



**Chief District Medical & Public Health Officer,
Keonjhar, Odisha**

RFP No: 2345 /2023

Date: 26.05.2023

REQUESTFORPROPOSAL

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar

Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, Govt. of Odisha, invites sealed proposals from eligible bidders for “**Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar**”

Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from <https://kendujhar.nic.in>

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	26.05.2023
2	Deadline for Submission of Pre-Proposal Query	05.06.2023 on nrhmkeonjhar@gmail.com
3	Issue of Pre-proposal Clarifications	08.06.2023 via online mode on https://kendujhar.nic.in
4	Last Date for Submission of Bid	22.06.2023 by 05.00 PM
5	Date of Opening of Technical Bid	23.06.2023 at 11.00 AM
6	Date of Technical Presentation	Will be communicated to those Bidders who qualify in Stage I of the evaluation {Pre-qualification Criteria}
7	Date of Opening of Financial Bid	Will be communicated to the qualifying bidders via email

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post** only latest by **22.06.2023 before 5.00 PM** in a sealed envelope clearly mentioning on the top of it “**SELECTION OF AGENCY FOR SETTING UP & OPERATION OF DIGITAL DISPENSARIES IN KENOJHAR DISTRICT UNDER DMF, KEONJHAR**”. The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

Address for Submission of Proposal:

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarters Hospital, Keonjhar – 758001**

Request for Proposal

**SELECTION OF AGENCY FOR SETTING UP & OPERATION OF DIGITAL
DISPENSARIES IN KENOJHAR DISTRICT UNDER DMF, KEONJHAR**



**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar
Government of Odisha**

May 2023

1/26/2023

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Disclaimer

This Request for Proposal (RFP) is issued by the Chief District Medical and Public Health Officer, Keonjhar, hereinafter referred to as CDM&PHO Keonjhar, Government of Odisha.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither CDM&PHO Keonjhar nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of the CDM&PHO Keonjhar who is the Client. It does not claim to contain all the information that a recipient may require for the purposes for deciding for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RFP includes certain statements, information, projections, and forecasts with respect to the proposed assignment. Such statements, information, projections, and forecasts reflect various assumptions made by the management, officers, and employees of the CDM&PHO Keonjhar / Client, which (the assumptions and the base information on which they are made) 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 RFP is, or should be relied on as, a promise, representation, or warranty.

CDM&PHO Keonjhar, Government of Odisha shall be the sole and final authority with respect to selection of a Agency for the purpose through this RFP.

Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No:

Dated:

Name of the Assignment: Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar.

1. The “Chief District Medical and Public Health Officer, Keonjhar” Government of Odisha (The Client) invites sealed proposal from eligible bidder under the process for “Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar”. More details on the proposed study are provided at Section-III: Terms of Reference (ToR) of this RFP Document.
2. A bidder will be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a non-refundable amount of INR. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 10,00,000/- (Rupees Ten Lakhs only)** in form of **Demand Draft (DD)** in favour of “CDMO, Keonjhar, DMF” drawn from any Scheduled/Nationalized Bank and payable at Keonjhar, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is Dt. 22.06.2023 before 5.00 PM and the date of opening of the technical proposal is 23.06.2023 in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
 - a. Letter of Invitation [Section – I]
 - b. Instructions to the Bidder [Section – II]
 - c. Terms of Reference [Section – III]
 - d. Technical Proposal Submission Forms [Section – IV]
 - e. Financial Proposal Submission Form [Section –V]
 - f. Annexure [Section – VI]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client’s knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

**Chief District Medical and Public Health Officer,
Keonjhar**

2. Bidder Data and Factsheet

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

Sr. No.	Particular	Details
1	NameoftheClient	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar – 758001 Email: nrhmkeonjhar@gmail.com
2	MethodofSelection	QualityandCostBasedSelection(QCBS)Method (60:40)
3	AvailabilityofRFPDocument	https://kendujhar.nic.in
4	DateofIssueofRFP	25.05.2023
5	DeadlineforSubmissionofPre-ProposalQuery	31.05.2023 via email on nrhmkeonjhar@gmail.com
6	IssueofPre-proposalClarifications	03.06.2023 via online mode on https://kendujhar.nic.in
7	LastDateforsubmissionofProposal	22.06.2023 by 05.00 PM
8	DateofopeningofTechnicalProposal	23.06.2023 at 11.00 AM
9	Date of Technical Proposal Presentations (of only those Bidders who become qualified in the Stage I of the evaluation {Pre-qualification Criteria})	Will be communicate to those Bidders whoqualify in the Stage I of the evaluation {Pre-qualification Criteria})
10	DateofopeningofFinancialProposal	Will be communicated to the qualifying bidders via email
11	Contact Person / Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar, At/Post: District Keonjhar, Odisha – 758001 Email: nrhmkeonjhar@gmail.com
12	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar – 758001
12	Mode of Submission	Speed Post / Registered Post only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected
13	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft (DD) drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The bid processing fee shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
14	Earnest Money Deposit (EMD) (Refundable)	INR 10,00,000/- (Rupees Ten Lakhs only)) in the form of demand draft drawn in favour of “CDMO, Keonjhar, DMF”

		drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	3% of the entire contract value
16	Name of the Project	Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar
17	Method of Selection	Quality cum Cost Based (QCBS)

NOTE:

- The Client reserves the right to change any schedule. Please visit the website '<https://kendujhar.nic.in>' regularly for the same.
- Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post. Proposals that are received after the deadline will not be considered.

**Chief District Medical and Public Health Officer,
Keonjhar**

Section II: Instructions to the Bidders

1. Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents / information

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

as part of their technical proposal failing which the proposals will be reject

Sr. No.	Basic Requirement	Specific Requirement	Documents Required*
1	Registration	The Agency shall be Firm/Company/LLP/Proprietorship registered in India.The Agency shall be organization registered under Indian CompaniesAct, 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 registered with a track record of Setting up and operation of Digital Dispensaries for at least 3 years as on submission of the bid.	<ul style="list-style-type: none"> • Copy of Registration/ Certificate of Incorporation • PAN Document • GST Certificate
2	Experiences	Experience of establishment and operations of minimum10 numbers of Telemedicine Centres / Digital Dispensaries etc.	Copies of Work Orders/ Sanction Orders / MOUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence should be provided as proof. Documents in other languages should be supplemented by an English translated copy.
3	Years of Operations	Agency shall have been in operations for minimum 3 years as on date of submission of this RFP and filled ITRs for last three FYs i.e 2019-20, 2020-21,2021-22.	Certificate from statutory auditor/Audited financial statements for the three previous financial years ending March 2022 i.e., FY 2019-20, 2020-21 and 2021-22, P&L balanced sheet.
4	Turnover	The Agency should have an average turnover of minimum INR1 Crores in the last three financial years (FY 2019-20, 2020-21 and 2021-22)	Certificate from statutory auditor/Audited financial statements for the three previous financial years ending March 2022 i.e., FY 2019-20, 2020-21 and 2021-22, P&L and Balance sheet.
5	Blacklisting	Applicant/Bidder should not be blacklisted by any Central/State Government/Public Sector Undertaking / Judicial pronouncement in India.	Notarized declaration as per TECH-11
6	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney, notarized on Rs.100.00 Bond paper (TECH-4)

7	Consortium	No consortium / JVs / Associations/ Single proprietorship / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory (TECH-10)
8	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) in the form of demand draft (DD) drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The bid processing fee shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.	Cost of Tender/ Tender Fee in form of DD
9	Earnest Money Deposit (EMD) (Refundable)	INR 10,00,000/- (Rupees Ten Lakhs only) in the form of demand draft drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.	Earnest Money Deposit Fee in form of DD

Note:

- i. *The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time of the evaluation till signing of the MOU.*
- ii. *Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.*
- iii. *Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.*
- iv. *The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.*

2. Documents / Formats for submission along with Technical Proposal

The bidder must furnish the following documents duly signed in along with their Technical Proposal:

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder’s letterhead requesting to participate in the selection process.
3. Bid Processing Fee & EMD as applicable.

4. Copy of Certificate of Incorporation/ Registration.
5. Copy of PAN.
6. Copy of Goods and Services Tax Identification Number (GSTIN).
7. General Details of the Bidder (TECH – 2).
8. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction (Copies of IT Return for the last three financial years i.e., FY 2019-20, 2020-21 and 2021-22, Turnover Certificate from Chartered Accountant / Statutory auditor / Photocopy of Audited financial statements: P/L and Balance Sheet).
9. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder.
10. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts/work orders / completion certificate / Experience certificate from previous Clients.
11. Self-Declaration regarding Conflict of Interest (TECH - 6)
12. Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client(TECH-7)
13. Description of Approach, Methodology and Workplan to Undertake the Assignment TECH-8
14. Proposed Plan to Carry out the Assignment (TECH-9)
15. Non-Consortium Declaration (TECH-10)
16. Affidavit Format for Not Blacklisting (TECH-11)
17. Format of Curriculum Vitae (CV) for Manager only (TECH- 12)
18. Note:
 - i. ***Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.***
 - ii. ***Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP document.***
 - iii. ***The proposal must be complete in all respect, indexed and hard bound. Each page should be numbered and signed by the authorized representative.***

3. Bid Processing Fee

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to INR. 10,000/- (Ten Thousand Rupees Only) in shape of DD from any Nationalized / Scheduled Bank in favor of “CDMO, Keonjhar, DMF”. Proposals received without bid processing fee will be out rightly rejected.

4. Earnest Money Deposit (EMD)

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 10,00,000/- (Rupees Ten Lakhs only) in shape of DD from any scheduled/nationalized bank in favor of “CDMO, Keonjhar, DMF” payable at Keonjhar.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its

benefits related to RFP, necessary documents shall be submitted along with technical bid documents.

3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:
 - i. Bidder withdraws its proposal during the bid validity period as specified in RFP
 - ii. Bidder does not respond to requests for clarification of its proposal.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
 - iv. If the bidder fails to:
 - a. Provide any clarifications to the Client.
 - b. Agree to the decisions of the contract negotiation meeting.
 - c. Sign the contract within the prescribed time period.
 - d. Furnish required Performance Bank Guarantee in time. Any other circumstance which holds the interest of the Client during the overall selection process.

5. Validity of the Proposal

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The Client reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

6. Pre-Proposal Queries

Bidders can submit their queries in respect of the RFP and other details if any, to CDM&PHO Keonjhar through e-mail at [nrhmkeonjhar@gmail.com](mailto:nrhmkonjhar@gmail.com) till the date mentioned in the Bidders Datasheet and Factsheet in Section 1.2 Clarifications to the above will be uploaded in <https://kendujhar.nic.in> for the purpose of preparation of the proposal. Request for alternation / change in existing terms and conditions of the RFP shall not be considered / entertained. The queries shall necessarily be submitted in the following format:

Page No.	Section No.	Content of RFP requiring clarification	Change/clarification requested	Remarks

7. Submission of Proposal

Bidder must submit their proposals by **Registered Post / Speed Post only** to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any

Proposal received after the deadline will be out rightly rejected by the Client.

The procedure for submission of the proposal is described below:

1. Technical Proposal (Original):

The envelope containing technical proposal shall be sealed and superscripted as **“Technical Proposal – Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar”** and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

2. Financial Proposal (Original):

The envelope containing financial proposal shall be sealed and superscripted as **“Financial Proposal – Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar”**. The duly filled-in financial proposal submission forms should contain the detail price offer for the proposed assignment and to be furnished as per the prescribed format only.

The **“Technical Proposal”** and **“Financial Proposal”** must be submitted in two separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as **“TECHNICAL PROPOSAL (Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar)”**.

The second envelope must be marked as **“FINANCIAL PROPOSAL (Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar)”** and it should contain Financial Proposal only. Both the above envelopes must be sealed and placed inside a third main envelope with proper labelling of following information in bold:

NAME OF THE ASSIGNMENT:

RFP NUMBER AND DATE:

NAME OF THE BIDDER:

DEADLINE FOR SUBMISSION OF BID:

NAME AND ADDRESS OF THE BIDDER:

CONTACT NUMBER OF THE BIDDER:

EMAIL ID OF THE BIDDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in out-right rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the

proposal must have to be sealed and signed by the authorized representative of the bidder. Agency shall submit only single bid in prescribed format. Multiple bids from same agency will lead to rejection of both bids. Any conditional bids will be rejected.

8. Opening of the Proposal

The FIRST ENVELOPE containing **TECHNICAL PROPOSAL** will be opened in the initial stage by the Client in presence of the bidder/bidder's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The SECOND ENVELOPE containing **FINANCIAL PROPOSAL** only of the technically qualified bidders will be opened after completion of technical evaluation stage. The date for opening of the financial proposal will be intimated accordingly to the technically qualified bidders well in advance.

9. Evaluation of Proposal

A three stage evaluation process will be conducted as explained below for the evaluation of the proposals:

1. Preliminary Evaluation (1st Stage) *: Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition and the requisited documents/information have been properly furnished by the bidder or not. Submission of following documents/information will be verified:

- i. Filled in Bid Submission Check List in Original (**Annexure-I**)
- ii. Covering letter (**TECH1**) on bidder's letter head requesting to participate in the selection process
- iii. Bid Processing Fee and EMD as applicable
- iv. Copy of Certificate of Incorporation/Registration.
- v. Copy of PAN
- vi. Copy of Goods and Services Tax Identification Number (GSTIN)
- vii. General Details of the Bidder (**TECH2**).
- viii. Financial Details of the bidder (**TECH 3**) along with all the supportive documents as applicable duly signed as per the instruction (Copies of IT Return for the last three Financial years i.e., FY 2019-20, 2020-21 and 2021-22, Turnover Certificate from Chartered Accountant / Statutory auditor / Photocopy of Audited financial statements: P/L and Balance Sheet).
- ix. Power of Attorney (**TECH 4**) in favour of the person signing the bid on behalf of the bidder.
- x. List of completed assignments of similar nature (Past Experience Details, (**TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
- xi. Self-Declaration on Conflict of Interest (**TECH6**)
- xii. Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client (**TECH- 7**)
- xiii. Description of Approach, Methodology and Workplan to Undertake the Assignment (**TECH 8**)
- xiv. Proposed Plan to Carry out the Assignment (**TECH 9**)

- xv. Non-Consortium Declaration (**TECH 10**)
- xvi. Affidavit Format for Not Blacklisting (**TECH 11**)
- xvii. Format of Curriculum Vitae (CV) for Manager only (**TECH- 12**)
- xviii. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

Bids not complying to any of the above requirement, will be outrightly rejected at the discretion of the Client's authority.

2. Technical

Evaluation

(2nd Stage): Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

Sr. No.	Criteria	Maximum Marks
1	Experience of the Agency	55 Marks
1.1	Experience of establishment and operations of Tele Medicine Centers/ Digital Dispensaries etc., for Govt/ Private organizations <ul style="list-style-type: none"> • More than 3 years and less than 6 years: 10 Marks • More than 6 years and less than 9 years: 15 Marks • More than 9 years: 25 Marks 	25 Marks
1.2	Number of telemedicine centers /digital dispensaries etc., successfully established and operated for Government organization/Private Organization / similar project implemented in other states <ul style="list-style-type: none"> • More than 10 and less than 30 centres: 10 Marks • More than 30 centers and less than 60 centers: 20 Marks • More than 60 center: 30 Marks 	30 Marks
2	Human Resources	5 Marks
2.1	Manager (1)* <ul style="list-style-type: none"> • Any Master's Degree (or equivalent) in MSC Nursing / Master's in Medical Social Work / Masters in Hospital Administration & Management / Healthcare Management / Master's in Public Health etc is essential • Experience of operations, management of Hospitals / Clinics / Dispensaries / Healthcare 	5 Marks <ul style="list-style-type: none"> • 2 mark - for educational qualification • 2 marks - for work experience • 1 mark - for relevant experience in implementation of similar projects in Trust / Government / PSU healthcare facilities (Annexure-VI)

	<p>Project Management etc for minimum of 3 years</p> <ul style="list-style-type: none"> • Minimum of 1 years of experience in implementation of similar projects in Trust / Government / PSU healthcare facilities is desirable 	
3	Technical Presentation	40 Marks
3.1	<p>Presentation on Approach, Methodology and Work Plan</p> <p>1. Understanding of the Assignment and Issues / Challenges/ Similar Case studies in Government Healthcare facilities (15 Marks)</p> <p>2. Approach, Methodology, Work Plan, Unique Selling Proposition / Additional Software / Features / Additional Services (25 Marks)</p>	<p>40 Marks</p> <p>Technical Presentation</p>
	Total (1+2 +3)	100 Marks
<p>1. The minimum qualifying Score is: 60 from 100 Marks i.e., 60% of Technical Weightage will be provided.</p> <p>2. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.</p> <p>3. *CV mentioned for the post of Manager is expected to be deployed full-time for a period duration of the project. If in any case replacement is needed, the CV of the replacing manager shall have the same or better qualifications and experiences as mentioned herein. The claims for the same shall be mandatorily substantiated via attachment of photocopies of educational documents, experience certificates, etc along with the technical proposal TECH 12.</p> <p>4. Photocopies of work orders / experience certificates from the clients / agreement etc must be submitted as a proof for each assignment. No assignment should be repeated across various categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.</p>		

3. **Financial Evaluation(3rd Stage):** The Financial Proposals of only those applicant firms, qualifying the technical evaluation i.e. the 2nd stage who are scoring at least 60 marks from 100 total marks only, shall be considered for opening of financial proposals. The financial proposals shall be opened in the presence of the bidder/bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

10. Evaluation of Financial Proposal

1. QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives.
2. Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain minimum 60 marks in Technical Evaluation) shall be opened.
3. The financial bid will be opened only of the shortlisted/qualified bidders. Accordingly, the financial score (F)

for each of these shortlisted/qualified bidders will be calculated. The lowest bidder would be awarded a financial score of 100. The Cumulative score (C) will be evaluated based on the following ratio 60 (T): 40 (F).

Financial score (F)	:	(Lowest price quote/Price quote of the bidder) *100
Cumulative score (C)	:	{60 *(T) + 40* (F)}/100

4. The firm getting highest Cumulative score (C) based on technical and financial evaluation will be awarded the contract.
5. For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the Client shall make payment to the Agency including overhead expenses.

11. Performance Bank Guarantee (PBG)

Within 7 days of notifying the acceptance of a proposal for award of contract, qualified bidder shall have to furnish a Performance Bank Guarantee amounting to **3% of the contract value** from a Scheduled/Nationalized Bank in favor of “CDMO, Keonjhar, DMF”, as per the format at Annexure- II, for a period of **Sixty Days (60 Days)** beyond the entire contract period (i.e. PBG must be valid from the date of effectiveness of the contract to a period of Sixty Days beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after Sixty Days of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

12. Contract Negotiation

Contract negotiation, if required will be held at a date, time and address as intimated to the selected bidder/s. The bidder will, as a pre-requisite for attendance at the negotiations, confirm availability of all the proposed staff for the assignment. Representative conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be performed covering technical and financial aspects, if any and availability of proposed professionals etc.

13. Award of Contract

After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing an offer letter/ letter of intent (LOI) for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders shall be asked to sign the contract/MOU after fulfilling all formalities and submission of performance bank guarantee (PBG) within 15 days of issuance of the offer letter / LOI. After signing of the contract/MOU, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. **The contract shall be valid for 3 (three) years i.e., thirty-six months from the date of effectiveness of the contract.** The contract can be extended for period of two years, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

14. Conflict of Interest

Conflict of interest exists in the event of:

1. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.

2. Consultants, agencies, or institutions (individuals or organizations) who have a business or family **relation with the Client directly or indirectly.**
3. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

15. Disclosure

1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
2. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
3. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - i. a criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - ii. corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 - iii. failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

16. Anti-corruption Measure

1. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

17. Language of Proposals

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the **English** language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

18. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

19. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of District Civil Court of Keonjhar only.

20. Governing Law and Penalty Clause

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other Agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of Odisha. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

1. Failure on bidder's part to furnish the deliverables (for operationalization of DDs) as per the agreed timeline shall enforce a penalty @ **0.25% per week subject to maximum of 5% of the total contract value.**
2. During Project Implementation: Penalty of **INR.1,00,000/-** for substitution (without appropriate permission) of the manager, whose CV has been provided in the RFP proposal, and not deployed for the project in Keonjhar, Odisha. At the time of joining.
3. Failure on bidder's part to furnish the deliverables (for at least 20 consultations per day per DD) as per the agreed timeline shall enforce a penalty @ **0.25% per month from the total bill amount payable, subject to maximum of 5% of the total contract value.**
4. Fabrication or Duplication of Data will be penalized for 0.01% in every bill.
5. The amount shall be deducted from the subsequent payment.

21. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Bidder/Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the Bidder/Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

22. Amendment of the RFP Document

At any time before submission of proposals, the Client may amend the RFP by issuing an addendum through NIC Keonjhar website. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposals.

23. Client's right to accept any proposal, and to reject any or all proposals

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

24. Copyright, Patents and Other Proprietary Rights

CDM&PHO Keonjhar and DMF Keonjhar, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about Documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the Bidder shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

25. Force Majeure

For purpose of this clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics such as covid or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the Agency, which prevents or delays the execution of the order by the Agency. If a Force Majeure situation arises, the Agency shall promptly notify Client in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Client in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Agency shall advise Client in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Client reserve the right to cancel the contract without any obligation to compensate the Agency in any manner for whatsoever reason.

26. Settlement of Disputes

The Client and the Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Keonjhar, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. District Magistrate and Collector -cum- Chairman and Managing Trustee DMF Keonjhar, Govt of Odisha shall be the final authority to resolve the dispute arising between and the Client and the Selected Agency.

27. Disqualification of Proposal

The proposal is liable to be disqualified in the following cases as listed below:

1. Proposals submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.

3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents/information.
7. Bid with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposal is the lowest/best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidder or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition/situation which holds the paramount interest of the Client during the overall section process.

28. Replacements of the personnel

The human resources that shall be deployed under this contract are expected to be dedicated for the entire contract period. However, any change shall be allowed under following circumstances only after due approval:

1. In case of non-satisfactory performance of any of the hired staff/personnel, the client reserves the right to request for a replacement. Once a request is raised, the Agency must provide the CV and other qualification and details of the replacement personnel so as to permit evaluation within 14 days.
2. Any proposed substitute CV shall have equivalent or better qualifications and experience than the original candidate and must be submitted to the Client within 7 days of submission of resignation of the original departure of original staff/professional deployed.
3. On receipt of such CVs, the client must process the same within 7 days and communicate its approval / rejection. In case of failure to provide replacement personnel within 14 days of communication of the request for a change to the satisfaction of the client, the client reserves the right to not make payment for the resource and the resource may be treated as withdrawn after communication of such rejection.
4. Under unavoidable circumstances of one or more personnel becoming unavailable / leave the place of posting for any reason there off, the Agency must notify the client at least 14 days in advance, explaining the circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient detail to permit evaluation of the impact. On being duly satisfied, the request for change may be approved/rejected by the client within 7 days of receipt of the same.
5. Once the proposal for replacement is accepted, the Agency must replace the staff/professional within 7 days of the communication of such approval. Client reserves the right to invoke the right to claim liquidated damages in case of failure of the Agency to provide replacement personnel to the satisfaction of the Client after 2 such attempts.
6. Further, acceptance of such replacement by the client shall not relieve the Agency from responsibility for

failure to meet the requirements of the contract. Any change in personnel without due approval by the Authority will lead to implication of penalty of Rs. 1,00,000/- per substitution of manager.

7. In case there is a gap in replacement of any personnel, no remuneration will be provided for that period.

29. Other Conditions of the contract

1. The selected Agency would be wholly responsible for the acts & omissions of the manpower engaged as per the provisions of the contract.
2. The persons deployed by the Agency should be properly trained, have requisite experience and skills for carrying out the work assigned.
3. For selection of human resources, first preference shall be given to local people of Keonjhar district as per the finalized criteria.
4. Training and capacity building of the staff may be undertaken in consultation with the office of the CDM&PHO, Keonjhar, based on need, at the time of deployment or periodically during the time the staff is deployed. Similarly, intra/inter district travel might also need to be undertaken for training, capacity building, and normal performance of duty assigned. The cost for such training, capacity building and travelling will be borne by the selected agency out of their operational cost only. No separate claims in this regard will be entertained by CDM & PHO, Keonjhar.
5. Maximum age limit for retired government servants will be 68 years.
6. The Agency should ensure the health and safety of its employees.
7. The Agency must employ manpower above the age of 18 (Eighteen) years only. Employment of child labour will lead to the termination of the contract. The Agency shall engage only such human resources, whose antecedents have been thoroughly verified, including character, police verification and other formalities etc.
8. The Agency shall be fully responsible for the conduct of the staff hired.
9. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of the following as applicable (CDM & PHO, Keonjhar, NHM and DMF shall not own any responsibility in this regard.):
 - a. Payment of Wages Act,1936
 - b. Minimum Wages Act,1948
 - c. Employer's Liability Act,1938
 - d. The Workmen Compensation Act,1923
 - e. Industrial Disputes Act, 1947
 - f. Maternity Benefit Act,1961
 - g. Any other relevant Act
10. The staff shall be in proper uniform and with their identity card properly displayed.
11. The agency shall not in any condition engage any Sub-Agency or transfer the contract to any other person. If found guilty, the contract will be cancelled immediately at the cost and expense of the Agency.
12. Default of service: Any instance(s) of Violation and/or Refusal and/or Non- performance towards any of the obligations/terms described in the Scope of Work would be treated as default of service by the selected Agency. Upon default of service, the Client reserve the right to forfeit the payment outstanding (if any) for the

said till that particular stage. In addition, CDM& PHO Keonjhar would also have the right to terminate the Agreement with the selected agency.

13. Wages shall not be less than the minimum wages prescribed by Labour Department of Govt. of India for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in for this project within time stipulated as per labour laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill. In case any complaint is received, or it is observed that payment to deployed staff is not being made as per law, the agency shall have to make payment to these staff in the hospital premises at their risk and cost, in the presence of an authorized officer of hospital.
14. The agency shall obtain license under the Contract Labour (Regulation and Abolition) Act, 1970 from the appropriate authority, if applicable and shall produce the license within two months after the commencement of the contract.
15. The Agency shall take due care to comply with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like policy changes proposed by the Government or legal amendments from time to time, during the period of the Contract.
16. CDM&PHO Keonjhar will not be responsible for any injury or loss of life of personnel deployed/deputed by the Agency which may take place in the course of their deployment.
17. All taxes applicable will be deducted as per provisions.
18. All assets, equipment's and tools utilized under the project will be property of the office of the CDM & PHO, Keonjhar and the Agency will have no right over it.
19. If any personnel engaged by the Agency indulge in illegal activities or professional misconduct, action deemed fit against him/her will be taken.
20. The agency shall enroll contractual staff into EPF (if applicable) immediately on engagement of contractual staff. Providing of uniform and other necessary items as per job requirements shall be the responsibility of the Agency.

Section III: Terms of Reference

1. Introduction

In the Keonjhar district, where more than 85% of the population lives in rural areas, access to healthcare in the mining-affected areas is extremely difficult. Only about 4% cent villages in Keonjhar have a Primary Health Center (PHC) within the stipulated five kilometer distance. Health statistics of Keonjhar district shows that many PHCs in the district face shortage of medicines, resources, and even ANMs and doctors. Lack of basic facilities and physical access to the doctor in a form of distributive injustices towards the citizens of Keonjhar.

Hence, District Administration decided to expand Digital Dispensaries to serve the underserved pockets, utilizing the funds accrued under the District Mineral Foundation (DMF). This could provide the required sustained and long-term commitment to provide affordable healthcare for all.

The initiative enables the Mining and rural mass to avail high-quality primary healthcare. Such dispensaries provide the primary healthcare services:

- i. Consultation with certified doctors (MBBS and Specialist) through video conferencing.
- ii. Pathological tests and medical investigations.
- iii. Medicines.

2. Aim

1. Doctors Consultation in rural areas / underserved areas.
2. Timely and appropriate investigations at earliest stage of diseases and start the treatment.
3. Availability of evidence-based Medicine & rational healthcare.
4. Minimise the out-of-pocket expenditure.
5. Emergency care & timely diagnosis of a condition.
6. Referral Linkages with nearest healthcare facility for higher treatment.

3. Objectives

1. To establish and operate 100 Digital Dispensaries, free of cost for the public including video consultation, medication dispensing and pathology tests etc at Keonjhar district. After the successful implementation of the project, it may be scaled up across the district, as per requirement.
2. To ensure primary healthcare access to persons living in medically underserved areas, using a standardized technology platform through qualified medical professionals and eliminate distance barriers resulting in a reduction of patients' travel costs and/or time.
3. To provide a minimum set of investigations to ensure prompt diagnosis. This will include Malaria/Dengue detection, COVID-19, Haemoglobin, Blood sugar, BP, Urine analysis, ECG, SpO2, Pregnancy detection, HIV, Liver & Kidney function tests, tests on different Blood parameters, Haematology test etc.
4. To create linkages with existing secondary & tertiary healthcare facilities nearby including District Hospitals, Sub-Division Hospitals, and others.
5. To replicate this model in other locations of the district, wherever feasible as per need.

4. Functioning of Digital Dispensaries

Digital dispensary which comprises Telemedicine facility to enable the delivery of Primary Healthcare OPD services. The OPD services shall include

1. Proper and complete Registration of Patients (Demographic and Contact Details)
2. Consultation of Doctors (Minimum MBBS / MD depending on the nature of the disease) through Video conferencing
3. Basic Diagnostic, Laboratory Tests (Malaria, Dengue, Haemoglobin, Pregnancy, Blood Sugar & Urine analysis) and Reports by a qualified laboratory technician
4. Examination and Investigation by a qualified Nurse
5. Medication / Generic Medicine as per the Prescription by a qualified Pharmacist
6. Online data Report of daily transactions (Consultation) - Centerwise on a centralized online Dashboard
7. Generation of Electronic Medical Record (EMR) online with video consultation in adherence to the HIPPA privacy rule.
8. It is intended to ensure that a patient will avail of the above services all in one go.
9. Time: Each DD shall function for atleast 8 hours / day for 6 days of a week (Sunday closed)

5. Scope of Work

1. Ensure that all the 'Aims', 'Objectives', 'Functioning of the Centre', and as mentioned in Section III are met.
2. Formulate a Detailed Project Execution Plan (DPEP) for the establishment and operationalization of the Digital Dispensaries. The DPEP shall include details regarding
 - i. Ensuring stocked with high end generics medicines based on disease load. (Annexure-IV)
 - ii. Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL/T5 Lights etc. (Annexure-V)
 - iii. Painting & Branding of all digital dispensaries.
 - iv. Providing manpower for each digital dispensary comprising
 - a. One trained Staff Nurse
 - b. One Pharmacist
 - c. One Lab technician
 - d. One support staff
 - v. One manager to manage all the digital dispensaries operationalised in the district.
 - vi. Delivering Primary healthcare through virtual OPD including video consultation, medication dispensing and pathological investigation.
 - vii. Ensuring all the services available in each Digital Dispensary as per IPHS norms for Primary health centre (Including not limited to):
 - a. Medical care: 8 Hours OPD services, Emergency management and referral facility
 - b. Maternal & child healthcare including family planning: Antenatal care, Intra-natal care, post-natal care, new-born care, childcare, family planning
 - c. RTI/STI
 - d. Nutrition Health with ICDS
 - e. School health
 - f. Adolescents' health
 - g. Disease Surveillance and Control of Epidemics
 - h. Revised National Tuberculosis Control Programme (RNTCP)

- i. Integrated Disease Surveillance Project (IDSP)
 - j. National Programme for Control of Blindness (NPCB)
 - k. National Vector Borne Disease Control Programme (NVBDCP)
 - l. National AIDS Control Programme
 - m. Record of Vital Events etc.
3. Execute the approved DPEP.
 4. Ensure proper documentation (Medical Records, registers, reports etc).
 5. Ensuring patients safety as well as staff's safety at the centre.
 6. Ensuring fire safety norms are followed in each center.
 7. Ensuring infection control and proper disposal of biomedical wastes.
 8. Provide regular updates to the Client through the assigned point of contact in the office of the CDM&PHO Keonjhar.
 9. Identify critical gaps and recommend any improvements/additions required to amplify the impact of the project to the client.
 10. Attend all meetings as required by the office of the CDM&PHO Keonjhar related to progress and assessment of the program.
 11. Take feedback from the patients, act on the complaints/feedback received and take corrective measures.
 12. Any other relevant work as directed by the Client.

6. Project Duration

1. The duration of the assignment / contract / project shall be for Three (3) years from the date of effectiveness of the Contract.
2. The Agency and Client shall maximize their efforts for achieving the key milestones set in the project within the duration of assignment / contract / project.
3. Commencement: The selected Agency shall commence the work with immediate effect from the date of signing of the agreement/MoU.
4. Validity: Unless terminated earlier, the agreement shall be valid up to 36 (Thirty-six) months from the date of execution of agreement and automatically expire after completion of the agreement period.
5. The contract can be extended beyond these three years, for period of twoyears, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

7. Steps in Project Implementation

Sr. No.	Steps	Responsibility	Timeline for Completion
1	Issue of LOI / Award of contract to the selected Agency for project implementation	CDM&PHO	Within 7 working days of finalizing the Agency
2	Submission of PBG and other requisites	TSP / Agency	Within 15 working days of receiving the LOI / Award of contract

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

3	Signing of the MOU	CDM&PHO with the Selected Agency	Within 15 working days of receiving the PBG
4	Release of Mobilization Support Amount (30% of the Capital Cost, and 100% of the Repairs & Renovation Cost of existing DDs)	CDM&PHO	Within 20 working days of signing of MOU
5	Complete handover and operationalization of existing 15 Digital Dispensaries by the selected agency	Agency	Within 20 working days of signing of the MOU
6	Establishment and Operation of 15 new digital dispensaries	Agency	Within 60 working days of signing of the MOU
7	Establishment and Operation of another 15 Digital Dispensaries [Only after successful implementation and satisfactory performance for previous 30(15 Existing Digital Dispensaries+ 15 New Digital Dispensaries)]	Agency	Within 120 working days of signing of the MOU
8	Establishment and Operation of another 15 Digital Dispensaries (Only after successful implementation and satisfactory performance for previous 45 Digital Dispensaries)	Agency	Within 180 working days of signing of the MOU
9	Establishment and Operation of another 20 Digital Dispensaries. (Only after successful implementation and satisfactory performance for previous 60 Digital Dispensaries)	Agency	Within 230 working days of signing of the MOU
10	Establishment and Operation of another 20 Digital Dispensaries. (Only after successful implementation and satisfactory performance for previous 80 Digital Dispensaries)	Agency	Within 290 working days of signing of the MOU
11	Submission of monthly bills complete in all respect	Agency	By the 5 th of every month
12	Fund release to the selected Agency on submission of bills	CDM & PHO, Keonjhar	Within 15 working days of receiving of bills from the Agency

	(monthly)		
13	Review and monitoring of the project	CDM & PHO, Keonjhar	By 25 th of every month

8. Project Deliverables

1. Infrastructure of each Digital Dispensary:

- i. Each Digital Dispensary centres of which comprising of Telemedicine facility including video consultation; medicine dispensing, and Pathology will be set up in a room having an area of **minimum 300 sq. ft.** in a Govt building /Community building. In case of unavailability of Govt building rented building shall be utilized to serve the purpose and may be reimbursed by the client. (Average rent per month shall not be exceed 3000/-per Digital Dispensary)
- ii. Branding of each DD shall be glow sign board with properly displayed name, address and ‘Supported by DMF Keonjhar’ with logo and Govt of Odisha logo.
- iii. The DD shall have adequate and separate space for sitting of patients, registration, consultation, pharmacy and laboratory.
- iv. It shall have drinking water and toilets facility for the staff as well as patients.
- v. Each DD shall be well lit and painted properly.

2. Equipment, Instrument, Furniture (EIF), Medicines of each Digital Dispensary:

- i. Video conferencing terminal
- ii. LaserPrinter
- iii. Software solution License for Videoconferencing with AI based CDSS
- iv. Internet connectivity (Minimum **2 MBPS**) will be established
- v. Power Solution comprising of an inverter with batteries and a small DG Genset for backup
- vi. Multiparas monitor with ECG, SPO₂, Pulse Rate & NIBP
- vii. Mini Lab with **Malaria, Haemoglobin, Blood Sugar & Urine analysis facility**. Lab collection facility for other tests could be added later.
- viii. The Unit will be stocked with generic medicine based on disease load (The tentative list of generic medicine with disease category is mentioned at **Annexure IV**)
- ix. Furniture & Fixtures including Medicine Shelves, Counters, Computer Tables, Chairs, Fan, CFL etc.
- x. Details of the equipments & fixtures to be provided under Capex are mentioned in **Annexure V**

3. Human Resources (HR) of each Digital Dispensary:

The Digital Dispensary will be led by qualified, experienced team adequately trained in the delivery of quality healthcare services. Details of staff requirement are given below table.

Sr. No.	Position	Qualification & Experiences	Responsibility

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

1	<p>Manager-1 (one) (for 100 Digital Dispensaries)</p>	<ul style="list-style-type: none"> • Graduation in B Pharm / BSC Nursing/Bachelor's in Medical Social Work/ Bachelor in Hospital Administration & Management / Healthcare Management / Medical Degree Graduate • Any Master's Degree (or equivalent) in MSC Nursing/Masters in Medical Social Work/ Masters in Hospital Administration & Management / Healthcare Management / Masters in Public Health or similar is essential • Experience of operations, management of Hospitals / Clinics / Dispensaries / Healthcare Project Management etc for minimum of 3 years • Minimum of 1 years of experience in implementation of similar projects in Trust / Government / PSU healthcare facilities is desirable <p>Shall be deployed full time in Keonjhar</p>	<ol style="list-style-type: none"> 1. Responsible for the overall functioning and management of all Digital Dispensaries in the district 2. Ensure that the "Project Objectives" and other deliverables under the "Scope of Work" are satisfied in a timely manner 3. Supervise the work of other staff and ensure that they are fulfilling their responsibilities 4. Follow instructions on matters relating to the operation and management of the Digital Dispensaries given by the Client/CDM&PHO Keonjhar 5. Ensure supplies of medicines, lab reagents, and other logistics as per the procurement rules and standards 6. Preparation of Annual Reports, progress reports, Bills, and other reports in a time-bound manner and submit the same to CDM&PHO Keonjhar 7. Ensuring proper maintenance of equipment, instruments and other assets, etc 8. Any other relevant work that may be included during the negotiations or as directed by the CDM&PHO Keonjhar
2	<p>Staff Nurse-1</p>	<ul style="list-style-type: none"> • General Nursing Midwifery (GNM) from a recognized medical institution • Registered in State Nursing Council • At least two years' experience in a hospital. 	<ol style="list-style-type: none"> 1. Assisting with Patient registration, Proper history taking 2. Arranging doctor consultations through video conferencing, 3. Dealing with emergencies and referring to higher institutions after consulting with a doctor. 4. Any other relevant work that may be included during the negotiations or as directed by the Client

3	Pharmacist-1	<ul style="list-style-type: none"> • B-Pharma/D-Pharma form a recognized institution/University • Registered in Odisha Pharmacy Council • At least two years' experience in their relative field. 	<ol style="list-style-type: none"> 1. Dispatching medicine as per the prescribed prescription 2. Store the medicines and medical equipment in the designated places and maintain their records in the concerned registers 3. Any other relevant work that may be included during the negotiations or as directed by the Client
4	Lab technician 1	<ul style="list-style-type: none"> • BMLT/DMLT from a recognized institution/ University • At least two years' experience in their relative field. 	<ol style="list-style-type: none"> 1. Ensuring lab tests as prescribed in prescription 2. Sample collection, testing, and reporting 3. Maintaining the records in the concerned registers
5	Support Staff-1	<ul style="list-style-type: none"> • 10th Pass • At least two years' experience in their relative field. 	<ol style="list-style-type: none"> 1. Cleaning of the entire Centre including toilets and bathrooms 2. Escorting the patients to the registration counter, doctor consultation room, labs, pharmacy 3. Assist in the disposal of Biomedical waste
* Must have good communication skills in Odia i.e., to read, write and speak.			

4. Services to be provided:

- The selected agency shall establish, operate and manage 100 Digital Dispensaries in Keonjhar in phase wise. Operationalisation of 30 (15 existing + 15 new) Digital dispensaries in 1st phase.
- The selected agency shall display **Web-based real time dashboard** at the District Level, which shall help for monitoring of service delivery of all digital dispensarycenters.
- These digital dispensary centres shall function as an OPD with basic tests and medication dispensing to deliver primarycare.
- The selected agency shall ensure all the services available in each Digital Dispensary as per IPHS norms for Primary health centre as listed in below table

Table-1 List of services to be provided in all Digital Dispensary units

(As per the Indian Public Health Standards (IPHS) Guidelines for Primary Health Centers (Revised 2021)

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

S.N	Category		Services	Yes / No	Remarks
1	Medical Care		OPD services: 4 hours in the morning and 2 hours in the afternoon / evening.	Yes	Virtual OPD will be for 8 hr.
2			24 hours emergency services: appropriate management of injuries and accident, First Aid, Dog bite/snake bite/scorpion bite cases, Stabilisation of the condition of the patient before referral and other emergency condition	Yes	Person will be contacted in case of emergency and patient will be treated. Dog bite / snake bite / scorpion bite cases will be stabilised and will be referred to higher centre for the treatment. Initial First can be given from the centre
3			Referral Services	Yes	Arrangement of vehicle - by District/Block authority / NGO. Patient may be charged for Ambulance services
4			In-patient services (6 beds)	No	
5	Maternal and Child Health Care including family planning	Antenatal Care	i) Registration of all pregnancies ideally in the first trimester	Yes	
6			ii) Minimum 3 antenatal check-ups and provision of complete package of services like providing iron and folic acid tablets, injection Tetanus Toxoid etc	Yes	
7			iii) Minimum laboratory investigations like haemoglobin, urine albumin, and sugar, RPR test for syphilis	Yes	All tests will be card based rapid test
8			iv) Nutrition and health counselling	Yes	
9			v) Referral to First Referral Units (FRUs) at other hospitals of high risk pregnancy beyond the capability of centre to manage.	Yes	

10			vi) Chemoprophylaxis for Malaria in high malaria endemic areas as per NVBDCP guidelines.	No	Chemoprophylaxis can provide for Malaria to the patients if Government Support (Full Supply of Medicine / Cost of Medicine)
11		Intra-natal care	i) Promotion of institutional deliveries (24 X 7)	Yes	
12			ii) Conducting of normal deliveries	No	
13			iii) Assisted vaginal deliveries including forceps / vacuum delivery whenever required	No	Complicated cases to be referred to higher centre
14			iv) Manual removal of placenta	No	
15			v) Management of Pregnancy Induced hypertension including referral that need expert assistance	Yes	
16			vi) Appropriate and prompt referral for cases needing specialist care	Yes	
17			vii) Pre-referral management (Obstetric first-aid) in Obstetric emergencies	Yes	
18		Postnatal Care	i) Initiation of early breast-feeding within half-hour of birth	No	
19			ii) Education on nutrition, hygiene, contraception, essential new born care	Yes	
20			iii) Provision of facilities under Janani Suraksha Yojana (JSY)	Yes	
21			iv) A minimum of 2 postpartum home visits, first within 48 hours of delivery, 2nd within 7 days through Sub-centre staff.	Yes	Home visit will be not possible but PNC (Post Natal) Care can be provided from the centre
22		New	i) Facilities and care for	No	

		Born care	neonatal resuscitation		
23			ii) Management of neonatal hypothermia / jaundice	No	
24		Care of the child	i) Emergency care of sick children including Integrated Management of Neonatal and Childhood Illness (IMNCI)	Yes	
25			ii) Care of routine childhood illness	Yes	
26			iii) Essential Newborn Care	Yes	
27			iv) Promotion of exclusive breast-feeding for 6 months	Yes	
28			v) Full Immunization of all infants and children against vaccine preventable diseases	Yes	
29			vi) Vitamin A prophylaxis to the children	Yes	
30			vii) Prevention and control of childhood diseases, infections	Yes	
31		Family Planning	i) Education, Motivation and counselling to adopt appropriate Family planning methods	Yes	
32			ii) Provision of contraceptives such as condoms, oral pills, emergency contraceptives, IUD insertions	Yes	
33			iii) Permanent methods like Tubal ligation and vasectomy / NSV	No	
34			iv) Follow up services to the eligible couples adopting permanent methods (Tubectomy/Vasectomy)	No	
35			v) Counselling and appropriate referral for safe abortion services (MTP) for those in need	Yes	
36			vi) Counselling and appropriate referral for	Yes	

			couples having infertility.		
37			vii) Medical Termination of Pregnancies using Manual Vacuum Aspiration (MVA) technique	No	
38	RTI/ STI		i) Health education for prevention of RTI/ STIs	Yes	
39			ii) Treatment of RTI/ STIs	Yes	
40	Nutrition Services (with ICDS)		i) Diagnosis of and nutrition advice to malnourished children, pregnant women and others	Yes	
41			ii) Diagnosis and management of anaemia, and vitamin A deficiency	Yes	
42	School Health		Regular check-ups, appropriate treatment including deworming, referral and follow-ups	Yes	
43	Adolescent Health Care		Life style education, counselling, appropriate treatment.	Yes	
44	Disease Surveillance and Control of Epidemics		i) Prevention and control of locally endemic diseases like malaria, Kalaazar, Japanese Encephalitis etc	Yes	Medical management of the diseases will be done and patients will be referred to nearest Government hospital
45			ii) Alertness to detect unusual health events and take appropriate remedial measures	Yes	
46			iii) Testing of water quality using H2S- Strip Test	Yes	
47	Revised National Tuberculosis Control Programme (RNTCP)		Function as DOTS Centres to deliver treatment as per RNTCP treatment guidelines through DOTS providers and treatment of common complications of TB and side effects of drugs, record and report on RNTCP activities	No	Unless supplied by the Government

48	Integrated Disease Surveillance Project (IDSP)		i) Laboratory services for diagnosis of Malaria, Tuberculosis, Typhoid (Rapid Diagnostic test-Typhi Dot) and tests for detection of faecal contamination of water (Rapid test kit) and chlorination level	yes	Chlorination level- out of scope
49			ii) collect and analyse data from sub-centre and report information to district surveillance unit	Yes	
50			iii) Appropriate preparedness and first level action in out-break situations	Yes	
51	National Programme for Control of Blindness (NPCB)		i) Diagnosis and treatment of common eye diseases	Yes	
52			ii) Refraction Services	Yes	
53			iii) Detection of cataract cases and referral for cataract surgery	Yes	
54	National Vector Borne Disease Control Programme (NVBDCP)		i) Diagnosis of Malaria cases, microscopic confirmation and treatment	Yes	
55			ii) Cases of suspected JE and Dengue to be provided symptomatic treatment	Yes	
56			iii) Complete treatment to Kala-Azar cases in Kala-Azar endemic areas	Yes	Suspected cases will be screened and sent to the nearest govt hospital
57			iv) Complete treatment of microfilaria positive cases with DEC and participation and arrangement of Mass Drug Administration (MDA) along with management of side reactions, if any	No	We will advice and refer to higher centre
58			v) Morbidity management of Lymphoedema cases	No	

59	National AIDS Control Programme		i) IEC activities to enhance awareness and preventive measures about STIs and HIV/AIDS, Prevention of Parents to Child Transmission (PPTCT) services.	No	
60			ii) Organizing School Health Education Programme	No	
61			iii) Screening of persons practicing high-risk behaviour with one rapid test and development of referral linkages with the nearest VCTC at the District Hospital level for confirmation of HIV status of those found positive at one test stage	Yes	
62			iv) Risk screening of antenatal mothers with one rapid test for HIV and to establish referral linkages with CHC or District Hospital for PPTCT services	Yes	
63			v) Linkage with Microscopy Centre for HIV-TB coordination	Yes	
64			vi) Condom Promotion & distribution of condoms to the high risk groups	No	
65			vii) Help and guide patients with HIV/AIDS receiving ART with focus on adherence	No	
66	Referral Services		i) Stabilisation of patient	No	
67			ii) Appropriate support for patient during transport	No	
68			iii) Providing transport facilities either by own vehicle or other available referral transport	No	
69	Training		i) Health workers and traditional birth attendants	Yes	

70			ii) Initial and periodic Training of paramedics in treatment of minor ailments	Yes	
71			iii) Training of ASHAs	Yes	
72			iv) Training of ANM and LHV in antenatal care and skilled birth attendance	Yes	
73	Basic Laboratory Services		i) Routine urine, stool and blood tests	Yes	
74			ii) Bleeding time, clotting time	Yes	
75			iii) Diagnosis of RTI/ STDs with wet mounting, Grams stain, etc	No	
76			iv) Sputum testing for tuberculosis	Yes	
77			v) Blood smear examination for malarial parasite.	Yes	
78			vi) Rapid tests for pregnancy / malaria	Yes	
79			vii) RPR test for Syphilis/YAWS surveillance	Yes	YAWS surveillance - out of scope
80			viii) Rapid diagnostic tests for Typhoid (Typhi Dot)	Yes	
81			ix) Rapid test kit for fecal contamination of water	Yes	Only H ₂ S strip tests will be done
82			x) Estimation of chlorine level of water using ortho-toludine reagent	No	
83	Record of Vital Events		i) Recording and reporting of Vital statistics including births and deaths	Yes	Vital statistics of OPD patient to be recorded; Birth & death -out of scope
84			ii) Maintenance of all the relevant records concerning services provided	Yes	

9. Budget and Payment terms

1. Abstract of Budget

Cost of Setting up and Operationalisation of 100 numbers of Digital Dispensary (Over Three Years)					
Sr. No.	Item	Costs in 1st Year (in Rs.)	Cost in 2nd Year (in Rs.)	Cost in 3rd Year (in Rs.)	Remarks
1	CAPEX Cost	5,98,00,000			One time as per Annexure IV
2	HR Cost	8,44,80,000	8,87,04,000	9,31,39,200	5% increment in subsequent year (as per NHM norms)
Total		14,42,80,000	8,87,04,000	9,31,39,200	

2. Details of CAPEX of 100 Digital Dispensary

CAPEX of Digital Dispensaries					
Sl. No	Item	Unit cost	Qty	Total Cost	Remarks
1	Capital Cost	7,00,000.00	85.00	5,95,00,000.00	Cost of equipment, instruments with three years comprehensive warranty for establishment & operation of digital dispensary including Pharmacy and Pathology (Details in Annexure-V)
2	Repairing & Renovation of Existing Digital Dispensaries	20,000.00	15	3,00,000.00	Cost of painting, branding, repairing and renovation of Infrastructure including civil, electrical, plumbing, repairing equipments & instruments etc
Total				5,98,00,000.00	
Note:					
a. 30% of the Capital Cost, and 100% of the Repairs & Renovation Cost shall be paid for 'Mobilization Advance' withing 15 days of signing of the MOU.					
b. 70% of payment of Capital cost shall be reimbursed as per actual expenditure, after installation of the					

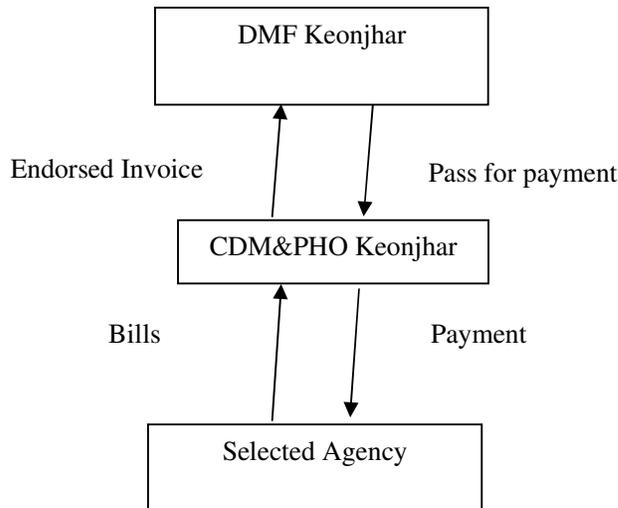
equipment in the digital dispensaries as per Annexure IV. Funds provisioned under Capital Cost shall be utilized by the selected agency to procure the equipments by following a due procedure of rate realisation (lowest quotation) subject to the budget provisioned.

- c. The CAPEX bills shall be accompanied by:
 - i. Instalment certificate
 - ii. Report by the Nodal officer (Medical Superintendent / Medical Officer In charge) for the installation and operationalization of each Digital Dispensary
- d. Payment of Operational Expenditure (OPEX cost) shall be done on a monthly basis as per the actual number of consultations and diagnostic tests conducted.
- e. In case of unavailability of Govt building rented building shall be utilized to serve the purpose and rent may be reimbursed by the client. Rent per month shall not be exceed 3000/-per DD.
- f. The Monthly Invoice / Bills of OPEX cost shall be accompanied by:
 - i. List of actual consultations (including details of patients, tests etc)
 - ii. Manpower salary
 - iii. House rent (in case of nonavailability of Govt building)
 - iv. Electronic Medical Record (EMR) of each consultation generated through the video conferencing software with AI based CDSS.
 - v. Attendance Sheet of all the employees in each DD.
- g. The payment to be made by the district authority within 15 working days from the receipt of the invoice.

3. Detailed HR Cost and Requirement

Post	Number of Staff	Total Number of Staff for 100 Digital Dispensaries	Cost per person per month	Cost Estimate per month	Annual Cost Estimate
			(in Rs.) *	(in Rs.)	(in Rs.)
Manager	1	1	40,000	40,000	4,80,000
Pharmacist	1	100	20,000	20,00,000	2,40,00,000
Lab Technician	1	100	20,000	20,00,000	2,40,00,000
GNM	1	100	20,000	20,00,000	2,40,00,000
Support Staff	1	100	10,000	10,00,000	1,20,00,000
Total Resources		401		70,40,000	8,44,80,000
* Maximum limit for payment of salary to be provided per month per person					

10. Fund Flow



11. Responsibilities of CDM&PHO Keonjhar

CDM&PHO, Keonjhar will be the nodal department having overall responsibility for the project with following responsibilities:

1. Selection of Agency for project implementation through this RFP and formulate the necessary committees for the same.
2. Signing of MOU with the selected Agency, communicating with the Agency for providing necessary support, access etc, for facilitating the Consultants from selected Agency for initiation of the quality initiatives under the projects.
3. A room of approx. Area of 300 Sq. Feet with access road, electricity & water supply shall be provided at each digital dispensary centre but the bills shall be paid by the selected agency . In case of unavailability of Govt building rented building shall be utilized to serve the purpose and may be reimbursed by the client.
4. Specification of rented building: Area shall be 300 sq feet approx. Having facility for patient waiting area, doctor consultation room, Pharmacy and toilet etc. Average rent per month shall not be exceed 3000/-per Digital Dispensary.
5. Verify and forward abstract of bills that are submitted by the selected Agency to DMF for release of funds for payment to the Agency in a timely manner.
6. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

12. Responsibilities of DMF Keonjhar

1. Administratively approve the project proposal as received from CDM&PHO Keonjhar.
2. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Keonjhar for performance assessment of the Agency.
3. Take necessary action as per the information received from CDM&PHO Keonjhar during review of the concerned Agency as per instructions of Collector and Managing Trustee DMF Keonjhar.

4. Scrutiny and release of funds to the CDM&PHO Keonjhar as per actual bills submitted and stipulated norms.
5. Monitor and Evaluate project progress periodically.

13. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project.
2. The selected Agency shall submit the deliverables as per the milestones and progress report on monthly basis in the desired format as per given schedule to the office of the CDM&PHO, Keonjhar. This monthly progress report shall be verified and submitted by the CDM&PHO to the office of DMF Keonjhar on a regular basis.
3. Yearly review (at least one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM&PHO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
4. CDM&PHO shall undertake an 'Inspection' for evaluation of the all the DDs and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF. The Inspection shall be carried out after the end of each year (after project initiation) and shall take feedback from the patients of the DD; inspect the DD for cleanliness and security; check the geo-tagged attendance of the staffs; inspect the video recording of the CCTV cameras; financial assessments for reconciliation of funds received/expenditure incurred and other related tasks.
5. 'Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to CDM&PHO Keonjhar and CEO DMF Keonjhar within three months of completion of a Financial Year.
6. No additional funds shall be provided for these audits and evaluations.
7. All assets, equipment and tools procured under the project will be property of the office of the CDM&PHO, Keonjhar and the Agency will have no right over it.

Section IV: Technical Proposal Submission Forms

TECH - 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

To,
Chief District Medical & Public Health Officer (CDM&PHO),
District Headquarter Hospital, Keonjhar – 758001, Odisha

Subject: Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar. [TECHNICAL PROPOSAL]

Dear Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No.: _____, Dated: _____. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive. I remain,

Yours faithfully,

Authorized Signatory with :
Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder :

TECH 2: Bidder's Organization (General Details)

S.No.	Description	FullDetails
1	NameoftheBidder	
2	Addressforcommunication: Tel: Emailid:	
3	Name of the authorized personsigning & submitting the bid onbehalfof theBidder: Mobile No.:Emailid:	
4	Registration/IncorporationDetails Registration No:Date&Year. :	
5	LocalofficeinOdisha IfYes,pleasefurnishcontactdetails	Yes /No
6	BidProcessing FeeDetails Amount:DD/ Bank GuaranteeNo.: Date: NameoftheBank:	
7	EMDDetails Amount:DD/B ank GuaranteeNo.: Date: NameoftheBank:	
8	PANNumber	
9	GoodsandServicesTaxIdentificationNumbe r(GSTIN)	
10	Willingtocarryoutassignmentsasperthescope ofworkoftheRFP	YES
11	Willingtoaccept allthe termsandconditionsasspecifiedintheRF P	YES

:

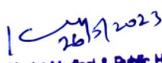
Authorized Signatory with

Date and Seal

Name : _____
Designation : _____
Address of Bidder : _____
Contact Number of Bidder : _____
Email id of Bidder : _____

Bidders should submit the required supporting documents as mentioned above. Non-submission of required documents as listed above will lead to rejection of the bid.

TECH 3: Bidders Financial Details


26/07/2023
Chief District Medical & Public Health Officer
Keonjhar

Annual Average Turnover Statement

(To be furnished in the letter head of the Chartered Accountant)

Financial Information (In INR)				
Details	FY 2019-20*	FY 2020-21*	FY 2021-22*	Average
Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
<p>* Provisional audited statement shall not be considered.</p> <p>Supporting Documents:</p> <p>Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement, P/L and Balance Sheet for the respective financial years is mandatory along with this form)</p> <p>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished along with the technical proposal, failing which the proposal will be out rightly rejected.</p>				

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: _____

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

[NB: No Scanned Signature will be entertained]

**Bidders should submit the required supporting documents as mentioned
required documents as listed above will lead to rejection of the bid.**

above. Non-submission of

TECH 4: Format for Power of Attorney

(Notarized on INR 100.00 Stamp Paper)

I, _____, the _____ (Designation) of (Name of the Organization) in witness where of certify that **<Name of person>** is authorized to execute the attorney on behalf of **<Name of Organization>**, **<Designation of the person>** of the company acting for and on behalf of the company under the authority conferred by the **<Notification/Authority order no.>** Dated **<date of reference>** has signed this Power of attorney at **<place>** on this day of **<day>** **<month>**, **<year>**.

The signatures of **<Name of person>** in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized Representative:

(Signature of the Authorized Representative with Date)

CERTIFIED:

Signature, Name & Designation of person executing attorney:

Address of the Bidder

TECH 5: Bidders Past Experience Details

Details of the Projects

Sr. No.	Name of the Project*	Location & address	Project Start Date (DD/MM/YYYY)	Project End Date (DD/MM/YYYY)	Total Number of Telemedicine Centres / Digital Dispensaries etc	Total Patient consultation done till 31 st March 2023	Project Costs /Funds Received in INR (In Crores)	Name of the Client and Address	Brief Scope of Work	Page no of the Attached Work Order / Experience Certificate*
1	2	3	4	5	6	7	8	9	10	11
2										
3										

*** Kindly mention the projects year-wise starting from the most recent projects undertaken.**

For column 6: Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates from Clients, enumerating the numbers of Digital Dispensaries, Telemedicine centers etc, for completion of work [s] of equivalent projects to be attached.
(More lines can be added for enumerating experience in various Telemedicine / Digital Dispensaries etc projects.)

For column 7: Sign and Stamped copy on the clients letterhead, enumerating the total number of consultations shall be attached.

****Mention the Page no (s) in your bid where the copies of the relevant work order/contract is (are) placed.**

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 6: Declaration of Conflict of Interest and Activities

Are there any activities carried out by your Agency which are of conflicting nature as mentioned in Section 2: [Instruction to the Bidder] under Eligibility Criteria: Para (14). If yes, please furnish details of any such activities.

If no, please certify,

On Bidders Letter

I hereby declare that our Agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2: [Instruction to the Bidder] under Eligibility Criteria: Para (14).**

I also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

Bidders should submit the required supporting Documents as mentioned above. Non - submission of required Documents as listed above will lead to rejection of the bid.

TECH 7: Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client

A: On the Terms of Reference / Scope of Work:

[The consultant needs to present and justify in this section, if any modifications to the Terms of Reference they are proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process modifications). Such suggestions should be concise and to the point and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

B: On Input and Facilities to be provide by the Client:

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and Study Implementation]

**Authorized Signatory with :
Date and Seal**

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 8: Description of Approach, Methodology and Workplan to Undertake the Assignment

Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, they should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following three sections:

- A. Understanding of Assignment and Issues/ Challenges**

- B. Description of Approach, Methodology and Work Plan, Unique Selling Proposition / Additional Software / Features**

- C. Similar Case studies in Government Healthcare facilities**

Authorized Signatory with :

Date and Seal

Name : _____
Designation : _____
Address of Bidder : _____
Contact Number of Bidder : _____
Email id of Bidder : _____

Bidders are requested to furnish the above information limiting it up to 5-7 pages only with Arial Font Size-10.

The agencies who are selected for technical presentation shall adhere to the following format while presentation:

Maximum Number of Slides	Slide Heading	Maximum Marks (20)	Maximum Time for Presentation
1 to 4	Understanding of the Assignment and Issues / Challenges (10	5 minutes
4to 8	Approach, Methodology, Work Plan, Unique Selling Proposition / Additional Software / Features	20	5 minutes
8 to 10	Similar Case studies in Government Healthcare facilities	10	5 minutes
	Question & Answer Session		5 minutes

Note 1: Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT also shall be submitted.

Note 2: All the claims shall be substantiated through production of supporting document

TECH 9: Proposed Plan to Carry out the Assignment

Month	1	2	3	4
Sequence of Activities / Sub Activities				

Indicate all main activities / sub activities of the proposed assignment and other associate sub-periodic activities.

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

[Signature]
26/12/2023
Chief District Medical & Public Health Officer
Keonjhar

TECH 10: Non-Consortium Declaration

(On Bidder's Letterhead)

We, _____ <name of the Organisation>, having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that in the preparation and submission of our Proposal for _____ (name of the Project) under this RFP Reference No. _____, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive.

We declare that we are submitting this proposal as an independent Agency, and not as a part of any consortium/Joint Venture/Associations.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Dated this _____ Day of _____, 2023

:

**Authorized Signatory with
Date and Seal**

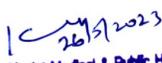
Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____


26/1/2023
Chief District Medical & Public Health Officer
Keonjhar

TECH 11: Affidavit Format for Not Blacklisting

(Notarized on INR.100/- Non-Judicial Stamp Paper)

Affidavit

I, M/s. _____(the name of the Organization) having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by any Department, Govt. of Odisha any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this _____ Day of _____, 2023

:

**Authorized Signatory with
Date and Seal**

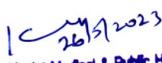
Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____


26/1/2023
Chief District Medical & Public Health Officer
Keonjhar

TECH 12: Format of Curriculum Vitae (CV) for Manager only

1.	Proposed Position			
2.	Name of Agency			
3.	Name of Staff			
4.	Date of Birth			
5.	Education			
Name of Institution		Degree(s) or Diploma(s) obtained:	Date/Year of Qualifying	
6.	Membership in Professional Associations/ Trainings attended			
7.	Languages			
Language		Reading	Speaking	Writing
English				
Odia				
Hindi				
Any other				
8.	Employment Record			
From		To		
Employer				
Position/s held				
Responsibilities/ Activities performed:				
From		To		
Employer				
Position/s held				
Responsibilities/ Activities performed				
From		To		
Employer				
Position/s held				

9.	Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned																		
	<table border="1"> <tr> <td>Name of assignment or project</td> <td></td> </tr> <tr> <td>Year</td> <td></td> </tr> <tr> <td>Location</td> <td></td> </tr> <tr> <td>Client</td> <td></td> </tr> <tr> <td colspan="2">Main project features:</td> </tr> <tr> <td colspan="2">•</td> </tr> <tr> <td>Position/s held</td> <td></td> </tr> <tr> <td colspan="2">Responsibilities/Activities performed</td> </tr> <tr> <td colspan="2">•</td> </tr> </table>	Name of assignment or project		Year		Location		Client		Main project features:		•		Position/s held		Responsibilities/Activities performed		•	
Name of assignment or project																			
Year																			
Location																			
Client																			
Main project features:																			
•																			
Position/s held																			
Responsibilities/Activities performed																			
•																			
	<table border="1"> <tr> <td>Name of assignment or project</td> <td></td> </tr> <tr> <td>Year</td> <td></td> </tr> <tr> <td>Location</td> <td></td> </tr> <tr> <td>Client</td> <td></td> </tr> <tr> <td colspan="2">Main project features</td> </tr> <tr> <td colspan="2">•</td> </tr> <tr> <td>Position/s held</td> <td></td> </tr> <tr> <td colspan="2">Responsibilities/Activities performed</td> </tr> <tr> <td colspan="2">•</td> </tr> </table>	Name of assignment or project		Year		Location		Client		Main project features		•		Position/s held		Responsibilities/Activities performed		•	
Name of assignment or project																			
Year																			
Location																			
Client																			
Main project features																			
•																			
Position/s held																			
Responsibilities/Activities performed																			
•																			
10.	Certification																		
	<p>I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to my disqualification or dismissal, if engaged</p> <p>Signature of Key Professional</p> <p>Date</p>																		

Name of Key Professional: _____

Authorized Signatory [In full and initials]: _____

Name and Designation of Authorized Person: _____

Date and Seal: _____

Contact Number of Bidder: _____

Email id of Bidder: _____

Address of the Bidder: _____

Note:

1. CV writeup restricted to 3 pages only with quality information relevant to the key professional requirements. The CVs need to be jointly signed by the proposed professional and the authorized representative of the Bidder.
2. Information provided in the form shall correspond to the Key Personnel Criteria of the Technical Qualification form.
3. All the claims shall be mandatorily substantiated via the production of the supporting documents by attaching photocopies of educational documents and experience certificates along with the technical proposal.
4. Experiences between 1st November 2012 to 31st December 2022 only will be considered for evaluation.
5. CVs submitted as a part of the RFP Bid submission are expected to be deployed full-time for a period of 3 years.

Section V: Financial Proposal Submission Forms

Fin 1: Covering Letter

(On Bidders Letter Head)

[Location, Date]

To,

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarter Hospital, Keonjhar – 758001,
Odisha**

Subject: Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar [FINANCIAL PROPOSAL]

Sir,

I, the undersigned, offer to provide the consulting services for _____ [Insert title of assignment] in accordance with your Request for Proposal No. _____, Dated: _____. Our attached Financial Proposal is for the sum of **INR**_____ [**Insert amount(s) in words and figures***], which includes all the deliverables, travel, and overhead expenses etc for the period of 3 years.

The above quoted amount is inclusive of all the applicable taxes at the time of invoicing. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP Document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **180 days**. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

[Handwritten Signature]
26/1/2023
Chief District Medical & Public Health Officer
Keonjhar

Fin 2: Financial Proposal

(To be submitted in Financial Bid Envelop)

SI No	Work Description	Rate per Consultation in Figure (Rs.) exclusive of taxes	Taxes if any in Rs.	Total Rate per Consultation in Figure (Rs.) inclusive of all taxes
1	Cost per Consultation* (Includes Doctor consultation + Lab re-agents + Medicines cost+ Internet charges + Electricity charges)			
Total In Words:				

* Minimum 20 consultations per day per centre for 26 days

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

Section V: Annexures

Annexure I: Bid Submission Checklist

Bidders shall ensure the submission of the required supporting documents in the appropriate envelopes (wrt Technical Proposal and Financial Proposals). Bidders should submit the required supporting documents as mentioned below by arranging the documents serially in the following order, indexing it appropriately, pages of all the bids documents being numbered, mentioning the same page numbers in the column "Page No" against the particulars in the check list as mentioned below for ease of scrutiny. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). The proposal must be complete in all respect and spiral bound. Bids not conforming to the eligibility criteria and non-submission of required documents as listed below will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.

Sr. No.	Description	Submitted (Yes/No)	Page No.
	Technical Proposal (Original)		
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	Bid Processing Fee of INR. 10,000/- in form of DD		
4	EMD of INR. 10,00,000/- in form of DD		
5	Copy of Certificate of Incorporation/Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (19-20, 20-21 & 20-22)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the photocopies of work orders / experience certificates for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Non-Consortium Declaration (TECH 10)		
18	Affidavit Format for Not Blacklisting (TECH 11)		
19	Format of Curriculum Vitae (CV) for Manager only (TECH 12)		
	Financial Proposal (Original)		
20	Covering Letter for Financial Proposal (FIN 1)		

Undertaking:

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- All pages of the proposal have been sealed and signed (in full) by the authorized representative.

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,

**Chief District Medical and Public Health Officer (CDM&PHO),
District Headquarter Hospital, Keonjhar – 758001, Odisha**

WHEREAS (Name and address of the Consultant) (hereinafter called “the Consultant”) has undertaken, in pursuance of RFP no..... dated to undertake the service (description of services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract that the Consultant shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Consultant, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the consultant to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the consultant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract Documents which may be made between you and the consultant shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This performance bank guarantee shall be valid until the day of..... (month and year),

Our branch at Keonjhar (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Keonjhar branch a written claim or demand and received by us at our Keonjhar branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
.....

Seal, name & address of the Bank & Branch

[Handwritten Signature]
26/5/2023
Chief District Medical & Public Health Officer
Keonjhar

Annexure III: Name of the Functional Digital Dispensary

SI No	Digital Dispensary	Name of Block	Name of GP
1	Sadangi	Champua	Sadangi
2	Uchabali	Champua	Uchabali
3	Kodagadia	Champua	Kodagadia
4	Chauthia	Jhumpura	Chauthia
5	Dhanurjaypur	Jhumpura	Dhanurjaypur
6	Chinamaliposi	Patna	Chinamaliposi
7	Chakundapal	Patna	Chakundapal
8	Brahamanipal	Harichandanpur	Rasola
9	Tangiriapal	Harichandanpur	Tangiriapal
10	Bareiguda	Harichandanpur	Bareiguda
11	Bayakumutia	Banspal	Bayakumutia
12	Nayakote	Banspal	Nayakote
13	Raigoda	Banspal	UperRaigoda
14	Guali	Joda	Guali
15	Tendra	Saharpada	Tendra

Note: The location for establishing new Digital Dispensaries shall be in difficult and unreserved area where no functional PHC within 5 KM radius and no functional SC with 2 KM radius are available or cut off due to geographical barriers. However, the area should have availability of internet connectivity.

Annexure-IV: Tentative Standard List of Generic Medicines for Digital Dispensary

Category	Generic
Pain & Fever	Aceclofenac 100mg + Paracetamol 500mg + Chlorzoxazone 250mg Tablet
	Aceclofenac 100mg + Paracetamol 500mg + Serratiopeptidase 15 mg Tablet
	Aceclofenac 100mg + Paracetamol 500mg Tablet
	Diclofenac Sodium 50 mg
	Paracetamol 500 Mg Tablet
	Trypsin 100000u + Chymotrypsin 100000u Tablet
	Diclofenac sodium 1 % w/w, Methylsalicylate 10 % w/w, Menthol 5 % gel
Acid Peptic Disorders	Antacid: Aluminum Hydroxide, Magnesium Hydroxide, Dimethicone
	Antacid with Oxytocin: Aluminum Hydroxide, Magnesium Hydroxide, Oxytocin
	Drotaverine 80 mg + Paracetamol 500mg Tablet
	Pantoprazole 40 Mg + Domperidone 10 Mg Tablet
	Pantoprazole 40 Mg Tablet
	Ranitidine 150 Mg
	Ondansetron Orally Disintegrating Tablet 4Mg
	Sucralfate 1000 Mg Syrup
	Fungal diastase + activated charcoal tab
	Lactobacillus spores/Saccharomyces Boulardi
	Omeprazole 20 Mg + Domperidone 10 Mg Capsule
	Omeprazole 20 Mg Capsule
	Domperidone 10 Mg Tablet
Laxative	Lactulose 10 Gm Solution (200ml)
	Liquid Paraffin 1.25ml + Magnesium 3.75ml
	Bisacodyl 5 Mg Tablet
Antidiarrheals	Metronidazole 400 Mg Tablet
	Ofloxacin 200mg + Ornidazole 500mg
	Ciprofloxacin 500mg + Tinidazole 600mg
	Loperamide 2mg
Electrolytes	Oral Rehydration Salts Powder
Anti-Biotic	Amoxycillin 500mg + Clavulanic acid 625 mg Tablet

	Amoxicillin 250 mg + Cloxacillin 250 mg capsule
	Azithromycin 250 Mg Tablet
	Azithromycin-500 Mg
	Cefixime 200 Mg Tablet
	Cefixime 200mg + Ofloxacin 200mg tablet
	Cefuroxime-250 Mg
	Cefpodoxime 200mg Tablet
	Doxycyline-100 Mg
	Levofloxacin 500 Mg
	Nitrofurantoin 100mg Tablet
	Clarithromycin 250/500 mg
Anti-Fungal	Fluconazole 150 Mg Tablet
	Clotrimazole dusting powder
Worm Infestation	Albendazole-400
Anti-Hypertensive	Amlodipine 5 Mg Tablet
	Amlodipine 5mg + Atenolol 50mg
	Isosorbide Mononitrate 10 Mg Tablet
	Isosorbide Dinitrate 5 Mg Tablet
	Metoprolol 50mg Extended-Release cap
	Losartan 50 mg + Hydrochlorothiazide 12.5mg Tablet
	Frusemide Tablet 40mg
	Aspirin 150mg Tablet
	Methyldopa 250mg
Lipid Lowering	Atorvastatin-10
Antidiabetic Drugs	Metformin 500 Mg
	Metformin 500 Mg + Glimepiride 1 Gm
	Voglibose 0.2mg
Eye Drops	Ciprofloxacin 0.3 % Drops
Anti-allergic	Levocetirizine 5Mg
	Levocetirizine 5Mg + Montelukast
Cough Syrup	Bromhexine 2 Mg + Guaifenesin 50 Mg + Menthol 0.5 Mg + Terbutaline 1.2 Mg Syrup

	Dextromethorphan 10 Mg + Phenylephrine 5 Mg + Chlorpheniramine Maleate 4MGmm Mg Syrup
Vitamins	Vitamin B1 10 Mg + Ascorbic Acid 150 Mg + Riboflavin (Vitamin B2) 10 Mg + Nicotinamide 100 Mg + Folic Acid 1.5 Mg + Pyridoxine (Vitamin B6) 3 Mg + Calcium Pantothenate 50 Mg + Cyanocobalamin 15 Mcg Tablet
	Multivitamin + Multimineral cap
	Calcium 500 mg with Vit D3
	Elemental Iron 100mg + Folic acid 1.5mg Tablet
	Iron, Folic Acid & Vit B12 Syp
Antimalarial	Chloroquine 250 Mg Tablet
	Primaquine Phosphate 2.5 / 7.5 Mg
	Artesunate + Sulphadoxine + Pyrimethamine
	Artemether + Lumefantrine
Injectables	Dexamethasone 4 Mg/MIinj
	Pheniramine Maleate 22.75 Mg Injection
	Promethazine 25 Mg Injection
	Tramadol 50 Mg Inj
	Ranitidine 25 Mg/ml Inj
	Ondansetron 2 Mg Inj
	Dextrose with sodium chloride (DNS)
	Gentamicin 20/40/80 mg/ml Inj
	Drotaverine 20mg IV
	Ciprofloxacin IV
	Metronidazole IV
	Oxytocin units 5.0
	Dopamine inj
	Gentamycin 20/40/80 ml/mg
Piles ointment	Hydrocortisone 0.25 % W/W + Calcium Dobesilate 0.25 % W/W + Zinc 5 % W/W + Lignocaine 3 % W/W Cream
Nasal drop	Xylometazoline Hydrochloride Nasal Drop
Anti-scabies Lotion	Gama benzene Hexachloride & Cetrime Lotion
Alkalizer syrup	Disodium Hydrogen Citrate Syrup
Antifungal skin	

cream	Clobetasol + Neomycin Cream
Bactericidal cream	Framycetin Sulphate Ointment
	Fuicidic Acid Ceram 5/10 gm.
	Micronated Silver sulphadizine Cream
	Clotrimazole + Betamethasone cream
Pediatric range	Albendazole Oral Susp
	Azithromycin100 Susp
	Azithromycin200 Susp
	Amoxycillin + Potassium Clavulanate Oral Susp
	Cefixime 50 mg Oral Suspension
	Levocetirizine 2.5 Mg susp
	Calcium Carbonate & Vitamin D3 Susp
	Dicyclomine drop
	Metronidazole Syrup
	Ondansetron Oral Solution
	Paracetamol 125Mg Syrup
	Paracetamol 250Mg Syrup
	Multivitamin Syrup
	Vitamin A syrup
	Clarithromycin Syrup
Respiratory Distress	Dispenser (Salmeterol 25 mcg & Fluticasone 250 mcg)
	Dispenser (Tiotropium 18 mcg)
	Salbutamol sulphate 0.1% (5 mg/2.5 mL) (Suspension for inhalation via a nebulizer)
	Budesonide IP 0.5 mg (Suspension for inhalation via a nebulizer)
	Lev salbutamol sulphate 1.25 mg, Ipratropium bromide 500 mcg (Suspension for inhalation via a nebulizer)
	Prednisolone 10 mg
Cold preparation	Paracetamol 500 mg +Phenylephrine 5mg +Chlorpheniramine Maleate 2mg Tablet
Anti-thyroid agents	Thyroxine sodium 25 mcg
	Thyroxine sodium 50 mcg
	Thyroxine sodium 75 mcg
	Thyroxine sodium 100 mcg

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

Miscellaneous	Acyclovir 200 mgTab
	Acyclovir 400 mg Tab
	Alprazolam 0.25mg
	Prochlorperazine 25 mg Tablet
	Clotrimazole 100 Mg Pessaries
	Gentian violet
	Povidone Iodine 5% solution - 2 litre
	Povidone Iodine 5% solution - 100 ml

Annexure- V: List of Equipment, Instruments, Furniture & Fixtures Per Digital Dispensary

SI No.	Name of Equipment	Qty	Remarks
1	Central Processing Unit (CPU)	1	
2	Web Camera	1	
3	Headphone with microphone	1	
4	Printer	1	
5	Extra Monitor	1	
6	Mouse	1	
7	USB Hub	1	
8	Nebulizer	1	
9	Stethoscope	1	
10	BP Monitor	1	
11	Centrifuge	1	
12	Weight Machine	1	
13	Height Measure	1	
14	ECG machine	1	
15	Pulse Oximeter	1	
16	Foetal Doppler	1	
17	Thermometer	1	
18	Needle Cutter	1	
19	Mini Steriliser	1	
20	Adson Forceps	1	
21	Mayo Scissor Straight	1	
22	Dressing Scissor	1	
23	Lister Bandage Scissor	1	
24	Suture Cutting Heath Scissor	1	
25	Sponge Holding forceps	1	
26	Serrated Dressing forceps	2	
27	Dressing forceps curved	1	
28	Lotion Bowl SS	2	
29	Kidney Tray	1	
30	Scalpel handle	1	
31	Scalpel Handle	1	
32	Mosque to Artery forceps Curved	1	
33	Mosque to Artery forceps STRAIGHT	1	
34	Semi Auto-analyser	1	
35	Haemoglobin meter	1	
36	Blood sugar monitor	1	
37	Pipette	2	
38	Vacutainers	200	
39	Computer Table	1	
40	Chair with headrest	1	
41	Patient Chairs	2	

Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under DMF, Keonjhar

42	Revolving stool	1	
43	Patient waiting chair	2	
44	Examination Table	1	
45	Foot step	1	
46	Bed side screen	1	
47	Pharmacy Counter	1	
48	Medicine Shelves	2	
49	Utility trolley	1	
50	Pathology workbench	1	
51	Wall Racks	1	
52	Biomedical waste bins	3	
53	Hospital Bed with Mattress	1	
54	Inverter	1	
55	Battery	1	
56	Refrigerator	1	
57	Interior		Flooring, Painting, Partition, Electrification Décor& Branding
58	License Cost		Pharmacy POS + webRTC+ e- Prescription service application
59	Insurance cost if any for the project period (2 years)		
Note: For all EIF equipments supplied shall meet the technical specification as per NHSRC.			

Annexure VI: Definitions and Acronyms

Acronyms and Definitions			
1	Agencies/ Firm / Organization / Bidder / Companies	:	Entities/Firms/Organizations/Private Limited Company or LLP that may provide the Services to the Client under the Contract.
2	Assignment / Job	:	The work to be performed by the selected Agency pursuant to the Contract.
3	Audit	:	Audit is defined as a systematic, independent, and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled or put simply; an audit is a means to establish the extent to which performance meets the objectives for that performance.
4	BOQ	:	Bill of Quantities
5	CA	:	Chartered Accountant
6	CDM&PHO	:	Chief District Medical and Public Health Officer
7	CEO	:	Chief Executive Officer
8	Client	:	Chief District Medical and Public Health Officer, Keonjhar
9	Day	:	Means calendar day
10	DD	:	Demand Draft
11	DMF, Keonjhar	:	District Mineral Foundation, Keonjhar
12	EMD	:	Earnest Money Deposit
13	FY	:	Financial Year
14	ITR	:	Income Tax Returns
15	JV	:	Joint Ventures
16	LOI	:	Letter of Invitation
17	MOA	:	Memorandum of Association
18	MOIC	:	Medical Officer Incharge
19	MOU	:	Memorandum of Understanding
20	NEFT	:	National Electronic Fund Transfer
21	NHM	:	National Health Mission, Department of Health and Family Welfare, Government of Odisha
22	P&L	:	Profit and Loss
23	PBG	:	Performance Bank Guarantee
24	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal
25	PSU	:	Public Sector Unit
26	QCBS	:	Quality cum Cost Based Selection

27	TOR	:	Terms of Reference, means the information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency
28	Wrt	:	With respect to
29	NHSRC	:	National Health Systems Resource Centre
30	HIPPA	:	Health Insurance Portability and Accountability Act