

I/697/2021

F.No I-12/3/2021-AIIA

Date



ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)
Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
Phone:011-26590401/402
Email:director@aiaa.gov.in

Website: www.aiaa.gov.in

EOI Document

For

**Expression of Interest for " Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting " at AIIA.
New Delhi**

02/11/21

Important Information Date Sheet

Event	Particulars
Date of publication of EOI	22/09/2021 3.00 PM
Date and time for Pre bid Conference	28/09/2021 11.00 PM
Last date and time for Bid submission	12/10/2021 3.00 PM
Date & Time of Opening of Technical Bids	12/10/2021 3.30 PM
Date of Presentation	Will be intimated
Date for opening of Financial Bids	Will be intimated
Place of Submission of EOI	Director All India Institute of Ayurveda Gautampuri, Sarita Vihar, Mathura Road, New Delhi-110076 email:director@aiia.gov.in

AIIA New Delhi will not be responsible for non-receipt / non-delivery of the bids due to wrong addresses / postal delays / courier delays or any other similar reasons

**EXPRESSION OF INTEREST
SECTION I**

- 1 GENERAL**
1.1 Background

Signature

The All India Institute of Ayurveda (AIIA) New Delhi is an autonomous organization under the aegis of Ministry of AYUSH Government of India. It will be a 200 bed referral hospital and also impart post graduate, Consultant al, post Consultant al and super-specialty programme in major streams of Ayurveda. The organization will broadly have two Wings – Hospital and Academic Wings. The Hospital Wing will have various Units like Registration, OPD, IPD, Laboratory, Pharmacy, Radiology, OT etc. The Academic Wing will comprise of Administration, Library, Conference/Class Rooms, Rooms of senior faculty members etc.

1.2 Need For Request For Proposal

AIIA has well established Information Communication and Technology (ICT) and Information Technology (IT) infrastructure and Integrated Hospital Information System(IHMS). AIIA needs additions "Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting" in the existing ICT infrastructure.

Director, AIIA invites the expression of Interest for selection of a Bidder, which should be a company (the "Bidder")who shall "Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting at AIIA.

AIIA intends to select the Bidder through this **Expression of Interest (EOI)** in accordance with the procedure set out here in.

1.3 Due diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit to AIIA and the Work site and analyzing the given drawings.

1.4 Sale of EOI Document

EOI document can be obtained between 10:00 hrs and 05:30 hrs on all working days . The document can also be downloaded from the Official Website www.aiaa.gov.in.

1.5 Validity of the Proposal

The Proposal shall be valid for a period of not less than 120 days from the Proposal Due Date (the "PDD").

1.6 Brief Description Of The Selection Process

The AIIA has adopted a single stage, two-step selection process (collectively the "Selection Process") in evaluating the Proposals comprising technical and financial bids to be submitted in two separate sealed envelopes. In the first step, a technical evaluation will be carried



out as specified in Section III, based on this technical evaluation, a list of short-listed applicants shall be prepared as specified in the second step, a financial evaluation will be carried out as specified in Clause 4.2. Proposals will finally be ranked according to their combined technical and financial scores as specified in Clause 4.2.

1.7 SCHEDULE OF SELECTION PROCESS

AIIA would endeavor to adhere to the following schedule:

Nos. of Days	Activities
D-0	Publication of EOI
D-21	Submission of bid EOI
D-21	Opening of technical bid
D-28	Technical Evaluation
D-30	Opening of Financial Bid & Evaluation
D-32	Approval of Empowered Committee
D-35	Award notification (Letter of Intent – LOI)

1.8 LOCATION

The IT infra work will be required to be commissioned with in the campus of AIIA, at Gautampuri, SaritaVihar, Mathura Road, NewDelhi Pin 110076.

1.9 Work Completion period

The work must be completed within one month (45 days) after receiving the Letter of Intent.

1.10 Termination:

1.10.1 By the Client:

AIIA may terminate this contract, by not less than thirty (30) days' written notice of termination to the selected bidder, to be given after the occurrence of any of the events specified in paragraphs (a) to (b) of this Clause.

a. If the Bidder do not remedy a failure in the performance of their obligations under the contract within thirty (30) days of receipt of being notified or within such further period as the client may have subsequently approved in writing. The client will have an option to

invoke Risk Purchase clause by which client will have the option to engage different party at the cost of the incumbent consultant. The liability of the Consultant will be limited to Liquidated Damages and incremental differential renegotiated cost of the work management services.

b. If the Bidder become insolvent or bankrupt.

1.10.2 By the Bidder:

The bidder may terminate this contract, by not less than thirty (30) days written notice to the client, such notice to be given after the occurrence of any of the events specified in paragraph

(a) to (b) of this Clause

a. The Client is in material breach of its obligations pursuant to this EoI and has not remedied the same within thirty (30) days (or such longer period as the bidder may have agreed in writing) following the receipt by the Client of the bidder's notice specifying such breach.

b. The Client fails to pay any money due to the Consultant pursuant to this contract, which is not subject to dispute within forty five (45) days after receiving written notice from the bidders that such payment is overdue and payable.

1.11 Obligations Of The Bidders:

The bidder shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound Management practices, and employ appropriate advanced technology and safe methods. The Bidder shall always act, in respect of any matter relating to this EoI or to the services, as faithful advisers to the client, and shall at all times support and safeguard the client's legitimate interests in any dealings with sub- Bidder or third Parties. The Successful bidder will furnish a Performance Bank Guarantee (3% of the work cost) for completion of the work in stipulated time and resources provided.

1.12 Obligations of the Client:

a. **Change in the Applicable Law:** If, after the date of this agreement, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of services rendered by the Bidder, then the remuneration and reimbursable expenses otherwise payable to the Bidder under this contract shall be increased or decreased accordingly by agreement between the parties and corresponding adjustments shall be made to the amounts referred to in Clauses as the case may be.

- b. **Services and Facilities:** The Client shall make available to the selected bidder the services and facilities as mutually agreed to execute the work efficiently.

1.13 Settlement of Disputes:

- a. **Amicable Settlement:** The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof.
- b. **Dispute Settlement:** Any dispute between the parties as to matters arising pursuant to this contract which cannot be settled amicably within thirty days after receipt by one party of the other party's request for such amicable settlement may be submitted by either party for settlement in accordance with the provisions specified in SCC.
- c. **Liquidated Damages:** If the consultant is not able to complete the Work Report in time & the delay on this account is solely attributable to the consultant, then the consultant shall be liable for Liquidated Damages for delay @ 1% of the fee (excl. of taxes) subject to maximum of 10% of the fee payable for the stage of approval of Work Report.

1.14 Arbitration


In the event of any dispute or difference relating to the interpretation and application of the provisions of this Agreement, such dispute or difference shall be referred by either party for arbitration to the Sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India In-charge of the Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this Clause. The award of the arbitrator shall be binding upon the parties to the dispute, provided however and party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law and Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary / Additional Secretary, when so authorized by the Law Secretary, his decision binds the parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.

1.15 Bid collection and submission details:

Tender reference Number	
Offer Validity Period	Tender should remain valid for 120days
Earnest	NIL

Signature

Money Deposit (EMD)	
Address for communication	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
Place where tender offers would be opened	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
e-Mail	director@aiaa.gov.in



Section II

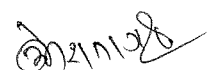
2 Role/Scope Of The Bidder

2.1 Pre Qualification Criteria of Bidder

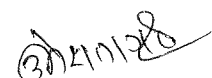
- A. The Bidder should be company having demonstrable track record of rendering Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting and IT services for a Large integrated Medical Institution.
- B. The bidder must have office in Delhi NCR.
- C. Annual average turnover of the bidder should be more than Rs. 5 Crore in last three financial years ending 2019-20.
- D. The Bidder must have completed similar nature of Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting work in last 5 years, completion of which should fall at least one day earlier of the last day of submission of EOI.
- E. The Bidder is required to submit certificate of completion of assignment from the respective institute as a proof of meeting the above qualifying criteria and submit copies of the completion certificate.
- F. The Bidder should not be blacklisted in any of the Indian Government Department.
- G. The Bidder should be one stop solution to "Design, Develop, Customize, Supply of Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting,"
- H. The Bidder Should have Experience in Education and Health domain in Providing End to End Process Automation.
- I. The Bidder should have ISO 9001-2000 & ISO14001.

2.2 Submission of Technical Bid

- A. EOI in the form of hard copies duly signed, stamped and page numbering on each page will be considered.
- B. The EOI – both **Technical and Financial** duly filled in the prescribed proforma at Form 'A' to 'E' & Form 'F' shall be placed in sealed separate envelopes with a name of work written on the envelope and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076
- C. The 1stenvelope(Technical Bid) shall contain the documents as mentioned in the terms and conditions(Form 'A' to 'F').
- D. The 2ndenvelope(Financial Bid) shall contain priced schedule of Quotation, duly signed, Stamped and page numbering by the authorized signatory of the bidder.(Form 'F').



- E. The Technical bids shall be opened at **3.00 PM on the closing date** in Committee Room, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi – 110076 in the presence of such bidders or their authorized representatives, who may wish to be present.
- F. The bidders, whose Technical bids are accepted, will be informed about the date of the opening of financial bids.
- G. All entries in the Technical bid in the proforma Form 'A' to 'E' should be filled up clearly. No overwriting or cutting is permitted in financial bid. However, cutting, if any, in the Technical Bid must be initialed by the person authorized to sign the technical bids.
- H. The bidder shall submit documents mentioned in Form 'A' to 'E' with Technical Bid.
- I. The Financial Bid of the Technically Qualified Bidder will **ONLY** be opened.
- J. The price schedule of quotation as per format enclosed, duly signed, stamped and page numbering by the authorized signatory of the bidder is to be submitted. The unit rate and prices shall be quoted by the bidder entirely in Indian Rupee to be entered in words also.
- K. The breakup of Basic Price, GST, other taxes/charges, if any to be clearly mentioned in Indian rupee only.
- L. Financial Bid in any other form except in the specified format given, will not be accepted and shall be **SUMMARILY REJECTED**.
- M. Both the above envelopes should clearly be marked on top of envelope about type of envelope i.e., details of contents in envelope (Technical Bid/Commercial Bid as the case may be), name of agency submitting the bid and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076"
- N. The main envelope containing the Technical Bids and Financial Bids must be superscribed' EOI for " Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting.
- O. Please note that the envelope containing Technical and Financial Bids are sealed properly, i.e. either wax or with adhesive cello tape on both ends. Rates quoted should be neat and clean without cutting/overwriting.



Section – III

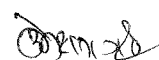
3 Detailed Scope of Technical Work**3.1 Objective**

AIIA intends to provide easy & timely access to tele-consultation to the patient using digital technologies and IT platform. This IT&C platform based solution will also be used to provide information & other allied services to various needs of patients and management of the pandemic. This solution will also be required to be integrated with the existing healthcare system for providing related services and leveraging of resources

3.2 Broad Scope of Work

The below mentioned Technical Work scope to be covered in Website and app (Android and iOS) based activates

1. Patient Registration for online consolation
2. Patient Profile and Activities and old Patient report upload
3. In build Video conferencing based Audio-Video-Textual Consultation with a Consultant (one to one basis)
4. Automatic Notifications to Patent and Consultant through SMS/ /Email
5. Patient can able to download Prescription
6. Configurable master data like no. of daily slots, no. of Consultant with , Department, waiting slots, consultation time limit etc through Administration level Admin panel
7. Dynamic and configurable Dashboards
8. Reports generation faculties for different level.
9. Integrated Payment Gateway all kind of payments like UPI, Credit/Debit Card, Net Banking
10. Video Consultation module has auto adjustment feature and can toggle between audio / video in case any bandwidth issues.
11. There should an option to save the video of consultations for future references
12. When Consultant posts the prescription patient gets a notification automatically.
13. Common Medicine can be added to the system. which can be used during prescription by consultant for time saving.
14. Common symptoms can be key-in well in advance which can be used during diagnosis by consultant for time saving
15. Any user can share the App on popular social media and WhatsApp etc.
16. In case any user needs any help, they can refer to the FAQ section
17. Their should be use manuals for Patient, consultant and Admin.



3.3 Patient can perform the followings main activities:

1. Can choose a Department/ Consultant based
2. Can Search & Filter service provider and book an appointment as per available time slots.
3. Can view the details of opted services from Service menu
4. Can also print / download a PDF copy of prescription.
5. Can view consultant's details like, Availability
6. Can Book appointment for self or FamilyOr Friends
7. Appointments are shown in, Consultation Screen on Service Menu.
8. can see historical prescription and health information.
9. can share / upload test report with Consultant , parenting to respective health condition /appointment
10. Both Consultant and patient get SMS notification when an appointment is booked.

3.4 Activities needs to take care for Consultant

1. can view the appointment calendar through dashboard and their availability time slots
2. Can view and see patient's health history
3. Any Consultant can view patient history if the patient has sent for consultation with him/her.
4. Consultant can't delete / modify any old records

3.5 Hosting and Development

The complete "telemedicine mobile app and web portal" development will be hosted at Cloud Provided by NIC Government of India, The Bidder has to comply all the requirement as per guidelines and directions of NIC for deployment and hosting of the web portal at NIC Provided Cloud. The telemedicine mobile app and web portal must be compactable for integration of AIIA existing IHMS (Integrated Hospital Management System)system.

3.6 Uptime:

The Bidder will ensure an uptime of 99% for the items deployed by them.

3.7 Reliability:

The equipment offered should be robust and reliable.

3.8 Licenses

User License should be complete in all sense i.e. only Full Usage User License has to be quoted. All licenses shall be of Perpetual Nature only. No time restriction and user restriction licenses shall be entertained

3.9 AMC and Upgrades:

The technical maintenance of the software will be the specified as the responsibility of the Bidder. The charges for such AMC shall be borne by the Institute after the expiry of standard warranty only..

Section IV

4 QUALIFYING REQUIREMENT

4.1 Method of selection of the Work Management vendor for Design & Implementation Submission of Bids

The bids are invited only from Central Government/State Government PSUs/ CMMI III or above level company in the field of Information Technology. The bids should be submitted in two separate sealed envelopes (one for technical bid and other for financial bid indicating on the top of the sealed cover of each whether it is a financial or technical bid) and these two envelopes shall be put in a bigger envelope duly sealed. In case, any bidder submits more than one bid or more than two envelopes in the bigger envelop, his bid will be summarily rejected without assigning any reason. Further, each page of the technical and financial bids should be numbered and signed by the authorized signatory.

4.1.1 The Technical Bid Shall Contain:

- a. Name & Short C.V. of Principal Officers for the work
- b. Organizational Structure
- c. Audited Financial Statement for the last three years with year-wise turnover and Net Profit/Loss(PAT)
- d. List of major completed assignments relating to Working which " Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting was undertaken in previous 5 years, along with documentary evidence of acceptance of the Reports
- e. C.V. of all the Bidders/Experts with the firm. Format at Form -'A-1'
- f. Any other information to highlight their strength and the claim to undertake the Design and Built of IT services for Universities.

Along with the above information, details regarding agency's credentials, team's composition, infrastructure and experience of the organization/institution in undertaking similar work, names and addresses of at least three clients from whom the experience/competency of the applicant can be ascertained, is also required to be provided. The organizations should also provide evidence in support of their experience in " Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting Technical bid should be given separately at Form-'A' to E in addition to give the details in the work documents.

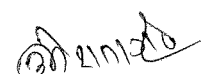
(A) The Financial Bid Shall Contain:

The financial Bid shall be in Form-'F' with details of cost break up for cost all related works for completion and commissioning.

4.2 SELECTION PROCESS:

- a) Opening of big envelope in presence of bidders will be done immediately after closing of bid time in the Committee Room, AIIA Mathura Road Sarita Vihar, New Delhi 110076
- b) Immediately after opening of big envelopes, Technical bids for each scheme will be opened first in the presence of bidder and their documents will be page numbered and signed by the Screening Committee Members.
- c) Evaluation of technical bids will be done by the Screening Committee of the Director, AIIA subsequently.
- d) Financial bids of only the technically qualified agencies/organization/institutions will be opened in their presence on the date and time to be intimated them through Website/E- mail/ Telephone (Details to be provided by bidders).
- (e) The bids will be evaluated as per Combined Quality Cum Cost Based System (CQCCBS) method based on Manual of Policies and Procedure of Employment of Bidder, Ministry of Finance, Government of India dated 31st August, 2006. For details, please refer to website of Ministry of Finance, Government of India.
- For Technical Bids, 70% weightage shall be assigned and for Financial Bids 30% weightage will be assigned.
- The Proposal with the lowest cost will be given a financial score of 100 and other proposals given financial scores inversely proportional to their prices
- The total score of both the technical and the financial bid shall be obtained by weighing the quality and cost scores and adding them up. The highest point's basis shall be considered for award of the contract as illustrated below: Highest points basis: On the basis of the combined weighted score for quality and cost, the Bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2,H-3 etc. the proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.
- As an example, the following procedure can be followed. In a particular case of selection of Bidder, it was decided to have minimum qualifying marks for technical qualifications as 70 and the weightage of the technical bids and financial bids was kept as 70: 30. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded those 75, 80 and 90 marks respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices asunder:

Proposal	Evaluated cost(including CAMC Cost)
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A	Rs.120.
B	Rs.100.
C	Rs.110.

Using the formula LEC / EC , where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

$$A: 100 / 120 = 83 \text{ points}$$

$$B: 100 / 100 = 100 \text{ points}$$

$$C: 100 / 110 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

$$\text{Proposal A: } 75 \times 0.70 + 83 \times 0.30 = 77.4 \text{ points.}$$

$$\text{Proposal B: } 80 \times 0.70 + 100 \times 0.30 = 86 \text{ points}$$

$$\text{Proposal C: } 90 \times 0.70 + 91 \times 0.30 = 90.3 \text{ points.}$$

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 77.4 points :H3

Proposal B: 86 points : H2

Proposal C: 90.3 points :H1

Proposal C at the evaluated cost of Rs.110 was, therefore, declared Successful and recommended for negotiations/approval, to the competent authority. Financial bids having any negotiation clause or condition shall be summarily rejected.



4.3 Technical bid Evaluation Criterion

S. No.	Criterion	Evaluation Criteria
A	FINANCIAL STRENGTH	10 marks
(i)	Average Annual financial turn over during the last three consecutive from financial year 2017-18, 2018-19, 2019-20	<ul style="list-style-type: none"> • >30 cr. : 10marks • >20 <=30 : 8marks • >10<=20 : 6marks • >=5<=10 : 4marks • <5cr. : 2marks
B	ORGANIZATIONAL STRENGTH	10 marks
(i)	Manpower-Strength-The Bidder should have minimum number of 100 employee strength on their payroll	<ul style="list-style-type: none"> • >2000 employee :10 marks • > 1000<= 2000 :8marks • >500 <=1000 :6marks • >=100<=500 :4marks • <100 : 0marks
C	RELEVANT EXPERIENCE	20 marks
(i)	Value of works on Telemedicine app and web portal Development or similar work completed (each exceeding Rs. 40 Lakh) in last five years	<ul style="list-style-type: none"> i. >Rs.100 Lakh: 10Marks ii. >Rs. 80<= 100 : 8Marks iii. >Rs. 60<= 80 : 6Marks iv. >=Rs. 40<=60: 4 Marks v. <40 lakh : 2Mark <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed with this.</p>
(ii)	Bidder should have successfully implemented at least one(1) similar work* in last 5 years ending with 31/3/2021 * similar work A work would be treated as a similar work which has evidence from the work order or related document cover the requirement mentioned under the scope of work in this EOI.	<p>No of Works (10 marks)</p> <ul style="list-style-type: none"> i. >=5 : 10Marks ii. = 4 : 8Marks iii. =3 : 6Marks iv. =2 : 4 Marks v. =1 : 2Marks <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed separately with this.</p>
D	Technical APPROACH, METHODOLOGY AND CAPABILITY	60 marks
1	Technical Presentation (Max 30 Minutes) Consultant Approach and Methodology to perform the	40 Marks Mark to be allotted by Client's evaluation committee / team on the basis of

	assignment / job based on the EOI	<p>presentation made by the company on the following parameters:</p> <ul style="list-style-type: none"> i. Understanding of the Terms of Reference : 5 marks ii. Architectural Vision : 10marks iii. Technical approach and methodology :5 marks iv. Work plan including timelines: 4marks v. Maintenance of quality : 5marks vi. Steps to be taken for timely completion of the work, Plan B or alternate methods to complete the work in any eventuality : 4marks vii. Experience of working in similar works : 4marks viii. Organization and staffing including suitability of the Key personnel for the Work: 3marks
2	Live Demonstration of the App and webs application	<p>20 Marks</p> <ul style="list-style-type: none"> 1- Graphical User Interface 5 Marks 2- Features of the existing app and application 5 Marks 3- Admin Interface Feature 5 Marks 4- Video and Audio Quality during the Live Demo 5 Marks

4.4 PRESENTATION

The bidder would be required to make a presentation of their action plan for on Telemedicine app and web portal.

TIME SCHEDULE FOR COMPLETING THE WORK:

Handwritten signature

(i)	Preliminary Estimate	One Week after the LoI is placed on the selected bidder
(ii)	Commencement and mobilization activities	One Week after approval of Preliminary Estimate
(iii)	Design, Built, Testing, Training, hand-holding and handover	Work Duration 08 weeks from the commencement of the mobilization activities.

4.5 PENALTY

If the agency/organization/institution is not able to complete the work in time the agency would be liable to be penalized as follows:

- For delay: 1% of the fee (excluding taxes) per fortnight or part of it subject to maximum of 10%.

4.6 SAVING CLAUSE

The Director, AIIA has the right to terminate the contract at any time if it comes to know that the contract has been procured fraudulently or misrepresented and corrupt practices and forfeit the security / bank guarantee etc.

4.7 Court Jurisdiction

In case of any dispute, this shall be subject to the exclusive jurisdiction of Court at Delhi/New Delhi.

4.8 EARNEST MONEY DEPOSIT

Bidder need not to submit EMD for this tender. However, The bidder has to sign a bid securing declaration (As per Annexure -E) accepting that if they withdraw or modify their bids during the period of validity or if they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document, they will suspended for the two years from being eligible to submit bids for contracts with ALL India Institute of Ayurveda New Delhi

4.9 IT support for operations and maintenance

The supplier has to provide rate of IT support for operations and maintenance for warranty period.

4.10 PAYMENT TERMS AND CONDITIONS

For supply , Installation, Commissioning and work 90% of the value of work will be paid on successful completion/ Go live of work, balance 10% will be released after completion of warranty period.

SECTION-V

INFORMATION & INSTRUCTIONS FOR BIDDERS

5 GENERAL

5.1 Tender Document Fee

The Bidder needs not to submit EMD for this tender However Bidder to sign a Bid Security declaration as per Annexure -E.

5.1.1 Letter of Transmittal and Forms 'A' to F' seeking information /documents are given in Section V.

5.1.2 All information called for in the enclosed forms should be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a 'nil' or 'no such case' entry should be made in that column. If any particulars/ query are not applicable to the applicant, it should be stated as 'not applicable'. The applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information shall result in the applicant being summarily disqualified. Applications made by telegram or telex and also those received late will not be entertained.

5.2 The application should be type written, without cutting or over writing. The applicant should sign each page of the application.

5.3 The applicant may furnish any additional information, which is deemed necessary to establish capability to successfully complete the envisaged work. Superfluous information need not be furnished and no information shall be entertained after submission of EOI document unless specifically called for.

5.4 Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render him liable to be debarred from taking up the work.

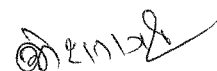
5.5 Prospective bidders can seek any clarification regarding work requirements and EOI document from the office of the, HOD, IT Dept, AIIA, Gautampuri, Sarita Vihar, Mathura Road, New Delhi, 110076,

5.6 The Director, AIIA, reserves its right not to respond to any question raised or provide clarification sought in its sole discretion.

5.7 **Jurisdiction:** All disputes arising shall be subject to the jurisdiction of the appropriate court at Delhi alone, and shall be governed by laws of India.

5.8 The discretion and decision of Director, AIIA in respect of the EOI shall be final and shall not be open to be challenged in any Court of Law.

5.9 Final Decision Making Authority: Director, AIIA, reserves the right to accept or reject any application and/or to annul the selection process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.



5.10 Organizational Structure

The applicant should have sufficient number of Solution Architects and other software and networking professionals. The applicant should submit a list of key professionals stating clearly how they would be deployed in this work and in-house capability of the firm should be brought out, clearly indicating the disciplines for which the firm will need to appoint sub- Bidders.

Even though an applicant may satisfy the above requirements, he would be liable to disqualification, if he has:-

- a) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the EOI document.
- b) Record of poor performance such as abandoning work, not properly completing the assigned work, or financial failures/weaknesses, have been black listed in any of the Govt. Ministry, PSU, local bodies etc.
- c) Record of poor performance in any of the works related to AIIA completed or being executed.

5.11 Confidentiality

The bidders shall not disclose any proprietary or confidential information relating to the work, the services, this contract or the client's business or operations without the prior written consent of the client.

5.12 Tentative cost of the work:

The tentative Cost of the complete work is Rs.48.5 lac(Rupees forty eight lac fifty thousand).

5.13 Information To Be Given In The Required Formats:

Bidders should furnish the following:

5.13.1 ORGANIZATION INFORMATION

Bidders are required to submit the following information in respect of their organization (Form - 'A').

- a) Name & postal address, Telephone & Fax Number etc.
- b) Year of establishment and commencement of practice.
- c) Copies of original documents defining the legal status, place of registration and principal places of business.
- d) Name & title of Directors
- e) Name and designation of officers to be associated with the work and authorized to act for the organization.
- f) Information on any litigation in which the applicant was involved during the last seven years including any current litigation.
- g) Brochures and Annual reports of last three years.

5.13.2 List of Works

List of similar assignments/works successfully completed/ongoing during the last seven years

(Form 'C').

5.13.3 LETTER OF TRANSMITTAL

The applicant should submit the Letter of Transmittal attached under Section-V of the EOI document.

5.13.4 DISCLAIMER

The information in this document has been prepared to assist the applicants in preparing the EOI and it is clarified that:

- i. It does not constitute an invitation to offer or an offer in relation to the transaction.
- ii. This document does not constitute any contract or agreement of any kind whatsoever.
- iii. This document does not claim to contain all the information that interested parties and their advisors would desire or require in reaching decisions as to the transaction. Interested applicant should form their own view as to what information is relevant to such decisions and make their own independent investigations in relation to any additional information.
- iv. Neither the information in this document nor any other written or oral information in relation to the transaction or otherwise is intended to form the basis of or the inducement for any investment activity or any decision to enter into any contract or arrangement in relation to the transaction and should not be relied on as such. Neither AIIA nor their employees or advisors shall be liable to any interested party or any entity under any law including the law of contract, tort, the
- v. principles of restitution or unjust enrichment or otherwise for any loss, expenses or damage which may arise, or be incurred, or suffered, in connection with this document, or any matter that may be deemed to form part of this document, or any other information supplied by or;
- vi. On Behalf of Director, AIIA or their employees or advisors or otherwise arising in any way from the selection process mentioned herein.
- vii. Director, AIIA is not bound to accept any or all the responses to the EOI. Director, AIIA reserves the right to reject any or all responses without assigning any reasons. No applicant shall have any cause of action or claim against Director, AIIA or its officers, employees, advisors, agents, successors or assignees for rejection of its response.
- viii. Failure to provide information that is essential to evaluate the applicant's qualifications or substantiation of the information supplied, shall result in disqualification of the applicant.
- ix. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither Director, AIIA nor any of their respective officers or employees or advisors or agents make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly expressly disclaimed by Director, AIIA or any of their respective officers, employees, advisors or agents, whether negligent or otherwise.

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Section – VI

LETTER OF TRANSMITTAL

FROM:

To:

Director, AIIA,

Gautampuri, Sarita Vihar, Mathura Road, New Delhi, 110076

SUBJECT: Submission of "Expression of Interest" to Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting for ALL INDIA INSTITUTE OF AYURVEDA at Gautampuri, Sarita Vihar, New Delhi

Sir,

Having examined the details given in EOI Notice and EOI document for the above work, I/We hereby submit the relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed forms 'A' to 'E' and accompanying statements are true and correct.
2. I/We have furnished all information and details necessary for EOI and have no further pertinent information to supply.
3. I/We also authorize Director, AIIA, or their authorized representatives to approach individuals, employers and firms to verify our competence and general reputation.
4. I/We submit the following certificates along with details in prescribed format in support of our suitability, technical know-how and capability for having successfully completed the following works:

Name of Project	certificate From
-----------------	------------------

Enclosures

Date of submission

Signautre(s) of applicant(s)
Seal of Applicant(s)



Technical Bid
FORM - 'A'
ORGANISATIONAL STRUCTURE

Name of the Firm/Company		
Full Address of the Company		
Year of Establishment		
Telephone Number		
Fax Number		
E-Mail Address		
Website		
Sector's in which the company/firm has provided services to Government Department in India		
No of full time personnel currently under employment	Technical	
	Non- technical	
No of Years of presence in India		
Annual Turnover		
	FY	Turnover(Rs.)
	2017-18	
	2018-19	
	2019-20	
Details of Authorized Representative	Name	
	Designation	
	Mobile	
	Office	
	Email	

Signature

(Signature)

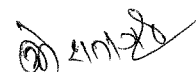
FORM – 'A-1'

Format of C.V for Team leader/ Experts/Bidders

1. Name	
2. Designation	
3. Area of Expertise	
4. Total work experience	
5. Experience in relevant field	Name of the work/dwelling units/date of award

Date
StationSignature of the Authorized
person

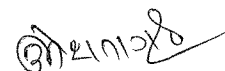
Seal



FORM - B

DETAILS OF QUALIFYING PARAMETERS

Sr. No.	EOI particulars requirement	(Ref. Page No. in Proposal)	Details of Particulars provided
1.	Bid Security Document [As per Form - E]		
3.	Proposal validity 120 days from last date of Submission of Proposals		
4.	Qualifying Works [As per Form - C]		
5	Power of attorney of authorized Signatory		
6.	Financial turnover of years 2017-18, 2018-19, 2019-20, (Rs. crore).		



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FORM - C

Details of Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development and Hosting Works completed in the Last five Years

(More similar pages may be added in case qualifying works are more than one)

Name of assignment & location			Page No. of EOI for cross referencing and verification of information
Work Cost & Fee (Rs. In Crores)	Work Cost	Fee	
Commencement date	Scheduled	Actual	
Completion Date	Scheduled	Actual	
Reasons for delay, if any			
No. & Staff involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	
Name of Associated firm(s), if any			

(Handwritten signature)

	Any other		
No. & Staff of associated firms involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	

Name of Senior Staff (Work Director, team leader) involved & functions performed		
Narrative description of work including size, features etc.	Use up to a quarter page	
Description of actual services provided	Use up to a quarter page	
Proof of having completed the work to the satisfaction of Client		
Name & address of Clients Officer to whom reference may be made		

- CV of Team leader and Team members with photo, educational qualification and experience should be attached.

(Handwritten signature)

FINANCIAL CAPABILITIES

Form -D(Rs. In lacs)

Financial Year	Financial turnover	Net Profit
2017-18		
2018-19		
2019-20		
Average Annual Turnover over the past three years		

Audited balance sheet/ IT return to be submitted in support of above turnover

Signature

Note:

1. Applicants are required to page no. their EOI submission document and for cross referencing and verification of information mentioned in the above matrix, the page no. at which the details are enclosed in their EOI
2. Use Separate sheet for each work
3. Only those works shall be considered for evaluation for which the letter of award and successful completion/occupancy certificate are enclosed.
4. The evaluation shall be based on the qualitative aspects of the applicants work, therefore, please indicate the salient features of the work undertaken including all such factors like time / Cost / quality aspects. You may also enclose photographs etc. to substantiate on the same.

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Bid Security Declaration by the Bidder

FORM – E

I,We, M/S
hereby undertake and accept that if I/We withdraw or modify my/our Bids during the period of validity , or if I/we am/are awarded the contract and I/We fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document.

I/We shall have no
objections if I/We am/are suspended for the two years from being eligible to submit bids for contracts with ALL India Institute of Ayurveda New Delhi .

Seal,

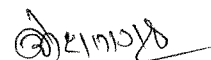
Name :

Address of the bidder/ Authorized person

Email Id:

Telephone No:

Date:



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FORM – F

Performa For Financial Bid

1- Online Patient Consultation System through Mobile app and web portal
"Tele-consultation" Design, Development and Hosting

Sl No	Description	Cost (in Rupees) excluding applicable taxes.	Applicable Tax in Rs with tax percentage	Total Cost (in Rupees) including applicable taxes.
a.				

2- For support of operations and maintenance Online Patient Consultation System through Mobile app and web portal "Tele-consultation" Design, Development of with year wise breakup up to three years after Go live of Applications

Sl No	Description	Cost per month basis(in Rupees) excluding applicable taxes.	Applicable Tax with tax percentage	Total Cost (in Rupees) including applicable taxes.
a.				

