



MISSION DIRECTOR, NATIONAL HEALTH MISSION, J&K

Jammu Office: Regional Institute of Health & Family Welfare, Nagrota, Jammu - 181221

Fax: 0191-2674114; Telephone: 2674244; e-mail: mdnhmjk@gmail.com

Kashmir Office: Block 'A', Ground Floor, Old Secretariat, Srinagar Pin: 190001

Fax: 0194-2470486;2477309; Telephone: 2477337; e-mail: mdnhmjk@gmail.com

Toll Free Integrated Centralized Call Centre cum Health Helpline No.: 104

Notice inviting Expression of Interest (EoI) for Implementation of Web/ Mobile based GPS Bio-Metric Attendance Application in Healthcare Facilities/ Administrative Offices under Health Department in Jammu and Kashmir

For and on behalf of the Hon'ble Lt. Governor of Jammu & Kashmir, online Expression of Interest (EoI) is invited from the Agency(ies)/ Service Provider(s) for implementation of web/ mobile based GPS bio-metric attendance application in healthcare facilities/ administrative offices under Health Department in Jammu and Kashmir, as per broad Scope of Work mentioned in notice inviting EoI:

S. No.	Particulars	Date/ Time
1	Date of Publication of Notice Inviting EoI	01.04.2023 at 1000 Hrs
2	Start Date of Downloading Notice Inviting EoI	01.04.2023 from 1000 Hrs
3	Website(s) for Downloading Notice Inviting EoI	https://jktenders.gov.in , www.jknhm.com
4	Last Date of Downloading Notice Inviting EoI	10.04.2023 upto 1600 Hrs
5	Seek Clarification Start Date	01.04.2023 from 1000 Hrs
6	Seek Clarification End Date	05.04.2023 upto 1600 Hrs
7	Pre-EoI Meeting	06.04.2023 at 1500 Hrs
8	Venue of Pre-Bid Meeting	To be held Virtually. Intended Participants are requested to send requests to join the virtual meeting, alongwith names of intended participants, on e-mail ID: mdnhmjk@gmail.com latest by 05.04.2023 upto 1700 Hrs. Virtual link for Pre-EoI meeting shall be shared with intended participants on 06/04/2023
9	Website for Submission of EoI	https://jktenders.gov.in
10	Last Date for Submission of EoI	11.04.2023 upto 1000 Hrs
11	Date of Opening of EoI	11.04.2023at 1200 Hrs
12	Date of Technical Demonstration	12.04.2023
13	Place of Technical Demonstration	To be held Virtually. Link will be Shared with Shortlisted Participants

**Sd/-
Mission Director
(Tender Inviting Authority)
National Health Mission, J&K**

No: SHS/NHM/J&K/Estt./24424-27

Dated: 28-03-2023



**STATE HEALTH SOCIETY,
NATIONAL HEALTH MISSION, J&K**

**Notice Inviting Expression of Interest (EoI) for Implementation
of Web/ Mobile based GPS Bio-metric Attendance Application in
Healthcare Facilities/ Administrative Offices under National
Health Mission in Jammu and Kashmir**

NOTICE INVITING EXPRESSION OF INTEREST (EoI)

Notice Inviting Expression of Interest (EoI) for Implementation of Web/ Mobile based GPS Bio-metric Attendance Application in Healthcare Facilities/ Administrative Offices under National Health Mission in Jammu and Kashmir

For and on behalf of the Hon'ble Lt. Governor of Jammu & Kashmir, online Expression of Interest (EoI) is invited from the Agency(ies)/ Service Provider(s) for implementation of web/ mobile based GPS bio-metric attendance application in healthcare facilities/ administrative offices under National Health Mission in Jammu and Kashmir, for a period of five (5) year, extendable on annual basis, subject to approvals by the Ministry of Health & Family Welfare, Govt. of India:

S. No.	Particulars	Date/ Time
1	Date of Publication of Notice Inviting EoI	01.04.2023 at 1600 Hrs
2	Start Date of Downloading Notice Inviting EoI	01.04.2023 from 1600 Hrs
3	Website(s) for Downloading Notice Inviting EoI	https://jktenders.gov.in , www.jknhm.com
4	Last Date of Downloading Notice Inviting EoI	10.04.2023 upto 1600 Hrs
5	Seek Clarification Start Date	01.04.2023 from 1600 Hrs
6	Seek Clarification End Date	05.04.2023 upto 1600 Hrs
7	Pre-EoI Meeting	06.04.2023 at 1500 Hrs
8	Venue of Pre-Bid Meeting	To be held Virtually. Intended Participants are requested to send requests to join the virtual meeting, alongwith names of intended participants, on e-mail ID: mdnhmjk@gmail.com latest by 05.04.2023 upto 1700 Hrs. Virtual link for Pre-EoI meeting shall be shared with intended participants on 06/04/2023
9	Website for Submission of EoI	https://jktenders.gov.in
10	Last Date for Submission of EoI	11.04.2023 upto 1000 Hrs
11	Date of Opening of EoI	11.04.2023 at 1200 Hrs
12	Date of Technical Demonstration	12.04.2023
13	Place of Technical Demonstration	To be held Virtually. Link will be Shared with Shortlisted Participants

Section -I: Instructions to Participant(s):

1. Interested participant(s) can download detailed notice inviting Expression of Interest (EoI) from website(s) <http://jktenders.gov.in> and www.jknhm.com.
2. To participate in process, participant(s) have to get (DSC) “Digital Signature Certificate” as per Information Technology Act-2000, to participate in process which is altogether online through central procurement portal <https://jktenders.gov.in>. This certificate will be required for digitally signing the bid(s)/ response(s). Participant(s) can get the above-mentioned digital certificate from any NIC/ Govt. approved vendors. Participant(s) who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
3. Participant(s) have to submit their bids online in electronic format with Digital Signature. The bid(s)/ response(s) cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
4. Proposal(s) will be opened online as per time schedule mentioned in notice Inviting Expression of Interest (EoI).
5. Before submission of online response(s), participant(s) must ensure that scanned copies of requisite documents have been uploaded with the response.
6. State Health Society, J&K will not be responsible for delay in online submission of response(s), for whatsoever reasons may be.
7. All the required information for response must be filled and submitted online.
8. Participant(s) are advised to scan documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF scan properly.
9. Detailed guidelines for submission of response(s) online can be downloaded from the website <http://jktenders.gov.in>.
10. Entire selection process will be ‘**Online**’, as summarized herein-below:
 - a. Issuance of notice inviting Expression of Interest (EoI) by State Health Society, National Health Mission, J&K online through <https://jktenders.gov.in>.
 - b. Submission of response(s) to notice inviting EoI by ‘Eligible’ Participant(s), as per Eligibility Criteria under Section – III, towards Scope of Work detailed under Section – II. Among other things, response shall be as per sub-section (I.) – Submission of EoI of Section – III.
 - c. Technical presentations by ‘Eligible’ Participant(s), as required vide point (f) of sub-section (I.) – Submission of EoI of Section – III.
 - d. Evaluation of response(s) to notice inviting EoI, alongwith technical presentations, as per sub-section (IV.) – Evaluation of EoI of Section – III.
 - e. Issuance of Request for Proposal (RFP) to “**Shortlisted Participant(s) Only**” online through <https://jktenders.gov.in>. Response to RFP will have to be submitted in two (2) cover(s):
 - i) Cover – I - Technical Cover: Comprising of requisite documents; and
 - ii) Cover – II – Financial Cover: Bill of Quantity (BoQ)
 - f. Evaluation of response(s) to RFP, including necessary clarification(s), if required, towards finalization of selection process.
 - g. Award of Contract (AOC) and Execution of Agreement.

-----XXX-----

Section – II: Scope of Work

A. Background

- Considerable manpower, including Medical Officers, Para-Medical Staff, Administrative Officers, Clerical Staff, Programme Management Units, Support Staff, including Data Entry Operators, Nursing Orderlies, Helpers, Drivers, etc. are engaged at different healthcare facility(ies) and administrative offices working under the ambit of Health Department across Jammu & Kashmir.
- Presently, in accordance with the directions from General Administration Department J&K, and subsequent directions from the Health & Medical Education Deptt., Aadhar-enabled bio-metric attendance system is being used by the manpower, both regular as well as contractual, for marking attendance, Check-In and Check-Out, respective office(s)/ healthcare facility(ies). This attendance is reviewed by the concerned Administrative Officer(s) at their own level. In spite of significant efforts by the concerned Controlling Officer(s), punctuality, and in some cases the presence of staff, especially field staff, is always a considerable challenge in view of various inherent limitations.
- As an endeavour to ensure regular presence of staff at healthcare facility(ies) as well as administrative office(s) towards improving healthcare services in J&K, for & on behalf of the Health Department J&K, hereinafter referred as 'H&ME Deptt.', State Health Society, NHM, J&K, hereinafter referred as 'NHM J&K', intends to invite Expression of Interest, hereinafter referred as 'EoI', for implementation of a Cost-Effective "**Web/ Mobile based GPS Bio-metric Attendance Application**" for various category(ies) of manpower working under National Health Mission at different healthcare facility(ies)/ administrative office(s) across J&K, which will be facilitating marking of attendance by concerned manpower in an effective manner, as well as also helpful in real-time monitoring of manpower at respective facility(ies)/ Office(s) thus ensuring utmost healthcare Service Delivery to the public of J&K, especially at remote locations.
- In addition to the manpower engaged under NHM, if deemed appropriate, and subject to approval from the Competent Authority, Scope of this EoI may be extended, but without any obligation/ commitment to do so, to cover the manpower under Health & Medical Education Deptt. at these healthcare facility(ies)/ administrative office(s) as well.

B. Scope of Work/ Services

1. Intended Web/ Mobile GPS based Bio-Metric Attendance Application, shall be a Comprehensive, yet 'User-Friendly', attendance Marking, Management & Monitoring application, customizable as per the requirement(s) of the H&ME Deptt./ NHM J&K, with following components –

- I. Mobile Application for Marking Attendance:** Functionality(ies) of intended 'Mobile' attendance application shall include, but not limited to, the followings -
 - a. Mobile-based attendance application shall function within defined Co-ordinates/ Radius/ Geographic location(s) of the concerned Healthcare Facility only.
 - b. It shall use 'Face Recognition Technology' to enable employees working at concerned healthcare facility(ies)/ administrative office(s) to mark their daily attendance, both Check-In and Check-out, using their IMEI based mobile phones.
 - c. It shall function on all Android as well as IOS Smart Phones. Employee(s) shall be able to easily download the application from Google Play Store or IOS App Store, Register their Employee Credentials without any difficulties, and thereafter mark

their 'Daily' attendance, both Check-In and Check-Out, as per defined Working Hours, through this 'Face Recognition Application' using the Mobile Cameras of their Smart Phones. Intended application can be used on all Smart Phones having basic specifications/ features, including appropriate version of Operating System, Processor, RAM, Storage Capacity, Front Camera, etc. Usage of such application shall not be limited to smart phones of any specific make & model or any particular specifications only.

- d. Log-in to the application shall be linked with Registered Mobile No(s). and IMEI based mobile phones of concerned employee(s).
- e. Activation of Mobile Application shall be validated through immediate Controlling Officer(s) using Web-Application.
- f. Application shall ensure complete security and prevent any falsification of attendance by ensuring log-in from respective registered Mobile No. & Device only.
- g. Application shall be soliciting bare Minimum Permissions on the Mobile Phones of concerned manpower, predominantly restricting to use of Camera for Taking Picture for marking attendance, SMS service for sending Alert Messages, if deemed appropriate by NHM J&K, and any other Basic Permission, if required and subject to approval from NHM J&K. Application soliciting unauthorized Permissions, or unwanted access to the personal information/ any other data of the employees/ healthcare facility(ies)/ administrative office(s) shall be deemed as 'Breach of Service Level Agreements', and treated accordingly.
- h. Capable to accommodate Technical Upgradations.
- i. It shall not permit any Backdated Attendance Correction.
- j. It shall be able to send 'Alert' messages, configurable as per the requirements of H&ME Deptt./ NHM J&K, to Reporting/ Controlling Officer(s).
- k. Mobile application shall facilitate employee(s) to download their monthly attendance, in 'Non-Editable' PDF/ Excel format(s), for reference & records.
- l. During regular availability of Internet Services, GPS based attendance, both Check-In and Check-Out, captured by employees using their Mobile Phones shall get synced and updated on web-application, alongwith Date, Time, IP and Geo-Coordinates, on 'Real-Time' basis. However, in case of any Non-Availability of Internet Services, the Mobile Application shall be able to capture and store such Attendance, alongwith Date, Time, IP and Geo-Coordinates, till the same gets synced and updated on web-application post availability/ resumption of Internet Services.
- m. It shall also facilitate generation of leave request(s) by concerned employees.

II. Web Application for Real-Time Monitoring: Functionality(ies) of 'Web' attendance application, primarily intended for 'Real-Time Monitoring' of manpower at healthcare facility(ies)/ administrative office(s) shall include, but not limited to, the followings -

- a. It shall facilitate User-Friendly Dashboard, with Summary Reports, for GPS-based Real Time monitoring of employees within defined Co-ordinates/ Geographic location(s).
- b. It shall be able to provide Role-Based Access, as per hierarchy level, to the concerned Senior Office(s) for monitoring attendance of staff in respective healthcare facility(ies)/ office(s) under their administrative control(s). With increase in level of authority, span of monitoring will also increase, and consequently additional functionality(ies) may be required.

- c. It shall facilitate management of Leave request(s) of employees by concerned Controlling Officer(s) as per applicable Rules. Any Acceptance, or otherwise, of Leave Request(s) by the Controlling Office(s) shall appear to concerned Employee(s) under their respective Log-In(s).
 - d. It shall facilitate Attendance Reports, in 'Non-Editable' PDF/ Excel format(s), as per the requirements of H&ME/ NHM J&K, to the Authorized Officer(s)/ Personnel only. Attendance report(s) may be required for any Time Span viz., Daily/ Weekly/ Monthly/ Quarterly/ Annually, or for any Healthcare Facility(ies), or Employee(s), or District(s) or Block(s), etc. Accordingly, Web-application shall be configurable enough to generate requisite reports.
 - e. If required by the H&ME Deptt./ NHM J&K, approved Service Provider shall have to integrate the application with Mobile Service Delivery Gateway (MSDG) for sending SMSs to Controlling Officer(s) as well as Employee(s). All modality(ies) regarding integration shall have to be ensured by the approved Service Provider.
 - f. It shall be able to send Alert Messages to immediate Controlling Officer(s) in case of following -
 - i. Delay/ Non-Marking of attendance by concerned employee(s).
 - ii. Tampering with the application downloaded on Registered Mobile No(s) of Employee(s).
 - iii. Any other circumstances, as deemed appropriate to the H&ME Deptt./ NHM J&K
2. The Approved Service Provider shall be responsible for regular maintenance of application, alongwith its regular updation, hosting of data, including its security, etc. during the Contract Period.
 3. Accordingly, approved Service Provider shall have to provide requisite **Web-based GPS bio-metric attendance application**, alongwith Mobile application, **chargeable on 'Monthly' basis**, and subject to followings -
 - a. 'Monthly' charges shall encompass all running & maintenance expenses to be incurred towards operationality of application, its regular monitoring towards vulnerabilities/ risks/ threats, requisite updation, periodic preventive maintenance, and all other requisite activity(ies) towards ensuring maximum Uptime and minimal Downtime of application.
 - b. Mobile Device(s) for marking attendance shall be the responsibility of concerned employee(s). Similarly, Computer systems for regular monitoring of attendance through web-application shall be the responsibility of concerned healthcare facility(ies)/ administrative office(s).
 - c. Hosting charges of web-application, preferably on State Data Centre, shall be ensured by National Health Mission J&K. Approved Service Provider shall have to provide specifications of Cloud Infrastructure required for web-hosting of application ensuring that any unwarranted item(s) shall not be suggested.
 - d. 3rd Party Security Audit of application through CERT-In empaneled Security Auditing Organization(s) shall be ensured by National Health Mission J&K. However, Secure Socket Layer (SSL)/ Transport Layer Security (TLS) shall have to be provided by the approved Service Provider.
 - e. Charges of sending SMSs through Mobile Service Delivery Gateway (MSDG) shall be ensured by National Health Mission J&K.
 4. All information received, acquired, processed, stored or transmitted by the approved Service Provider for this project belongs to H&ME/ NHM, J&K. By having the responsibility to implement the solution, approved Service Provider does not acquire

right(s) to the information or right(s) to transmit/ redistribute the information. Approved Service Provider shall have to understand that Civil, Criminal and/ or Administrative Penalties will apply for failure to protect information appropriately. Any legal issues due to leakage or disclosure of information or data will be the liability of approved Service Provider and any cost incurred for resolution of the issue shall have to be borne by it besides the Civil, Criminal and/ or Administrative Penalty(ies).

5. For clarification of doubts, it is stated that any pre-existing IPRs of approved Service Provider shall continue to remain its property. However, IPRs arising out of this project shall be owned by the Health Deptt./ NHM, J&K.

C. Project/ Contract Duration

Envisaged Contract Period shall be Five (5) Years subject to subject to annual approval(s) of funds from the MoH&FW, Govt. of India vis-à-vis the followings –

- i. Five (5) Years Contract period shall be on 'Annual Extension' basis, which will be granted after review of outcomes of intended application.
- ii. Five (5) Years Contract Period shall in any case does not exceed the period of continuation of NHM in J&K.

-----XXX-----

Section – III: Eligibility Criteria

1. Intended participant(s) shall be functioning as a **Registered Legal Entity**, inter-alia Sole Proprietorship Firm, a Partnership Firm registered under The Indian Partnership Act 1932, a Limited Liability Partnership (LLP) registered under the Limited Partnership Act 2008, a Company registered under The Companies Act, 1956/ 2013, a Society registered under The Societies Registration Act 1860, a Trust registered under The Indian Trust Act 1882, or an entity established under any other Law applicable in the Country, for past Ten (10) financial years, but in any case, not less than one (1) year.
2. Intended Participants(s) shall have experience of minimum One (1) Year in Designing, Development, Deployment alongwith Running & Maintenance of Similar Attendance Software Application(s) in India.
3. Intended Participants(s) should have deployed similar Online Attendance Application, in reputed Private Organizations of the Country for at least 3 Years during preceding 7 Years ended on 31st March 2023.
4. Intended Participants(s) should have deployed similar Online Attendance Application, in at least One (1) any Central/ State/ UT Govt. Organizations/ Public Sector Undertakings/ Corporations/ Autonomous Bodies during preceding 7 Years ended on 31st March 2023.
5. Intended Participant(s) should have reported Positive Net Worth, as per its audited Financial Statements, during preceding three financial year(s) ended on 31st March 2022. Certificate from Chartered Accountant/ Auditors to this effect shall have to be submitted.
6. Intended Participant(s) should Not have Reported Losses in its Financial Statements/ Income Tax Return(s) of preceding three financial year(s). Certificate from Chartered Accountant/ Auditors to this effect shall have to be submitted.
7. Participant(s) should not have been found guilty/ convicted by any Competent Court of India, or de-recognized/ blacklisted by any Govt. Institution of the Country, for offences involving moral turpitude/ corruption in relation to its business dealings with the Govt., or any other Public Sector Enterprises, as well as for matters relating to the Security & Integrity of the Country. In addition, there shall be no action or suit or proceeding or investigation pending against the bidding entity at Law or in equity before any Court or before any other Judicial, Quasi-Judicial or other Investigation/ Regulatory authority, for offences involving moral turpitude in relation to its business dealings with the Govt., or any other Public Sector Enterprises, as well as for matter(s) relating to the Security & Integrity of the Country, the outcome of which may constitute an event of default or impair implementation of contract in any manner whatsoever.

-----XXX-----

Section- IV: Submission, Validity and Evaluation of Expression of Interest (EoI):

I. Submission of EoI:

Intended participant(s), fulfilling above-mentioned Eligibility Criteria, are required to submit their Expression of Interest (EoI) towards the Project, as per requirements envisaged in the Scope of Work, as follows -

- a) Self-assessed Checklist, duly signed by the Authorized Signatory, alongwith Self-Attested copy(ies) of all the requisite and valid documents towards establishing their 'Eligibility' in response to EoI. If subsequently it is established that any of the participant(s) have submitted false/ mis-leading information/ document(s) towards its eligibility, State Health Society, NHM, J&K, besides rejecting the candidature of such participant, will also black-list such participant(s), including its Proprietor/ Partner(s)/ Director(s)/ Member(s), as the case may be, from participating in all the future projects of NHM in J&K for a period of Ten (10) years.
- b) Authorization letter, issued by the Competent Authority, authorizing 'Authorized Signatory' to submit EoI and make communications with State Health Society, NHM, J&K in reference to instant Notice inviting EoI.
- c) Non-Refundable Bid Charges of Rs.2,500/-.
- d) Details, alongwith Key Features, of proposed solution to be deployed for marking and management of attendance under National Health Mission in J&K. Proposal shall also stipulate Minimal lead time required for configuration and deployment of application, creation of requisite database(s) for Role-based supervision & monitoring, initial training(s) & orientation, if required, etc. It shall have to be ensured that there shall be No deviation from the detailed proposal once submitted except with the prior approval from the H&ME/ NHM J&K.
- e) Technical Presentation, to be made by intended participant(s) 'Individually' before the Committee in the given time slot of not exceeding 30 minutes, covering followings:

S. No.	Particular	Maximum Score
1.	Brief Particulars of Participating Entity, including Key Managerial Personnel	10
2.	Details of existing attendance software deployed in any Public/ Private Organization(s) in India	20
3.	Understanding of the Project alongwith detailed mechanism and key features of attendance software proposed for National Health Mission in J&K	25
4.	Data security measures with respect to attendance software proposed for National Health Mission in J&K	25
5.	Question(s) from the Committee	20
Total		100

II. Validity of EoI

- a. Proposal(s), including EoI submitted in response to this notice, shall remain valid for a period of **180 Days** from the date of submission of EoI.
- b. In exceptional circumstances and prior to expiry of original proposal validity period, Tender Inviting Authority, may request the participant(s) to extend the period of validity for a specified additional period, **not exceeding 90 Days** from the expiry of

original EoI validity date. All communication(s) in this regard, including request of Tender Inviting Authority and the participants' response shall be in writing.

- c. In case of any extension of validity period is requested by the Tender Inviting Authority, proposal(s) of all such participant(s), who fails to extend the validity period of its proposal(s), shall be deemed to be rejected.
- d. Bid validity period of the approved participant shall be automatically extended till the date on which the Agreement is signed.

III. Modification/ Substitution/ Withdrawal of EoI(s)

Proposal(s) once submitted (uploaded), are not allowed to be modified, substituted or withdrawn by participant(s). Therefore, it is emphasized upon all the intended participant(s) that all terms & conditions of notice inviting EoI should be carefully studied for successful submission of complete and comprehensive proposal. Failing to comply with any of the terms & conditions will only lead to rejection of proposal, even if it is the most competitive offer.

IV. Evaluation of EoI

- a. EoIs shall be evaluated on the basis of following Criteria:

S. No.	Criteria				Marks to be Allotted	Maximum Marks
1.	No. of Years of Experience in Designing, Development, Deployment, alongwith Running & Maintenance of Similar Attendance Software Application(s) in India					15
a.	≥ 10 Years				15	
b.	≥ 5 Years, but < 10 Years				10	
c.	≥ 1 Year, but < 5 Years				5	
2.	No. of Private Organizations where Similar Online Attendance Application has been deployed for at least 3 Years during preceding 7 Years ended on 31st March 2023					60
	No. of Organizations	No. of Employees > 1000 ≤ 10000	No. of Employees > 10000 ≤ 25000	No. of Employees > 25000 ≤ 50000		No. of Employees > 50000
a.	≥ 5	5	5	5		5
b.	= 4	4	4	4		4
c.	= 3	3	3	3		3
d.	= 2	2	2	2		2
e.	= 1	1	1	1		1
3.	No. of Central/ State/ UT Govt. Organizations/ Public Sector Undertakings/ Corporations/ Autonomous Bodies where such Online Attendance Application has been deployed during preceding 7 Years ended on 31st March 2023					15
a.	> 5					15
b.	> 1 ≤ 5					10
c.	= 1					5
4.	03 rd Party Security Audit of Online Attendance Application has been Conducted by any of the CERT-In empaneled Information Security Auditing Organizations					5
5.	Availability of ISO/ any Quality Certification					5
Total Marks						100

- b. Score obtained by intended participant(s) in Technical Presentation(s), as per Section (1)(e) supra, shall be aggregated with 'Technical' Evaluation Score, as per Section (IV) supra.
- c. Participant(s) **Scoring minimum 50%** will be issued detailed 'Request for Proposal (RFP)' to submit response in accordance with detailed Service Level Agreement(s), Terms & Conditions and financial proposal (to be submitted as per BoQ).

-----XXX-----

Section- V: General Terms & Conditions

1. Intended participant(s), meeting the eligibility criteria, shall prepare and upload proposal(s) strictly in accordance with the terms & conditions set forth in this notice inviting EoI. Proposal(s) should be uploaded positively by or before the due date in the manner and form as detailed in this notice inviting EoI. Proposal(s) submitted in any other manner will not be accepted.
2. **All the document(s) should be valid at the time of uploading of proposal(s), and not be expiring till submission of proposal(s) in response to RFP to be issued in pursuance to finalization of this EoI.**
3. Intended participant(s), requiring any clarification regarding this EoI, may submit queries/ suggestions if any, **on the e-mail ID: mdnhmjk@gmail.com, alongwith copy of the same at faconhmjk@gmail.com, till 05th April 2023 upto 1600 Hrs.**, so that these can be discussed and clarified during pre-EoI meeting scheduled **on 06th April 2023 at 1500 Hrs.** After stipulated date & time, no query(ies)/ representation(s) of any sort shall be entertained.
4. All Corrigendum/addendum, if any issued post pre-EoI meeting, shall be the integral part of terms & conditions of this notice inviting EoI and will be published on website(s): <https://jktenders.gov.in> and www.jknhm.com.
5. It will be the responsibility of participant(s) to mention any special offers clearly in the technical proposal only; however, Technical Proposals with commercials/ financial information shall be considered as 'Non-Responsive'.
6. Participant(s) are expected to examine carefully the contents of this notice inviting EoI/ RFP. Failure to comply with the requirements of this notice inviting EoI/ RFP will be at participants' own risk and make the proposal(s) non-responsive.
7. Participant (s) shall provide all the information sought under this notice inviting EoI. Tendering Committee will evaluate only such proposal(s) which are the requirements of this notice inviting EoI and complete in all respects. Incomplete and/ or conditional proposals may be liable for rejection outrightly.
8. **Acknowledgement by Participant(s):** It shall be deemed that by submitting its proposal(s), intended participant(s) have:
 - a. made a complete and careful examination of the notice inviting EoI.
 - b. received all relevant information requested from the EoI Inviting Authority.
 - c. satisfied itself about all matters, things and information required for submitting an informed proposal, execution of the Project in accordance with the notice inviting EoI and performance of all of its obligations there under.
 - d. acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the notice inviting EoI, or ignorance of any of the matters referred shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Proposal Inviting Authority, or a ground for termination of the Agreement.
 - e. acknowledged that it does not have a Conflict of Interest.
 - f. agreed to be bound by the undertakings provided by it under and in terms thereof.

- g. The Tender Inviting Authority, or any of the Officer/ Official of NHM, J&K, shall not be liable for any omission, mistake or error in respect of any of the above, or on account of any matter or thing arising out of or concerning or relating to this process, including any error or mistake therein or in any information or data given in this notice inviting EoI/ RFP.
- h. It shall be deemed that by submitting the proposal(s), intended participant(s) agrees and releases the Mission Director, NHM, J&K and its employees, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the this process and waives, to the fullest extent permitted by applicable laws, any and all rights and or claims it may have in this respect, whether actual or contingent, whether present or in future.

9. Right to Accept or Reject the Bid(s):

- a. Notwithstanding anything contained in this notice inviting EoI, Tender Inviting Authority reserves the right to accept or reject any proposal(s), or to annul the process and reject all the proposal(s), at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof. In the event that the Authority rejects or annuls all the proposal(s), it may, in its discretion, invite all participant(s) to submit fresh proposal(s) hereunder.
 - b. The Authority reserves the right to reject any proposal(s) if:
 - i. at any time, a material misrepresentation is made or uncovered, or
 - ii. The participant(s) does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the proposal(s).
 - c. In case, it is found during the evaluation or at any time before signing of the agreement or after its execution and during the period of subsistence thereof, that one or more of the qualification conditions have not been met by the participant, or the participant has made material misrepresentation or has given any materially incorrect or false information, such participant shall be disqualified forthwith and notwithstanding anything to the contrary contained in this notice inviting EoI, be liable to be terminated, by a communication in writing by the Authority, without being liable in any manner whatsoever, to such participant and without prejudice to any other right or remedy which the Authority may have under this notice inviting EoI, the agreement or under applicable law(s).
 - d. The Authority reserves the right to verify all statements, information and documents submitted by the participant(s) in response to this notice inviting EoI/ RFP. Any such verification or lack of such verification by the Authority shall not relieve the participant(s) of its obligations or liabilities hereunder, nor will it affect any rights of the Authority there under.
10. All other issues that may come up during the course of this process shall be decided by the Mission Director, NHM, J&K and his decision shall be final and acceptable to all the concerned without any further recourse of any sort whatsoever.
11. The entire selection process shall be governed by, and construed in accordance with, the Laws of India and the Courts in Jammu & Kashmir shall have exclusive jurisdiction

over all disputes arising under, pursuant to and/ or in connection with this selection process.

**Sd/-
Mission Director
(EoI Inviting Authority)
National Health Mission, J&K**

I/ We have read the above terms & conditions and I/ We agree to abide myself/ ourselves by all the above terms & conditions of this Notice Inviting EoI.

In Acceptance

Sig. & Seal of the Owner/
Authorized Representative
Contact No.:

Particulars of Participant/ Bidding Entity

(To be Submitted on Letter Head of Participating Entity)

S. No.	Particulars	To be filled in by Participant(s)
(1.)	Trade Name of Bidding Entity	
(a)	Nature of Bidding Entity (Sole Proprietorship/ Partnership Firm/ HUF/ Company/ Society/ Trust/ Union, etc.)	Copy of Document Substantiating the Same to be Uploaded
(b)	Date of Establishment/ Incorporation of Bidding Entity	
(c)	PAN	Copy to be Uploaded
(d)	GST No.	Copy to be Uploaded
(e)	Registration No. issued by the Deptt. of Tourism/ Transport, J&K	Copy to be Uploaded
(f)	UDYAM Registration No. issued by the	Copy of Certificate Issued by the Ministry of Micro, Small and Medium Enterprises for 'Similar' Services to be Uploaded
(g)	Registration No., if Registered as 'Start-Up'	Copy of Certificate Issued by the Department for Promotion of Industrial Promotion & Policy (DPIIT) for 'Similar' Services to be Uploaded
(h)	Registration No. if Registered with National Small Industries Corporation (NSIC)/ any Other Central Procurement Organization	Copy of Certificate Issued by the National Small Industries Corporation (NSIC) for 'Similar' Services to be Uploaded
(2)	Office Address	
(3)	Telephone No.	
(4)	Mobile No.	
(5)	FAX No.	
(6)	e-Mail ID	
(7)	Name of Authorized Person	
(a)	PAN	

S. No.	Particulars	To be filled in by Participant(s)
(b)	Mobile No.	
(c)	e-Mail ID	
(8)	No. of Years of Experience in Designing, Development, Deployment, alongwith Running & Maintenance of Similar Attendance Software Application(s) in India	
(9)	No. of Private Organizations where Similar Online Attendance Application has been deployed for at least 3 Years during preceding 7 Years ended on 31 st March 2023	
(b)	No. of Central/ State/ UT Govt. Organizations/ Public Sector Undertakings/ Corporations/ Autonomous Bodies where such Online Attendance Application has been deployed during preceding 7 Years ended on 31st March 2023	
(9)	Proof of Deposit of Non-Refundable EoI Processing Fees. To be deposited through online/ RTGS transfer in State Health Society, NHM, J&K's Bank A/c No.: 0021040500000042 "Non-NHM Funds at SHS Level" with the J&K Bank Ltd. Shalamar Road, Jammu (IFS Code: JAKAoLUXURY)	
(a)	Amount	Rs.2,500/- (Rupees Two Thousand Five Hundred only)
(b)	Date of RTGS/ Online Transfer	
(c)	Bank	
(d)	Branch	

Sig. & Seal of Bidding Entity/
Authorized Representative
Contact No.:
e-Mail ID:

Checklist

(Duly Signed Copy To be Submitted on Letter Head of Participating Entity)

S. No.	Eligibility Criteria	Documents To be Submitted
1.	<p>Proof of Payment of Non-Refundable EoI Submission Charges of Rs.2,500/-. These charges can be deposited through NEFT/ RTGS or direct Deposit, into following A/c of State Health Society, NHM, J&K:</p> <ul style="list-style-type: none"> • Bank: The Jammu and Kashmir Bank Ltd. • Branch: Shalamar Road, Jammu • A/c No.: 0021040500000042 • A/c Title: Non-NHM Funds at SHS Level • IFS Code: JAKAoLUXURY • Note: Payments through other Digital Modes including Mobile Apps/ Wallets/ UPS shall Not be entertained. 	
2.	<p>Documentary evidence regarding its functioning as a Registered Legal Entity, inter-alia Sole Proprietorship Firm, a Partnership Firm registered under The Indian Partnership Act 1932, a Limited Liability Partnership (LLP) registered under the Limited Partnership Act 2008, a Company registered under The Companies Act, 1956/ 2013, a Society registered under The Societies Registration Act 1860, a Trust registered under The Indian Trust Act 1882, or an entity established under any other Law applicable in the Country, for past Ten (10) financial years, but in any case, not less than one (1) year</p>	<p>Certificate of Registration/ Incorporation of Participating Entity</p>
3.	<p>Copy(ies) of Following Documents of Bidding Entity:</p> <ol style="list-style-type: none"> a. PAN b. GST Registration Certificate c. Latest GST Return 3B d. UDYAM/ Registration Certificate, if Registered for 'Similar' Services with the Ministry of Micro, Small and Medium Enterprises, or the Department for Promotion of Industry & Internal Trade (DPIIT), or the National Small Industries Corporation (NSIC) 	<p>Copy(ies) of Relevant Documents/ Return/ Registration Certificate(s)</p>
4.	<p>Designing, Development, Deployment alongwith Running & Maintenance of Similar Attendance Software Application(s), in reputed Private Organizations of the Country for at least 3 Years during preceding 7 Years ended on 31st March 2023</p>	<p>Work Orders alongwith Performance Certificates</p>
5.	<p>Designing, Development, Deployment alongwith Running & Maintenance of Similar Attendance Software Application(s), in at least One (1) any Central/ State/ UT Govt. Organizations/ Public Sector Undertakings/ Corporations/ Autonomous Bodies during preceding 7 Years ended on 31st March 2023</p>	<p>Work Orders alongwith Performance Certificates</p>

S. No.	Eligibility Criteria	Documents To be Submitted
6.	Positive Net Worth during preceding three financial year(s) ended on 31 st March 2022.	Certificate issued by the Chartered Accountant/ Statutory Auditors
7.	Bidding Entity should Not have Reported Losses during preceding three financial year(s) ended on 31 st March 2022	Certificate issued by the Chartered Accountant/ Statutory Auditors
8.	Whether any existing application of Participating Entity has undergone 03 rd Party Security Audit by any of the CERT-In empaneled Information Security Auditing Organizations	Final Audit Certificate Issued by Such Organizations
9.	Whether Bidding Entity, including its Director(s)/ Member(s)/ Partner(s), has not been found guilty/ convicted by any Competent Court of India, or de-recognized/ blacklisted by any Govt. Institution of the Country, for offences involving moral turpitude/ corruption in relation to its business dealings with the Govt., or any other Public Sector Enterprises, as well as for matters relating to the Security & Integrity of the Country	Affidavit, on Non-Judicial Stamp Paper of Rs.100/-, duly attested by 01 st Class Magistrate
10.	ISO/ Any Other Quality Certificate	Relevant Certificate(s)
11.	Details, alongwith Key Features, of proposed solution to be deployed for marking and management of attendance under NHM in J&K. Proposal shall also stipulate Minimal lead time required for configuration and deployment of application, creation of requisite database(s) for Role-based supervision & monitoring, initial training(s) & orientation, if required, etc. It shall have to be ensured that there shall be No deviation from the detailed proposal once submitted except with the prior approval from the H&ME/ NHM J&K	Detailed Proposal on Letterhead of Participating Entity

Sig. & Seal of Bidding Entity/
 Authorized Representative
 Contact No.:
 e-Mail ID:

UNDERTAKING

(To be Submitted on Letter Head of Participating Entity)

The Mission Director,
National Health Mission,
Jammu and Kashmir

Subject: Submission of Response to the Notice Inviting Expression of Interest for implementation of web/ mobile based GPS bio-metric attendance application in healthcare facilities/ administrative offices under NHM in J&K

Sir,

I/ We, _____ (Name of Person Signing the Declaration), in my capacity as _____ (Designation of Person Signing the Declaration) _____ (Name of Bidding Entity) having its Registered Office at _____ (Address of Bidding Entity), irrevocably declare that -

1. I/ We have read and fully understood the requirements of Notice Inviting EoI, alongwith related instructions contained therein, and are submitting our response accordingly.
2. In case any of the information furnished by us/ our organization is found to be wrong/ mis-leading at any subsequent stage(s), including the Contract Period, the Mission Director, NHM, J&K, in addition to appropriate necessary action(s) available by virtue of this notice inviting EoI/ subsequent RFP/ Contract/ Agreement, against us/ our organization, will be at absolute liberty to Blacklist our organization from participating in any bidding process under National Health Mission in Jammu & Kashmir for a period of Ten (10) years.

In acceptance

Sig. & Seal of Bidding Entity/
Authorized Representative
Contact No.:
e-Mail ID:

DISCLAIMER

The information contained in this notice inviting EoI for proposed procurement of services or subsequently provided to intended participant(s), in documentary or any other form, by or on behalf of National Health Mission, Jammu & Kashmir (Procuring Entity), or any of its employees, is provided on the terms & conditions set out in this notice inviting EoI and such other terms & conditions subject to which such information is provided to intended participant(s). Whilst the information in this notice inviting EoI has been prepared in good faith and contains general information in respect of proposed procurement, the notice inviting EoI is not and does not purport to contain all the information, which the participant(s) may require.

National Health Mission, J&K, does not accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed procurement, or makes any representation or warranty, express or implied, with respect to the information contained in this notice inviting EoI, or on which EoI is based, or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisors and liability therefore is hereby expressly disclaimed.

This document is neither an agreement and nor an offer or invitation by National Health Mission, J&K, to prospective participant(s) or any other person. The purpose of this notice inviting EoI is to provide interested participant(s) with information to assist formulation of proposal(s)/ offer(s). The information contained in this document is selective and is subject to updation, expansion, revision, and amendment. Each recipient must conduct its own analysis of the information contained in this document or to connect any inaccuracies therein that may be in this document and is advised to carry out its own investigation into the proposed procurement, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed procurement and seek its own professional advice on the legal, financial, regulatory and taxation consequences of the entering into any agreement or arrangement relating to the proposed procurement.

This notice inviting EoI includes certain statements, estimates and targets with respect to intended procurement. Such statements, estimates and targets reflect various assumptions made by the National Health Mission, J&K, and the base information on which they are made, which may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this document is, or should be relied on as, a promise, representation, or warranty. This notice inviting EoI and the information contained herein is meant only for those applying for this procurement, it may not be copied or distributed by the recipient to third parties, or used as information source by the participant(s) or any other in any context, other than applying for this proposed procurement.

National Health Mission, J&K, including its employees, make no representation or warranty and shall have no liability to any person, including any participant(s) under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this notice inviting EoI or otherwise,

including accuracy, adequacy, correctness, completeness or reliability of this document and any assessment, assumption, statement or information contained therein or deemed to form part of this document or arising in any way for participation in this process.

National Health Mission, J&K also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this notice inviting EoI. National Health Mission, J&K may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this document.

The issue of this notice inviting EoI does not imply that National Health Mission, J&K is bound to select a participant or to appoint the selected participant(s), as the case may be, for procurement and National Health Mission, J&K reserves the right to reject all or any of the intended participant(s) or proposal(s) at any point to time without assigning any reason whatsoever.

The participant(s) shall bear all its costs associated with or relating to preparation and submission of its proposal(s) including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by National Health Mission, J&K, or any other costs incurred in connection with or relating to the proposal(s). All such costs and expenses shall remain with the participant(s) and the National Health Mission, J&K shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by participant(s) in preparation or submission of proposal(s), regardless of the conduct or outcome of the process.

Any information/ documents, including information/ documents pertaining to this notice inviting EoI, or subsequently provided to participant(s) and/ or selected participant(s) and information/ documents relating to selection process; the disclosure of which is prejudicial and/ or detrimental to or endangers the implementation of procurement, is not subject to disclosure as public information/ documents.

Sd/-
Mission Director
(EoI Inviting Authority)
National Health Mission, J&K