

CENTRAL COUNCIL OF INDIAN MEDICINE
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Request for Proposal (RFP)
For

“Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”

Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.8.2017

Critical Dates

S.No.	Key Activities	Date	Time
1.	Publishing of Tender Document	18.08.2017	
2.	Last date of bid submission	31.08.2017	12.00 PM
3.	Opening of technical bid	31.08.2017	02.00 PM
4.	Opening of financial bid	31.08.2017	04.00 PM

Place of Opening of Bids: **CENTRAL COUNCIL OF INDIAN MEDICINE**
JawaharLal Nehru Bhartiya Chikitsa Avam
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**Request for Proposal (RFP)
For**

Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine

Proposals are invited from experienced Service Providers with the required Experience and Technical and Financial Qualification for “***Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine***” From 18.08.2017 to 31.08.2017 and Proposals shall be opened on the 31.08.2017. The details of submission of Proposal are available in the RFP document uploaded on the **website www.ccimindia.org**. The Council reserves the right to cancel any or all the Proposal or annul the Tender process without assigning any reason thereof.

Secretary

**CENTRAL COUNCIL OF INDIAN MEDICINE
JawaharLal Nehru Bhartiya Chikitsa Avam
Homoeopathy Anusandhan Bhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058**

Introduction about Central Council of Indian Medicine

The Central Council of Indian Medicine is the statutory body constituted under the Indian Medicine Central Council Act, 1970 vide gazette notification extraordinary part (ii) section 3(ii) dated 10.8.71.

Since its establishment in 1971, the Central Council has been framing on and implementing various regulations including the Curricula and Syllabii in Indian Systems of Medicine viz. Ayurved, Siddha and Unani Tibb at Under-graduate and Post-graduate level. The Sowa Rigpa System of Medicine is included in the Central Council of Indian Medicine from the year 2012 as per Gazette Notification No. 2345 dated 16.12.2011. Now, all the Colleges of Indian Systems of Medicine are affiliated to various Universities in the Country. These Colleges are following the minimum standards of education and Curricula and Syllabii, prescribed by Central Council.

The main object of the Central Council are as under:-

- To prescribe minimum standards of education in Indian Systems of Medicine viz. Ayurved, Siddha, UnaniTib. and Sowa Rigpa.
- To recommend Central Government in matters relating to recognition (inclusion/withdrawal) of medical qualifications in/from Second Schedule to Indian Medicine Central Council Act, 1970.
- To maintain a Central Register of Indian Medicine and revise the Register from time to time.
- To prescribe Standards of Professional Conduct, Etiquette and Code of Ethics to be observed by the practitioners.
- To consider and furnish the recommendation to Government of India on proposal received from various institutes from Government of India for establishment of new colleges of Indian Systems of Medicine, to increase intake capacity in Under-graduate, Post-graduate and to start new or Post-graduate additional subjects.

Section 1: Letter of Invitation

Through this Request for Proposal (RFP), it is intended to invite Proposals for the selection of appropriate Organisation for the work of “**Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.**”

1. Bidders are advised to study the RFP document carefully.
2. Submission of Proposals against this RFP shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the RFP document with full understanding and its implications.
3. The Council may, at its own discretion, extend the date for submission of Proposal. In such case all the rights and obligations of the Council and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
4. *Only those Organisations who fulfil the eligibility Clauses indicated in Section 4 (Page No.14) are eligible to participate in this Tender. Proposals submitted by any other bidders will be treated as non-responsive and will not be considered against this RFP.*
5. **The bidder shall be selected under Quality and Cost Based Selection (QCBS) procedure as described in this document**
6. The RFP document is available on CCIM's website www.ccimindia.org. Interested Bidders may view, download the RFP document, seek clarification and submit the Proposal, up to the date and time mentioned in the table below:-

Bid Reference / RFP Number	FN 15-3/2017 PRS 1
Purpose	Request for Proposal (RFP), for the selection of appropriate Organisation for the work of “ Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine. ”
Date of Publication of RFP Notice	18.08.2017
Website Address	www.ccimindia.org
Selection Method	Quality and Cost Based Selection (QCBS)
Availability of RFP	18.08.2017.
EMD	Rupees One Lakh only
Performance Bank Guarantee (PBG)	
Nodal Officer for Correspondence and Clarification	Secretary,
Email Address	secretary@ccimindia.org
Phone / Fax	011 - 28 525 464
Venue for Opening of Bids	CENTRAL COUNCIL OF INDIAN MEDICINE 61-65, Institutional Area, Janakpuri, New Delhi-110058
Last date of bid submission	31.08.2017
Opening of Technical bid	31.08.2017
Opening of Financial bid	31.08.2017
Cost of Bid document	Rs. 1000/- (Rupees One Thousand only)

7. The Council reserves the right to cancel any or all the Proposals or annul the Tender process without assigning any reason thereof.
8. The Bid should be sent to “CENTRAL COUNCIL OF INDIAN MEDICINE,61-65, Institutional Area, Janakpuri, New Delhi-110058”
9. All payments (Cost of Bid document & Earnest Money Deposit (EMD)/Bid Security) made towards CCIM should be done through Demand Draft in favour of Central Council of Indian Medicine” payable at Delhi.
10. Presentation & Demo wherever required in the bid shall be given on 31.8.2017 at 12 PM onwards at the office of the Central Council of Indian Medicine.

Section 2: Instructions to Bidders

2.1 The Bidding Document

2.1.1 RFP

- a. RFP shall mean Request for Proposal.
- b. Bid, Tender and RFP are interchangeably used to mean the same.
- c. The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its bid without any further reference to the Bidder.

2.1.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and CCIM will in no case be responsible or liable for those costs.

2.1.3 Content of Bidding Document

- a. The Bid shall be in one envelope containing 2 separate envelopes, Envelope A and Envelop B
- b. The contents of the Envelopes are given in clause 2.3.2

2.1.4 Clarifications of Bidding Documents

- a. A prospective Bidder requiring any clarification of the Bidding Documents may notify CCIM in writing at CCIM's address or through email any time prior to the deadline for receiving such queries as mentioned in Section - 1.
- b. Reply for queries will be sent through email.
- c. The Bidders shall submit the queries only in the format given below:

Sr No	Document Reference	Page No	Clause No	Description in the RFP	Clarification Sought	Additional Remark (If any)

2.1.4 Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of bids, CCIM, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- b. Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted in CCIM's website, which will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda had been taken into account by the Bidder while submitting its Bid.
- c. In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, CCIM may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in CCIM's website.
- d. From the date of issue, the Addenda/corrigenda to the tender shall be deemed to form an integral part of the RFP.

2.2 Preparation of Bid

2.2.1 Bid Price

Prices shall exclude all taxes, duties levies, GST, VAT/Sales Tax and Fees whatsoever. Octroi if applicable will be paid additionally, at actual on production of receipt.

2.2.2 Earnest Money Deposit (EMD)/Bid Security

The Bidder shall submit Earnest Money Deposit of Rs.1,00,000/- (Rupees "One Lakhs only") in the form of a Demand Draft from a scheduled bank in India in favor of "Central Council of Indian Medicine" payable at Delhi valid for 6 months from the date of opening of bid. No interest will be paid on the EMD.

All the required Demand Drafts should be furnished along with the bid in envelope "A" only.

2.2.3 Return of EMD

EMDs furnished by all unsuccessful Bidders will be returned without interest on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

The EMD of successful Bidder shall be returned without interest after furnishing Performance Bank Guarantee as required in this RFP

2.2.4 Forfeiture of EMD

The EMD made by the Bidder will be forfeited if:

- a. The Bidder withdraws his bid before opening of the bids.
- b. The Bidder withdraws his bid after opening of the bids but before Notification of Award.
- c. The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee.
- d. The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e. Failure to accept the order by the Selected Bidder within 7 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of CCIM. However CCIM reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

2.2.5 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time.

2.2.6 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, CCIM may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD/Bank Guarantee provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

2.2.7 Format of Bid

The Bidders shall prepare one hard copy of the entire Bid.

2.2.8 Signing of Bid

- a. The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

- b. All pages of the bid, except for printed instruction manuals and specification sheets shall be initialled by the person or persons signing the bid.
- c. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.
- d. The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

2.3 Submission of Bid

2.3.1 Envelope Bidding process

- a. The Bid shall be prepared in 2 different envelopes, Envelope "A" & Envelope "B". Both the Envelopes shall then be sealed and put into an outer envelope marked "***Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.***"
- b. The inner and outer envelopes shall be at the address mentioned in Section 1 and indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as indicated, CCIM will assume no responsibility for the bid's misplacement or premature opening.

2.3.2 Contents of the 2 Envelopes

Envelope 'A' Eligibility Criteria and the Technical Requirement.

The following documents shall be inserted inside Envelope A: **Along with proper Tagging and indexing of all the documents submitted**

- **Proposal Covering Letter**
- **General Information about the Bidder**
- **Past Experience of Bidder**
- **Technical Proposal**
- **Declaration regarding Clean Track Record**
- **Declaration for Unconditional Bidding**
- **Declaration technically qualified professionals**
- **CV Format of Key Technical Personnel**
- **Cover letter for Financial Bid**
- **Detailed Financial Bid - without Price Sample Copy**
- **Qualification Check List**
- **Demand Draft Bid Cost**
- **Demand Draft Earnest Money Deposit**
- **Any other Document**

B. Envelope 'B' Commercial Bid:

1. Detailed Financial Bid - Value

2.3.3 Bid Submission

- a. Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section 1.
- b. The offers should be made strictly as per the formats given in the RFP.
- c. No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection. The offers should be made strictly as per the formats enclosed.

2.3.4 Bid Currency

All prices shall be expressed in Indian Rupees only.

2.3.5 Bid Language

The Bid shall be in English Language.

2.3.6 Rejection of Bid

- a. The Bid is liable to be rejected if the document doesn't bear signature of authorized person.
- b. It is received through Telegram/Fax/E-mail.
- c. It is received after expiry of the due date and time stipulated for Bid submission.
- d. Incomplete/incorrect Bids, including non –submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by CCIM.
- e. No bid shall be rejected at bid opening, except for late bids.

2.3.7 Deadline for Submission

The last date of submission of bids is given in Section - 1, unless amended by CCIM through its website.

2.3.8 Extension of Deadline for submission of Bid

CCIM may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through CCIM website, in which case all rights and obligations of CCIM and Bidders will thereafter be subject to the deadline as extended.

2.3.9 Late Bid

- Bids received after the scheduled time will not be accepted by the CCIM under any circumstances.
- CCIM will not be responsible for any delay due to postal service or any other means.

2.3.10 Modifications and Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No Bid will be modified after the deadline for submission of bids.

2.3.11 Right to Reject, Accept/Cancel the bid

- CCIM reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.
- CCIM does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. CCIM also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

2.3.12 RFP Abandonment

CCIM may at its discretion abandon this RFP process any time before notification of award.

2.3.13 Bid Evaluation Process

The Bid Evaluation shall be based on **Quality and Cost Based Selection** and will be carried out in 2 stages:
Stage 1 – In the first stage only the Technical Bids i.e. Envelope A will be opened.
Stage 2 – In the second stage the Commercial Bids i.e. Envelope B will be opened.

2.3.14 Contacting CCIM

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact CCIM for seeking any clarification in any matter related to the bid, it should do so in writing by seeking such clarification/s from an authorized person.

Any attempt to contact CCIM with a view to canvas for a bid or put any pressure on any official of the CCIM may entail disqualification of the concerned Bidder or his Bid.

2.4 Opening of Bid

Opening of Bids

Bids will be opened in 2 stages:

- a. Stage 1 – In stage 1 only Envelope “A” will be opened
- b. Stage 2 – In stage 2 only Envelope “B” will be opened.

2.4.1 Opening of Eligibility & Technical Bids

Stage 1- Opening of Envelope “A”

- CCIM will open Envelope ‘A’ in the presence of Bidders’ representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by CCIM from time to time.
- The representatives of the Bidder have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of bids.
- Only one representative will be allowed to represent each Bidder. In case the Bidders’ representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the CCIM.
- The Bidders’ representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for CCIM, the bids shall be opened at the appointed time and place on next working day.
- Only those Bids which meet eligibility criteria will qualify for technical evaluation.
- The Bidders have to score a minimum of 80% to qualify for Commercial Bid opening.

2.4.2 Opening of Commercial Bids

Stage 2- Opening of Envelope “B”

Those Bidders who qualify technically will be intimated by email, the date, time and address for opening of Commercial Bids.

The representatives of the Bidders, who choose to be present at the opening of Commercial Bids, have to produce an authorization letter from the Bidders to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidder’s representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the CCIM.

The Bids of those Bidders who have secured minimum 80% will be opened.

2.5 Bid Evaluation

Preliminary Examination of Technical Bids

- The evaluation process would consider whether the bidder has requisite prior experience and expertise to address CCIM’s requirements and objectives. The evaluation process will gauge the extent of thought

process that has gone behind the preparation of the Bid, the degree of clarity, understanding of CCIM's stated objectives and the level of commitment exhibited by the bidders in partnering with CCIM. The demonstration of the Bidder's capability to walk along till the last mile to achieve CCIM's objectives would also be considered.

- CCIM will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.
- Eligibility and compliance to all the forms and Annexure would be the next level of evaluation. Only those Bids which comply to the Eligibility Criteria will be taken up for further technical evaluation.
- CCIM may waive any minor informality, non-conformity or irregularity in the bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- To assist in the examination, evaluation and comparison of bids CCIM may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- Written replies submitted in response to the clarifications sought by CCIM, if any, will be reviewed.
- If a Bid is not substantially responsive, it will be rejected by CCIM and may not subsequently be made responsive by the Bidder by correction of the nonconformity. CCIM's determination of bid responsiveness will be based on the content of the bid itself.

Evaluation of Technical Bids (Technical Scoring Matrix)

S.No	Criteria	Score		
1	Company Credentials			35
1.1	Legal Structure			
	<i>Public Limited</i>	10		
	<i>Private Limited</i>	8		
	<i>Partnership /Proprietary</i>	2		
1.2	Annual Turnover in INR (average of last 3 financial years as in the pre-qualification criteria)			
	<i>Above Rs. 40Lakhs</i>	10		
	<i>Between 20 -40 Lakhs</i>	8		
	<i>Less than 20Lakhs</i>	2		
1.4	Minimum number of software development personnel experienced in developing the platform to manage end to end process (Self declaration to be submitted)			
	<i>More than 10</i>	10		
	<i>Between 5-10</i>	8		
	<i>Less than 5</i>	2		
1.6	Minimum number of support personnel experienced in providing end to end support			
	<i>More than 10</i>	5		
	<i>Between 5-10</i>	4		
	<i>Less than 5</i>	2		
2	Technical and Operational Capability			40
2.2	Experience of the bidder in delivering the e-registrations projects to Govt/PSU/University (as on 31st March 2017)			
	<i>> 10 clients</i>	10		
	<i>5 - 10 clients</i>	8		
	<i>< 3 clients</i>	2		

2.3	Experience in years of the Bidder or the solution provider of designing and implementation of a similar solution in a			
	<i>Above 3 years</i>	10		
	<i>Between 1 and 3 years</i>	8		
	<i>Below 1 year</i>	2		
2.4	Experience in creating and managing registrations projects			
	<i>Above 3 years</i>	10		
	<i>Between 1 and 3 years</i>	8		
	<i>Below 1 year</i>	2		
2.5	Bidder to take ownership of Source code of the software for customization and providing regular updates on the application	10		
3	Presentation and Demo			25
3.1	Demo & Presentation		10	
3.2	Feature Fitment as per requirement (will be calculated as per the number of compliant features out of the total number of features in the requirement list)			
	<i>< 50%</i>		0	
	<i>50% - 90%</i>		5	
	<i>>90%</i>		15	

Evaluation of Commercial Bids

- The Financial Bids of technically qualified bidders which have scored **80 out of 100 marks** in technical evaluation criteria will be opened on the prescribed date.
- The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial Scores for other than L1 bidders will be evaluated using the following formula
- Financial Score of a Bidder

$$(Fn) = \left\{ \frac{\text{Commercial Bid of L1}}{\text{Commercial Bid of the Bidder}} \times 100 \right\}$$
(Adjusted to two decimal places)
- Errors & Rectification: If there is any discrepancy between words and figures in the financial bid, the amount in words will prevail.

Combined and Final Evaluation for Selection

- The technical and financial scores secured by each bidder will be added using weightage of **< 80% >** and **< 20% >** respectively to compute a Composite Bid Score.
- The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

$$Bn = 0.80 * Tn + 0.20 * Fn$$
Where
Bn= overall score of bidder
Tn= Technical score of the bidder (out of maximum of 100 marks)
Fn= Normalized financial score of the bidder
- In the event the bid composite bid scores are tied, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Section 3 Scope of Work/ Deliverables

Online Out Patient Department and In Patient Department Registration System

CCIM wants to develop an online system for data of patient's registration for all of its recognised colleges in India. Some of the main requirements are as follows.

- This system will provide a common web based Out Patient Department (OPD) and In Patient Department (IPD) registration platform.
- The solution will cater specifically to Indian System of Medicine based medical colleges namely Ayurveda, Siddha, Sowa Rigpa and Unani.
- Every patient who visits the hospital, attached to a medical college, has to register himself on an online registration system prior to getting any consultation, treatment or investigations done. The same can be done at the registration counter.
- Registration of patients requires accepting certain general and demographic information about the patient. The patient is allocated a unique Patient Identification Number (PIN) and a registration number.
- The Patient Identification Number (PIN) will remain same for his all subsequent visits to the hospital whereas he will be allocated a new registration number on every visit.
- The consultation charges (if applicable) can also be collected for the OPD patients during registration and a receipt will be generated.
- After registration, an OPD Card is printed for the OPD patients, which lists all his registration information. This card is used for the prescription writing by the consultant.
- On the same lines, in the same way, an admission form is printed with all the registration details for indoor patients, which serves as the cover page of the patient file.
- All the registrations will be updated in a central online database on daily basis with administrative right to CCIM.
- CCIM will provide a user ID and Password (changeable) to every hospital to Login. The hospital can change the password at its discretion.
- The hospital will input the data of patient through Login on the portal on daily basis. The data structure will remain constant and will be entered in a pre-determined format every day or as per the discretion of CCIM.
- The data will be stored in a secure database and can be accessed by CCIM officials in required formats or reports. These reports will be predesigned in consultation with CCIM. The patient's data will be used by CCIM for Visitation purposes.
- The system should be made available as cloud based interface for all hospitals.

Implementation Support

The Technology Partner shall have to ensure the following

- Maintenance of the Web Based Application and other software for the duration of the contract.
- Providing Implementation Support in terms of Hardware, Software and Manpower Support for Registration of Candidates Data.
- Providing Email and Telephonic Help Desk Support to handle Stakeholder queries as specified by CCIM in terms of number of support executive and days of availability.
- Provide Application Usage Manuals and Training to Stakeholders for efficient use of the system wherever required.

Section 4: Bidders Eligibility Criteria

The minimum pre-qualification criteria for the bidders to be eligible for this bid process are specified below. Responses not meeting the minimum pre-qualification criteria will be rejected as soon as such proposals are received, and will not be considered for Technical evaluation.

S.No	Basic Requirement	Specific Requirements	Documents Required
1	Turnover	Bidder must provide audited balance sheet for the last 3 financial years, ending at March 2017.	Extracts from the audited Balance sheet and Profit & Loss account;
2	Technical Capability	Bidder must have successfully done :- A. On boarded 10,000 users on the platform B. The Bidder or the solution provider for website designing and maintenance should have experience of having designed and implemented and maintaining the application for at least 3 years	Completion Certificates from the client; OR Work Order + Self certificate of Completion (Certified by Authorised Signatory)
3	Service Tax and Income Tax	Company should have a valid Service Tax Registration and Income Tax returns.	Copy of Service Tax Registration • Income Tax returns for last 3 financial years (till 2016-17) • Audit report from CA for last 3 financial years (till 2016-17)
4	Legal Entity	Firm should be a Company registered under the Indian companies act, 1956 (or) a firm registered under the Limited Liability Partnership Act,2008(or) a firm registered under the Partnership Act,1932	Certificates of Incorporation
6	Blacklisting	Participant should not be an entity which has been black-listed by Government/PSU.	Undertaking on company letter head certified by authorized signatory.
7	Geographical Presence of Firm/ Company	The Bidder should have at least one operational office in Delhi/NCR.	Certificate by Authorized signatory with address of Office
8	Certifications	The bidder should be certified for compliance with Information security Standard	Copy of certificate with the signature of authorized signatory

Section 5: Standard Terms and Conditions

Appointment of Successful Bidder

Award Criteria

CCIM will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above. The Award of work shall be for a period of 5 years from the signing of the contract and release of the work order. Vender shall be eligible for price escalation of **10 %** of the award value on annual basis for the duration of the contract.

Right to Accept Any Proposal and To Reject Any or All Proposal(s)

CCIM reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for CCIM action.

Notification of Award

Prior to the expiration of the validity period, CCIM will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, CCIM may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, CCIM will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

Performance Guarantee

CCIM will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award of the tender to the successful bidder, for a value equivalent to **2%** of the total cost. The Performance Guarantee should be valid for a period of **24** months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, CCIM at its discretion may cancel the order placed on the selected bidder without giving any notice. CCIM shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or CCIM incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

Signing of Contract

After CCIM notifies the successful bidder that its proposal has been accepted, CCIM shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between CCIM and the successful bidder. The Service Level Agreement shall be the part of Legal Agreement/contract.

Time Frame

The successful bidder would be required to make the system up and operational within a period of 30Days from the date of signing of Contract.

Information Security and Data Privacy

The successful bidder will be responsible for providing secure systems. The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices. The vendor shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

Payment Schedules

Financial Bid (Annexure 10) payment structure will be followed upon. **One time configuration fee** will be given within a period of 7 days of nomination of work award. Remaining payment will be done in accordance to Financial Bid (Annexure 10) structure on quarterly basis immediately on the submitting of invoice. This has to be done as per the amount quoted by the bidder in financial bid.

Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, CCIM shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, CCIM shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

— "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of CCIM who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of CCIM, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of CCIM in relation to any matter concerning the Project;

— "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

— "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

— "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by CCIM with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

— "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CCIM as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or CCIM shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

Termination

CCIM may without prejudice to any other remedy for breach of contract, terminate the contract in case of occurrence of any of the following events. In such an occurrence CCIM shall give not less than thirty days written notice of termination to the selected bidder.

- **Termination of the Contract**

The Contract is liable to be terminated if the Selected Bidder:

- Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or
- Makes an arrangement with or assignments in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
- Abandons the work; or
- Persistently disregards the instructions of CCIM in contravention of any provision of the Contract; or
- Fails to adhere to the agreed program of work; or
- Assigns or sublets the work in whole or in part thereof without prior written consent of CCIM; or
- Performance is not satisfactory; or
- Defaults in the performance of any material undertaking under the contract and fails to correct such default to the reasonable satisfaction of CCIM within fifteen days (15) after written notice of such default is provided to the selected bidder. Such termination will be by 15 (fifteen) days notice in writing and no claim/compensation shall be payable by CCIM as a result of such termination.
- At any time, the selected bidder makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from CCIM.
- If the contractor obtains the contract with CCIM with illegal measures;
- Information submitted/furnished by the contract are found to be incorrect.
- The above shall be without prejudice to CCIM other rights under the law.

- **Consequences of Termination**

If the contract is terminated by CCIM for reasons detailed above or for any other reasons whatsoever:

- CCIM shall reserve the right to get work completed at the risk and cost of the selected bidder and to recover from the selected bidder any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to CCIM.
- Performance Guarantee Bond/Security in any form submitted by the selected bidder shall stand forfeited.
- The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.

iv. All the dues payable to the selected bidder for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by CCIM as a consequence of termination of the contract.

- **Termination for Convenience**

i. CCIM, by Notice sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CCIM convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

ii. Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the selected bidder if any due to such termination.

iii. Either party may terminate the contract by giving a notice of 90 days.

Settlement of Disputes

- **General:**

If any dispute arises between the selected bidder and CCIM during the execution of contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the selected bidder on the points of dispute. The representation so received shall be examined by CCIM. The selected bidder will also be given an opportunity of being heard and the decision on the representation will be conveyed in writing.

- **Standing Committee for Settlement of Disputes:**

If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions, it shall be referred to the empowered standing committee for recommendations.

- **Legal Jurisdiction:**

All legal proceedings arising out of any dispute between both the parties regarding contract shall be settled by a competent court situated in Delhi (India) only, after decision of the standing committee for settlement of disputes.

[Applicants are required to submit the covering letter as given here on their letterhead]

To,
The Secretary,
Central Council of Indian Medicine
JawaharLal Nehru Bhartiya Chikitsa Avam Homoeopathy Anusandhan Bhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058

[Date]

Reference: Request for Proposal (RFP): “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated18.08.2017.

Dear Sir/Madam,

Having examined the RFP document, including Addenda/ Amendments to the above, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide procurement, operate, maintenance and other services as required and outlined in the RFP for “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”.

We are submitting this Qualification Bid on our own.

Company / Firm Name	Address

In the capacity of the Sole bidder, we declare that we have requisite technical competence and experience and are interested in the Project, should the CCIM select us for this purpose. We attach hereto the qualification response as required by the RFP, which constitutes:

a. Bid Document Fees

We have enclosed a Demand Draft/Bankers Cheque for the sum of INR /- (Rupees..... only) as RFP Document fee.

b. Earnest Money Deposit (EMD)

We have enclosed an EMD in the form of a Demand Draft/Bankers Cheque for the sum of INR 1,00,00 (Rupees one Lakh only).

c. Our credentials as per the requirements specified in the RFP.

d. We are also enclosing Power of Attorney / Board Resolution for the authorized signatory to sign the bid.

e. Performance Guarantee – We hereby declare that in case the work is awarded to us, we shall submit the Performance Guarantee in the form prescribed in Section 5.

If selected, we understand that it would be on the basis of the requirements as mentioned in the RFP. We understand that the basis for our qualification will depend on our Bid and supporting documents provided along with bid, and that any circumstance affecting our continued eligibility under the RFP, or any circumstance which would or have lead to our disqualification under the RFP, shall result in our disqualification under this process.

We declare that we have disclosed all material information, facts and circumstances to the CCIM, which would be relevant to and have a bearing on the evaluation of our qualification bid and selection.

We acknowledge and understand that in the event that CCIM discovers anything contrary to our above declarations; it is empowered to forthwith disqualify us & our bid from further participation in the process.

We undertake that, if our proposal is accepted, we shall adhere to the implementation plan or such adjusted plan as may subsequently be mutually agreed between us and the CCIM. If our proposal is accepted, we will obtain a Performance Guarantee in the format given in the RFP for a sum equivalent to 10% of the total price as quoted in our commercial proposal for the due performance of the Agreement.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP and also agree to abide by this RFP response for a period of six months from the date fixed for Bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal Agreement is prepared and executed between CCIM and a bidder.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the CCIM is true, accurate, and complete to the best of our knowledge. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the CCIM as to any material fact.

We also agree that CCIM reserve the right in absolute sense to reject all or any of the RFP response without assigning any reason whatsoever. We understand you are not bound to accept the lowest offer you receive and not give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

We hereby declare that presently our Company _____, at the time of bidding, is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU/UT/Autonomous Institute.

We hereby declare that as the activities in the scope of work may be carried out at Delhi or any other place as desired by the Employer. We shall provide requisite number of dedicated qualified resources essential for execution of the task assigned to us and provide support as and when required by the Employer throughout the entire contract period.

Dated this Day of **2017**

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

Format – General Information about the Bidder

Annexure 2

Reference: Request for Proposal (RFP): “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

S.No.	Particulars	Description/Details	Reference Documents	Page No.
A. General Details				
	Name of the Bidder			
	Address of the Bidder			
	Status of the Company (Public Ltd/Pvt. Ltd)			
	Details of Incorporation of the Company			
	Details of Commencement of Business			
	Valid Goods and Services Tax Registration Number			
	Valid Sales Tax Registration Number			
	Valid Service Tax Registration Number			
	Permanent Account Number (PAN)			
	Name & Designation of the contact person to whom all references shall be made regarding this RFP			
	Telephone Number (with STD Code)			
	E-Mail of the contact person			
	Fax Number (with STD Code)			
	Website			
B. Financial Details (as per audited Balance Sheets) (in Crores)				
	Year	2014-2015	2015-2016	2016-2017
	Net Worth			
	Turn Over			

Format – Past Experience of Bidder**Annexure 3**

Reference: Request for Proposal (RFP): “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

(Please provide the citations as per requirements mentioned in Qualification Criteria in the format specified below)

S.No	Particulars	Details
1	Name of Project	
2	Name of Client	
3	Address of Client	
4	Referral from Client Side	Name:
		Designation:
		Role in project:
		Contact number:
		Email ID:
5	Total Project Value (Rs.)	
6	Project Start Date	
7	Project Successful Completion Date	
8	If on-going – is the project in O&M Phase	Activities completed so far:
9	Technologies used	
10	Brief description of project	

Documentary Proof Required:

Copy of Work order – specifying project value and specific details as required in Qualification criteria

Certificate of successful operation by the client OR self-certificate attested by the client.

Reference: Request for Proposal (RFP): “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

The Bidder will provide their proposed solution to the scope of work document.They also have to provide the Demo Screen Shots of the proposed solution.

Proposed Approach and Methodology

[Provide here a description of your proposed solution, approach and methodology, following the below structure – bidder is free to use their own structure ensuring the key aspects of the approach and methodology are detailed out]

- 1) Context
- 2) Understanding of CCIM
- 3) Understanding of Scope of Work
- 4) Proposed Approach and Solution
- 5) Methodology
- 6) Proposed Engagement Timeline and Milestones

The Bidder may use more sheets if required to showcase their solution

Format – Declaration regarding Clean Track Record

Annexure 5

(Required from Sole Bidder on Company's letter head duly signed by respective Company Secretary)

To,
The Secretary,
Central Council of Indian Medicine
JawaharLal Nehru BhartiyaChikitsaAvamHomoeopathy AnusandhanBhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058

[Date]

Reference: Request for Proposal (RFP): “*Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.*”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [ref. no._____]. I hereby declare that my Company is not under any declaration of ineligibility for unsatisfactory past performance, corrupt or fraudulent practices, any other unethical business practices or blacklisted either indefinitely or for a particular period of time by any State/CentralGovernment/PSU/UT/Autonomous Institute.

I further certify that I am competent officer in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Seal:

Date:

Business Address:

Format – Declaration for Unconditional Bidding

Annexure 6

(Required from Sole Bidder on Company's letter head duly signed by respective Company Secretary)

To,
The President,
Central Council of Indian Medicine
JawaharLal Nehru BhartiyaChikitsaAvam Homoeopathy AnusandhanBhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058

[Date]

Reference: *Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.*"w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [ref. no._____]. I hereby affirm that the Bid documents submitted by us against the aforementioned RFP are unconditional in all respect.

In the event of any deviation from the factual information / declaration, CCIM reserves the right to terminate our bid / contract without any compensation to us. We also specify that we will comply or exceed the Technical Specifications and Quantities as specified in this RFP.

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Seal:

Date:

Business Address:

**Format – Declaration for technically qualified professionals on rolls
(Required from Sole Bidder / Prime bidder on company’s letter head duly signed by HR head)**

Annexure 7

To,
The President,
Central Council of Indian Medicine
JawaharLal Nehru BhartiyaChikitsaAvam Homoeopathy AnusandhanBhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058

[Date]

Reference: Request for Proposal (RFP): “Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

Dear Sir/Madam,

In response to the Qualification criteria as mentioned in the RFP Document [ref. no. _____], I hereby affirm that we have _____ technically qualified professionals on our rolls in the area of networking, systems integration, infrastructure maintenance support & services etc. The list below provides details of key professionals as required in RFP:

S.No	Employee name	Designation	Qualifications & Certifications	Experience (in yrs.) in relevant field	Key projects handled
Provide details for at least 10 resources .					

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Seal:

Date:

Business Address:

Format – CV Format of Key Personnel**Annexure 8**

The Bidder should enclose details of its key personnel to be deployed in the project.

The Bidder is free to propose personnel for any other managerial posts which he feels would be important for successful implementation of the Project.

CVs of all resources proposed MUST be provided in the format given below.

TEC may, at its discretion, request the Bidder to provide additional details with respect to any or all of the personnel proposed, if found pertinent to the evaluation process.

TEC may call proposed resources for personal interview to assess the quality of the personnel proposed viz-a-viz the requirements of project.

Bidder shall propose 3 probable CVs each for the post of – Project Manager, Database Administrator, Network Administrator and System Administrator. The bidder shall ensure that one of the proposed resources i.e. Project Managers shall be deployed fulltime for the project.

1	Name	
2	Proposed Position	
3	Years with Firm	
4	Total Experience (in related area)	
5	Nationality	
6	Education	
7	Degree (Specialization)	
8	Other Professional Certification or Training	
9	Languages Spoken & Degree of Proficiency	

Format – Financial bid

Format – Cover letter for Financial Bid

Annexure 9

To,
The Secretary,
Central Council of Indian Medicine
JawaharLal Nehru BhartiyaChikitsaAvam Homoeopathy AnusandhanBhawan,
61-65, Institutional Area, Janakpuri,
New Delhi-110058

[Date]

Subject: Financial bid for “*Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.*”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.

Dear Sir/Madam,

We, the undersigned Bidder, having read and examined in detail the entire RFP in respect of **Reference: Request for Proposal (RFP): “*Selection of Technology Partner for Design and Development of Patient Registration System for all affiliated College Hospitals of Central Council of Indian Medicine.*”w.r.t. Bid Reference / RFP Number: FN 15-3/2017 PRS 1 dated 18.08.2017.**

1. Price and Validity

All the prices mentioned in our Bid are in accordance with the terms as specified in the RFP. All the prices and other terms and conditions of our Bid are valid for a period of 180 calendar days from date of opening of the Bid.

We hereby confirm that our prices include the requirements of necessary on-site warranty support of 5years from opening of bid. However, all the taxes have been quoted separately under relevant columns.

We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax payable under the law, we shall pay the same.

2. Unit Rates

We have indicated in the relevant formats enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the Agreement.

3. Deviation

We declare that all the services shall be performed strictly in accordance with the RFP (including any addendum to it), irrespective of whatever has been stated to the contrary anywhere else in our Bid.

4. RFP Pricing

We further confirm that the prices stated in our Bid are in accordance with your Instruction to Bidders included in RFP.

5. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time to your satisfaction.

1. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the RFP and addendum issued to it. These prices are indicated in required format attached with our Bid.

2. Performance Guarantee

We hereby declare that in case the work is awarded to us, we shall submit the Performance Guarantee in the form prescribed in section 5 of RFP.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid (or all bids) you receive.

We also confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Seal:

Date:

Business Address:

Summary of Cost components

S.No	Description	Unit Price
1	One Time Configuration Fee	
2	Subscription Fee Per College Per Year	

All government applicable taxes are extra

* Indicative Rate Card for Implementation Support

S.No.	Description	Billing Period	Rate
1	Help Desk		
2	Manpower Requirements		

* Prices indicated in above Rate Card for implementing support shall not be considered for evaluation of winning bid. These prices are indicative in nature and shall be decided mutually by bidder and CCIM as and when required.

Date: [Authorized Signatory]

Date: [Authorized Signatory]

Place:

Address: Name of Firm with Seal

Instructions for filling Commercial Bid

- a. Bidder should provide all prices as per the prescribed format. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
- b. All the prices (even for taxes) are to be entered in Indian Rupees only (% values are not allowed)
- c. All mandatory Taxes, Duties and Levies wherever applicable and / or payable are extra.
- d. CCIM reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- e. The Bidder needs to bear all the expenses incurred during the bidding process.
- f. The Unit Rate as mentioned in the following formats shall be used for the purpose of Quantity for respective items, if any. However, based on the market trends, CCIM retains the right to negotiate this rate for future requirements.
- g. All unit rates shall be inclusive of transport, packing insurance charges and all other expenses up to the point of delivery and commissioning as detailed in the RFP.
- h. All components shall meet the minimum technical specifications mentioned in this RFP.
- i. CCIM reserves the right to procure more or less quantities as provided in the Bid document. In such cases, the unit rates provided in the commercial bid would be used for payments.

Ref. No.

Bank Guarantee No

.....

Dated:

In consideration of the Central Council of Indian Medicine (hereinafter called “the CCIM”) having agreed; to exempt _____ (hereinafter called “the said Bidder”) from the demand, under the terms and conditions of an Agreement, dated _____ made between _____ and _____ for _____ hereinafter called “the said Agreement”), of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee for Rs. _____ (Rupees _____ only) we, _____ (indicate name of the Bank) (hereinafter referred to as “the Bank”) at the request _____/contractor(s)/, do hereby undertake to pay to the CCIM an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the CCIM by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We _____ (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the CCIM stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the CCIM by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____

3. We undertake to pay to the CCIM any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) supplier(s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) supplier(s) shall have no claim against us for making such payment.

4. We, _____ (indicate name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the CCIM under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or filed _____ office/Department _____ certifies that the terms and conditions of the said Agreement, have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.

5. We _____ (indicate name of the Bank) further agree with the CCIM that the CCIM shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the CCIM against the said Contractor(s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or commission on the part of the CCIM or any indulgence by the CCIM to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

7. We, _____ (indicate name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the CCIM in writing.

Dated the _____ day of _____ for

(Indicate the name of Bank).

Instructions for furnishing Bank Guarantee

1. The Bank Guarantee by Bidders will be given on non-judicial stamp paper as per stamp duty applicable at the place from where the purchase Agreement has been placed. The non-judicial stamp paper should be in name of the issuing bank.

2. The expiry date as mentioned in the RFP should be arrived at by adding 30 days to the Agreement completion date unless otherwise specified in the Bidding documents.

3. The Bank Guarantee by Bidders will be given from Scheduled Bank only.