



MISSION DIRECTOR, NATIONAL HEALTH MISSION, J&K

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

Notice inviting Expression of Interest (EoI) for Implementation of Hospital Management Information System (HMIS) in Identified District Hospital in the Union Territory of 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 Hospital Management Information System (HMIS) in Identified District Hospital(s) in the Union Territory of J&K, as per broad Scope of Work mentioned in notice inviting EoI, for a period of five (5) year(s), extendable on year to year performance and subject to annual approvals by the Ministry of Health & Family Welfare, Govt. of India:

S. No.	Particulars	Date/ Time
1	Date of Publishing Notice Inviting EoI	21.01.2022 at 1400 Hrs
2	Start Date of Downloading Notice Inviting EoI	21.01.2022 from 1400 Hrs
3	Websites for Downloading Notice Inviting EoI	www.jktenders.gov.in
4	Last Date of Downloading Notice Inviting EoI	29.01.2022 upto 1600 Hrs
5	Seek Clarification Start Date	21.01.2022 from 1400 Hrs
6	Seek Clarification End Date	24.01.2022 upto 1400 Hrs
7	Pre-EoI Meeting	25.01.2022 at 1200 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 23.01.2022 upto 04.00 PM. Virtual link for Pre-EoI meeting shall be shared with intended participants on 24/01/2022
9	Website for Submission of EoI	www.jktenders.gov.in
10	Last Date for Submission of EoI	31.01.2022 upto 1000 Hrs
11	Date of Opening of EoI	31.01.2022 at 1100 Hrs
12	Date of Technical Demonstration	31.01.2022 from 1500 Hrs
13	Place of Technical Demonstration	Will be scheduled Virtually. Link will be Shared with Shortlisted Participants

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



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

**Notice Inviting Expression of Interest (EoI) for Implementation
of Hospital Management Information System (HMIS) in
Identified District Hospital in the UT of Jammu and Kashmir**

NOTICE INVITING EXPRESSION OF INTEREST (EoI)

Notice inviting Expression of Interest (EoI) for Implementation of Hospital Management Information System (HMIS) in Identified District Hospital in the Union Territory of 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 Hospital Management Information System (HMIS) in Identified District Hospital in the Union Territory of J&K, as per broad Scope of Work mentioned in this Notice inviting EoI, for a period of five (5) year(s), extendable on year to year performance and subject to annual approvals by the Ministry of Health & Family Welfare, Govt. of India:

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No.: SHS/NHM/J&K/Estt./20621-25

Dated: 21/01/2022

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.

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Section – II: Scope of Work

A. Background

India Covid-19 Emergency Response and Health Systems Preparedness Package - Phase-II (ECRP – II) has been conceptualized to strengthen the healthcare systems and support the States/ UTs to manage the second wave and any future upsurge of the pandemic. Learning from the experiences gained while dealing with COVID-19 in its first phase and realizing the role of data driven policy decisions in efficacious management of emergency healthcare response, under ECRP-II emphasis is placed on an effective Hospital Management Information System (HMIS), which can provide real time data towards clinical management decisions.

HMIS will address most of the fundamental needs of concerned stakeholders. Patients will be able to get faster and hassle-free healthcare access. With entire medical data readily available, Medical Professionals will be able to treat better with clinical knowledge support, Administrators will be able to take better decision with the systematic data to be generated in HMIS. To summarize, it will be of immense help in improving patientcare, including but not limited to following services, in identified health facility(ies):

- a) Streamlining operations in hospital(s)
- b) Controlling & managing registrations of patients
- c) Assisting medical professionals to retrieve relevant information related to patients, diseases, investigations, diagnosis, etc.
- d) Providing various MIS and Statistical Reports, thus enabling improved decision making
- e) Providing Central Repository of Electronic Medical Records (EMR) of patients
- f) Integrated exchange of medical and health data among various healthcare facility(ies)
- g) Facilitating Tele-Consultation and Tele-medicine applications
- h) In addition, standardized data from HMIS, in long term, will help to establish a Clinical Decision Support System (CDSS) to create triaging and clinical protocols for any other medical emergencies of similar type.

Significant to mention here that a robust HMIS is also foremost requirement towards implementation of Ayushman Bharat Digital Mission (ABDM), launched Nationwide by the Hon'ble Prime Minister on 27th September 2021. Under ABDM, various digital systems, inter-alia Health ID, Healthcare Professional Registry (HPR), Health Facility Register (HFR), Personal Health Records (PHR), Electronic Medical Records are to be implemented for which an ABDM compliant HMIS Software, facilitating patient enquiry, patient registration, emergency registration, OPD/ IPD Management, Laboratory/ Diagnostics Services, Blood Banks, Inventory/ Stores, alongwith necessary integrations with various existing portals like, e-Raktkosh, e-Aushadhi, Mera Aspataal, etc. needs to be in place.

B. Scope of Work

1. Accordingly, towards implementation of an integrated HMIS solution, following modules are required to be implemented in phased manner in Eighteen (18) identified Govt. District Hospitals of Jammu & Kashmir:
 - a. Patient Registration
 - b. Emergency Registration

- c. Patient Enquiry
 - d. Patient Billing
 - e. OPD Management
 - f. In Patient Department (IPD) Management
 - g. Laboratory Information System
 - h. MRD
 - i. Blood Bank
 - j. Pharmacy Management
 - k. Inventory - Store Management
 - l. User Management & Alert Management
 - m. EHR Module
 - n. Citizen Centric Mobile Application.
 - o. Provisional Registration facilitating Patient Enquiry, Online Appointment, Investigation Report Viewing, e-Prescription, Vaccination Certificate
 - p. Integrations with various online Portals/ Initiatives including -
 - i. Online Registration System (ORS) – an Aadhaar based Online registration and appointment system
 - ii. Medical Equipment Interfaces
 - iii. Mera Aspataal – Patient Feedback System
 - iv. e-Raktkosh for management of Blood Banks
 - v. e-Aushadhi – Drugs & Vaccine Distribution and Management System (DVDMS)
 - q. Integrations, Optional, with various other flagship initiatives:
 - i. 102 /108 Ambulance Services
 - ii. Bio-Medical Equipment Management & Maintenance Programme (BEMMP)
 - iii. Tele-Radiology Services
 - iv. Integrated 104 - Centralized Call Center cum Health Desk
2. As per envisaged scope of work, shortlisted/ selected implementing partner agency will have to undertake various activity(ies), including but not limited to the followings, towards implementation of HMIS in J&K:
- a) Design, Develop and Deploy HMIS solution, through a Centralized management software, integrating various Departments alongwith implementation of requisite modules. The solution should be -
 - i) an 'End-to-End' HMIS solution, configurable, customizable and expandable as per the requirements of the Health & Medical Education Deptt./ NHM. J&K.
 - ii) Equipped with a Mobile Application for use by people while accessing health services across Jammu & Kashmir.
 - iii) Capable to work seamlessly within the Hospitals connecting multiple hospitals, labs, etc.
 - iv) Capable to provide Tele-Consultation and Tele-Medicine Services for remote diagnosis and advice.
 - v) Capable for requisite upgradations, as required from time to time.
 - vi) Capable to display dashboard for MIS and interface module for each level within the ecosystem viz., Patients, Doctor(s), Administrator(s), Managerial Staff, etc. to access solution as per need. Interface provision should be

- available through using multiple channels such as mobile application, web-portals, etc.
- vii) Capable to share health data electronically at each level to make entire workflow paperless.
 - viii) Capable to maintain data privacy ensuring that there is no infringement of any patient and/ or other healthcare data in any manner. In addition, it should be capable to ensure compliance to various applicable healthcare/ other standards.
 - ix) Capable for additional features like Graphical User Interface, Smart Card Interface, Barcode Compatibility, etc.
 - x) Should have Integrated Healthcare Worker Applications to allow community Health Management to execute Community Camps in vulnerable areas around Hospital.
- b) Carry out gap assessment of all the hardware, alongwith other equipment, required for implementation of the Project in identified District Hospitals. Accordingly, as per the actual requirement, NHM J&K will procure the equipment as per the specifications provided by the Implementing Agency.
 - c) Deploy requisite manpower, as & when and to the extent required, to ensure implementation of integrated solution in co-ordination with medical and para-medical staff of identified District Hospitals.
 - d) Provide necessary training, alongwith handholding, of the staff of identified District Hospitals during the stipulated period. In addition, refresher trainings will also to be imparted to the staff of these hospitals.
 - e) Provide all the requisite operational, maintenance and technical support in implementation of proposed solution in identified District Hospitals during the entire contract period.
 - f) Responsible for monitoring and managing complete architecture of HMIS solution, including periodic checks of deployed solution for performance, scalability, security, and upgradations as per 'Change Requests' by HME/ NHM, J&K.
 - g) Ensure availability of Online help through Chatbot/ e-mail/ Helpdesk alongwith User Manual.
 - h) Ensure availability of customized reports as per the requirements of HME/ NHM, J&K.

C. Project/ Contract Duration

In view of existing scenario coupled with the over-arching Ayushman Bharat Digit Mission (ABDM), intended HMIS solution may be deployed in identified District Hospital(s) for a period of five (5) years, on annual basis, subject to successful implementation of intended modules in these Hospital(s) as well as annual approval(s) from the MoH&FW, Govt. of India and the Health & Medical Education Department J&K.

D. Other Requirements

Being an IT driven cloud-based solution, intended HMIS solution will likely to be exposed to various challenges faced by IT systems/ cyber-world predominantly including cyber-attacks, violation of IT norms, etc., thus requiring increased emphasis on data security and integrity, so as to ensure implementation of solution not only as per applicable standards/ norms, but also in line with the requirements of

ABDM. Accordingly, requisite HMIS solution should be complying with various applicable standards/ other requirements, including but not limited to the followings:

- a) Inter-operability
- b) Fulfilling minimum dataset requirements of EMR/ EHR Standards prescribed by the MoH&FW, Govt. of India
- c) HL7 Development Framework (HDF) – a standard framework for hospital processes and services
- d) ISO/ IEC certification including ISO/ IEC 27001, or Higher
- e) Multiple level security checks
- f) ICD 10/ CPT Code incorporation
- g) Security Audit Certificate from any Govt. Authorized 03rd Party Organization
Compliance with the provisions of Information Technology Act 2000, as amended from time to time.

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Section – III: Eligibility Criteria

I. General Eligibility:

1. Individual participant, functioning as a Registered Legal Entity, inter-alia Company/ Society/ Trust registered under the Companies Act, the Societies Registration Act, the Trust Act respectively, or a Limited Liability Partnership (LLP), or an entity established under any law applicable in the Country, for past five (5) financial years, but in any case, not less than three (3) financial years.
 -)} In addition, Group of Participant(s) (maximum – 3), coming together as Consortium to implement the Project, can also submit EoI.
 -)} Lead Member should have 51% stake in the consortium and must also have all legal liabilities. Members of the Consortium shall have to submit a declaration to that effect that:
 - a. Each member of the Consortium shall have an independent, definite and separate Scope of Work allocated as per each member's filed of expertise; and
 - b. Notwithstanding their mutual agreement/ arrangements, they will commit to the Scope of Work, Rights and Liabilities and shall be answerable for the performance of obligations under this EoI jointly and severally.
 -)} Any change/ modification in Consortium, except Lead Member, during the currency of intended Project period can be made only after seeking approval from the Competent Authority
 -)} Any Individual, or Group of Individuals, is not eligible for submission of EoI.
 -)} In addition, No participant(s) can submit more than one proposal in any form, i.e., any individual participant (Company/ Society/ Trust/ LLP) cannot at the same time be member of any consortium submitting EoI for similar project.
 -)} Likewise, a member of a particular participating consortium cannot be a member of any other participating consortium submitting EoI for similar project.
2. Participant, 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.

II. Technical Eligibility:

- a. Participant should have executed/ is executing project of Designing/ Development, Deployment/ Integration, Implementation, Operations and Maintenance of Hospital Management Information System (HMIS)/ Healthcare Management System (EMR/ HER), at least Eight (8), but in any case, not less than four (4) modules, in Private and/ or Public Sector Hospitals in India during last five (5) years.
- b. Participant should have provided IT enabled services, preferably in healthcare, to at least one Central/ State/ UT Govt. Organization/ PSU/ Autonomous Body in India during past three (3) financial years.
- c. Participant should at least possess ISO/ IEC 27001.

III. Financial Eligibility:

- a. Participant, and in case of Consortium - Lead Member, should have minimum average annual Turnover/ Revenue from Operations, from similar/ healthcare services, of Rs.1.00 Crore (Rupee One Crore only) during preceding three financial years, i.e., 2018-19, 2019-20 and 2020-21.
 - } This excludes revenue from any sale of item(s)/ equipment, but include revenue from Software as a Service (SaaS)
 - } MSME(s)/ participant(s) registered as Start-Up with the Department for Promotion of Industry and Internal Trade (DPIIT) are waived off from financial requirement.
- b. Participant, and in case of Consortium - All Member(s), should have Positive Net Worth, as per the audited financial statements of preceding three financial years, i.e., 2018-19, 2019-20 and 2020-21.

IV. Exemption:

Subject to above-mentioned eligibility criteria, and exemptions stated thereunder, in case, any other exemption/ relaxation from any of the eligibility requirements is applicable to any of intended participant(s) under any Rule(s)/ Process(es)/ Guideline(s)/ Directives of the Government of India, it may submit its claim for such exemption(s)/ relaxation(s), alongwith substantiating document(s). However, on such case(s), decision of the Mission Director, NHM, J&K shall be final and binding upon all the concerned.

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Section- IV: Submission, Validity and Evaluation of 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 (**Annexure - I**), duly signed by the Authorized Signatory, towards compliance of eligibility criteria. Participants are Not required to submit any documents regarding eligibility criteria at the time of submission of EoI. However, shortlisted participant(s) shall have to submit requisite document(s), as per RFP to be issued subsequently. If subsequently it is established that any of the participant(s) have submitted false/ mis-leading information towards its eligibility, State Health Society, NHM, J&K, besides rejecting the candidature of such participant, will also black-list such participant(s) from participating in future projects of NHM in J&K for a period of three (3) 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) Bid Security Declaration (**Annexure – II**).
- d) Detailed proposal duly signed hard copy. No deviation from the proposal once submitted will be permitted during the Contract Period, except which will be required in exigency and after seeking approval from the Competent Authority of Procuring Entity.
- e) Indicative time schedule, other than intended support for operation & maintenance of project for a period of five (5) years, towards operationalization of Project in identified District Hospitals in J&K:

S. No.	Key Activity	W1	W2	W3	W4	W5	W6	W7	W8
1	Project Plan								
2	RACI Matrix								
3	Mobilization of Resources								
4	Requirement Gathering and Functional Requirement Submission								
5	Submission of Technical System Design, Network Architecture, SRS Document								
6	Submission of Site Drawings, SOP, Safety Manuals, Installation & Configuration Document								
7	Design/ Development and Deployment of HMIS Solution								
8	User Acceptance Testing								
9	Training & Capacity Building of concerned Staff								
10	Final Acceptance Testing and Go Live								

- f) Technical Presentation, to be made by intended participant(s) ‘Individually’ before the Committee in the given time slot of not more than 20 minutes, including but not limited to the followings:

S. No.	Particular	Maximum Score
1.	Proposed solution regarding implementation of various modules alongwith integration of various Departments in the identified Hospital(s)	15
2.	Technology offered emphasizing perceived security challenges and requisite protective measures	15
3.	Roadmap for implementation of proposed solution in identified District Hospitals alongwith training and capacity building of concerned staff within the indicative timeline(s)	15
4.	Question(s) from the Committee	5
Total		50

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. In view of exigency, based on Self-Assessed Checklist, intended participant(s) meeting the eligibility criteria will be given the opportunity to make Technical Presentation before the Committee of **31st January 2022**, demonstrating the proposed solution(s). Based on respective technical presentation(s), participant(s), **scoring minimum 35 Points** will be issued ‘Request for Proposal (RFP)’ to submit Technical Proposal, i.e., requisite documents, alongwith financial proposal (to be submitted as per BoQ).
- b. Overall evaluation of Proposals shall be as per RFP.

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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. In view of long duration of the project, it will be the responsibility of successful participant to get its documents renewed/ updated, wherever and whenever required. In case of any default in renewal/ updation of documents, State Health Society, NHM, J&K may withheld the payments due in favour of successful participant and initiate appropriate necessary action.
4. Intended participant(s), requiring any clarification regarding this EoI, may submit queries/ suggestions if any, **on the e-mail ID: mdnhmjk@gmail.com till 24th January 2022 upto 1400 Hrs.**, so that these can be discussed and clarified during pre-EoI meeting scheduled **on 25th January 2022 at 1200 Hrs.** After stipulated date & time, no query(ies)/ representation(s) of any sort shall be entertained.
5. 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): www.jktenders.gov.in and www.jknhm.com.
6. 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'.
7. 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.
8. 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.
9. **Acknowledgement by Bidder:** 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 Proposal 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; and
 - 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.

10. 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.
11. 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.

12. 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.:

Checklist towards Eligibility Criteria

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

S. No.	Eligibility Criteria	Self-Declaration Response (Yes/ No)
A.)	General Eligibility	
1.	Whether functioning as a Registered Legal Entity, inter-alia Company/ Society/ Trust registered under the Companies Act, the Societies Registration Act, the Trust Act respectively, or a Limited Liability Partnership (LLP), or an entity established under any law applicable in the Country, for past five (5) financial years, but in any case, not less than three (3) financial years	
2.	Whether Bidding an Individual Entity or as Consortium	
3.	In case, bidding as Consortium, provide details of all Consortium members, including Lead member	
4.	Whether any stake within any other bidding entity	
5.	Whether participant, 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	
B.)	Technical Eligibility	
6.	Whether executed/ is executing project of Designing/ Development, Deployment/ Integration, Implementation, Operations and Maintenance of Hospital Management Information System (HMIS)/ Healthcare Management System (EMR/ EHR), at least Eight (8), but in any case, not less than four (4) modules, in Private and/ or Public Sector Hospitals in India during last five (5) years	
7.	Whether provided IT enabled services, preferably in healthcare, to at least one Central/ State/ UT Govt. Organization/ PSU/ Autonomous Body in India during past three (3) financial years	
8.	Whether having valid ISO/ IEC 27001, as on date of submission of EoI.	
C.)	Financial Eligibility	
9.	Whether having Minimum average annual Turnover/ Revenue from Operations, from similar/ healthcare services, of Rs.1.00 Crore (Rupee One Crore only) during preceding three financial years, i.e., 2018-19, 2019-20 and 2020-21	
10.	If Not, whether Exemption Claimed as MSME/ Start Up registered with the Department for Promotion of Industry and Internal Trade (DPIIT)	

S. No.	Eligibility Criteria	Self-Declaration Response (Yes/ No)
11.	Whether having Positive Net Worth, as per the audited financial statements of preceding three financial years, i.e., 2018-19, 2019-20 and 2020-21	
D.)	Exemption	
12.	Whether any other exemption/ relaxation from any of the eligibility requirements is applicable under any Rule(s)/ Process(es)/ Guideline(s)/ Directives of the Government of India.	

Declaration:

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 in case –

- a) any of the information furnished by us/ our organization is found to be wrong/ misleading at any subsequent stage(s), including the Contract Period, or
- b) our inability to produce any document(s) required towards our eligibility for the Project,

Mission Director, National Health Mission, 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 three (3) years.

In Acceptance

Sig. & Seal of the Owner/
Authorized Representative
Contact No.:
e-Mail ID:

Bid Security Declaration

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

The Mission Director,
National Health Mission,
Jammu & Kashmir

Ref. No.:

Date:

Sub.: Bid Security Declaration in response to Notice inviting EoI No.: _____

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 as under:

1. This Bid Security Declaration is submitted to avail the benefit of waiver of the Earnest Money Deposit (EMD).
2. This Bid Security Declaration shall remain valid, unless otherwise executed/ cease to be effective, till earlier of the following(s):
 - a. Completion of Bid Validity Period, or any extension thereof as per the Terms & Conditions mentioned in Notice Inviting EoI and subsequent RFP, if issued; or
 - b. Finalization of bid(s) followed by Award of Contract and submission of Performance Security Guarantee by the approved Service Provider(s).
3. Without prejudice to all other right(s) and/ or remedy(ies) that remain available to the Tender Inviting Authority as per the notice inviting EoI/ RFP, or otherwise, this Bid Security Declaration confers upon the Tender Inviting Authority the right(s) to recommend for debar/ blacklist/ disqualify my/ our firm/ company from ongoing EoI, as well as further EoI(s)/ bid(s) to be invited by the Deptt., for a period of three (3) years from the 'Effective Date' to be notified by the Tender Inviting Authority in this behalf, in any one or more of the following circumstance(s):
 - a) If I/ We withdraws or modifies the EoI/ Proposal, or impairs or derogates from the same in any respect, during validity period, as specified in this document and extended, if any, or after opening of proposal(s);
 - b) If I/ We engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified in this Document;
 - c) If it is established that the information/ documents furnished by me/ us is incorrect, false, misleading or forged;
 - d) If after being approved as 'Successful Bidder, I/ We -
 - i) Fails to deposit the Performance Security Deposit within the prescribed time;
 - ii) Fails to provide services as per the Approved Contract within the time prescribed; or
 - iii) Violates any Terms & Conditions of this notice inviting EoI/ RFP.
4. In case Tender Inviting Authority decides to terminate the process at any stage, this Bid Security Declaration shall cease to have any effect from the date of such termination.

In Acceptance

Sig. & Seal of the Bidder/
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 bidder 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 bidder and/ or selected bidder 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