:**
 - i. Tender shall have to be accompanied with an Earnest Money Deposit **Rs.5.00 Lakhs (Rupees Five Lakhs only)** in the shape of CDR/ FDR, pledged to the FA & CAO, National Health Mission, J&K without which tenders will not be considered as valid. EMD shall be in the form of CDR/ FDR duly pledged in favour of FA & CAO, National Health Mission, J&K. Scanned copies of CDR/ FDR shall have to be uploaded alongwith Technical bid. **EMD in any other form will not be accepted. Bids submitted without sufficient EMD shall summarily be rejected.**
 - ii. **Forfeiture of EMD:** EMD of the bidder will be forfeited in following cases –
 - a) Withdraws or modifies the offer after opening of tender;
 - b) Violates any terms & conditions of the tender document;
 - c) Fails to execute the agreement, if any, prescribed within the specified time or extended time by competent authority on the request of the bidder;
 - d) Fails to deposit the security money within the prescribed time;
 - e) Fails to commence the services as per contract within the prescribed time.
 - iii. EMD of unsuccessful bidder shall be refunded soon after finalization of the tender whereas it shall be retained in case of successful bidder and adjusted against the Performance Security Deposit to be refunded to successful bidder after completion of the project.
 - iv. EMD lying with National Health Mission, J&K in respect of any other tender, awaiting approval or rejected or on account of contracts being completed, shall not be adjusted towards EMD for this tender. The earnest money may, however, be taken into consideration in case tenders are re-invited for the same project.
19. **Mobilization Advance vis-à-vis Performance Security Deposit:**
 - a) Successful bidder will be entitled to mobilization advance upto 5% of the approximate value of the Work Order subject to furnishing of Performance Security Deposit of equivalent amount in favour of FA&CAO, State Health Society, National Health Mission, J&K at the time of agreement. The Performance Security Deposit shall in no case be less than the EMD
 - b) EMD of successful bidder may be adjusted towards Performance Security Deposit and balance be given in the form of CDR/ FDR/ Bank Guarantee favouring FA & CAO, State Health Society, National Health Mission, J&K.

- c) The security shall be adjusted against the pending payment/ mobilization advance, as the case may be, after satisfactory completion of contract period and after satisfying that there are no dues outstanding against the successful bidder.
- d) It is to be noted that previous earnest money/ security deposit, on account of any previous tenders, even if lying with the State Health Society, NHM, J&K, shall not be considered towards this Rate Contract and therefore fresh security deposit is to be furnished.
- e) State Health Society, NHM, J&K will not pay any interest on Performance Security Deposit/ Earnest Money Deposit.
- f) Successful Bidder shall have to abide by the terms & conditions of the NIT and shall have to execute an agreement on a Non Judicial Stamp Paper of Rs.100/- (as mentioned in Offer letter) in the prescribed form with the FA&CAO, State Health Society, National Health Mission, J&K and furnish the Performance Security Deposit within **15 days** from the date of acceptance of offer/ Letter of Intent communicated to him through e-mail/ fax/ courier, etc. whichever is earlier. However, Mission Director, National Health Mission, J&K may condone the delay in execution of contract by the successful bidder, if required. All the expenses in this regard are to be borne by the bidder and State Health Society shall be furnished with one executed stamped copy of the agreement by the successful bidder free of charge.

20. Payment:

- a) Successful bidder shall submit invoice(s) with respect to –
 - i. Design, development and implementation of Integrated Health Dashboard, including mobile application part, within thirty days of deployment/ acceptance of the Dashboard by the Health Department, J&K/ NHM, J&K; and
 - ii. Maintenance of Integrated Health Dashboard on quarterly basis;
- b) 90% payment of invoice, mentioned at 21(a)(i), shall be made by the State Health Society, National Health Mission, J&K after receipt of bills, duly verified by the concerned Officers after making adjustment of mobilization advance, etc. Mission Director, NHM, J&K reserves the right to seek satisfactory performance report from the concerned Officers;
- c) Remaining 10% Payment shall be released only after successful completion of the period of one year;
- d) Statutory dues, as applicable under rules, shall be deducted at source from the bills of successful bidder.
- e) Payment shall be made by RTGS/ NEFT/ PFMS. Expenses on this account, if any, shall be borne by the firm.
- f) All bills/ invoices should be raised in triplicate.

21. The prices charged under the contract by the successful bidder shall in no event exceed the lowest price charged by the successful bidder from any other persons/ organizations during the period of the project. If any time, during the project period, bidder reduces the price chargeable under the contract, he shall forthwith notify such reduction to the State Health Society and the price payable under the project, after the date of coming into force of such reduction, shall stand correspondingly reduced.

22. **Responsibilities of the Successful bidder:** In addition to the responsibilities embedded in the detailed scope of work, successful bidder shall have to -

- 1. Enter into agreement with NHM, J&K and furnish the Performance Security Deposit within the stipulated time;
- 2. Regularly update the information/ contents on the Integrated Health Dashboard as provided by the Health Department, J&K/ NHM, J&K and other associated Organizations/ Departments;
- 3. Regularly maintain the Dashboard with maximum uptime and minimal downtime. Details of the uptime and down time are required to be shared during the demonstration scheduled after opening of technical bids;

4. Remain available on call/ fax/ e-mail for early resolution of various issues which may likely to come across in implementation of Integrated Health Dashboard;
 5. Take all the requisite remedial measures with respect to rectification of any malfunctioning/ non-functioning/ other problem developed in the Dashboard, within 24 Hours after receipt of default notice from this office;
 6. Maintain the highest Standard Operating Protocols (SOPs) with respect to the data security and integrity and regular periodic back up;
 7. Provide regular monthly reports to the Health Department, J&K/ NHM, J&K;
 8. Ensure that there shall be not be any unauthorized use, including by its own personnel, of the information/ content updated on the Integrated Health Dashboard;
 9. Arrange all the requisite infrastructure required for the project. Health Department, J&K/ NHM, J&K will only provide the requisite information/ content to be updated on the Integrated Health Dashboard;
 10. Maintain proper record of updation made on the Integrated Health Dashboard and submit the same to the Health Department, J&K/ NHM, J&K on monthly basis;
 11. Engage qualified and skilled manpower for the purpose and strictly comply with various laws, rules and regulations in force including the Information Technology Act, 2000;
 12. Abide by the Labour Laws, ESI Act, EPF Act, Minimum Wages Act and various other Acts, as applicable from time to time with regard to the personnel engaged under the Project. For any violation in this regard the successful bidder shall be solely responsible without any liability on part of the Health Department, J&K/ NHM, J&K;
 13. Ensure that the staff deployed should not be involved in any unlawful activities, prior to and during the course of the Project, which could malign the image of the Health Department, J&K/ NHM, J&K. In case, at any point of time, it comes to the notice of the State Health Society, NHM, J&K that any of the staff, so deployed under the contract, is involved in any unlawful activities, Mission Director, NHM, J&K reserves the right even to terminate the contract with immediate effect alongwith forfeiture of EMD/ Performance Security Deposit/ any other payment due and also recommend/ initiate necessary action including black-listing/ debarring of successful bidder and other legal action as per the law in force;
 14. Execute the contract in full and shall not in any case assign or sub-let approved contract or any part thereof to other party. Suitable penalty up-to 10% of the total value of a contract shall be imposed for any deviation from contractual obligation on merits of each case, which can be forfeiture of Earnest money/ CDR/ Security deposits or even debarring/ black listing of the Service Provider. The EMD shall be forfeited if the Service Provider withdraws his tender or revise the prices of his offer within validity period/ refuse to comply the work order placed on him within the validity period of the offer; and
 15. Abide by various rules and regulations, in force, alongwith other terms and conditions imposed by the Health Department, J&K/ NHM, J&K from time to time, as required.
23. In case of failure to abide by the conditions of the contract and the agreement, the contract shall liable to be terminated with forfeiture of the EMD/ Performance Security Deposit.
 24. If any of the staff deployed by successful bidder is found indulged in any type of malpractice or a complaint is received against him, the Mission Director, National Health Mission, J&K shall be competent to hold an enquiry against such personnel & if it is established that the personnel is involved in any kind of malpractice, the successful bidder shall be responsible & suitable penalty, as deemed fit by the Mission Director, National Health Mission, J&K will be imposed on the successful bidder which may also include termination of the contract. The decision of the Mission Director, National Health Mission, J&K shall be final & binding. Besides, if warranted under law, criminal proceedings will also be initiated against such personnel.
 25. No oral conversations or agreements with any Officer or Official of NHM, J&K shall affect or modify any terms of this tender. Any alleged oral agreement or arrangement made by the

bidder with any Department, Agency, Officer or Official of NHM, J&K shall not affect the definitive agreement that results from this Tender process. Oral communications by NHM, J&K to an entity shall not be considered binding on NHM, J&K. Similarly, any written material provided by any person other than NHM, J&K shall not affect the implementation of the Project unless approved and agreed to by NHM, J&K Authorities.

26. **Disqualification of Bidders:** In following circumstances, State Health Society, NHM, J&K reserves the right to disqualify a bidder, including the approved bidder:

- i. Direct or indirect canvassing for favour in allotment of contract on the part of bidders or their representative shall disqualify their bids outrightly.
- ii. Approved/ Successful bidder provider may be disqualified, banned or suspended during the period of Rate Contract if:
 - a) fails to execute a contract or fails to execute it satisfactorily;
 - b) declared bankrupt or insolvent or its financial position has become unsound, and in the case of a limited company, it is wound-up or taken into liquidation;
 - c) suspected to be doubtful loyalty to State;
 - d) The State Vigilance Organization (SVO) or any other Investigating agency recommends such a course in respect of a case under investigation;
 - e) State Health Society is prima-facie of the view that it is guilty of an offence involving moral turpitude in relation to its dealings, which if established would result in banning the said service provider;
 - f) If any certificate/ documents/ information submitted by the service provider is found to be false/ forged/ fabricated;
 - g) If any information furnished by the service provider is found to be misleading or not based on facts.

However, said list is indicative and without prejudice to the right of the State Health Society, NHM, J&K to take appropriate necessary action in any other circumstances not listed above but warranted such action.

27. **Termination of Contract:**

1. **Termination for Insolvency:** State Health Society, NHM, J&K may at any time terminate the work order/ contract by giving one month's written notice to the successful bidder, without any compensation, if it becomes bankrupt or otherwise insolvent
2. **Termination for Default** - Default is said to have occur:
 - i. If the successful bidder fails to deliver any or all of the services within the time period specified in the work order or any extension thereof;
 - ii. If the successful bidder fails to perform any other obligation under the Contract/ Work Order.

If the successful bidder, in either of the above circumstances, does not take remedial steps within 24 Hours after receipt of default notice from this office, the contract/ work order may be terminated by this office. Further, State Health Society, NHM, J&K may transfer, upon such terms and in such manner, as it deems appropriate, work order for similar work to L-2 bidder and the defaulting L-1 bidder will be liable to compensate this office for any extra expenditure involved to complete the scope of the work totally during the contract period.

28. Purchase Committee, State Health Society reserves the right to call for any information from the bidders, including Successful bidder, as it deems fit in the interest of the bidding process/ execution of the contract and the bidders, including successful bidder, is bound to furnish the same within the stipulated time failing which State Health Society will be at liberty to take necessary action including rejection of bid(s)/ cancellation of Rate Contract/ forfeiture of EMD/ Performance Security Deposit.

29. Purchase Committee, State Health Society, NHM, J&K makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this NIT.
30. The information contained in this NIT is selective and is subject to updation, expansion, revision and amendment. It does not purport to contain all the information that a bidder requires. Purchase Committee, State Health Society in its absolute discretion, but without being under any obligation to do so, may relax/ change/ modify the terms and conditions including scope of work in any exigency, excluding fundamental changes/ basic conditions, after approval of the same by the Mission Director, National Health Mission, J&K. Such updation/ change/ modification shall be uploaded on the website www.jknrh.com and it will become part and parcel of this NIT.
31. Purchase Committee, State Health Society is competent and reserves the right to consider, ignore, or reject all or any of the bids received in response to this NIT at any stage, without assigning any reason what so-ever.
32. Although every legitimate effort shall be made to encourage maximum participation of bidders in the tendering process. However, in case, No. of bids received will not be sufficient or only a single bid is received, Purchase Committee, State Health Society, NHM, J&K will go for re-tendering. In case, even after re-tendering, No. of bids received will remain less than sufficient No. of bids, keeping in view the essential and distinctive nature of services, matter will be referred to the Mission Director, NHM, J&K for appropriate necessary decision in the matter inter-alia including awarding of contract to single bidder. However, before finalization, MD, NHM, J&K will take into consideration various factors like No. of bids received, prevailing market rates and other related factors assessed through survey, etc. by the committee constituted for the purpose.
33. The failure of the party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event:
 - a) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
 - b) Has informed the other party as soon as possible about the occurrence of such an event.
34. **Dispute Resolution-**
 - a) In case of any dispute/ difference or doubts or any other issue that may come up during the course of contract, every effort shall be made to resolve the same amicably by mutual consultations.
 - b) In case of failure to resolve the dispute/ difference, as per (a) above, the matter shall be referred to the Mission Director, NHM, J&K who will appoint an officer as Sole Arbitrator for the dispute, who will not be related to this contract for resolution of the dispute.
 - c) The Arbitrator shall deal with the grievance expeditiously, as possible and shall endeavour to dispose it off, within thirty days from the date of its submission.
 - d) If the officer designated as Arbitrator fails to dispose off the grievance filed within the period or if the successful bidder or the Purchase Committee or any other person is aggrieved by the order passed by the Arbitrator, he/ it may file an Appeal before the Mission Director, NHM, J&K being the final Appellate Authority whose decision shall be final and binding upon all the Parties.
35. In the absence of any specific provision in the agreement, the issue will be decided on mutual agreement.

36. This NIT shall be governed by and interpreted in accordance with the laws applicable in the State of Jammu and Kashmir for the time being in force. All the Legal proceedings that may arise at any time shall be subject to the exclusive jurisdiction of Courts of J&K State only.
37. All the terms and conditions from 1 to 36 are applicable for the tendered services and forms an integral part of this NIT.

Sd/-
Financial Advisor & CAO
NHM, J&K
(Chairman, Purchase Committee)

UNDERTAKING:

I/ We do have read and understood all the above-mentioned terms and conditions and hereby agree to abide by all these terms and conditions.

Sig. & Seal of Authorized Signatory
alongwith Designation
Contact No.:
e-Mail ID:

(To be typed on letterhead of the bidder)

A.	Details of Bidding Entity	
1.	Name of Bidding Entity	
2.	Registration No.	
3.	Complete Address	
4.	Contact No.	
5.	FAX	
6.	e-Mail ID	
7.	Website, if any	
8.	PAN	
9.	GSTIN	
10.	Provident Fund A/c No.	
11.	ESIC Code No.	
B.	Details of Authorized Signatory	
1.	Name	
2.	Designation	
3.	Address	
4.	Contact no.	
5.	e-Mail ID	
6.	PAN	
C.	Details of Tender Fees	
1.	Amount	Rs.2,500.00
2.	Bank	
3.	Branch	
4.	Date of Deposit	
5.	Reference No.	
D.	Details of EMD	
1.	Amount	Rs.5.00 Lakhs
2.	No.	
3.	Issuing Bank	
4.	Branch	
5.	Date	

Declaration by the bidder

This is to certify that I/ we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

Sig. & Seal of Authorized Signatory
 alongwith Designation
 Contact No.:
 e-Mail ID:

(To be typed on letterhead of the bidder)

UNDERTAKING

To

The Mission Director
National Health Mission,
Jammu and Kashmir
Nagrota, Jammu

Subject:- Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different healthcare facilities in J&K

Sir,

1. This is to certify that I/ We before signing this bid have read and fully understood all the terms and conditions and instructions contained in the NIT and undertake myself/ ourselves to abide by the said terms and conditions.
2. I/ We abide by the provisions of Contract Labour Act and other statutory provisions like Provident Fund, ESIC, Minimum Wages, etc. and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per the contract labour act and as amended by the Government from time to time and shall be fully responsible for any violation.
3. I/ We do hereby undertake the execution of the Project shall be ensured by me/ us.

Sig. & Seal of Authorized Signatory
alongwith Designation
Contact No.:
e-Mail ID:

(To be typed on letterhead of the bidder)

(to be uploaded on www.jktenders.gov.in as part of Financial Bid and not to be submitted in hard copy)**Detailed Description of Rates with respect to Design, Development, Implementation and Maintenance of Integrated Healthcare Dashboard for various Programmes/ Schemes implemented at different Healthcare Facilities in J&K**

S. No.	Particulars	Unit of Measure	Rate per Unit (in Rs.)	GST (in Rs.)	Total Amount (in Rs.)
1.	Design, Development and Implementation of Integrated Healthcare Dashboard	Consolidated Cost			
2.	Design and Development of Mobile Application related to Integrated Health Dashboard	Consolidated Cost			
3.	Maintenance and Technical Support Charges for Two Years	Per Quarter			
Total Project Cost in Words (including GST)					

Sig. & Seal of Authorized Signatory
alongwith Designation
Contact No.:
e-Mail ID: