



Office of the District Programme Manager
District health and Family welfare Society
Aarogyakeralam, W&C Compound,
Thycaud, Trivandrum-14
0471- 2321288

RE-TENDER DOCUMENT

FOR

**SELECTION OF SYSTEM INTEGRATOR AND ANNUAL MAINTENANCE CONTRACT (AMC)
PROVIDER FOR DISHA 1056 HEALTH HELPLINE**

<i>Bid Submission starting Date & Time</i>	:	27.02.2023	5.00 PM
<i>Last date and time for the submission of Tender</i>	:	13.03.2023	5.00 PM
<i>Date and time of opening of Tender</i>	:	14.02.2023	5.00 PM

NOT TRANSFERABLE

For details;

nhmtvm.com

www.aarogyakeralam.gov.in

Approval Valid

Digitally Approved By

Dr Asha Vijayan

Date: 26.02.2023

Reason: Approved

The document is digitally approved. Hence signature is not needed.



NATIONAL HEALTH MISSION THIRUVANANTHAPURAM

TENDER DOCUMENT

FOR

**SELECTION OF SYSTEM INTEGRATOR AND ANNUAL
MAINTENANCE CONTRACT (AMC) PROVIDER FOR DISHA 1056
HEALTH HELPLINE**

For Details :

www.etenders.kerala.gov.in

<http://nhmtvm.com>

Email : 1056disha@gmail.com / dpmtrivandrum@gmail.com

DISCLAIMER

The information contained in this proposal document provided to the bidder, by or on behalf of the District Program Manager, NATIONAL HEALTH MISSION, Thiruvananthapuram or any of its employees or advisors, is provided to the bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided. The purpose of this tender document is to provide the bidder with information to assist the formulation of their proposals. This tender document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the District Program Manager, NHM, Trivandrum, its employees or advisors to consider the business / investment objectives, financial situation and particulars needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. The District Program Manager, Trivandrum, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.

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Abbreviations

ACD	Automatic Call Distributor
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm
AMC	Annual Maintenance Contract
Bidder	Means any firm/agency/Company/contractor/supplier/vendor responding to Invitation for Bids and is participating in the Bid
CLI	Caller Line Identification
Contract	"The Contract" means a legally enforceable agreement entered into between District Program Manager, NHM, Trivandrum and the selected bidder(s) for services including, but not limited to, as mentioned in this tender documents.
CRM	Customer Relationship Management
CTI	Customer Telephony Integration
Day	"Day" means a calendar day as per Government of Kerala
EMD	Earnest Money Deposit
FAQ	Frequently Asked Questions
GoI	Government of India
ICT	Information and Communication Technology
IVRS	Interactive Voice Response System
ISO	International Organization for Standardization
ISDN	Integrated Services for Digital Network
LoI	Letter of Intent
MAF	Manufacturer's Authorization Form
OEM	Original Equipment Manufacturer
O& M	Operation & Maintenance

PAN	Permanent Account Number
PRI	Primary Rate Interface
QGR	Quarterly Guaranteed Revenue <i>(to be paid to the SI)</i>
tender	Request for Proposal
RTI	Right to Information
SDC	State Data Centre of the Government of Kerala
Services	“Services” means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Messaging Services
SoW	Scope of Work
UAT	User Acceptance Test
COTS	Commercial off-the-shelf
VoIP	Voice Over Internet Protocol

Datasheet

Sl. No.		Description
	<i>Mode of bid submission</i>	Online through e-Procurement portal at https://etenders.kerala.gov.in
1.	<i>Type of proposal required</i>	Technical & Financial (<i>L1 will be the successful bidder, with the Technical bid used for screening</i>)
2.	<i>Date of pre-proposal meeting</i>	NIL
3.	<i>Venue of pre-proposal meeting</i>	NIL
4.	<i>Tender Download Start Date/ Time</i>	27.02.2023-5 PM
5.	<i>Tender Download End Date/ Time</i>	13.03.2023, 5.00 pm
6.	<i>Last date for receipt of pre-proposal queries</i>	<p>The information contained in this proposal (tender) document provided to the bidder, by or on behalf of the District Program Manager, NATIONAL HEALTH MISSION, or any of its employees or advisors, is provided to the bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.</p> <p>The purpose of this tender document is to provide the bidder with information to assist the formulation of their proposals. This tender document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the DPM, Trivandrum its employees or advisors to consider the business / investment objectives, financial situation and particulars needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. The District Program Manager, Trivandrum, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.</p>
7.	<i>Date, time & venue of pre-proposal meeting</i>	NIL
8.	<i>Last date for submission of proposal</i>	13.03.2023, 5.00 pm
9.	<i>Date of opening of Technical Proposal</i>	14.03.2023– 5.00 pm
10.	<i>Date of presentation by bidders</i>	NIL
11.	<i>Opening of Financial Bids</i>	To be informed to qualified Tender Participants
12.	<i>Duration of services</i>	15.03.2023 to 29.02.2024, likely to extend based on performance.
13.	<i>Earnest Money Deposit</i>	Rs.5400/- (Rupees Eight Thousand Four Hundred only)
14.	<i>Tender document fees</i>	Rs 1080/- (Rupees Eight Hundred and Forty Only)

15	<i>Security Deposit</i>	5% of awarded amount (Those for eligible bidders as L1)
16.	<i>Validity of the proposal</i>	180 days from the opening of the Financial Bid
17	<i>Evaluation of the proposals & scoring criteria</i>	As detailed in the tender document
18	<i>Name & address where queries/correspondence concerning this Proposal is to be sent</i>	District Program Manager, National Health Mission, Trivandrum, Thycaud

Documents Comprising Bid

It is a two cover bid system.

1. Technical Bid
2. Financial Bid

Technical Bid should be attached with below mentioned documents.

Technical Bid

1. Filling of Form A (Annexure 1)
2. Filling Form B (Annexure 2)
3. Filling of Technical Bid Evaluation Sheet (Annexure 3)
4. Firm Biodata (Annexure 4)
5. Annual Turn Over 1 Cr (Annexure 5)
6. Income tax statement of last 3years (Annexure 6)
7. Certificate proving experience with Government Projects (Annexure 7)
8. Call Centre handling experience of minimum 3 years (Annexure 8)
9. Details of experience in hardware & Software supports (Annexure 9)
10. Technical qualifications of supporting staffs should be furnished (Annexure 10)
11. Service centre / workstation details at Trivandrum District. (Annexure 11)

The Technical Bid should follow all the instructions mentioned from page number 7 to 17 without fail.

Financial Bid

Bid amount should be include applicable Taxes (Monthly rate)

General Tender Terms & Conditions for e-Procurement

This tender is an e-Tender and is being published online for the Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline. The tender is invited in three cover system from the registered and eligible firms through e-procurement portal of Government of Kerala

(<https://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal. The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in

A). Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be pro-cured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Web-site registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over tele-phone at 0471-2577088, 2577188, 2577388 or 0484-2336006, 2332262 or 0497-2764788, 04972764188 or 0483-2732941 - through email: etendershelp@kerala.gov.in for assistance in this regard.

B). Online Tender Process:

The tender process shall consist of the following stages:

i. Downloading of tender document: Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document

ii. Publishing of Corrigendum: All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere

iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances

iv. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid

v. Opening of Financial Bids: Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section

Financial Cover :

a) The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer with-out changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/variable price quotation will be treated as non - responsive and rejected. Tender Document Fees and Earnest Money Deposit (F)

NEFT / RTGS payment should be done according to following guidelines:

- i. Single transaction for remitting Tender document fee and EMD: Bidder should ensure that tender document fees and EMD are remitted as one single transaction.
 - ii. Account number as per Remittance Form only: Account no. entered during NEFT/RTGS remittance at any bank counter or during adding beneficiary account in Internet banking site should be the same as it appears in the remittance form generated for that particular bid by the e-Procurement system. Bidder should ensure that tender document fees and EMD are remitted only to the account number given in the Remittance form provided by e-Procurement system for that particular tender.
- Bidders must ensure that the banker inputs the Account Number (which is case sensitive) as displayed in the Remittance form. No additional information like bidder name, company name, etc. should be entered in the account no. column along with account no. for NEFT / RTGS remittance.
- iii. Only NEFT / RTGS Remittance Allowed: Account to Account transfers, State Bank Group Transfers (GRPT), Payments from NRE Accounts, SWIFT Transfers, IMPS or Cash payments are not allowed and are treated as invalid mode of payments. Bidder must ensure that the banker does NEFT or RTGS (for above 2 lakhs payments as per RBI guidelines) transaction only and specially instruct the banks not to convert the payment type to GRPT or any other payment mode.
 - iv. Amount as per Remittance form: Bidder should ensure that the amount being remitted is neither less nor higher than the amount shown in remittance form.
 - v. UTR Number: Bidders should ensure that the remittance confirmation (UTR number) received after NEFT / RTGS transfer should be updated as it is, in the eProcurement system for tracking the payment.
 - vi. One Remittance Form per Bidder and per Bid: The remittance form provided by eProcurement system shall be valid for that particular bidder and bid and should not be re-used for any other tender or bid or by any other bidder.

Any transaction charges levied while using any of the above modes of online payment has be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

Conditionalities of Annual Maintenance Contract

1. Support for the Contact center solution and Call detail reports
2. Support for the CRM on cloud for MIS and act as back end for ticket generation
3. 24X7 Support with a resource available in Trivandrum with following skill sets
 - Well knowledge in Asterisk the PBX
 - Well knowledge in the Laravel PHP framework
 - Well knowledge in the integration of applications

- Well knowledge in the linux based commands and its support

Physical presence of Asterisk, Laravel and Linux resources should be available in Trivandrum for any critical supports 24x7.

4. Vendor must do the critical updates and security patches to existing application when it is required
5. Vendor must provide the security audit support from the government empaneled agency when it is required.
6. The vendor should provide remedial maintenance during 24x7 when notified that the software is inoperative. The vendor should respond to the call for remedial service within the response time.
7. The preventive maintenance should be done every two months, the preventive maintenance should includes Monitoring, Tracking, Trouble shooting, Check backup system
8. The vendor should be responsible for Data and its security
9. The vendor should be ready to customize the software according to the need of the client at any point of time.
10. The vendor should be available for support 24x7 though out the AMC period via Phone, Chat support & Email Support.

The key objectives of the assignment are:

- a) To maintain DISHA 1056 Health Helpline 24X7
- b) Offer Top notch services to the citizens of Kerala without any downtime
- c) Collecting public feed backs and suggestions for improvement;
- d) Need to make the time to time changes when the department required
- e) Provide the best health care assistance to the general public with the help of Information and communication technology
- f) Keep Up-To-Date with the security of the application
- g) Up-To-Date the application with latest security features
- h) Maintenance of web based CRM which built on Laravel and Asterisk Integration

Scope of Work

Integration and maintenance of the DISHA Contact Center solution

System is having following functional elements

1. Call center
2. Web Based CRM integrated into the contact center
3. Integration with Existing application to fetch some fields for processing the request.

The application is having the following integrations together

1. 30 seated call center software operating 24/7. Call center executive shall login to the system and attend the calls. This should be scalable upto 60 seats based in the requirements
2. Two or three staff will be assigned to manage the contact center by Department

3. System is providing the call detail recording of every calls and should be maintained under confidentiality
4. All calls is attended followed by a welcome message
5. PM is having the online login to the system with monitoring of all complaints
6. Ticketing shall be hosted in the cloud and MIS reports can be pulled out from the CRM

SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click “Bidders Manual Kit” link on the home page. It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

Notice Inviting Request for Proposal

[No: DPMSU-TVPM/724/2022]

Tender document for Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline

The NATIONAL HEALTH MISSION, W&C Hospital Compound, Thycaudu P.O, Thiruvananthapuram 695014, email : 1056disha@gmail.com or dpmtrivandrum@gmail.com , Invites Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline, as per details given below:

Sl. No: [No: DPMSU-TVPM/724/2022]

Name of Work : Tender document for Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline

1. The documents may be downloaded from <https://www.etenders.kerala.gov.in>
2. tender shall be accompanied with Earnest Money (EMD) of Rs. 5400/- (Rs. Five Thousand Four Hundred Only), deposited through the e-payment system in the e-procurement portal of the Government of Kerala, <https://www.etenders.kerala.gov.in>. A bid will not be considered, if not accompanied with EMD.
3. Application for this tender supported by prescribed annexure shall be submitted through the e-procurement portal of the Government of Kerala.
4. The bidders are advised to keep visiting the Website of e-tender website [<https://www.etenders.kerala.gov.in>] from time to time (till the deadline for bid submission) for any updates in respect of the tender document notice, if any. Failure to do so shall not absolve the applicant of his liabilities to submit the tender document complete in all respect including updates thereof, if any. An incomplete application may be liable for rejection.
5. NATIONAL HEALTH MISSION, W&C Hospital Compound, Thycaudu P.O, Thiruvananthapuram, reserves the right to reject any or all prospective applicants without assigning any reason and to restrict the list of pre-qualified firms to any number deemed suitable.

Background information & project profile

About NHM

Even though the state of Kerala has advanced as compared to the other states of India in terms of critical health indicators are concerned, the state is facing challenges that are unique and specific. The people are now facing the problem of high morbidity both from re-emergence of communicable diseases and the second generation problems like the ageing population and non-communicable diseases. Moreover, there remains the challenge of sustaining the privileged health indicators. Further, improving the quality of health care where the health seeking behavior is very high is of utmost importance. The resources of National Health Mission came in an opportune time when the state was finding it difficult to find resources matching the demand. During the last three years the State has been able to initiate many programs suiting to its specific requirements and considering its health issues that need immediate intervention. These initiatives correspond to the Key Performance areas

outlined by NHM like a) Institutional Strengthening b) Improving access to better health care and quality services and c) Accessibility of health care to the under privileged and marginalized

Goal & Objectives of NHM

The Goal of the Mission is to improve the availability of and access to quality health care by people, especially for those residing in rural areas, the poor, women and children.

- Reduction in Infant Mortality Rate (IMR) and Maternal Mortality Ratio (MMR)
- Universal access to public health services such as Women's health, child health, water, sanitation & hygiene, immunization, and Nutrition.
- Prevention and control of communicable and non-communicable diseases, including locally endemic diseases
- Access to integrated comprehensive primary healthcare
- Population stabilization, gender and demographic balance
- Revitalize local health traditions and mainstream AYUSH
- Promotion of healthy life styles

About DISHA 1056

DISHA 1056 is a Tele-Medical Health Helpline, started its journey from March 2013. It is a joint venture undertaken by National Health Mission (NHM) and Department of Health of Kerala. It is the State's first Health Helpline operating 24x7 as a state wide free call services reaching all parts within Kerala and Lakshadweep. The 1056 / 104(Toll Free) /0471-2552056/0471-2551056 is the contacting numbers of DISHA. DISHA started as a helpline for exam stress on 2013 for students during exam time. By 2014 DISHA started its second phase with a new programme "DIAL-A-DOCTOR" inaugurated by Chief Minister on 8th March 2014, from that time onwards DISHA reach in its full swing. DISHA is now acting as the COVID helpline of Government of Kerala. Till now DISHA serves about 21.11 Lakh calls.

DISHA is a guild of highly skilled and experienced Social work professionals and doctors providing trustworthy and accurate information to promote a healthy lifestyle and disease prevention for those who are seeking answers to physical and mental health questions. Long term goal of DISHA is to improve health status and quality of life of people by providing comprehensive health knowledge, proper guidance, emotional support and counselling to individuals, communities and societies on physical and mental health issues for the promotion of healthy lifestyle as well as social, physical and mental well-being.

Vision

Our goal is to educate and empower society with relevant, authentic and validated health related information in order to foster a better living and good health.

- 24X7 working Health Helpline
- Maintaining confidentiality on each calls
- We offers Free service from experienced Counsellors and Doctors
- Our service not only limited to Kerala but also to Lakshadweep also

Mission

Our mission is to improve the quality of life of people by providing comprehensive health knowledge, proper guidance and to assist individuals, communities, and societies reach their fullest potential and assure that they become productive, responsible citizens

Objectives

- DISHA is proposed to provide timely and appropriate health related information and advice to people.
- Providing information on health care service delivery , healthcare facility , information etc.
- Providing health guidance/advice such as first aid, nutrition and disease prevention etc.
- To provide counselling support for people of all ages
- Providing information directory on public health services / providers/institutions / diagnostic services / hospitals etc. in Kerala.
- Counselling by trained professional social workers on mental health issues such as stress , depression , anxiety , post trauma recovery , HIV , AIDS ,STI etc.
- Offers specialist emotional support and information to anyone affected by mental illness , this means helping people to deal with very difficult situation , thoughts and emotions.
- Provides a variety of health services to meet different needs of users cost effectively.
- DISHA also functions as a preventative service which aims to support people before they reach the point of crisis.

WHO Can Call?

Any common public irrespective of their gender can call to DISHA for any health related issues. For Example:

- Adolescent
- Socially Isolated
- Vulnerable Group
- Risk groups
- Victims of any form of abuse
- Children having Exam stress
- Domestic violence

The key objectives of the assignment are:

- i) To maintain DISHA 1056 Health Helpline 24X7
- j) Offer Top notch services to the citizens of Kerala without any downtime
- k) Collecting public feed backs and suggestions for improvement;
- l) Need to make the time to time changes when the department required
- m) Provide the best health care assistance to the general public with the help of Information and communication technology
- n) Keep Up-To-Date with the security of the application
- o) Up-To-Date the application with latest security features
- p) Maintenance of web based CRM which built on Laravel and Asterisk Integration

Scope of Work

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The application is having the following integrations together

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2. Two or three staff will be assigned to manage the contact center by Department
3. System is providing the call detail recording of every calls
4. All calls is attended followed by a welcome message
5. PM is having the online login to the system with monitoring of all com-plaints
6. Ticketing shall be hosted in the cloud and MIS reports can be pulled out from the CRM

Deliverables

1. Support for the Contact center solution and Call detail reports
2. Support for the CRM on cloud for MIS and act as back end for ticket generation
3. 24X7 Support with a resource available in TVM with following skill sets

Well knowledge in Asterisk the PBX

Well knowledge in the Laravel PHP framework

Well knowledge in the integration of applications

Well knowledge in the linux based commands and its support

Physical presence of Asterisk, Laravel and Linux resources should be available in Trivandrum for any critical supports.

Vendor must do the critical updates and security patches to existing application when it is required

Vendor must provide the security audit support from the government empaneled agency when it is required.

4. EOI PREPARATION

- 1) Bidders shall provide the solution support, in its entirety to NHM, TVM.
- 2) Bidder shall submit the EOI in the application form provided as "Form-B".

- 3) Bidder shall submit the EOI along with a covering letter as per “Form-A”.
- 7) Department will not be responsible for or accept as a valid reason any postal delay or non-receipt/non-delivery of the EOI.
- 8) Any deviation from the prescribed format mentioned in the exhibits will make the bid liable for rejection. Bids incomplete in any respect or not providing adequate information will also be ground for rejection.
- 9) If the Bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in the EOI, in any manner whatsoever, in order to create circumstances for the acceptance of its EOI, NHM reserves the right to reject such EOI. NHM shall have no liability to any person for excluding or rejecting any such bid.
- 10) NHM reserves the right to accept or reject any EOI or to annul the bidding process and reject all EOIs at any time, without assigning any reasons thereof and NHM shall not entertain any claim whatsoever on this account. The Bidder shall have no claim on NHM in case his EOI is rejected or the bidding process is annulled.
- 11) Participants requiring any clarification on the EOI may notify NHM in writing or e-mail ID 1056disha@gmail.com or dpmtrivandrum@gmail.com
- 12) NATIONAL HEALTH MISSION, TRIVANDRUM shall endeavor to respond to the questions raised or clarifications sought by the Participants. However, NATIONAL HEALTH MISSION, TRIVANDRUM reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring NATIONAL HEALTH MISSION, TRIVANDRUM to respond to any question or to provide any clarification.
- 13) NATIONAL HEALTH MISSION, TRIVANDRUM may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Participants. All clarifications and interpretations issued by KELTRON shall be deemed to be part of the EOI. Verbal clarifications and information given by NATIONAL HEALTH MISSION, TRIVANDRUM or its employees or representatives shall not in any way or manner be binding on NATIONAL HEALTH MISSION, TRIVANDRUM.

ELIGIBILITY CRITERIA

- 1) Bidder should be an Indian Registered Company with Registered office in Kerala
- 2) Bidder should not have been debarred / black listed by any Government, Semi- Government organizations in India, Public Sector Undertakings of the Centre or State Governments.
- 3) Registered as a company for electronics hardware/ software or IT Network related business.
- 4) The Bidder should have a valid ISO 9001:2015 Certification.
- 5) The Bidder should have the competency for the mentioned Implementation of solutions
- 6) If the Bidder is not a manufacturer/brand (only a technology provider) it should have an authentic undertaking from the corresponding OEM/OEMs - either Indian or foreign
- 7) Bidder should have experience in providing such call center systems in Government Projects
- 8) Bidder should provide at least three experience certificate from client regarding the solution they provided in the Government Services

- 9) Bidder should have a minimum of 1 Cr turn over during the last two financial years, a letter from chartered accountant should be provided along with the quote
- 10) Bidder should have ability to provide customization to NHM, as per the requirement
- 11) The Bidder should have a well established mechanism based in Trivandrum to address the support request which can arise at any time of the day (Virtual/ Physical) as it is a 24 x 7 Call centre of the Health sector.
- 12) The Bidder should showcase the ability to provide support mechanism to supply resources at Trivandrum when it is required with the following skillsets – Asterisk, Laravel and Linux commands

EVALUATION of EOI

- National Health Mission, Trivandrum department will constitute an Evaluation Committee to evaluate the responses of the Participants as per the Evaluation Methodology.
- The Evaluation Committee constituted shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI response. The Committee may seek additional documents as it deems necessary, at its discretion.
- EOI evaluation will be carried out considering the information furnished by Bidders as prescribed under covering letter and Application form for EOI. The Bidder must fulfil the minimum qualification requirements as mentioned in Section for Eligibility Criteria. NATIONAL HEALTH MISSION, TRIVANDRUM intends to conduct the bidding process for the selection of the TP based on a Competitive Two Stage Bidding Process-
- In the first stage, NATIONAL HEALTH MISSION, TRIVANDRUM intends to qualify bidders who meet the
- Qualification Requirements detailed in Section -6 (Eligibility criteria) of this Expression of Interest (“EOI”) and declare them as Qualified Bidders and
- In the second stage, Qualified Bidders will be called for a detailed presentation for evaluating their technical capability, product quality, QA procedure, etc.
- Each of the responses shall be evaluated to validate compliance of the Participant according to the processes and approach to enable partnership, presentation and demonstration.
- NATIONAL HEALTH MISSION, TRIVANDRUM will intimate the outcome of the EOI evaluation in due course. The decision of NATIONAL HEALTH MISSION, TRIVANDRUM in this regard shall be final and binding on all bidders. After identification of the successful Bidder, NATIONAL HEALTH MISSION, TRIVANDRUM intends to execute an Agreement/SLA with the successful Bidder, thus concluding the process of appointing a TP.
- Notwithstanding anything stated above, NATIONAL HEALTH MISSION, TRIVANDRUM reserves the right to assess Bidder’s capability and capacity to perform along with quality of execution by the bidder based on field visit and feedback, in the overall interest of NATIONAL HEALTH MISSION, TRIVANDRUM.
- The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- The Evaluation Committee reserves the right to reject any or all responses.

OWNERSHIP OF THE EOI

The bidder shall submit all the supporting documents .

1. Without affecting any intellectual property rights, which may exist in a response to this EOI, all responses submitted will become the property of NATIONAL HEALTH MISSION, TRIVANDRUM. Without limiting this section, NATIONAL HEALTH MISSION, TRIVANDRUM reserves the right to copy and reproduce, for NATIONAL HEALTH MISSION, TRIVANDRUM's own internal use, responses for the purposes of evaluation, clarification, negotiation and/or contract execution and anything else related to these purposes. In addition, the NATIONAL HEALTH MISSION, TRIVANDRUM will retain copies (soft and hard) of all responses, evaluation, negotiation or such other materials as are required for the discharge of its legal obligations and in order to efficiently and effectively manage any contract entered into with a Bidder.

2. NATIONAL HEALTH MISSION, TRIVANDRUM reserves the right to change, modify, add, alter the EOI document or cancel the bidding process without assigning any reasons thereof, at any time during the bidding process. The bidding process shall end with signing of the Agreements. Any such change shall be notified in National Health Mission, Trivandrum web site.

3. Notwithstanding anything stated above, NATIONAL HEALTH MISSION, TRIVANDRUM shall not be responsible or liable for non receipt of any such change/notice by bidder. The bidder or any third party shall not object to such changes/modifications/ additions/ alterations explicitly or implicitly. Any such objection by the bidder shall make the bidder's proposal (at EOI stage, tender stage and/or financial proposal Evaluation stage) liable for rejection by NATIONAL HEALTH MISSION, TRIVANDRUM. Further objection by any third party shall be construed as infringement on confidentiality and privileged rights of NATIONAL HEALTH MISSION, TRIVANDRUM with respect to this document.

Annexure 1

/-----/

Form-A -

[COVERING LETTER – ON BIDDER’S LETTERHEAD]

Date:

Sir,

I/We (Bidder) have carefully gone through the EOI document regarding “Tender document for Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline”

. I/we hereby irrevocably declare that:

1. All the information related to our Company/Firm, manpower, customer base, projects, financial details, list of products/ solution offered etc. provided in our offer is true and without any alteration / modifications.
2. All the provisions of this EOI Document are acceptable to my Company/Firm. No violation of the terms and conditions as mentioned in the EOI document has been made.
3. Bidder declare that my Company/Firm has not been debarred / black listed by any Government / Semi Government organizations in India/Public Sector Undertakings of the Central and State Governments.
4. The information contained in the proposal is complete and accurate in all material respects.
5. Bidder undertakes to notify the NATIONAL HEALTH MISSION, TRIVANDRUM promptly upon Bidder becoming aware of any material fact which tends to render Bidder’s proposal misleading or inaccurate. Bidder acknowledges and agrees that any material misrepresentation or warranty made in connection with Bidder’s proposal might result in its invalidation and Bidder’s disqualification from the bidding process.
6. Bidder acknowledges and agrees that NATIONAL HEALTH MISSION, TRIVANDRUM has the right not to qualify any bidder on grounds of national interest, security or public policy.

I, ----- (Name) ----- designation) further certify that I am an authorized signatory of my Company/Firm and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder/Authorized Signatory)

Name:

Title:

Annexure 2

Form B

District Program Manager

National Health Mission, Thycadu,

Thiruvananthapuram 695 014

Tender document for Selection of System Integrator and Annual Maintenance Service (AMC) provider for DISHA 1056 Health Helpline

- 1 Name of the Company/firm
- 2 Registered office address with phone number , e-mail id and web address:
- 3 Date of Incorporation & Corporate Identity Number (CIN)
- 4 Pan number of the Company /firm:
- 5 Authorized capital:
- 6 Paid-up /working capital
- 7 Name of Managing Director with DIN
- 8 Names of directors with DIN:

(attach separate sheet, if required)

- 9 Registered address with phone number and e-mail id:
- 10 Date of Establishment and commencement of Business
- 11 GST Registration No & Date. (En-close copy of relevant Certificates.)
- 12 Bankers Name & Address
- 13 Collaboration and technical know how agreement with foreign firms if any? if “yes”, give details
- 14 Addresses of contact person(s) with phone number and e-mail id:
- 15 General remarks: (give any observations not already covered)

DECLARATION

1. I do hereby declare that the entries made in this application form are true and correct to the best of my knowledge.
2. I also undertake the responsibility that all subsequent changes in the constitution or working of the firm, affecting the accuracy of the answers now given in this application form will be promptly communicated to NATIONAL HEALTH MISSION, TRIVANDRUM.

FOR

(SIGNATURE OF AUTHORISED SIGNATORY)

PLACE:

DATE:

DESIGNATION:

Annexure 3

Technical Bid Evaluation

SI No	Bid Evaluation criteria	Yes / No	Remarks
1	Support for the contact center solution and call detail reports		
2	Support for the CRM on cloud for MIS and act as back end for ticket generation		
3	24X7 Support with a resource available in Trivandrum with following skill sets 1. Well knowledge in Asterisk the PBX		
	2. Well knowledge in the Laravel PHP framework		
	3. Well knowledge in the integration of applications		
	4. Well knowledge in the linux based commands and its support		
4	Vendor must do the critical updates and security patches to existing application when it is required		
5	Vendor must provide the security audit support from the government empaneled agency when it is required		
6	The vendor should provide remedial maintenance during 24x7 when notified that the software is inoperative. The vendor should respond to the call for remedial service within the response time.		
7.	The preventive maintenance should be done every two months, the preventive maintenance should includes Monitoring, Tracking, Trouble shooting, Check backup system		
8	The vendor should be responsible for Data and its security		
9	The vendor should be ready to customize the software according to the need of the client at any point of time		
10	The vendor should be available for support 24x7 though out the AMC period via Phone, Chat support & Email.		

Annexures

Annexure 4	Firm Biodata to be attached
Annexure 5	Annual Turn Over statement to be attached
Annexure 6	Income tax statement to be attached
Annexure 7	Certificate proving experience with Government Projects to be attached
Annexure 8	Call Centre handling experience of minimum 3 years to be attached
Annexure 9	Details of experience in hardware & Software supports to be attached
Annexure 10	Technical qualifications of supporting staffs should be furnished to be attached
Annexure 11	Service centre / workstation details at Trivandrum District to be attached