Request for Proposal (RFP)

Implementation Of Cloud Based Radiology Imaging And Workflow Management Solution & Centralised Monitoring System Along With Infrastructure Needs On Turnkey Basis, In all GGHs of Government of Andhra Pradesh

Tender No: 8.1B/APMSIDC/2023-24

Dated: 02.01.2024

Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC)
Department of Health, Medical & Family Welfare
Government of Andhra Pradesh
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Disclaimer

Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) is procuring services for Implementation of Cloud Based Radiology Imaging and Workflow Management Solution & Centralised Monitoring System Along With Infrastructure Needs On Turnkey Basis.

Bids are invited on the e-procurement platform for solution provider for ERP solution as described in the scope of work. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of Government of Andhra Pradesh i.e. www.tender.apeprocurement.gov.in

Bidders would be required to register on the e-Procurement marketplace "www.tender.apeprocurement.gov.in" and submit their bids online. On registration with the e-Procurement marketplace they will be provided with a user id and password by the system through which they can submit their bids online.

This RFP document is not an agreement and is not an offer or invitation by APMSIDC, Department of Health, Medical & Family Welfare or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for APMSIDC, Department of Health, Medical & Family Welfare, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. APMSIDC, Department of Health, Medical & Family Welfare, 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 RFP document.

APMSIDC may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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1. Introduction

The Andhra Pradesh Medical Services & Infrastructure Development Corporation – APMSIDC is intending to select service provider for ERP solution in APMSIDC through online recruitment portal.

2. Bid Data Sheet

S. No	Information	Details
1.	Tender Inviting Authority (TIA)	Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), Government of Andhra Pradesh
2.	Purchaser/Client	APMSIDC
3.	Name of RFP	Selection of Service Provider for Implementation of Cloud Based Radiology Imaging and workflow management solution & centralised monitoring system along with Infrastructure needs on Turnkey Basis.
4.	Contact details of Tender Inviting Authority	Designation: Executive Director Address: 2nd Floor, PHYCARE Building, Plot No. 9, APIIC IT Park, Survey No. 49, Mangalagiri, Andhra Pradesh - 522503 E-mail id: aphmhidc@gmail.com Contact No: +91-9121053550
5.	RFP reference number	8.1B/APMSIDC/2023-24 Dt. 02.01.2024
6.	Date and time of publishing of RFP on e-Procurement portal	21.02.2024
7.	Non-Refundable Tender Processing Fee	INR 29,500 in online only
8.	EMD	INR 10,00,000 in form of Bank Guarantee (BG) or Demand Draft (DD) from any nationalized bank preferably SBI in favour of Managing Director, Andhra Pradesh

S. No	Information	Details
		Medical Services & Infrastructure Development Corporation (APMSIDC), Government of Andhra Pradesh, payable at Mangalagiri
9.	Method of evaluation of bids	• Lowest cost bidder (L1)
10.	Queries up to	26-02-2024 @ 11.00 A.M Email id. aphmhidc@gmail.com
11.	Last date, time (deadline) and venue for receipt of proposals in response to this RFP notice through e-procurement portal, GoAP including scanned copies of tender fee and EMD	06.03.2024 @ 03.00 PM
12.	Date and Time of submission of technical proposal including original copies of EMD (Physical Copy), tender document fee (Physical Copy)	06.03.2024 @ 03.00 PM
13.	Date and time of opening of Technical Bids on e-Procurement portal	06.03.2024 @ 03.01 PM
14.	Date and time of Opening of Financial Bid on e-Procurement portal	To be announced later
15.	Bid validity period	90 days
16.	Contract period	Initial Contract will be for 05 Years and extendable for 3 years on satisfactory performance

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S. No	Information	Details
	Forms and Annexures to be filled	Annexure 1: Letter of Proposal
		Annexure 2: Particulars of Bidder
		Annexure 2A: Declaration that the bidder is not blacklisted and not declared NPA
		Annexure 3: Previous project experience format
		Annexure 4: Format of Bank Guarantee for Bid Security
		Annexure 5: Format of Bank Guarantee for Performance Security
		Annexure 6: Format for Power of Attorney for Sole Bidder
		Annexure 7: Financial bid format
		Annexure 7A: Format – Price bid

Checklist for the Bidder

S. No.	Bid Enclosures	Yes/No
1	Letter of Proposal	
2	Tender Fees	
3	DD / Bank Guarantee of EMD	
4	Particulars of the Bidder	
5	PAN card copy	
6	GST certification copy	
7	Qualification documents	
8	Certificate of Incorporation of the Bidder	
9	Audited financial reports of the Bidder	
10	Blacklisting/Debarring certificate of the Bidder	
11	Financial proposal	
12	Methodology for implementation of project	
13	Whether all Forms and Annexures submitted as required in this RFP	

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3. E-Procurement process

Inviting Bids through e-Procurement Portal

1. APMSIDC invites online bids (Two bid system) through e-Procurement portal from eligible bidders for Selection of Service Provider for Implementation of Cloud Based Radiology Imaging and workflow management solution & centralised monitoring system along with Infrastructure needs on Turnkey Basis, Government of Andhra Pradesh.

2. A complete set of bidding documents can be downloaded from https://tender.apeprocurement.gov.in as per the date and time provided in the bid data sheet. Processing Fee for INR 29,500/- in online only.

3. Eligible Bidders must submit their bids for the complete scope of work. Any bid submitted for incomplete scope shall be rejected.

4. Issuance of Bidding Documents will not be construed to mean that such bidders are automatically considered qualified

5. All bids must be accompanied by Bid Security as given in the table below, failing which the bid will be rejected

6. All bids must be submitted on or before last date and time as mentioned in the bid data sheet, through e-Procurement portal only (online).

7. Bids will be opened on the same date and time mentioned in the bid data sheet, in the presence of the bidders or their representative, who choose to attend on the specified date and time at the office of APMSIDC.

8. APMSIDC will not be responsible for any costs or expenses incurred by the bidders in connection with the preparation or delivery of bids.

9. APMSIDC reserves the right to reject bids without assigning any reason whatsoever.

10. In the event of date being declared as a holiday, the date for submissions of bids and opening of bids will be the following working day at the appointed time.

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Procedure for offer submission:

1. The Bidders shall submit their response through e-Procurement portal at https://tender.apeprocurement.gov.in or http://www.apeprocurement.gov.in/ by following the procedure given below.

2. **The Bidders shall register on the following websites to submit the bids online:**

   • **https://tender.apeprocurement.gov.in (for submission of technical qualification and price bid formats)**

3. Offline bids will not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement portal.

4. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online formats displayed in e-Procurement website. The Bidders shall upload the scanned copies of all the relevant certificates, documents, etc., in support of their eligibility criteria/technical bids and other certificates/documents in the e-Procurement website. The Bidders shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document.

5. Digital Certificate Authentication: The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement portal and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-Procurement portal.

6. Submission of Hard Copies: The scanned copies of DD/BG towards tender document fee and EMD shall be uploaded along with the bid through e-Procurement portal online. After submission of bid online, the Bidders are requested to submit the originals of DD/BG towards EMD and tender document fee to the Tender Inviting Authority as mentioned in the BDS. The Tender Inviting Authority will consider only the bids submitted through on-line over the copies of the paper-based bids.

7. APMSIDC shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the Bidders are found to be false/fabricated/bogus, such Bidders are liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution. The Bidders are requested to get a confirmed acknowledgement from the Tender Inviting Authority as a proof of submission of Hard Copies to avoid any discrepancy. The Bidders have to attach the required documents after uploading the same as required by Tender Inviting Authority in the tender conditions.

8. Payment of Transaction Fee: All the participating bidders have to electronically pay a non-refundable transaction fee to M/s. APTS, the service provider through "Payment

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Gateway Service on E-Procurement portal", as per the Government Orders placed on the e-procurement website.

9. Tender Document: The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-Procurement portal. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.

10. Bid Submission Acknowledgement: The Bidders shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgement is not generated by the e-Procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The APMSIDC and M/s. APTS are not responsible for incomplete bid submission by users.

11. How to Apply

    a) Click at http://www.apeprocurement.gov.in or https://tender.apeprocurement.gov.in to download e-Procurement notification.

    b) Read the complete document carefully.

    c) Pre-qualification, Technical bids shall be submitted online, as well as hard copy in two separate envelopes and put both these envelopes inside a bigger envelope. On the bigger envelope mention the details of the Tender Inviting Authority as mentioned in the bid data sheet.

    d) Financial Bid shall be submitted online only

    e) The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

12. Reverse tendering process on e-procurement portal

a) APMSIDC will schedule reverse tendering process on the e-Procurement portal. Qualified technical bidders will also be communicated through e-mail the date and time for the conduct of reverse tendering   process.

b) Online reverse tendering process

    i) The online Reverse tendering process will be run on the total amount.

    ii) Only the technically qualified bidders will be permitted to participate in the reverse tendering.

    iii) The 'opening price' i.e., start price for Reverse tendering will be the lowest (L1) price quoted by the Bidders amongst all technically qualified bidders.

    iv) Bidders can modify the total price, based on the minimum bid decrement or the multiples thereof, to displace a standing lowest bid and become "L1", and this will continue as an iterative process. The total price, will be used to determine the total cost of the bid.

    v) For the purpose of Reverse tendering, the minimum bid decrement value on 0.5% of L1 value or as specified by TIA.

    vi) Reverse tendering duration: The duration of the reverse tendering is 3 Hours. All bidders are required to submit their online bids during this period.

    vii) In case, if any bidder decides to lower the price in the last fifteen (15) minutes of the reverse tendering duration, then the duration of the reverse tender will be extended for additional 15 minutes (Bid Received time + 15 minutes) to enable other bidders to participate further. Such extensions will continue as long as there is no bid received in the last 15 minutes.

    viii) After the completion of reverse tendering, the system will calculate the total price of the bid.

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4. General References

a) The Procurement process shall be done by Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC)

b) Andhra Pradesh Medical Services & Infrastructure Development Corporation is hereafter referred to as "Tender Inviting Authority" in this document.

c) The Applicant who is providing response to this bid is hereafter referred as "Bidder" in this document.

d) The Bidder who is successful in post evaluation of proposals according to terms and conditions of this RFP is hereafter referred to as "Selected Bidder / Service Provider"

5. Detailed Scope of Work

5.1 Objective:

Need for implementation of Centralised Imaging Solutions and radiology workflow management on a Cloud Based Infrastructure which is expandable in terms of computation & storage that requires the incremental growth of data for up to 5 years along with the required infrastructure which includes the imaging work stations, servers, computers for software access, networking of all radiology modalities along with the work stations, computers & other required devices with high speed internet connectivity along with data backup & connectivity backup for all setups. This implementation should be carried to sixteen medical college hospitals located at Andhra Pradesh and should be connected all colleges to a single cloud network with a right monitoring system. Along with this, a Data Intelligence module should be provided in order to get the insights of the radiology workflow management & picture archiving & communication system application in 360-degree views of insights.

A. Central hub should be set-up and maintained by the service provider.

B. Monitoring of utilization of equipment through software with dashboard should be maintained by the service provider.

5.2 Project Overview:

This document solicits proposal from qualified bidder with sufficient experience in the design and production of PACS across medical college hospitals to connect all radiology imaging modalities across all wards OP, IP, OT where ever applicable and includes the connectivity to existing radiology equipments and future radiology equipments, radiology workstations, viewing stations with DICOM viewing software, long term storage as well as the installation of , user training and on-site maintenance and repair of all supplied components and sub subsystems related to the archiving and display of images created by diagnostic radiology imaging equipment.

6. General Qualification:

6.1 Expertise in configuring, installing and fine tuning a database management system, data server and archive media sub system(s); Expertise in configuring, installing and application programming to ensure image quality and utilization acceptable to each of the radiologist and physician. (Along with self-declaration, vendor to provide satisfactory certificate from the customer where they have executed similar type of project. (PO copy/ Agreement copy should be submitted)

6.2 Expertise in interfacing all components of the proposed sub systems and components to the new

or existing network & equipments, specifically interfacing to the suite of DICOM SOP classes required in this project. (Along with self-declaration, vendor to provide satisfactory certificate from the customer where they have executed similar type of project. (PO copy/ Agreement copy should be submitted)

6.3   Project Management Expertise, as the bidder is expected to manage the installation and testing of the system.

6.4   Expertise in conducting a successful training program to the administrators & end users which includes the user from Central Management Team, radiology department user, report viewers & supporting manpower.

6.5   Expertise in preparing a video or non-tutor-based SOP training on all the components & sub systems of the project.

6.6   Expertise in conducting regular on-site or remote maintenance & pre-check tasks to ensure that there is no break down or operation failure or security threats to the components & sub systems of this project.

6.7   Expertise in supply, installation, testing & commissioning of systems, network devices, storage devices, servers & other components related to the project.

7. **General Product / Solution Qualification Criteria:**

PACS Software must be fully web based.
DICOM Viewer must be fully web based and as well windows based DICOM viewer required when accessing the 3D Analysis.
PACS Solution should not based on the number of modalities licensing model. Means, No of modalities connecting should not have any limitation for initial as well for the equipments to be sourced in future.
The Quoted PACS Solution OEM must have ISO 9001 Certification.
The Quoted PACS Solution should **be HL7** Compliance Software.
The Quoted PACS must have been implemented at more than 5 sites in India and at least 2 should be 500+ bedded hospitals.

The solution should not use any free source DICOM or PACS tools. Conformance declaration should be provided by the vendor.
The existing CR & DR devices will be interfaced to the PACS in such a way that the PACS can provide worklist based on the DICOM modality worklist specifications, of ordered CR and DR exams from which the techiest may select the current exam and receive the patient demographic data without further data entry.
CT, MRI, USG: The PACS should provide modality worklist based on the DICOM modality work slit specification to CT, MRI, USG, MAMO systems allowing those modalities which support worklist to acquire patient demographic data without technist input.
Exams acquired at workstations should be pushed to PACS server with or without intervention of technist.
All exam study to be input with Patient ID from e-hospital software and the unique accession number to be generated in RIS PACS system.
While pushing to PACS server, exams should be maintained with Patient ID and accession number for future reference.
Radiologist should be able to access the acquired image for investigation & analysis.
PACS Should have inbuilt DICOM Viewer through Web Interface

8. **Implementation Requirements:**

PACS & RIS Solutions to be implemented across 16 medical colleges in Andhra Pradesh State. (Andhra Medical College- Vishakapatnam, Guntur Medical College - Guntur, Rajiv Gandhi Institute of Medical Sciences - Ongole, Rajiv Gandhi Institute of Medical Sciences - Srikakulam, Rangaraya Medical College - Kakinada, Govt. Siddhartha Medical College - Vijaywada, ACSR Government Medical College - Nellore, Government Medical College - Ananthapuram, Super Speciality Block Ananthapuram (5 Kms from GGH), Kurnool Medical College - Kurnool, GMC (Rajiv Gandhi Institute of Medical Sciences) - Kadapa, S V Medical College - Tirupathi, GMC Rajamahendravaram, GMC Viziyanagaram, GMC Nandyal, GMC Machilipatnam, GMC Eluru)
All 16 medical college hospitals to be connected in to a single PACS network server
Central PACS/RIS Server to be managed in Tier 3/ Tier 4 Cloud Datacenter
Vendor Should provide the server provisioning, deployments & support of Cloud Server for upto 5 years and extendible next 3 years.
Vendor Should provide the required infrastructure systems & equipments to implement cloud based PACS solutions.
Vendor should provide the required work stations for all the modalities consoles & tele-radiologists (16 Centres (Medical Colleges) with one central Hub vendor may do assessment of the requirement for smooth functionality, if required vendor can also visit the site. Kindly note the spec for mini PACS server

i7 processor,16 GB RAM

4 TB HDD, Win 11 OS

monitor, key board, mouse work station

i7 processor, 16 GB RAM

 1 TB HDD, win 11 OS

Radiologist not required for the teleradiology, only software should be capable for Teleradiology.)

Vendor should provide the private & dedicated local network connection, Hub, Switches to all modalities, work stations & pacs server. (Vendor Need to install the new network, hub, switches to all modalities, work stations, & PACS server.Electricity points shall be provisioned by Hospital . Remaining all need to be done by Vendor)
Vendor should ensure to fulfil the Civil & Electrification changes if required while implementing the required network solutions.
Vendor should provide the required internet connections to connect all the PACS servers, modalities & Central server. (16 Center(Medical College) with one central Hub vendor may access the requirement for smooth functionality, if required vendor can also visit the site)
Vendor should provide mini pacs server at each every medical college hospital or called as spoke.
Some medical college have their radiology center and different blocks or in some different locations, those all to be connected on the same network.
Vendor should provide the PCs & Work stations along with Operating system, Anti virus or Malware & MS Office (Word & Excel), PDF Viewer Software
Vendor should provider necessary audit trials on regular intervals and submit report to APMSIDC Headquaters.
Vendor should implement the necessary solution on-site only (No remote implementation for first time)
Vendor Should provide necessary security solutions for Central Cloud Servers and Mini Pacs Servers (16 Center(Medical College) with one central Hub vendor may access the requirement for smooth functionality, if required vendor can also visit the site.)
Vendor Should appoint a dedicated project manager as one-point of contact for the entire project Execution
Vendor Should provide dedicated support team for the entire support coverage period and for the extension period.
Vendor should depute a support in-person to respective hospitals immediately when L1 support requires.
Vendor should maintain the cloud server & its storage instances.
Vendor should submit a valid audit certificate for Vulnerabilities & penetration testing of cloud servers.
Vendor Should maintain the required Backup services of Data at Cloud Storage and the conformance to be submitted to the APMSIDC headquarters on every quarter.
Vendor should depute a dedicated Support engineers for Cloud Server & Storage maintenance. (Full time Onsite support is required initially and once the team is well versed, online and engineer visit as when required.)
Vendor should depute a dedicated System engineers for providing support for all Supplied Systems & Workstations. (Full time Onsite support is required initially and once the team is well versed, online and engineer visit as when required.)
Vendor Should provide a secured internet connection to all radiology departments across all medical college hospitals.

Vendor Should provide a dedicated support engineers for Internet connectivity management
Vendor Should provide End User Training, Administration Training, Train the Trainer Programs to all the Hospitals in Person (Not Remote or e-Meeting Training)

Vendor Should provide Video Based Tutorials of Operations & Trouble shooting - in 3 Languages (Telugu, Hindi, English)
Vendor Should provide the Softcopy Manuals for all Operations.

9. Technical Requirements for Teleradiology DICOM Viewer:

General features
Should have feature of Image window level manipulation using the mouse.
Should have feature of Possibility to select from a list of available Window Width/Level presets.
Should have feature of Moving the image allows you to position images within the viewport.
Should have feature of Increase/decrease the image. Zoom to the selected area option.
Should have feature of Scroll through the images of the series by using the mouse wheel, dragging vertically, or with keyboard hotkeys.
Should have feature of Rotate the image right/left, and flip it horizontally/vertically with the possibility to revert the image to its original orientation.
Should have feature of Magnify (enlarge) a certain area of the image.
Measuring Tools
Should have feature of Line Measurement of Distance between two points.
Should have feature of Creating and measuring the angles between three points.
Should have feature of finding angle measurement between two lines.
Should have feature of finding Distance from a set number of points.
Should have feature of Area measurement from a set number of points.
Should have feature of Measure an ellipse area, min, max, mean, and standard deviation values.
Should have feature of Measure a rectangle area, min, max, mean, and standard deviation values.
Should have feature of Volume measurement using circles created from a set number of points.
Should have feature of Measure the vertical distance and angle between the horizontal line and the line connecting the points.
Should have feature of Measure the cardiothoracic ratio (CTR) to estimate a heart size.
Should have feature of Measure the longitudinal arch of the foot to detect the longitudinal flatfoot.
Should have feature of Measure the lengths of the femur, tibia, and femoral-tibial angular deformities.
Should have feature of Measure the tibial tuberosity to trochlear groove distance for quantifying the

knee patellar instability.
Should have feature of Tool to mark the vertebrae of the spine. Possibility to exclude labels, and mark pathological vertebrae: T13 and/or L6. Measure Spinal balance.
Should have feature of Measure an angle between the user-drawn vertebra axis and the horizontal axis of the image.
Should have feature of Measurement of images of the size and shape of a particular object.
Should have feature of Mark the flexible region of the image for which the area is calculated.
Should have feature of Mark the area of the image with a free drawing.
Should have feature of Mark the area of interest on image, video, or multi-frame.
Should have feature of Text fields are placed on the image for writing text notes.
Should have feature of Possibility to activate the tool in order to repeat measurements several times.
Should have feature of Image intensity in Hounsfield units (HU).
Should have feature of Show all angles between intersecting lines.
Should have feature of Change the scale of measurement.
Should have feature of The average value and standard deviation of pixels in a square area of 10 by 10 mm.
Should have feature of Remove measurements of an active image.
Should have feature of Saving the measurements directly to PACS server
Segmentation tools
Should have feature of Tools for marking the regions of interest in medical images, saving them as RTSTRUCT.
Should have feature of The tool allows marking the region of interest by drawing the bounding rectangular around it. Possibility to mark 2D or 3D bounding box segments.
Should have feature of Marking the region of interest by drawing the contour on the image with free drawing tools. Filling the region of interest by using smart paint tools with adjustable: radius and sensitivity. Possibility to use the tools in both 2D and 3D modes.
View Port features
Should have feature of Possibility to activate/deactivate the simultaneous scrolling feature for the active viewports.
Should have feature of Possibility to propagate the measurement (Ellipse) ROI to other open viewports.
Should have feature of Possibility to copy viewport content to the clipboard using PNG compression format from the viewport.

Should have feature of Possibility to copy original resolution image to the clipboard (no annotations and manipulations).
Should have feature of Possibility to save viewport content as DICOM secondary capture in new series.
Layout features
Should have feature of Select from different types of layouts to view up to 6 DICOM instances at the same time.
Should have feature of Change the position of thumbnails on the screen.
Should have feature of Possibility to switch to the full-screen view.
Should have feature of Select how many images can be loaded in the window.
Should have feature of Ability to open multiple studies and compare images of the same patient, or different patients.
Should have feature of View images from multiple studies and compare them side-by-side.
Should have feature of Easy access to the entire Patient History. Possibility to filter the studies by ID, Name, Modality, Description, etc. Unique Year filter to filter the studies by the year.
Should have feature of Our Chrome extension is used for automated adjusting.
Should have feature of Possibility to mark instances and save them as KO for later review.
Should have feature of Describe how to lay out a set of images for a faster diagnosis.
Manipulation features
Should have feature of Overlaying reference lines allow for indicating the location of an image slice on another image of an intersecting plane.
Should have feature of Represents the intersecting planes of the selected point in the main study.
Should have feature of the left or right image alignment and locking function while applying zoom or pan actions.
Should have feature of Linking of series – manual simultaneous scrolling. Possibility to enable/disable for every viewport. Possibility to scroll all studies in opened viewports.
Should have feature of Optional same-series windowing synchronization.
Should have feature of Sync Windowing, Color Palette, Pan, and Zoom actions for the same series or for all viewports.
Should have feature of Possibility to apply color palette for monochrome DICOM images.
Should have feature of Showing how the data is distributed across different values for visual Windowing (W/L) changes.
Should have feature of Puts all series of images into one movie and enables scrolling through images

quickly.
Should have feature of Possibility to select and apply VOI LUT: non-linear transformation stored by medical modality.
Should have feature of Resetting the image's view to the original state.
Supporting functions
Should have feature of Search, filter studies, and open them for viewing.
Should have feature of Possibility to customize default shortcuts, and shortcuts per user. The keyboard shortcuts allow the users to quickly change tools and interact with the data.
Should have feature of Labels on the edges of the images clearly indicate how the patient is oriented.
Should have feature of Possibility to show/hide Info Labels in viewports.
Should have feature of Write a report for a study.
Should have feature of Print the image from a Viewer.
Should have feature of Forward studies to the other DICOM devices.
Should have feature of Export multiple studies and save them in different formats: DICOM, jpg/mp4, tiff/mp4, png/mp4, and BMP/mp4.
Should have feature of Export the study to burn it to CD/DVD/Dual-Layer DVD/Custom Size.
Specific features
Should have feature of Diagnostic quality real-time-sharing functionality (conference mode).
Should have feature of The US and XA multi-frames are shown in cine mode. CT/MR/MG/OPT/NM studies multi- frames shown as instance series. CT/MR multi-frames are with full functionality of MPR/MIP/3D.
Should have feature of MPEG-2 and MPEG-4 video support.
Should have feature of Electrocardiography study support.
Should have feature of Support for PDF files.
Should have feature of Support for SR documents.
Should have feature of BMP, JPG, TIFF, MPEG, PDF, and TXT files support.
Should have feature of Support for Presentation State annotations.
Should have feature of Possibility to mark instances as Key Objects and save them. Available KO instances can be opened for review.
Should have feature of Possibility to create a Montage of different instances and save it as secondary capture in a new series.

Should have feature of Possibility to combine the series of PET and CT types, thus linking the sites of radioactive drug concentrations with the anatomical patient structure.
Should have feature of Fusion can be applied on a series of PET, CT, MR, NM, or other configured modalities.
Should have feature of Apply Digital Subtraction Angiography mask for XA images.
Should have feature of Highlight a color component or a combination of them in the image by showing selected colors in white shades and other colors in black.
Should have feature of Overlaying reference lines allow for indicating the location of an image slice on another image in OCT/OPT modality studies.
ECG features
Should have feature of Area calculation indicating beats per minute, time, and millivolt (mV, s, bpm).
Should have feature of QT interval - the RR interval is calculated as well as QT and the QTc.
Should have feature of Measure heart rate (HR) and compare its interval variance over the ECG.
Should have feature of Measure the QRS electrical heart axis.
Should have feature of Comparison of two or more ECGs.
Ultrasound feature
Should have feature of Used to measure the distance from which the blood was ejected over a date interval of time.
MPR features
Should have feature of 2D multi-planar reconstruction with Axial, Coronal, and Sagittal projections.
Should have feature of Axial multi-planar reconstruction.
Should have feature of Coronal multi-planar reconstruction.
Should have feature of Sagittal multi-planar reconstruction.
Should have feature of Window leveling, pan, zoom, measurements, scroll, crosshair, etc. Except for the image flip/rotate function.
Should have feature of Users can cine through a batch of MIP/MPR images for a quick review of anatomy within a user-defined range.
Oblique MIST feature with MPR/MIP/3D rendering
Should have feature of Multiplanar reconstruction (MPR) view in oblique planes.
Should have feature of Maximum Intensity Projection mode for rendering the images.
Should have feature of Minimum Intensity Projection mode for rendering the images.

Should have feature of Average mode for rendering the images.
Should have feature of Window leveling, pan, zoom; scroll, crosshair.
Should have feature of Line, Angle, Ellipse, Flexpoly, Pencil.
Should have feature of Copy to clipboard, Secondary capture, selectable layout, hide axis, recenter, reset.
Should have feature of Rendering of 3D volume with rotation, pan, zoom, and window leveling functions and applying the transfer function presets.
Should have feature of Several MPR/MIP/3D views can be compared at the same time.
MIST MIP features
Should have feature of Axial multi-planar reconstruction with MIP feature.
Should have feature of Coronal multi-planar reconstruction with MIP feature.
Should have feature of Sagittal multi-planar reconstruction with MIP feature.
Supported modalities
Should have feature of Computed Radiography modality for diagnostic use.
Should have feature of Computer Tomography modality for diagnostic use.
Should have feature of Digital Radiography modality for diagnostic use.
Should have feature of Electrocardiography modality for diagnostic use.
Should have feature of Cardiac Electrophysiology modality for diagnostic use.
Should have feature of Endoscopy modality for diagnostic use.
Should have feature of Intra-Oral Radiography modality for diagnostic use.
Should have feature of Intravascular Ultrasound modality for diagnostic use.
Should have feature of Mammography modality for diagnostic use.
Should have feature of Magnetic Resonance modality for diagnostic use
Should have feature of Nuclear Medicine modality for diagnostic use.
Should have feature of Optical Coherence Tomography (non-Ophthalmic) modality for diagnostic use.
Should have feature of Ophthalmic Tomography modality for diagnostic use.
Should have feature of Ophthalmic Photography modality for diagnostic use.
Should have feature of other modalities for diagnostic use.
Should have feature of Positron Emission Tomography (PET) modality for diagnostic use.
Should have feature of Panoramic X-Ray modality for diagnostic use.

Should have feature of Radio Fluoroscopy modality for diagnostic use.
Should have feature of Radiographic imaging modality for diagnostic use.
Should have feature of Secondary Capture modality for diagnostic use.
Should have feature of Support for SR documents.
Should have feature of Ultrasound modality for diagnostic use.
Should have feature of X-Ray Angiography modality for diagnostic use.
Should have feature of External-camera Photography modality for diagnostic use.
Integration into medical information systems
Should have feature of Flexible and open integration interface into Hospital information systems.
Should have feature of Flexible and open integration interface into Radiology information systems.
Should have feature of Flexible and open integration interface into Picture archiving and communication systems.
Should have feature of Flexible and open integration interface into Vendor Neutral Archives.
Should have feature of Flexible and open integration interface into Electronic health records.
Should have feature of Flexible and open integration interface into Electronic medical records.
Should have feature of Flexible and open integration interface into Personal health records.
Should have feature of Flexible and open integration interface into Patient Portals.
Should have feature of Flexible and open integration interface into eHealth, national or regional eHealth systems.
Should have feature of Flexible and open integration interface into Teleradiology or Telemedicine systems.
Should have feature of Flexible and open integration interface into Cloud healthcare systems.
Should have feature of Flexible and open integration interface into any other medical applications.
PACS server support
PACS Server Should Support by storing minimum of 1 Lacs Studies per annum
PACS Server Should Support in simultaneous rendering of Dicom Images
Should have feature of WEB DICOM (WADO) support
Mobile devices (tablets and smartphones) support

Should have feature of Safari browser/Chrome browser/equivalent
Should have feature of the viewer can be integrated into any PACS system by plugins.
Cloud deployment support
Should be deployed in Central PACS/RIS Server to be managed in Tier 3/ Tier 4 Cloud Datacenter - Preferred Amazon / Google / Microsoft Azure
Operating Systems on client-side support
Should Support on Windows Versions: 10 (32/64 bit) or later
Should Support on Apple macOS X v10.9 or later
Web browsers support
Should Support Microsoft Edge 100 or later.
Should Support Mozilla Firefox 100 or later.
Should Support Google Chrome 100 or later.
Should Support Safari 14 or later.

10. Technical Requirements for RIS & Tele-radiology

● The system shall support the creation of individual users each having individually configurable access-privileges.

● The system shall provide an access control mechanism that enables assignment ofunique privileges to individual users to access or alter system resources and data.

Examples of such functions are:

1. Displaying approved reports
2. Displaying unapproved (unsigned) reports
3. Displaying images
4. Printing images
5. Burning CD/DVD's
6. Changing the status of images and exams
7. Changing the display attributes of exams
8. Approving reports
9. Creating, modifying, or deleting studies

● The database should also support a direct DICOM Query/Retrieve interface, such as could be used for 3rd party workstations or modality retrievals, without noticeable performance degradation.

● A system-wide administration function shall be provided to facilitate user profile creation, worklist query creation, system configuration management, data integrity checks and maintenance, and any other administration functions as required by the implementation of the product. A graphical user interface for this function is required. In particular, patient merge and split, as well as exam merge and split features shall be provided.

The system shall implement the following minimum DICOM SOP
Classeso DICOM Storage

- o DICOM Verification
- o DICOM Print
- o DICOM Q/R
- o DICOM Send

RIS Should have the Patient Registration Modules
RIS Patient Registration module should be volatile to integrate with e-Hospital or any HIS System to get the patient's master information. (Not Required to connect to HIMS/e-Hospital)
RIS modules should have possibilities of creating exam orders and scheduling
RIS modules should have option to view all Open, Approved, Closed Studies
RIS modules should have an integrated e-Mailer systems to publish exam study reports to Patients
The system shall allow dynamically updated worklists to be created by the system administrator for a specific user. For the purpose of this RFP, a worklist is any database query, which returns a list of exams or patients. Dynamically updated means that as exams change status in such a way as to change the contents of a worklist, the worklist is automatically refreshed within a specific time. The

requirement for dynamic updating can be satisfied by periodic polling of the database with a frequency defined by a parameter which is configurable by the system administrator.
A worklist entry for an exam shall include at least the patient name and ID, examination procedure, exam date and time, report status, modality, number of images, referring doctor, age & sex.

The system shall support worklist which display a list of exams based on queries of:
o patient name
o patient ID
   o   Accession number
o modality
o report status
o study date
   o   Between a range of dates
   o   Marked studies
   o   AE title
o institution name

Worklists shall be generated and stored centrally to the PACS network so that a user, logged on to any workstation, may access any worklist from the network and display exams selected from this worklist to his/her current workstation location.
Worklist should be customizable for each user and allow the user to display their own set of columns. User should also be able to setup his page size and dual monitor support.
The workstation shall allow the user, with a single click, to sort the studies on any of the columns displayed in the Worklist.
Offered system should utilize a data locking methodology, if several concurrent users access images i.e. Concurrent users will get reading access to images & no reporting except by 1st user is allowed.
All exams shall be accessible from every workstation, limited only by security mechanisms.
Old exams should be automatically displayed in the image viewer along with history & report.
User should be able to load upto 4 priors of any modality for comparison
A mechanism shall be provided to permit a user with proper privileges to select images or exams for inclusion into one or more manually-created folders for teaching and research purposes.
It shall provide a mechanism to lock a study to prevent deletion of that study by another user
It shall provide a mechanism to attach a message from one user to another to every study
The Worklist shall display STAT request by easily identifiable color codes
Should be possible to merge 2 studies together
Should be possible to split a study into two

Should support scanning of paper/reports and conversion to DICOM series
The Worklist shall display the studies which have been locked or printed with some indication
It should be possible to add a keyword to a study and then search & retrieve a list of studies based on that keyword
It should be possible to search report content for any user definable keyword and get a list of reports with such keywords Reports
The workstation shall allow creation of reports based on user selectable templates
The workstation shall allow pre-configured header/footer in the report
The report window shall be opened separately, and multiple such windows can be opened
The report shall allow insertion of key images for printing in user selectable format
The report shall automatically display the patient demographics from the DICOM header
The workstation shall allow a user with the proper privileges to display the report for any reported exam without requiring the display of its associated images.
The administrative status of any report (e.g., approved or not approved) shall be indicated when the report is displayed.
The system shall allow creation of multiple templates according to user/modality/organ
The system shall support capture and attachment of audio file by the radiologist user for reporting
The system shall allow the transcriptionist to review the audio and transcribe the report and submit it for approval of the radiologist
The report shall support all standard formatting functions available in MS Word
Report text search engine should be available
PACS should support email/SMS of reports automatically on finalization
PACS should support speech recognition software
During the execution of a time-consuming function, the workstation shall indicate that
the system is working.
The workstation shall provide a function to allow the user to protect selected images from deletion.
The workstation shall provide a function to allow the user to mark interesting studies and search them.
Should support a user-friendly admin user interface
User creation and different rights assignment should be available
Remote administration of workplaces and PACS servers should be possible

Should be possible to store the client configuration data centrally
IT Dashboard which provides information of major activities like number of users logged in, study status, DICOM Services status should be available
Statistical reports must be possible to be produced based on different criterion like TAT, Study volumes, radiologist TAT, CD Written, Films printed etc
Should be possible to export the MIS reports to MS Excel
System should support roaming user profiles (After logon, the user-specific settings are loaded independently on the workplace).
Settings should be saved in a central repository
Should define user groups according to the departmental structures
User administration possible should be without programming skills
Should provide complete audit trail of activities in the system

11 Technical Requirements for Infrastructure (Hosting & Storage)

PACS & RIS Should be hosted in a Tier-3/Tier 4 Cloud Data Center like Amazon, Google Cloud, Microsoft Azure or **Meity (Ministry of Electronics and Information Technology) approved data center**
Central Cloud PACS Server should have a Disaster Recovery Server to turn-up immediately when the primary server goes down
Dedicated Cloud Storage should be provided to handle upto 1 Lac exams per annum
Should be provide Malware & Ransome ware protection along with Server Solutions.
Should provide image archiving vault to store the images above 1 month of ages
Should be protected with secured VPN channel to access the server.
A Copy of Storage Data to be maintained in a physical NAS Storage in APMSIDC Headquaters.
Network Load Balancing to be implemented to the Central Server.

PACS OEM or Vendor Should have experience in Implementing Such kind of Turnkey Based Project
Vendor Should hold a valid ISO Certifications for Process & Quality Management (ISO 9001, ISO 27001, ISO 13485)
Same PACS vendor should supply, install, train & support all the required sub systems & components of this tender on turnkey basis.
Vendor Should have a dedicated in-bound call center & local support / executional office at vijayawada for providing required supports.
PACS Solution should be HL7 Compliance Software
PACS OEM or Vendor Should have an experience of implementing the same kind of solution to 500+ bedded hospitals.
PACS OEM or Vendor Should have valid US FDA /CE/BIS Approved Solution.

APMSIDC has conceptualized the project to deploy an established integrated Enterprise Resource Planning solution to automate its operations and integrate its processes.

12 Project deliverables

S.No	Component	Timeline
1	Go-Live of the web application with necessary configuration/workflow changes/customization within a week from the date of issuance of LoI (site is ready.)	90 days
2	Continuous and uninterrupted working (24X 7) of the website along with necessary functional and technical changes as required to the web application	For a minimum of 5 years

Note:

1. Any downtime requests related to web application modification/maintenance shall be approved in advance by the competent authority.

2. Downtime of application issue should be resolved within 1 hour.

13.   Conditions of Eligibility of bidders

13.1   Qualification criteria

S. No.	Eligibility	Documents Required
1.	The Bidder should be a Company/Partnership Firm/LLP registered in India.	License/ Registration certificates as per applicable laws of the Government The Sole Bidder or the JV (Joint Venture)/ consortium members maximum 3 members only allowed.
2.	The bidder should have followed experience of working with Central/State Government at least 2 project: ▪ Developing and maintaining at least one hub and spoke model running and maintaining the software ▪ must have been implemented at more than 5 sites in India and at least 2 should be 500+ bedded hospitals.	Work Order(s)/Completion Certificate
3.	The bidder should have an average annual turnover of INR 10 Cr during the last three financial years (2020-21, 2021-22 and 2022-23)	CA certificate/ Audited Financial Reports
4.	The bidder should not have been disqualified/terminated or debarred or blacklisted or involved in criminal cases or not covered by any pending bankruptcy proceedings by any Central/ State Governments/ PSUs in India	Affidavit (Annexure 2A)
5.	Bidder should have GST registration.	Proof of GST registration certificate

14. Evaluation of proposals

a. Two stage evaluation will be taken up for identification of successful bidder

    i.   Technical Evaluation

    ii.   Financial Evaluation

b. The bids shall be evaluated as per the criteria mentioned in Section 6.1. Based on the qualification as per eligibility criteria, a list of short-listed applicants shall be prepared. The short listed applicants shall be called for work flow demo of the product and based on the evaluation of the demo, the bidders will be considered for technical qualification.

c. The bidders, who are technically qualified, will be eligible for financial evaluation.

d. Financial bid shall consist of monthly price that will be charged by the Service Provider for providing services under this engagement.

e. The Bidder shall be selected on the basis of Lowest Cost Bidder (L1), having the lowest financial proposal.

f. The next ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws or fails to comply with the requirements specified in this document.

15. Evaluation criteria for financial proposal

Bidders shall upload the financial proposal in the format at Annexure 7 (the "Financial Proposal"), clearly indicating the total cost of the service in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

While submitting Financial Proposal, the Bidder shall ensure the following:

a) All the costs associated with the assignment shall be included in the Financial Proposal. The total amount indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.

b) The Financial Proposal shall take into account all expenses and tax liabilities excluding GST. Further, all payments shall be subject to deduction of taxes at source as per applicable laws. GST as per the applicable rates, depending on amendments, shall be borne by Client. The service provider shall be liable to pay GST which can be deducted at source on every respective bill payment made by client. Any input tax claim deduction benefit shall go to the Client/Government.

c) Costs shall be expressed in INR.

16. Finalization of successful bidder

The bidder quoting lowest price shall be declared as successful bidder.

17. Bid validity period

The Bids shall remain valid for 90 days from the date of submission for acceptance and the prices quoted shall remain for the duration of the agreement. The Client may request for further extension as deemed fit and the Bidder will send intimation of acceptance or otherwise of request for extension is deemed approved with three days of issue of such request.

18. Minimum number of Bids

In case only a single bid is received against this RFP, APMSIDC reserves the right to cancel the tender process and float a fresh tender.

19. Number of proposals

A Bidder is eligible to submit only one proposal.

20. Cost of proposal

The Bidders shall be responsible for all the costs associated with preparation of their Proposals and their participation in the selection process. The Client will not be responsible, nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

21. Acknowledgement by Bidder

It shall be deemed that by submitting the Proposal, the Bidder has:

a) Made a complete and careful examination of the RFP;
b) Acknowledged that it does not have a Conflict of Interest; and
c) Agreed to be bound by the undertaking provided by it under and in terms hereof.

22. Conflict of interest

a) A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified.

b) A Bidder may be considered to have a conflict of interest for the purpose of this bidding process, if the Bidder:

  i. directly or indirectly controls, is controlled by or is under common control with another Bidder; or

  ii. receives or has received any direct or indirect subsidy from another Bidder; or

  iii. has the same legal representative as another Bidder; or

iv. has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of the TIA regarding this bidding process; or

v. any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the bid; or

vi. Or any of its affiliates has been hired (or is proposed to be hired) by the TIA in implementing Service Provider Agreement.

vii. has a close business or family relationship with a professional staff of the Client who:

- are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or

- would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the TIA throughout the procurement process and execution of the contract

23. Contents of the RFP

This RFP comprises the Disclaimer set forth hereinabove and will additionally include any Modification / Addendum / Amendment / Corrigendum issued in accordance with Clause 5.13.

24. Clarifications on RFP by TIA

There will not be any prebid meeting held but the bidders can send their queries prior to the date mentioned in BDS.

25. Amendments/Modifications

At any time prior to the deadline for submission of Proposal, the TIA may, for any reason, at its own initiative may extend the Proposal Submission Date. Any such extension to the Proposal Submission Date will be posted only on the website and shall not be published in any newspaper and will be binding on all Bidders.

26. Preparation and submission of proposal
i. Language of bid

The Proposal with all accompanying documents (the "Documents") and all communications in relation to or concerning the selection process shall be in English language, and strictly submitted based on forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these documents is in another

language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

ii. Format and signing of proposal

The Bidder shall provide all information sought under this RFP. The TIA would evaluate only those proposals that are received in the specified forms and complete in all respects.

The proposal shall be typed and signed by the authorized signatory of the Bidder / Lead Bidder, who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by a duly authorized person holding the Power of Attorney (the "Authorized Representative"). The Power of Attorney should be registered as per the applicable laws.

iii. Technical proposal

i. Bidders shall upload the technical proposal in the proposed formats, (the "Technical Proposal").

ii. Failure to comply with the requirements shall make the Proposal liable to be rejected.

iii. The Technical Proposal shall not include any financial information relating to the Financial Proposal.

iv. The Client reserves right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Failure of Client to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Client there under.

iv. Financial proposal

Bidders shall upload financial proposal in the format at Annexure 7 (the "Financial Proposal") clearly indicating the total cost of the supply in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

v. Submission of proposal

The proposal submission shall as per the e-procurement process

vi. Proposal Submission Date

The Proposal Submission Date is listed in the Bid Data Sheet. The TIA may, in its sole discretion, extend the Proposal Submission Date by issuing a Corrigendum in accordance with tender document.

vii. Late proposals

Proposals received by the TIA after the specified time on Proposal Submission Date shall not be eligible for consideration and shall be summarily rejected.

viii. Bid fees and Earnest Money Deposit

(a) The Bid shall be accompanied by non-refundable Tender Cost and Earnest Money Deposit (EMD) as mentioned in BDS in favour of Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), payable at Managalagiri

(b) No Bidding entity is exempted from deposit of EMD. Bids submitted without EMD shall be not considered.

(c) EMD of unsuccessful Bidder will be returned to them without any interest, after conclusion of resultant agreement. EMD of successful Service Provider will be returned without any interest, after receipt of performance security as per terms of agreement.

(d) EMD of Bidder may be forfeited without prejudice to other rights of the TIA, if the Bidder withdraws or amends its Bid or impairs or derogates from the Bid in any respect within the period of validity of its Bid, or if it comes to notice that information / documents furnished in its Bid is incorrect, false, misleading or forged. In addition to aforesaid grounds, successful Bidder's EMD will also be forfeited without prejudice to other rights of the bidder, if he fails to furnish the required performance security within specified period.

ix. Fraud and Corrupt Practices

Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, TIA shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, collusive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process.

Without prejudice to the rights of TIA hereinabove and the rights and remedies which TIA may have under the Letter of Award (LOA), if an Applicant, as the case may be, is found by TIA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA, such Applicant or Consultant shall not be eligible to participate in any tender or RFP issued by TIA during a period of 3 (three) years from the date such Applicant, as the case may be, is found by TIA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

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

i. "corrupt practice" means 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.

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

iii. "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;

iv. "undesirable practice" means
   - establishing contact with any person connected with or employed or engaged by TIA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or
   - having a Conflict of Interest; and

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

27. Confidentiality

Information relating to examination, clarification, evaluation, and recommendation for selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the TIA in relation to or matters arising out of/or concerning the Selection Process. The TIA will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The TIA may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the TIA

28. Clarifications from Bidder

To facilitate evaluation of Proposals, the TIA may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the TIA for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

If a Bidder does not provide clarifications sought under Sub-Clause mentioned above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the TIA may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the TIA.

29. TIA's Right to accept/reject any proposal or all proposals

The TIA reserves the right to accept or reject any bid and to annul the Bidding process and reject all Bids 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 bidders or bidders of the grounds for the TIA's action.

30. Award of Contract

i. Notification of Award

Prior to expiry of the period of Bid validity prescribed by Client, the Client will notify the successful bidder(s) in writing, that their Bid has been accepted. This letter (hereinafter and in the Conditions of Contract called "Notification of Award"/"Letter of Award") shall name the sum which the Client will pay to Service Provider in consideration of the execution, completion and maintenance of the Work by the Service Provider as prescribed by the Contract (hereinafter and in the Conditions of Contract called the "Contract Price"). Within 5 days of receipt of the "Notification of Award"/"Letter of Award" the successful bidder shall sign and return a copy of the same to the Procurer as acknowledgement of receipt of the same.

ii. Performance Security

a) Upon receipt of Letter of Award (LOA) from the Client, the successful Bidder shall furnish the Performance Security of an amount equal to 5% of the contract value which shall be valid for 45 days beyond the contract period from the date of submission, by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security Form. If Selected Bidder fails to submit performance security within stipulated time, the EMD shall be forfeited.

b) The Selected Bidder shall have to provide extended Bank Guarantee, before expiry, as required.

c) Any non-renewal of performance security in advance by the service provider, the Bank Guarantee shall be treated as non-furnished as a mandatory conditional default for termination of the contract without prejudice to take other legal recourse by penalty, compensation, blacklisting etc. as the case may be.

iii. Signing of contract

After acknowledgement of Letter of Award (LOA) by the Selected Bidder and submission of performance security, it shall execute the Agreement within a fortnight from date of issuance of LOA. Selected Bidder shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to sign Agreement within stipulated time, their performance security shall be forfeited and appropriated by the Client. In such an event, the Client may invite next ranked Bidder for negotiations and may issue LOA to him.

31. Disqualification of the bidder

a) Any misrepresentation/improper response may lead to disqualification of the Bidder.

b) In case it is found during evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder, or the Bidder has made material misrepresentation, or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Service Provider either by issue of the LOA or entering into of the Agreement

c) If the Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Client without the Client being liable in any manner whatsoever to the Applicant, as the case may be. In such an event, the Client shall forfeit and appropriate the performance Security and also pre-estimated compensation and damages payable to the Client as mutually agreed for, inter alia, time, cost and effort of the Client without any other right or remedy that may be available to the Client

32. General Conditions of Contract

i. Definitions

a. "Contract" means the Contract Agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all RFP clauses, negotiations, attachments, appendices, and all documents incorporated by reference therein.

b. "Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto.

c. "Contract Price" means the price payable to the Service Provider as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.

d. "Day" means calendar day.

e. "Completion" means the fulfillment of the Related Services by the Service Provider in accordance with the terms and conditions set forth in the Contract.

f. "Client" means the entity purchasing the Goods and Related Services

g. "Service Provider" means the person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract Agreement.

ii. Relationship between the parties

Nothing in the Contract shall be deemed to constitute a partnership between the Parties or to constitute either Party as the agent of the other.

iii. Law Governing the Contract

The Contract shall be governed by and interpreted in accordance with the laws of India.

iv. Language

The language for communication shall be English, unless otherwise modified by the Client

v. Notices

Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Special Conditions of Contract. The term "in writing" means communicated in written form with proof of receipt.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

vi. Taxes and Duties

- ❖ The Service Provider shall be liable and pay all non-Indian taxes, duties, levies, lawfully assessed against the Client or the Service Provider in pursuance of the Contract, if applicable. Tax liability, if any, on Service Provider's personal income & property shall be borne by the Service Provider and shall be responsibility of the Service Provider as per Tax Laws of India.
- ❖ Client shall be entitled to deduct applicable tax (if any) at source as per Indian Laws from all payments due to the Service Provider under the contract.

❖ If any rates of taxes/duties/levies (hereinafter called 'Tax') are increased or decreased, a new Tax is introduced, an existing Tax is abolished or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Service Provider in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction there from, as the case may be.

vii.   Effectiveness of Contract

This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Service Provider instructing the Service Providers to begin carrying out the Services.

viii.   Reporting obligations

The Service Provider shall ensure that information, records and documentation necessary to monitor the agreement are maintained and are available at all times to the Client or its authorized representative. The Service Provider hereby agrees that his and all his/her staff shall at all times co-operate with the reasonable processes of the Client for monitoring, evaluation and carrying out quality audit by any third party authorized by Client.

The Service Provider further agrees to maintain confidentiality of data and records and commits that such data and records will not be shared with any third party for any purpose.

ix.   Expiration of Contract

Unless terminated earlier, this Contract shall terminate at the end of such time period after the Effective Date as shall be specified in the Agreement.

x.   Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

xi.   Modifications

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties and shall not be effective until the consent of the Client, as the case may be, has been obtained. Each Party shall give due consideration to any proposals for modification made by the other Party.

xii.   **Force Majeure**

Force Majeure means any circumstances beyond the control of the parties, including but not limited to:

a) war and other hospitalities, (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo;

b) ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives, or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.

c) rebellion, revolution, insurrection, military or usurped power and civil war;

d) riot, commotion or disorder, except where solely restricted to employees of the Contractor.

xiii.   **Termination by default**

The Client may terminate the Contract if:

a) The Consultant fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, within fifteen (15) days of receipt of notice of default or within such further period as the Client may have subsequently granted in writing

b) The Consultant becomes insolvent or bankrupt

c) If the Consultant fails to comply decisions / mandate of the Client.

d) Any document, information, data or statement submitted by the Consultant in its Proposals, based on which the Consultant was considered eligible or successful, is found to be false, incorrect or misleading; or

e) If the acts of consultant are found to be unethical by the Client.

xiv.   **Termination of Service Provider without default**

The Client shall be at liberty to terminate the Agreement without assigning any reason by giving 30 days written notice to the other party.

xv.   **Arbitration**

The Arbitration dispute if any shall be the domestic arbitration governed by the provisions of Arbitration and Conciliation Act 1996 as amended by Acts 2015 & 2019, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.

xvi.   Venue of Arbitration

The venue of arbitration shall be at the courts of Vijayawada.

xvii.   Confidentiality

The Service Provider either during the term or within two (2) years after expiration of this Contract, should not disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without prior written consent of the Client.

xviii.   Use of contract documents and Information

The Service Provider shall not without the Client's prior written consent, disclose the contract or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Client in connection therewith to any person other than a person employed by the Service Provider in performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Service Provider shall not, without the Client's prior written consent make use of any document or information enumerated in the above para except for purposes of performing the contract.

Any document other than the contract itself enumerated in the first para of this clause shall remain the property of the Client and shall be returned (in all copies) to the Client on completion of the Service Provider's performance under the contract if so required by the Client.

xix.   Compliance of minimum wages act and other statutory requirements

The Service Provider shall comply with all the provisions of Minimum Wages Act/ Rates of Government

and other applicable labour laws issued by Government from time to time. The Client is not responsible to that effect.

xx.   Indemnity

By this agreement, the Service provider indemnifies the Client and/or Government against damages of any kind or for any mishap/injury/accident caused to any personnel/property of the Service provider while performing duty.

The Service provider agrees that all liabilities, legal or monetary, arising in any eventuality shall be borne by the Service provider.

xxi.   Performance Review

Periodic review meetings will be held and attended by appropriate levels of officials of Service providers to consider the performance, anticipated outcome of the agreement and future service developments and changes. Further meetings may be arranged at any time to consider significant variation in the terms of conduct of the agreement and where corrective action on either part is indicated.

The Service Provider agrees to consider introduction of any further service in line with any new initiative of the Government or in response to local demand which could not be anticipated earlier and that such services should be provided without any extra cost.

xxii.   Data Protection, Confidentiality and Record Keeping

All service users have a right to privacy and therefore all information and knowledge relating to them and their circumstances must be treated as confidential. Service Provider must advise all staff on the importance of maintaining confidentiality and implement procedures which ensure that service user's affairs are only discussed with relevant people and agencies.

Service Provider shall comply with all legislations, which otherwise would have been applicable had the services been run directly by the Government agencies.

xxiii.   Staffing

The Service Provider shall provide onsite support i.e,, at Client place in case of any requirement by the Client. The Client reserves the right to replace any resource in case of nonperformance or resource not performing satisfactorily.

xxiv.   Terms of payment

a) The Service Provider shall be paid for development and functioning ERP. Client shall certify the functioning of ERP portal and then the Service Provider shall raise the invoice.

b) In case of annual charges, the Service Provider shall raise the invoice after the end of year i.e, one year from the contract date.

c) The Client shall process the invoice within one month of receipt of bills.

d) The Client or any other agency, as per existing rules of the Government, will have the right to examine the invoices as required under relevant rules. If such examination reveals any extra payment already provisionally made, the extra amount will be adjusted from the payment due to the Service Provider after due intimation.

e) Payment Schedule:

Sl. No	Schedule	Timelines	Release
1	Setup of infrastructure in all the site (One time establishment cost)	T+90 Days	Complicities of all hardware setup (80%) and after Go Live. 20% in EQI for next 5 year
2	Software Cost	T+90 Days	Complicities of all hardware setup (80%) and after Go Live. 20% in EQI for next 5 year
3	Server Cost for storing data (Will be paid as per users)	Quarterly Basis	On Submission of bill. **(If Govt will have own data center this will be deleted from the vendor scope)**
4	Annual maintenance charges (Running cost for 5 years)	10% Paid at the time of Go Live and remaining 90% of on EQI (Quarterly Basis)	After Go Live and further on submission of bills

xxv.   Client Audit

The Service Provider, hereby, agrees to maintain all required books of accounts and to provide them to such audit as may be required to be carried out.

xxvi.   Security Audit

All extent to cyber security standards as required should be adopted to protect the data, systems, hosting environment and associated infrastructure from phishing and any form of threats/issues.

xxvii. **User Acceptance Testing (UAT)**

Verification by the client through test reports such as performance test, test cases etc. The Client shall appoint a designated authority for performing UAT. Only after UAT is conducted and accepted, the website shall Go-Live.

xxviii. **Penalties**

The following are penalties which shall be levied:

S.No	Component	Penalty amount
1	Delay in Go-Live	For each day of delay, 0.1% of total contract value
2	Delay in resolving web application issues	For each day, Rs. 500 to be deducted

The total penalties (S. No 1 & 2 above) shall not exceed more than 5% of the contract value

xxix. **End of service period (Contract Expiry Date)**

The contract expiry date is five (5) years from the date of signing the contract. A comprehensive performance review of Service Provider would be conducted at the end of 5 years and subsequently the Client would have the right to extend the services for 03 years or terminate the contract or make necessary changes in scope of work and staffing. **The fee quoted will be increased by 5% after the 6th year in** case the contract is extended.

Annexures

Annexure 1: Letter of Proposal

Annexure 2: Particulars of Bidder

Annexure 2A: Declaration that the bidder is not blacklisted and not declared NPA

Annexure 3: Previous project experience format

Annexure 4: Format of Bank Guarantee for Bid Security

Annexure 5: Format of Bank Guarantee for Performance Security

Annexure 6: Format for Power of Attorney

Annexure 6A: Format – Price bid

Annexure 7: Financial bid format

Annexure 1: Letter of Proposal

(To be submitted by Bidder on Letterhead)

Date:

To
Managing Director
APMSIDC
2nd Floor, PHYCARE Building
Plot No. 9, APIIC IT Park
Autonagar, Mangalagiri,
Andhra Pradesh

RFP Ref:

RFP Name: Selection of Service Provider for Implementation of Cloud Based Radiology Imaging and workflow management.

 in APMSIDC, Government of Andhra Pradesh

Dear Sir,

1) All information provided in the Proposal and in the Appendices, is true and correct and all documents accompanying such Proposal are true copies of their respective originals.

2) I/We shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating the Proposal.

3) I/We acknowledge the right of the Client to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

4) I/We to the best of our knowledge certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

5) I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Service Provider, without incurring any liability to the Bidders

6) I/We to the best of our knowledge certify that, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

7) I/We to the best of our knowledge further, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

8) I/We agree and understand that the Proposal is subject to the provisions of the RFP document. In no case, shall I/We have any claim or right of whatsoever nature if our Proposal is not opened or rejected.

9) I/We agree to keep this offer valid for 90 days from the Proposal Submission Date specified in the RFP.

10) I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/We submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully

Place:
( )
Date: Signature of authorized signatory

Designation and Official seal

Annexure 2: Particulars of Bidder

1. Name of the Company:

2. Registered Office:

3. Date of Incorporation:

4. Constitution of the Bidder Company:

5. Core business activities:

6. Number of years in business

7. Presence in India:

8. Total no. of employees:

9. Details of main branches in the State of AP:

10. Details of contact persons:

11. Any other details:

Name:

Designation:

Contact tel. No:

Mobile no.:

Fax no.:

Email ID Postal address:

(Signature of Authorized signatory)

Annexure 2A: Declaration that the bidder is not blacklisted and not declared NPA

(Affidavit to be submitted by the bidder)

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the RFP for "Selection of Service Provider for Implementation of Cloud Based Radiology Imaging and workflow management. Government of Andhra Pradesh"

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the Central Government/State Government/PSU/Parastatal agencies in India or abroad on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We shall be liable for termination and also for penalty and for criminal prosecution in case any information found not true and correct.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Annexure 3: Previous project experience format

Assignment name	Contract Value
Country Location within the country	Duration of assignment Start/Completion Date
Name and Address of the Client	
Description of services provided	

Kindly provide supporting documents such as contract/work order/completion certificate copy

Annexure 4: Format of Bank Guarantee for Bid Security

Whereas -- (hereinafter called 'the Bidder') has submitted or will submit the proposal for RFP dated ---------------- for **"<Insert name of the RFP>"** to Andhra Pradesh Medical Services & Infrastructure Development Corporation (hereinafter called "the APMSIDC")

KNOW ALL MEN by these presents that WE -- of --- having our registered office at --(hereinafter called "the Bank") are bound unto the APMSIDC to the sum of --------------------- for which payment well and truly to be made to the APMSIDC, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this --------------day of -----------2023.

THE CONDITIONS of this obligation are:

1   If the Bidder, withdraws its bid during the period of bid validity specified by the Bidder in the RFP; or

2   If the Bidder, having been notified of the acceptance of its bid by the APMSIDC during the period of bid validity.

     a) fails or refuses to execute the Proforma for Contract, if required; or

     b) fails or refuses to furnish the Bank Guarantee for Performance Security, in accordance with the conditions mentioned in the RFP.

We undertake to pay to the APMSIDC up to the above amount upon receipt of its first written demand, without the APMSIDC having to substantiate its demand, provided that in its demand the APMSIDC will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

………………

Authorized Signatory of the Bank

Annexure 5: Format of Bank Guarantee for Performance Security

To

The Mission Director

APMSIDC, Andhra Pradesh

WHEREAS _____ (Name of the Service Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract No. _____ dated _____ to supply _____ (Description of Goods and Services) hereinafter called " the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Service Provider's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Provider a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of _____ (Amount of the Guarantee in Words and Figures) and we under take to pay you, upon your   first   written demand declaring the Service Provider to be in default   under the Contract and without cavil or argument, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____.

Signature and seal of Guarantors

Date _____

Address_____

_____

Annexure 6: Format for Power of Attorney for bidder

Know all men by these presents, we……………………………………………….(name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms………………………………(name and residential address) who is presently employed with us and holding the position of …………………………………………….as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for **<Insert RFP Name>** including signing and submission of all documents and providing information / responses to the APMSIDC representing us in all matters before APMSIDC and generally dealing with APMSIDC in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us. Dated this the _____ day of _____202_

For _____
(Name, Designation and Address)
Accepted

_____(Signature)
(Name, Title and Address of the Attorney)

Date : _____
Note:

i. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

To

Managing Director

APMSIDC

2nd Floor, PHYCARE Building, Plot No. 9, APIIC IT park,

Mangalagiri, Andhra Pradesh

Subject: RFP for "Selection of Service Provider for Implementation of Cloud Based Radiology Imaging and workflow management. Government of Andhra Pradesh**"**

Dear Sir,

Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the agreement, I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement, technical aspects and the sums indicated in this financial proposal.

I/We declare that we have read and understood and that we accept all clauses, conditions and any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions.

I/We agree to abide by this proposal/bid for a period of 3 months from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period or the extended bid validity period.

Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the Client.

We submit the Format - Price bid as appended herewith.

Yours faithfully

Signature of the authorized signatory

Annexure 7A: Format – Price bid

Components for which costing to be provided:

S.No	Component	Nos.	Cost Rs.
1	Setup of infrastructure in all the site (One time establishment cost)	1	
2	Software/web application	1	
3	Server Cost for storing data (Per TB Cost for Data storage should be also quoted for 5 Years)	1	
4	Annual maintenance charges (Running cost for 5 years)	1	

Note:

1. All the hardware components and associated items required, price for all the items given separately also

2. All the software components and associated licenses shall be responsibility of the bidder.

3. Separate quote to be provided for hosting the software on servers. However, Client may opt for hosting on Government servers and in such a case Bidder shall provide the specifications for entire hardware, software and other requirements related to hosting.

4. Annual maintenance charges shall be paid after the end of year.

5. The bidder shall provide onsite support as and when required by the Client.

6. Price quoted should be inclusive of GST.