

Notice Inviting Tender

The eHealth Project Management Unit invites sealed tenders from eligible, reputed, qualified entities for integrated eHealth solution covering the entire health sector of Kerala, as detailed out in this RFP. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Volume 5 of the RFP Document individually or as a consortium.

1.1 eTender

This RfP for eHealth is an e-Tender and is being published online for the 'Selection of Primary System Integrator for eHealth Project'. The tender is invited in two cover system from the registered and eligible firms through e-procurement portal of Government of Kerala (<https://www.etenders.kerala.gov.in>).

The bid forms will be available for download in the above portal from 25-02-2014 onwards. All further information and corrigendums relating to this tender will only be available in the above e-procurement portal of Government of Kerala.

1.2 Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured 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. Website 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 telephone at 0471- 2577088, 2577188, 2577388 or 0484 – 2336006, 2332262 - through email: etendershelp@kerala.gov.in for assistance in this regard.

1.3 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. **Pre-bid meeting:** A pre-Bid meeting will be held as detailed in this RfP
- iii. **Publishing of Corrigendum:** All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.
- iv. **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 will not be accepted under any circumstances.

- v. **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.
- vi. **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.

1.4 Tender Document Fees and Earnest Money Deposit (EMD)

1.4.1 Cost of Tender forms

Cost of Tender forms is Rs 3,29,000/- (Rupees Three Lakh Twenty Nine Thousand only) plus VAT. The cost of Tender forms can be remitted online. The payment of the cost of Tender forms is non refundable. There will be no exemption from payment of Tender cost.

1.4.2 Earnest Money Deposit:

Earnest Money Deposit is Rs 16,45,000/- (Sixteen Lakhs Forty Five Thousand only) and shall be remitted online. EMD of all unsuccessful bidders would be refunded within 30 days of the bidder being notified as being unsuccessful. The EMD of the successful bidder would be returned upon submission of Performance Bank Guarantee. The EMD amount is interest free and will be refundable to the bidders as explained above without any accrued interest on it.

The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP

1.5 Online Payment modes:

The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:

- State Bank of Travancore (SBT) Internet Banking:** If a bidder has a SBT internet banking account, then, during the online bid submission process, bidder shall select SBT option and then select Internet banking option. The e-Procurement system will re-direct the bidder to SBT's internet banking page where he can enter his internet banking credentials and transfer the tender document and EMD amount.
- National Electronic Fund Transfer (NEFT)** If a bidder holds bank account in a different bank, then, during the online bid submission process, bidder shall select NEFT option. An online remittance form would be generated, which the bidder can use for transferring amount through NEFT either by using internet banking of his bank or visiting nearest branch of his bank. After obtaining the successful transaction receipt no., the bidder has to update the same in e-Procurement system for completing the process of bid submission. Bidder should only use the details given in the Remittance form for making a NEFT payment otherwise payment would result in failure in e-Procurement system.

As NEFT payment status confirmation is not received by e-Procurement system on a real-time basis, bidders are advised to exercise NEFT mode of payment option at least 48 hours prior to the last date and time of bid submission to avoid any payment issues.

1.6 Submission of Queries and Pre-bid Conference

1.6.1 For any queries related to this Bid, an email may be sent to the mail id as mentioned below.

ehealthkerala@gmail.com

1.6.2 The last date for receiving queries is 08-03-2014. Queries received after the last date for receiving queries will not be answered.

1.6.3 The queries should necessarily be submitted in the following format:

Sl. No	RFP Document Reference Section & Page Number	Content of RFP requiring Clarification(s)	Points of clarification

1.6.4 eHealth PMU shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the eHealth PMU.

1.6.5 eHealth PMU will endeavor to provide timely response to all queries. However, eHealth PMU makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does eHealth PMU undertake to answer all the queries that have been posed by the bidders.

1.6.6 Visits to institutions are being arranged on 04-03-2014 and 05-03-2014. The following Institutions will be covered in two days:

- Medical College, Trivandrum
- One District Hospital
- One Taluk Hospital
- One Primary Health Centre /Community Health Centre
- Public Health Laboratory, Trivandrum

Those who wish to visit these Institutions may inform by email on or before 01-03-2014 with following details:

Organisation, Name, Designation, and Mobile Number of persons who wish to visit institutions.

1.6.7 eHealth PMU shall hold a pre-bid meeting with the prospective bidders on 06-03-2014 at < Address of the Venue >.

1.7 Corrigendum

1.7.1 At any time prior to the last date for receipt of bids, eHealth PMU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

1.7.2 The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the e-procurement portal of Government of Kerala

1.7.3 Any such corrigendum shall be deemed to be incorporated into this RFP.

1.8 Contact Details:

- a. Contact Persons : Dileep S, Technical Consultant Mob: 9946829189
: Dr Prabhachandran Nair, Manager, Project Co-ordination
Mob: 9447554110
- b. Address : eHealth PMU, Directorate of Health Services, General Hospital
Junction, Thiruvananthapuram.
- c. Mail ID : ehealthkerala@gmail.com

1.9 Tender Opening:

- 1.9.1 The Proposals submitted up to 3.00 PM on 28-03-2014 will be opened at 4.00 PM on 28-03-2014 by Executive Director, eHealth PMU or any other officer authorized by the Executive Director, eHealth PMU, in the presence of such of those Bidders or their representatives who may be present at the time of opening.
- 1.9.2 The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

1.10 Timelines

Activity Flow the eHealth project - indicative timelines

Publication of RFP	24-02-2014
Visits to Institutions	04-03-2014 and 05-03-2014
Pre-bid meeting	06-03-2014
Last Date and Time for submission of Bid	28-03-2014 3.00 PM
Date and Time for Technical Bid Opening	28-03-2014 4.00 PM
Presentations by Short-listed Firms	08-04-2014 09-04-2014 10-04-2014
Financial Bid Opening	22-04-2014 4.00 PM
Tentative date for issue of LoI	29-04-2014

eHealth PMU, GOVT. OF KERALA reserves the right to modify these indicative timelines.

Sd/-
Executive Director
eHealth Kerala