GOVERNMENT OF ANDHRA PRADESH

DEPARTMENT OF HEALTH, MEDICAL & FAMILY WELFARE

Request for Proposal (RFP)
for
Selection of Agency for Operation and Management of Sanjeevani - Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh

T. No.1.2/APMSIDC/2026-27, Dt:20.07.2026.

ANDHRA PRADESH MEDICAL SERVICES & INFRASTRUCTURE DEVELOPMENT CORPORATION (APMSIDC)
(AN ENTERPRISE OF GOVT. OF A.P.)
Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503.
mail-id: aphmhidc@gmail.com | ed.apmsidc16@gmail.com
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DISCLAIMER

1. The information contained in this Request for Proposal document (the "**RFP**") is issued by Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) (herein referred to as "**Tender Inviting Authority (TIA**)") or subsequently provided to Bidder(s), whether verbally or in documentary or in any other form, by or on behalf of Commissioner, Health Medical and Family Welfare, Government of Andhra Pradesh (hereafter referred to as "**Authority**") or any of its employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided in writing.

2. This RFP document is not an agreement and is not an offer or invitation by Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested Bidders or any other person with information that may be useful to them in the formulation of their Bid (Technical and financial) pursuant to this RFP ("**Bid**"). This RFP includes statements, which reflect various assumptions and assessments arrived at by Authority in relation to this Project. This Tender document does not purport to contain all the information each prospective Bidder may require.

3. This Tender document may not be appropriate for all persons, and it is not possible for the Authority and their employees or advisors to consider the objectives, technical expertise, investment objectives, financial situation and particular needs of each prospective Bidder who reads or uses this RFP document. The assumptions, assessments, statements, and information contained in the RFP document may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this RFP document and where necessary obtain independent advice from appropriate sources. The Authority, 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, adequacy, correctness, reliability, or completeness of the RFP document.

4. Information provided in this RFP document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP document and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP document or arising in any way for participation.

5. Authority will not have any liability to any prospective Company / Firm / Consortium or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Project, the information and any other information supplied by or on behalf of Authority or their employees, any consultants or otherwise arising in any way from the selection process for the Project. Authority will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon any statements contained in this RFP document.

6. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP document before the last date of bid submission.

7. Authority will not be responsible for any delay in receiving the Bids. The issue of this RFP document does not imply that the Authority is bound to select Bidder or to appoint the selected Bidder or Agency, as the case may be, for the Project and the Authority reserves the right to accept/reject all or any of the Bidders or Bids submitted in response to this RFP document at any stage without assigning any reason whatsoever. Authority also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Bid.

8. Authority reserves the right to change / modify / amend any or all provisions of this RFP document. Such revisions to the tender document / amended Tender document will be made available on the e-procurement portal & website of Authority.

9. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

10. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

Table of Contents

GLOSSARY

Term	Definition / Reference
Agency	As defined in Clause 4.5 of Section-II: ITB.
Annual Management Fee (AMF)	As defined in Clause 9.4.3.1.2 of Section-II: ITB.
Applicable Laws	As defined in Clause 20.1 of Section-II: ITB.
Associate	As defined in Clause 10.3 of Section-II: ITB.
Authorized Representative	As defined in Clause 9.3.2 of Section-II: ITB.
Authority	As defined in the Disclaimer.
Bid	As defined in the Disclaimer.
Bidder	As defined in Clause 4.4 of Section-II: ITB.
Bid Due Date	As defined in Section-III: Bid Data Sheet.
Bid Security	As defined in Clause 5.3 of Section-II: ITB.
Bidding Process	As defined in Clause 5.1 of Section-II: ITB.
Conditions of Eligibility	As defined in Clause 6 of Section-II: ITB.
Conflict of Interest	As defined in Clause 10.1 of Section-II: ITB.
Contract Agreement	As defined in Clause 4.5 of Section-II: ITB.
Contract Period	As defined in Clause 4.5 of Section-II: ITB.
CV	As defined in Clause 9.4.2.1 of Section-II: ITB.
Effective Date	As defined in Clause 4.9 of Section-II: ITB.
Estimated Contract Value	As quoted by the Bidder- the Total Cost in Financial Form 2
Financial Proposal	As defined in Clause 9.4.3.1.1 of Section-II: ITB.
Form of Agreement	As defined in Annexure-III.
Indemnified Party	As referred to in Clause 23.5 of Annexure-III: Contract Agreement
Indemnified Persons	As referred to in the indemnity provisions of Annexure-III: Contract Agreement
Indemnifying Party	As referred to in Clause 23.5 of Annexure-III: Contract Agreement
INR, Re, Rs.	Indian Rupee(s).
Integrity Pact / Agreement	As defined in Appendix I-Annexure-I.
Letter of Award (LOA)	As defined in Clause 18.2 of Section-II: ITB.
OEM	Original Equipment Manufacturer.
Official Website	As defined in Clause 8.4 of Section-II: ITB.
Performance Security	As defined in Clause 9.9.1 of Section-II: ITB.
Personnel	As defined in Clause 9.4.2.1 of Section-II: ITB.
Prohibited Practices	As defined in Section 22.1.1 of Section-II: ITB.
Project	As defined in Clause 4.1 of Section-II: ITB.
Qualification	As defined in Clause 5.1 of Section-II: ITB.
Qualification Stage	As defined in Clause 5.1 of Section-II: ITB.
RFP / Request for Proposal	As defined in the Disclaimer.
Selected Bidder	As defined in Clause 17.2 of Section-II: ITB.
Selection Process	As defined in Clause 14.2 of Section-II: ITB.

Term	Definition / Reference
Services	As defined in Clause 18.4.1 of Section-II: ITB.
Statutory Auditor	An Auditor appointed under Applicable Laws.
System Assessment, Integration and Testing Period (SAITP)	As defined in Clause 4.9 of Section-II: ITB
Technical Proposal	As defined in Clause 9.3.1 of Section-II: ITB.
Tender Inviting Authority (TIA)	As defined in the Disclaimer.
TOR / Terms of Reference	As defined in Clause 4.5 of Section-II: ITB.
Total Contract Value	the Total Cost quoted by the Bidder in the Financial form 2 for the Project.

INTERPRETATION

Save where the context otherwise requires in this RFP / Contract Agreement:

- Words Importing persons or parties shall include firms and any organization having legal capacity;

- The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto herein. The words and expressions beginning with capital letters and not defined herein, but defined in the RFP, shall, unless repugnant to the context, have the meaning ascribed thereto therein.

- In this RFP, words importing the singular include the plural and vice versa, and words importing gender include all genders.

- The term “including” means “including without limitation,” and will not be given a restrictive meaning because that word is followed by particular examples intended to fall within the meaning of the general words, and the terms “include,” “includes” and “included” have similar meanings.

- The term “will” have the same meaning as “shall.”

- A decision which is in the Authority / APMSIDC’s “sole discretion” is deemed to be in the Authority / APMSIDC ’s sole and absolute discretion.

- No rule of contractual interpretation to the effect that any ambiguity is to be resolved against the Authority will be applicable in the interpretation of these RFP Rules.

- References to any law shall include such law as from time to time enacted, amended, supplemented, or re-enacted.

- References to this Agreement or any other agreement, deed, instrument, or document shall be construed as a reference to this Agreement and such other agreement, deed, instrument, or document as the same may from time to time be amended, varied, supplemented, or innovated and;

- The headings and titles in this Agreement are indicative and shall not be deemed part thereof or be taken into consideration in the interpretation or construction of this Agreement.

SECTION - I: NOTICE INVITING E-TENDER
(For circulation through e-procurement module of Andhra Pradesh)

Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC)
(AN ENTERPRISE OF GOVT. OF A.P.)
Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503.
mail-id: aphmhidc@gmail.com | ed.apmsidc16@gmail.com
Phone No.: +91 89786 44900 and +91 91210 53550

NOTICE INVITING E-TENDER

1. Introduction

1.1 Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) invites Bids on behalf of Commissioner, Health Medical and Family Welfare (CHMFW), Government of Andhra Pradesh from reputed & eligible Agency(s)/ Firm(s) in two stage systems (Stage – I: Technical Bid and Stage – II: Financial Bid) for "**Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System" in Andhra Pradesh.**

2. Critical Date Sheet

(a) Interested parties may download the RFP document available at the site https://apeprocurement.gov.in/ and https://tender.apeprocurement.gov.in

(b) Some important dates/Critical Date Sheet for this tender process are as follows: -

Sl. No	Description	Details
1.	Name of the work	Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.
2.	Bid Document Fee (Non-Refundable) (as per APMSIDC GO)	APMSIDC to Fill Rs59,0000/- (Rupee fifty nine thousand only) Bidders shall pay through online payment only on the AP eProcurement portal. The bid will not be accepted by the portal, without payment of Bid document fee. https://tender.apeprocurement.gov.in
3.	Bid Security	Rs 20,000,000 (INR two crore only)
4.	Bid validity	180 days from the Bid Due Date
5.	Transaction Fee	APMSIDC to fill
6.	Corpus Fund **	0.04 % of the Estimated Contract Value to be submitted by the Selected Bidder
7.	Document download start date	22/07/2026

Sl. No	Description	Details
8.	Pre-bid meeting	27/07/2026, time-11.00AM @ 2nd floor, Equipment Wing, APMSIDC
9.	Date of submission of pre-bid queries	27.07.2026 evening By 4.00 PM
10.	Response to pre-bid queries	Ten tentatively , 31/07/2026 uploaded on the website https://apeprocurement.gov.in/ and https://APMSIDC.gov.in/tenders
11.	Bid Submission Start Date	22/07/2026, time- 5.00PM
12.	Bid Submission Last Date	14/08/2026, time-3.00Pm
13.	Technical Bid Opening date	14/08/2026, time-3.01PM
14.	Presentation Schedule	To be intimated later
15.	Declaration of Technical Bid result	After acceptance of Technical Bids by the Authority
16.	Financial Bid Opening date	To be informed after Technical Evaluation
17.	Letter of Award (LOA)	After selection within two weeks

***The Selected Bidder is required to deposit, eProcurement fund (Corpus fund of 0.04%). Corpus fund charges towards eProcurement services at 0.0345% of estimated contract value with a cap of Rs.10,000/- for all works with estimated contract value up to Rs.50.00 crore and Rs. 25,000/- for works with estimated contract value above Rs. 50.00 crore from successful bidder to Managing Director, APMSIDC, Vijayawada at the time of concluding agreement.*

The bidders are hereby informed to pay the eProcurement fund (corpus fund) through online only. Once the L1 bidder is finalized, the system automatically generates the eProcurement fund (corpus fund) to be paid. The option for payment of eProcurement fund (Corpus fund) is enabled to bidders / contractors in their login.

3. Brief Scope of the Work

Authority intends to appoint an Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh and who will partner with the Authority to manage and support the implementation of Integrated Digital Care Coordination and Healthcare Delivery System **(IDCCHDS)**. The solution should comprise of Processes (covering all 12 CPHC services), Physical infrastructure, as needed, Technological infrastructure (Hardware and Software both) - all integrated and working seamlessly with the existing public healthcare infrastructure

and resources. The Agency will be expected to provide the operation and maintenance of IDCCHDS and complete solution therein for a period of **5 (five) Years.**

The Authority will enter into separate **Contract Agreement** with the Selected Bidder, selected in accordance with this RFP. The **Contract Agreement** will be in the format specified at **Annexure-III**

The detailed Terms of Reference (ToR) shall be as described in **Section – IV: Terms of Reference** of this RFP document.

4. Method of Selection

The method of selection is QCBS 70:30. 70 % weightage shall be given to Technical Proposal, and 30% weightage shall be given to financial proposal. Bidder Scoring highest score shall be the Selected Bidder.

5. Clarifications

Clarification / Query, if any, on the RFP can be obtained from the following address: -

Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC),
Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503.
mail-id: aphmhidc@gmail.com | ed.apmsidc16@gmail.com
Phone No.: +91 89786 44900 and +91 91210 53550

6. TIA / Authority reserves the right to accept or reject any or all Bids without assigning any reason thereof, and no correspondence shall be entertained in this regard.

Managing Director
APMSIDC

Guidelines for e-submission of the Bids

Non submission of bids due to any reasons within due date / time following due process prevalent at that time in the portal for which bidder shall be held solely responsible. Concerned Procuring Entity APMSIDCC / Authority will be held responsible for the same in any manner. The following information helps bidders in overcoming last minute hassles and guides towards successful bid submission.

1. System readiness:

1.1 Bidders are advised to keep ready well in advance, their computer system in order like Original Operating System having sufficient RAM, high speed internet connectivity like broadband, with network providing static IP (avoid using mobile data/network), right internet browser, right Java Runtime Environment, unrestricted access to the eProcurement portal from the bidder computer system. Bidders are also advised to procure and keep ready well in advance valid Digital Signature Certificate (Signing) of Class III issued by CA under CCA India.

1.2 To know about prevalent system requirements, portal enrollment and online bidding and other procedures, bidders can avail services of Help Desk facility. Bidders are also advised to refer FAQs, Bidder Manual Kit, System Malfunction Procedure available on the portal in addition to the instructions provided in the Tender.

2. Portal Enrollment/registration

2.1 Bidders are advised to complete well in advance online enrollment / registration in the portal by following due process prevalent at that time.

3. Bid Submission

3.1 The server time (which is displayed on the bidders' dashboard) shall be considered as the standard time for referencing the deadlines for submission of the document by the bidders.

3.2 Bidder, in advance, should go through the notice inviting tender / advertisement, tender & its related document(s) carefully to understand the requirements of the tender and various documents that are required to be submitted as part of the bid.

3.3 In case of any clarifications pertaining to the tender, bidders are advised to check with concerned procuring authority in advance so that they can participate in the tender well within scheduled due date/time. Regarding any clarifications on the technical related matter in using the portal, same may kindly be get clarified from help desk facility or any other established technical support mechanism prevalent at that time.

3.4 Bidder, in advance should get ready with the required bid document(s) having correct file

format / acceptable file name / optimal file size that are acceptable for online bid submission.

3.5 Generally, the permitted file format in the portal are **pdf / xls / rar/ dwf/ jpg** formats. File name should not contain special characters like &, comma etc. File size of the bid documents can be reduced by scanning of bid documents with 100 dpi with black and white option and some time it may require increasing local Java Runtime Environment memory at bidder end computer, while uploading bid document having huge size.

3.6 Mail/SMSs alerts are in-built in the eProcurement portal as an additional feature to inform procuring entities as well as bidders on various events that are happening in the portal. However, delivery of such mail/SMS to concerned individual will always depends on the configuration of individual account in the portal, receiver's mail / SMS server, mailbox / mobile capacity, and other factors. Hence, bidders are also advised to visit the website/portal regularly till bid submission due date/time to keep themselves updated and to act upon with respect to changes/modification deemed fit in any manner carried out in the tender by concerned procuring authority.

3.7 As bidder have been provided with the facility to submit bid documents at any time and also resubmit any number of times till bid submission due date/time, bidders are advised to submit their bid complete in all respect (free from virus/uncorrupted file/ correct file format/ right file size capable enough to upload from the bidder system) well in advance before the last date/time of the bid submission to avoid the last-minute hassles.

3.8 Most importantly bidders are advised to get an acknowledgement containing Bid ID along with other vital information indicating successful submission of bids from the portal by following due process (like Freezing of Bid).

3.9 If a bidder withdraws their already submitted bid against a tender in the portal, then the bidder will not be allowed to participate in the same tender once again.

3.10 The bid documents submitted by the bidders are encrypted using PKI Technology involving digital signature certificates of pre-designated bid openers of the TIA to ensure the secrecy of the data. The encrypted bids are stored safely and securely in the server. Only designated bid openers shall be able to decrypt and open the bid on or after the pre-defined bid opening date/time. These assure bidders that their bids are kept confidential, safe, and secure.

3.11 Bidders are advised to complete the online payment (if applicable) for Bid document fee, Bid Security, corpus fund and other fees well in advance at least one day in advance prior to the bid submission due date/time.

3.12 In case exemption is claimed on account of Bid document fee /Bid Security/others, then the bidders are advised to doubly check all entries and ensure exemption details are correctly entered. The exemption details cannot be changed once it is confirmed by clicking on "Confirm" button or any process prevalent at that time and leaving that page.

3.13 As the banker of the bidder will take their own time for payment processing / clearing, the bidder can use the “Payment Verification” button or any other process prevalent at that time to check the completion of the online payment process from the bank to the eProcurement portal. Only upon successful receipt of online payment, bidder can be able to freeze / finally submit their bid to the TIA/ Authority and get bid acknowledgment regarding successful bid submission.

3.14 All users have to note that after logging into the portal, if the user is not doing anything in the portal i.e., idle for more than 20 minutes continuously then the system will automatically logout the user and they will have to login again to carry out any activity in the portal.

4. Help Desk for Assistance

4.1 The interested Bidders must get themselves registered at https://apeprocurement.gov.in/ for participating in e tender. For E-Tender related issues and assistance please contact the related Help desk, bidders may also contact undersigned for any assistance;

Helpdesk Support
Mobile Support: **+91 9154383633, 9154383634, 7337318402,**
eProcurement Help Desk In-charge: 7337318403
email Support: https://tender.apeprocurement.gov.in/login.html

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Working Hours
9 A.M to 8 P.M Monday to Saturday except on Public Holidays.

SECTION – II: INSTRUCTIONS TO BIDDERS (ITB)

SECTION – II: INSTRUCTIONS TO BIDDERS (ITB)

1. Background

1.1 The Swarnandhra Vision 2047 stands as the paramount strategic blueprint guiding the comprehensive development of Andhra Pradesh, with the explicit aim of establishing the state as a globally competitive, socially inclusive, and economically resilient society by the centenary of India's independence. Health, in particular, is re-conceptualized as a fundamental determinant of human capital formation and a critical prerequisite for long-term economic vitality. The Vision posits that a population burdened by preventable disease, maternal and child mortality, unmanaged chronic conditions, and the impoverishing effects of medical costs cannot realize its full potential for productive engagement, innovation, or socio-economic advancement.

1.2 The Swarnandhra Vision mandates the assurance of universal access to affordable, high-quality, continuous, and dignified healthcare services across the entire human life course, positioning this as a non-negotiable public good. This imperative is especially critical given the state's dynamic context, which includes a substantial public health infrastructure network of approximately 14,000 facilities, yet persistent challenges related to facility functionality, workforce shortages, referral inefficiencies, and care discontinuities. The Vision provides a sophisticated rationale for framing strategic health expenditures not as consumptive social sector costs but as high-return investments with multi fold dividends.

1.3 To materialize this vision within the health sector, a fundamental paradigm shift is prescribed: a move away from fragmented, scheme-centric, and facility-focused service delivery models towards a unified, mission-driven, outcomes-focused, and citizen-centered health service system architecture.

1.4 Health, Medical & Family Welfare Department, Govt of AP, has been serving the people of Andhra Pradesh, through 10,032 Village Health Clinics, 1704 PHC/UPHC's, 172 CHC's, 57 Area Hospitals, 9 District Hospitals and 45 Teaching Hospitals. Broadly there are 3 categories of services – Primary Health, Secondary Health and Tertiary Health & Medical Education.

1.5 Commissioner of Health and Family Welfare who is responsible for planning, implementation, facilitation, coordination, supervision and monitoring of performance(physical and fiscal) of all activities (national and state) relating to primary and secondary health care including preventive, promotive and curative services, encompassing all family welfare activities, ensuring close coordination with all line departments like Women Development and Child Welfare, Education, Rural Water Supply & Sanitation, Panchayat Raj, Municipal Administration and Urban Development and partner agencies like WHO, UNICEF, NGOs and private organizations for individuals. Provides for active interface of health with community. Under the administrative supervision.

2. Introduction

2.1 The public health system of Andhra Pradesh, despite considerable investments and achievements, remains characterized by profound and multi-layered fragmentation across administrative programmes, care delivery institutions, and supporting information systems. A multitude of vertical health initiatives—addressing priority areas such as Reproductive, Maternal, Newborn, Child and Adolescent Health (RMNCH+A), the National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Stroke (NPCDCS), the National Tuberculosis Elimination Programme (NTEP), and the National Mental Health Programme (NMHP)—operate through parallel administrative structures, distinct clinical workflows, and frequently siloed, non-interoperable digital platforms and registers. While each programme has independently contributed to improving specific service coverage metrics, their coexistence without a robust, unifying coordination framework has created critical operational discontinuities that severely disrupt the patient's journey through the intended care continuum.

2.2 While Andhra Pradesh has developed a wide network of primary care facilities, the capacity for secondary and tertiary care—particularly in terms of specialist human resources, advanced diagnostic infrastructure, and inpatient beds—remains relatively constrained. In the absence of a coordinated gatekeeping, triage, and referral management system, uncoordinated and often inappropriate patient flows contribute to chronic congestion and long waiting times at district hospitals and medical colleges. This congestion causes harmful and clinically dangerous delays for patients with genuine needs while simultaneously under-utilizing the clinical capabilities and infrastructure of primary and community health centres.

2.3 The fragmented systems fundamentally undermine the system's capacity for real-time clinical decision support, sophisticated population-level risk stratification, predictive analytics, and genuine outcome-oriented performance management. The cumulative consequence of these interconnected discontinuities is reflected in measurable adverse outcomes: preventable morbidity and mortality, inefficient utilisation of scarce public financial and human resources, increased and often catastrophic household out-of-pocket expenditure, and a gradual erosion of citizen trust in the coherence, responsiveness, and person-centeredness of the public health system.

2.4 To address these gaps, the Government of Andhra Pradesh is launching a state-wide initiative "**Sanjeevani"** to coordinate, monitor, and drive effective delivery of primary healthcare, and enhance citizen wellness and clinical outcomes. This digitally enabled initiative will align with Ayushman Bharat, NHM, SDG and Swarna Andhra objectives to deliver tangible results on the ground. This holistic approach is envisaged to identify and address Health issues including Maternal, Neonatal, Child, NCD, CD, Mental Health, etc., that have a larger impact on the overall health and well- being in the society. In a quest to translate these initiatives into action, an improved mechanism of response, and to ensure that these services reach the last beneficiary at the right time, it will be built around four integrated pillars: ***People*** (skilled, accountable professionals with clear roles and continuous training), ***Process*** (standardized workflows, referral protocols, and care pathways for timely, appropriate interventions),

Network (robust linkages connecting all levels of care into an integrated system) and ***Technology*** (ABDM-compliant platforms enabling real-time data exchange, AI-driven insights, and decision-support). Additionally, it is envisaged to establish State level **Sanjeevani Centre (SC) - an Integrated Command and Control Centre (ICCC)** as the fulcrum of the initiative integrating all four pillars and strengthening infrastructure at various health centres across the state.

2.5 Commissioner, Health Medical and Family Welfare (CHMFW), Government of Andhra Pradesh intends to establish ***Statewide Integrated Digital Care Coordination and Healthcare Delivery System (IDCCHDS)*** in Andhra Pradesh to function as the overarching system operating framework to integrate the State's historically disparate service delivery processes, digital public infrastructure, workforce deployment strategies, financing flows, and multi-level governance mechanisms into a unified, proactive, and life-course-oriented health system. The IDCCHDS fundamentally repositions the individual citizen and their family as the central, organising focus of all health system activities, moving the system's locus from facilities and programmes to people and their longitudinal health journeys.

2.6 The ***Integrated Care Coordination and Healthcare Delivery System*** will be and Interoperable digital platform, fully compliant with the Ayushman Bharat Digital Mission (ABDM) standards and architecture, serve as the central digital nervous system of this coordination. It will enable real-time, consent-based, and secure sharing of clinical data across the ecosystem and provide any authorised provider, at any point of care, with a comprehensive, holistic, and longitudinal view of the patient's health record via the Integrated Healthcare Delivery Platform (IHCDP). This unified system will be enabled through:

- **Integrated Healthcare Delivery Platform (IHCDP)** — serving as the State's single health operations platform, shall serve as digital backbone and have advanced predictive analytics. This platform shall serve the need for digitisation of all activities of Health, Medical & Family Welfare Department. It shall act as a Single Sign On for all the health department functionaries i.e. ASHAs, ANMs, CHOs (or equivalent), Staff Nurses (or equivalent), Lab Technicians, Pharmacists, Medical Officers, Specialists etc. in all Public Health Facilities including Health and Wellness Centers, PHCs / UPHCs and other secondary and tertiary healthcare facilities.
- **State Sanjeevani Centre- ICCC —** including leveraging existing service numbers such as 104 and 108. 90% of calls handled shall be outbound for counselling, health advisories, referrals and nudges.
- **Sanjeevani Citizen Wellness App –** ABDM compliant Patient Health Record (PHR) App for providing access to longitudinal health records, individual wellness score and specific, customized information on preventive healthcare
- **Teleconsultation and Remote-care Nodes —** to increase reach and equitable access, especially in remote areas.
- **Aligned digital public infrastructure and health registries —** ABDM compliant DPI with health registries (ABHA, HPR, HFR etc.) ensuring interoperability with other healthcare systems.

2.7 The **Integrated Digital Care Coordination and Healthcare Delivery System** will consist of physical and digital infrastructure across Andhra Pradesh. List of Health Centres forming part of the Project and under the scope of the Agency is placed at **Annexure-I.**

3. Objectives

3.1 The Objective of setting up of ***Integrated Digital Care Coordination and Healthcare Delivery System*** is to create a seamless healthcare ecosystem in Andhra Pradesh to ensure a true continuum of care, universal access, enabling the system to expeditiously address healthcare requirements and achieve global healthcare standards, broader service coverage and measurable improvements in health outcomes. The key objectives are as below:

- Designing, implementing and operating a digital health platform for Integration of five critical dimensions: deep citizen engagement, transformative service delivery, comprehensive digital enablement, strengthened institutional accountability, and demonstrable population health impact.
- establishment of universal and continuous engagement with every individual and household across all stages of life, from preconception to healthy aging.
- transition of citizen's relationship with the health system from episodic and transactional to continuous, relational, and partnership based.
- integration of currently fragmented platforms and facility-based services into a single, coherent, and efficient continuum of care that seamlessly spans community, primary, secondary, and tertiary levels
- formalization of care coordination and performance accountability through clearly defined organizational roles, multi-tier governance structures
- capacity building of healthcare workers and development of future ready work force
- Enabling horizontal and vertical integration of healthcare facilities and supporting data-driven decision-making at every level.
- Leveraging cutting-edge technology - AI and digital tools and promoting innovation in digital health care services.
- Establishing a **data-driven governance and accountability framework** that clearly defines responsibilities, monitoring mechanisms, and decision-support systems at State, District, Mandal and Facility levels.
- Enabling **measurable improvements in population health** through the systematic tracking of district-wise, constituency-wise and village-wise health indices, with a focus on disease-specific indicators (e.g., diabetes, hypertension, obesity, anaemia) and overall quality of life.
- Promoting **health awareness and prevention** by integrating sustained public health education on healthy lifestyles, nutrition, physical activity, and self-care into the digital platform.
- Creating a **competitive health ecosystem** through the development of a comprehensive Health Score for every individual, family and village, serving as a tool for planning, monitoring and identifying high-risk populations.

- Ensuring **strategic milestone-based delivery** with clearly defined short-term, medium-term and long-term goals, linked to periodic reviews and performance accountability.

4. Project description

4.1 Keeping this objective as priority, Commissioner, Health Medical and Family Welfare (CHMFW), Government of Andhra Pradesh ("**Authority**") has identified Health Centres through which the Sanjeevani services shall be provided and as part of this endeavour, the Authority has decided to undertake "**Selection of an Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Health Care Delivery System in the State of Andhra Pradesh**", (the "**Project**") on Public Private Partnership (the "**PPP**") mode. The Authority will provide Health Centres equipped with physical and digital infrastructure. The Agency shall be responsible for setting up of Sanjeevani -ICCC and Operation and Management of the Project during the contract period.

4.2 The Authority intends to cover the Primary Public Health Facilities such as Primary Health Centres (PHCs) / Urban Primary Health Centres (UPHCs) and Village Health Centres across Andhra Pradesh in the Project. Details of such Public Health Facilities are provided as under:

Sl. no	Total districts	Number of Public Health Facilities		
		Primary Health Centre	Urban Primary Health Centre	Village Health Centres
1	28	1144	560	10032

4.3 Bidders may decide to bid for either single entity or as a group of entities, limited to 3 (three). The process of Selection of Bidder is described in **Clause- 17** of this RFP.

4.4 The Authority intends to qualify and short-list suitable Bidders (the "**Bidders**") who will be eligible for participation in the Bid Stage, for awarding the Project through an open competitive bidding process in accordance with the procedure set out herein and in accordance with the method of selection specified in **Section – II: ITB.**

4.5 Authority after the conclusion of the Bidding Process will select the Selected Bidder ("**Selected Bidder**"). The Selected Bidder, who is either a company incorporated under the Companies Act, 1956/2013 or a Limited Liability Partnership Firm under the LLP Act 2008 at the time of bidding and execution of the Contract Agreement shall be the Agency / Service Provider (the "**Agency / Service Provider**") and shall be responsible for Setting up of Sanjeevani Centre (with Physical and Digital Infrastructure) and Operation and Management of the Project under and in accordance with the provisions of Contract Agreement (the "**Contract Agreement**") for a contract period of Five (5) years excluding Three (3) months of System Assessment, Integration and Testing Period (the **"Contract Period"**) to be entered into between the Agency and the Authority in the form provided by the Authority as part of the RFP document

pursuant hereto. The Selected Bidder shall perform the activities in accordance with the Terms of Reference specified in the RFP (the "**TOR**").

4.6 The name of the Project and details of bidding process date, time and address for submission are mentioned in **Section - III: Bid Data Sheet.** Detailed scope of the Assignment / Job has been described in **Section - IV: Terms of Reference (ToR).**

4.7 Bidder shall bear all costs associated with the preparation and submission of their Bid and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

4.8 Authority is not bound to accept any Bid and reserves the right to annul the Bidding / selection process at any time prior to contract award, without thereby incurring any liability to the Bidder.

4.9 Any contract that may result from this bidding process will be effective from the date of completion of System Assessment, Integration and Testing period and shall be the effective date (the "**Effective Date**") and shall unless terminated earlier in accordance with its terms, continue for a period of Five (5) years. The 5 (five) years contract period is excluding the system assessment, integration and testing period of 3 (three) months (the **"System Assessment, Integration and Testing Period (SAITP)"**). The 5 (five) years of Contract period included Statewide implementation in 6 months ("**Implementation Period**") along with Operation & Management (the **"Operation and Management Period**") of Sanjeevani ICCC and Statewide Integrated Digital Care Coordination and Healthcare Delivery system under this RFP.

4.10 The 3 (three) months of System Assessment, Integration and Testing period may be extended for 3 (three) more months based on legitimate request from the Agency / Selected Bidder, subject to approval from the Authority, without any damages, and failure to start the implementation even after extension will attract damages as per the terms of the RFP, including Authority right to terminate the Contract Agreement. In case the delay is attributed to Authority's then the damage will not be applicable to Agency.

4.11 The Selected Bidder/ Agency shall not at all depend on the extension and shall not build a case or cause or intend to delay implementation due to such provision. The request for extension provision shall only be applicable in case of force majeure or event beyond the reasonable control of the Agency.

5. Brief description of Bidding Process

5.1 Authority has adopted a single stage two parts process (collectively referred to as the ("**Bidding Process**") for selection of the bidder for award of the Project. The first step (the **"Qualification Stage**") of the process involves qualification (the "**Qualification**") of interested party/parties/ consortia who submit a Bid in accordance with the provisions of this RFP (the **"Bidder"**, which expression shall, unless repugnant to the context, include the Members of the

Consortium). At the end of this step, the Authority expects to announce a list of technically qualified Bidders who shall be eligible for opening of their Financial Proposal in second step of the Bidding Process (the "**Bid Stage**").

5.2 Bidders would be required to furnish all the information specified in this RFP. Authority is likely to provide a comparatively short time span for submission of the Bids for the Project. The Bidders are, therefore, advised to visit the Health Centres and familiarize themselves with the Project.

5.3 In terms of the RFP, a Bidder will be required to deposit, along with its Bid, a Bid Security, as defined in the **Section-III: Bid Data Sheet** (the "**Bid Security**"), refundable no later than Thirty (30) days from the Bid Due Date, except in the case of the Selected Bidder whose Bid Security shall be retained till it has provided a Performance Security under the Contract Agreement. The Bidders will have an option to provide Bid Security in the form of Insurance Surety Bonds / Account Payee Demand Draft / Fixed Deposit Receipts / Banker's Cheque / RTGS / NEFT or a Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks, as per the format provided in the RFP and in such event, the validity period of bank guarantee shall not be less than180 (one hundred and eighty) days from the Bid Due Date, inclusive of a claim period of 60 (sixty) days, and may be extended as may be mutually agreed between the Authority and the Bidder from time to time. The Bid shall be summarily rejected if it is not accompanied by the Bid Security.

5.4 During the Bidding Stage, Bidders are invited to examine the Project in greater detail, and to carry out, at their own cost, such studies / investigations / surveys / assessment, as may be required for submitting their respective Bid for award of the contract including implementation, operation, and management of the Project.

5.5 In this RFP, the term "**Selected Bidder**" shall mean the Bidder who has scored maximum marks.

5.6 Details of the process to be followed at the Bidding Stage and the terms thereof have been spelt out in the RFP Documents.

6. Eligibility of the Bidder

The Bidders shall meet the following pre-qualification criteria:

6.1 Bidder should be a reputed Agency/ Firm/ Company or public entity or Government entity or any combination of such entities in the form of JV / Consortium under an existing agreement or with the intent to enter into such agreement.

6.2 The Bidder shall meet the Qualification criteria of executing "Similar Works" of the value as mentioned in **clause 15.1 of ITB**. The Bidder shall indicate the value of the order executed by him together with the details of name of the party, order value, scope of work / component

breakup, completion period stipulated in the order and actual completion period. The completion certificate, awarded by the client should have a mention the start date, date of completion and value of the work carried out by the Bidder. In case the work is performed by the Bidder in a JV, the same shall be supported by a client certificate enumerating the claimant share also. In case the work was performed by the Bidder as a sub-contractor, the Bidder shall submit similar completion certificate awarded to it by the main Agency and countersigned by the Client of the main Agency / firm/ Company.

6.3 Copy of work order / letter of award / letter of work agreement alone shall not suffice Bidders claim for executing the Similar Works. Submitting completion certificate from the client on its letter head along with supporting documents as mentioned in **clause 6.2** above is mandatory to qualify.

6.4 Average Turnover during the last three (3) financial years ending 31st March of the previous financial year should be as mentioned in **clause 15.1.1 of ITB**. The Bidders shall provide financial turnover of the firm for the last three (3) years duly certified by the Statutory Auditor(s).

6.5 Any Bidder which has been blacklisted/Barred during the last three (3) years by the Central / State/ PSU / Municipal Bodies/ Corporations or any entity controlled by any of such bodies, from participating in any project and the bar / blacklisting subsist on the Bid Due Date, would not be eligible to submit the Bid, either individually or as a member of JV/ Consortium or as sub-contractor. However, hiding of the facts or non-compliance by the Bidder in this regard would be punishable under existing law and would lead to rescinding or termination of the work along with forfeiture of the Security, Bid Security/ Performance Security, as the case may be, if information relating to debarment or blacklisting is brought to knowledge of the TIA / Authority even during the currency of the contract. Declaration in this regard must be submitted in the format provided at **Section- V, Appendix-I: Form-5.**

6.6 Any Bidder including any Consortium Member or Associate should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of Damages by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, Consortium Member or Associate, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder, Consortium Member or Associate .

6.7 The similar works experience of parent company / subsidiary / sister company of the Bidder shall not be considered unless the parent company / subsidiary / sister company has provided no objection certificate to the participating Bidder.

6.8 The Bidder shall offer and make available the Curriculum Vitae (the “CV”) of all Key Personnel specified in **Section – V: Appendix-I- Form-12.**

6.9 The Bidder shall be income tax assesses and accordingly the Bidder shall submit copy of

Income Tax Return (ITR) filed by the Bidder for the last three financial years.

7. Pre-Bid Meeting

7.1 A Pre-Bid meeting shall be held as per the date and time mentioned in **Section III – Bid Data Sheet**. Bidders willing to attend the pre-bid meeting should inform the TIA beforehand in writing. The representatives attending the pre-bid meeting must carry an authority letter duly signed by the authorized signatory of his/her organization permitting the representatives to attend the pre-bid meeting on behalf of the respective Bidder which shall be handed over / email to the TIA official.

7.2 During the course of Pre-Bid Meeting, the Bidders will be free to seek clarifications and make suggestions for consideration by the Authority. The TIA / Authority will endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent, and competitive selection process.

7.3 The Bidders may put forth their pre-bid queries as indicated in **Section-III: Bid Data Sheet** in the format provided below:

Sl. No.	RFP Document Reference (Page No.)	RFP Document Reference (Section No.)	RFP Document Reference (Section Name)	Content of the Bid requiring correctio	Clarification Sought / Query

8. Clarifications and Addendum

8.1 Bidders may request clarification on any clause of the document before the date indicated in **Section - III: Bid Data Sheet.** Any request for clarification must be sent in writing, or by email to the Authority's address indicated in Section- III: Bid Data Sheet. No request for clarification shall be entertained if such request is received by the TIA / Authority after the deadline for submitting clarifications.

8.2 Authority shall endeavour to respond to the queries raised or clarifications sought by the Bidders (including an explanation of the query but without identifying the source of query) along with any amendment, which would be published on the website of TIA and e-procurement portal. However, the TIA reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the TIA to respond to any query / question or to provide any clarification.

8.3 TIA / Authority may on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the Authority shall be

deemed to be formed part of the RFP. Verbal clarifications and information given by Authority, or its employees or representatives, shall not in any way or manner be binding on the Authority.

8.4 At any time before the submission of Bids, TIA may, for any reason, whether at its own initiative or in response to clarifications requested by Bidder, modify the RFP by issuance of Addenda / corrigendum (amendment). The amendment / clarification, if any, to the document will be made available on TIA website https://APMSIDC.gov.in/tenders and https://apeprocurement.gov.in/ ("Official Website").

8.5 All Bidders participating in the Bid shall be deemed to have kept informed and updated about each such amendment / clarification, which is posted on the above website from time to time. The Bidders shall acknowledge receipt of all amendments. To give reasonable time to the Bidders to consider an amendment, or for any other reason, TIA / Authority may, in its sole discretion, if the amendment is substantial, extend the deadline for the submission of Bids.

9. Preparation and Submission of Bid

9.1 In preparing their Bid, Bidders are expected to examine in detail the documents comprising the RFP document. Material deficiencies in providing the requisite information may result in rejection of the Bidder's Bid.

9.2 Language

9.2.1 The Bid as well as all related correspondences exchanged between the Bidders and the TIA shall be in English/ Hindi language and shall be strictly as per the formats attached in this tender document. The TIA will evaluate only those Bids that are received in the specified formats and are complete in all respects. Supporting materials, which are not translated into English, may not be considered.

9.2.2 Any supporting document submitted by the Bidder with its Bid or subsequently, in response to any query / clarification from the TIA shall be in English and in case any of these documents is in another language, it must be accompanied by an accurate translation of all the relevant passages in English, and in such case, for all purposes of interpretation of the Bid, the translation in English shall prevail.

9.3 Format and signing of Bid.

9.3.1 The Bidder shall provide all the information sought under this RFP and in the format specified. TIA will evaluate only those Proposals that are received in the specified forms / formats and complete in all respects. The technical proposal (the **"Technical Proposal**") and the financial proposal (the "**Financial Proposal**") will only be submitted online. Incomplete and /or conditional Bid / Proposal shall be liable to rejection. No physical copy shall be submitted. However, original physical copies of Bid Security, Joint Bidding

Agreement, Power of Attorneys, and undertakings including Integrity Agreement are required to be submitted within 7 days after the Bid Due Date, addressed to Managing Director, APMSIDC and at the address given in Bid Data Sheet.

9.3.2 The Bid shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall initial and put stamp on each page. In case of printed and published documents also, each page shall be initialled and stamped. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialized by the person(s) signing the Bid. The Bid must be properly signed by the authorized representative (the "**Authorized Representative**") as detailed below:

(a) by a partner, in case of a partnership firm and/or a limited liability partnership; or

(b) by a duly authorized person holding the Power of Attorney, in case of a Limited Company or a Corporation or a Society;

9.3.3 A copy of the Power of Attorney certified by a notary public in the form specified in **Section-V, Appendix-I: Form-16** shall accompany the Proposal.

9.3.4 A copy of the Format for Authorization Letter from OEM in the form specified in **Section-V, Appendix-I: Form-18** shall accompany the Proposal.

9.3.5 Bidders should note the Bid Due Date (BDD), as specified in Bid Data Sheet, for submission of Proposals. Except as specifically provided in this RFP, no supplementary material will be entertained by the TIA, and that evaluation will be carried out only on the basis of Documents submitted online by the closing time of BDD as specified in Bid Data Sheet. Bidder will, ordinarily, not be asked to provide additional material information or documents after the date of submission, and unsolicited material if submitted will be summarily rejected.

9.3.6 The Bidder should ensure that all the required documents, as mentioned in this RFP document, are uploaded on the portal along with the bid and in the prescribed format only. TIA will not accept delivery of BID/ Proposal in any manner other than that specified in this RFP document. Proposal delivered in any other manner shall be treated as defective, invalid, and rejected. Non-submission of the required documents or submission of the documents in a different format/content may lead to the rejections of the bid proposal submitted by the Bidder.

9.4 Submission of Bids

9.4.1 The scanned copy of the Technical and Financial Bids, complete in all respects, should be uploaded on the e procurement portal as per sequence mentioned below. Bids should be uploaded and submitted in two parts. The Bidders are further advised to number all the pages and prepare a table of contents in the beginning of each part referring to the page numbers of the indexed items.

9.4.2 Cover – I: Technical Bid

Technical Proposal: Contents	
Part – I	
Sl. No	**Description**
(a)	Proof of Tender Fee as specified in Section – III: Bid Data Sheet
(b)	Proof of Bid Security as specified in Section – III: Bid Data Sheet
(c)	APPENDIX-I: Form-1: Checklist for Technical Qualification Document
(d)	APPENDIX-I: Form-2: Letter of Proposal
(e)	APPENDIX-I: Form-3: Particulars of the Bidder
(f)	APPENDIX-I: Form-4: Statement of Legal Capacity
(g)	APPENDIX-I: Form-5: No Barring Certificate- Blacklisting
(h)	APPENDIX-I: Form- 6: Self Certification by Bidder
(i)	APPENDIX-I: Form-7: Bidders Annual Turnover
(j)	APPENDIX-I: Form-8: No Deviation Certificate
(k)	APPENDIX-I: Form-9: Affidavit
(l)	APPENDIX-I: Form-10: Abstract of Eligible Assignments of the Bidder
(m)	APPENDIX-I: Form-11: Description of Approach and Methodology
(n)	APPENDIX-I: Form-12: CV of the Proposed Team
(o)	APPENDIX-I: Form-13: Format of Bank Guarantee for Bid Security
(p)	APPENDIX-I: Form-14: Format for Bank Guarantee for Performance Security
(q)	APPENDIX-I: Form-15: Joint Bidding Agreement
(r)	APPENDIX-I: Form-16: Power of Attorney
(s)	APPENDIX-I: Form-17: Power of Attorney for Lead Member of Consortium
(t)	APPENDIX-I: Form-18: Format for Authorization Letter from OEMs
(u)	APPENDIX-I: Annexure – I: Integrity Pact and Integrity Agreement
(v)	Original tender document with minutes of the pre-bid meeting and all addenda & corrigenda issued till last date of bid submission duly stamped and signed by the authorized signatory of the Bidder.
Part -II	
(a)	Annual Report / Audited Balance Sheets, for the last three (3) financial years ending 31st March of the previous financial year
(b)	GST Registration certificate
(c)	Income Tax Return (ITR) filed by the Company for the last 3 financial years
(d)	PAN card of the Company
(e)	ESI certification
Part – III	
(a)	Complete Company Profile including Background of the organization, in case of consortium, all members profile.
(b)	Client completion certificates on client letter head for Similar Woks executed by the Bidder in the last seven years. The submitted certificates shall comply with the conditions laid in clause – 6 and 15 of ITB (Bidder Eligibility Criteria). Such eligible

	projects shall be supplied in **Section-V: Form - 10.**
Part-IV	
(a)	The Bidder shall submit the Technical Bid keeping in view the scope of work listed in the ToR which must include**: (in APPENDIX-I: Form-11: Description of Approach and Methodology)** 1. Understanding of the Project and its requirements 2. Approach to the work and methodology to be adopted 3. Proposed Solutions 4. Detailed Project Work Plan with timelines 5. Implementation Schedule 6. Resource mobilization plan 7. Operational and Management Plan 8. Risk and Operation Management Plan 9. Capacity Building Plan
Note: It may be noted that the Technical Bid shall not contain any reference to the Financial Proposal/Bid. All the submissions enumerated under Part I, II & III shall be submitted by all the JV / Consortium Partners separately wherever applicable.	

9.4.2.1 List of Experts / Key Personnel along with complete signed CVs (**Section-V: Form – 12**), adhering to the following requirements:

i. The Key Personnel shall remain available for the entire period of the contract as indicated in the tender document.

ii. No alternative CV for any Key Personnel shall be submitted and only one CV for each position shall be furnished.

iii. Each CV shall bear original signatures of the proposed Key Personnel which shall also be signed by the authorized signatory of the Bidder. The TIA may seek replacement of any of the CV's found unsuitable / not meeting the criteria stipulated in the document.

iv. A CV shall be summarily rejected if the educational qualification of the Key Personnel proposed does not match with the requirement stipulated in the RFP document.

v. No Key Personnel involved should have attained the age of 65 (sixty-five) years at the time of submitting the Bid. The TIA reserves the right to ask for proof of age, qualification, and experience at any stage of the project.

vi. Since the replacement of Key Personnel affects the marking of technical evaluation of the bids, the Bidders shall ensure that there shall be no replacement / change in the key personnel proposed at the time of signing of contract.

Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Service Provider's written request and due to circumstances outside the reasonable control of the Agency, including but not limited to resignation by the key personnel, death, or medical incapacity. In such case, the Agency / Service Provider shall, forthwith provide a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration. The Service Provider shall not replace any of the Key Personnel without the written prior consent of the TIA/ Authority.

vii. If the TIA/ Authority (a) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (b) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Agency shall, at the TIA's written request specifying the grounds therefore, forthwith provide as a replacement a person with equal or better qualifications and experience acceptable to the TIA.

viii. The Selected Bidder/ Agency shall bear all travel and other costs arising out of or incidental to any removal and / or replacement of its personnel.

9.4.3 Cover - II: Financial Bid

9.4.3.1 Submission of Financial Bids

9.4.3.1.1 The Financial Proposal shall be submitted online only and digitally signed in the formats at **Appendix-II** (the "**Financial Bid/ Proposal**") clearly indicating the Cost of Setting up of Sanjeevani Centre and **Annual Management Fee**, excluding GST, sought by the Bidder from the Authority (**Form-1 of Appendix II**) in both figures and words and signed by the Bidder's Authorized Representative. In the event of any difference between figures and words, the lower of the two shall prevail in favour of the TIA / Authority.

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

(a) The Selected Agency shall **set up the Sanjeevani ICCC** and Operate and Manage the Project, including Sanjeevani ICCC, as detailed under Scope of Work. All associated costs towards setting up of Sanjeevani ICCC including lease rental / space rental, physical and digital infrastructure and Operation and Management shall be borne by the Selected Agency.

(b) The Bidder has to quote Cost of Setting up of Sanjeevani ICCC and Annual Management Fee (the "**AMF")** as part of the financial proposal to be charged by the Bidder in lieu of the Operation and Management of the Project per Year including Sanjeevani ICCC. The AMF shall be payable to the Agency as defined in **Clause 15 of the Contract Agreement attached as Section VII-Annexure-III of this RFP**, in accordance with the terms of the Contract Agreement.

9.4.3.1.3 Any bid which does not conform to the formats prescribed above in **Clause-9.4.2 and 9.4.3** will be disqualified.

9.4.3.1.4 The Agency shall pay all duties and taxes as a consequence of its obligations under this Contract Agreement, including customs duties if any, and the Financial Proposal shall not be adjusted for such costs.

9.5 Bid Due Date

9.5.1 Bid should be submitted as per date and time stipulated in **Section -III: Bid Data Sheet** in the manner and form as detailed in this RFP.

9.5.2 TIA may, in its sole discretion, extend the Bid Due Date by issuing an Addendum in accordance with **Clause-8** uniformly for all Bidders.

9.6 Late Bids

9.6.1 Online proposals received by the TIA after the specified bid submission date & time or any extension thereof, shall not be considered for evaluation and shall be summarily rejected.

9.7 Modification / Substitution / Withdrawal of Bids

9.7.1 The online Bid once submitted may be modified, substituted, or withdrawn by the Bidders before the last date and time stipulated for bid submission.

9.7.2 No bid shall be modified, substituted, or withdrawn after the deadline fixed for submission of bids.

9.8 Bid Security

9.8.1 All Bidders shall furnish Bid Security of the amount as mentioned in **Section III: Bid Data Sheet**. In case of a JV / Consortium, the Lead Member shall furnish the Bid Security.

9.8.2 Bidders will have an option to provide Bid Security in the form of Insurance Surety Bonds / Account Payee Demand Draft / Fixed Deposit Receipts / banker's Cheque / RTGS / NEFT or a Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks, as per the format provided in the RFP and in such event, the validity period of bank guarantee shall not be less than180 (one hundred and eighty) days from the Bid Due Date, inclusive of a claim period of 60 (sixty) days, and may be extended as may be mutually agreed between the TIA and the Bidder from time to time. Bid Processing Charges and Bid Security for the mentioned amount in Bid Data Sheet shall be deposited to TIA through RTGS / NEFT in the following account:

(i) **Name of Bank Account: ……**

(ii) **Bank Name and Address: ……**
(iii) **Bank Account Number:……**
(iv) **IFSC: ……**

9.8.3 Bids not accompanied by Bid Security or with partial security shall be rejected as non-responsive.

9.8.4 No interest shall be payable by the TIA on the sum deposited as Bid Security/ Performance Security, as the case may be.

9.8.5 Bid Security of unsuccessful or non-selected bidders, who were technical qualified for opening of financial bid, shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

9.8.6 The Bid Security of Bidders who have not qualified for opening of Financial Bids in terms of **Clause 15 of ITB** would be returned within Thirty (30) days of opening of Financial Bid.

9.8.7 Bid Security shall be forfeited by TIA in the following events:

i. If the Bid is withdrawn during the bid validity period including any extension agreed to by the Bidder thereof.
ii. If the Bidder tries to influence the evaluation process.
iii. If the highest ranked Bidder raises any fresh issue and / or Terms & Conditions during negotiations, it will be construed as withdrawal of the original bid and in that case Bid Security is liable to be forfeited.
iv. In case the Bidder, submits false certificate in terms of any documents in support to this RFP
v. If the Bidder fails to sign the Contract in accordance with Conditions of Contract on receipt of LoA.
vi. In case the Bidder is found to indulge in corrupt or fraudulent practices at any stage of the before execution of the contract or before providing performance security
vii. If the Bidder fails to furnish the Performance Bank Guarantee in accordance with Conditions of Contract.
viii. In case of a Bidder revoking or withdrawing or varying any terms of the Bid without the consent of the TIA in writing.
ix. In case of forfeiture of Bid Security, as prescribed from (i) to (viii) above, the Bidder shall not be allowed to participate in the retendering process of the work.

9.9 Performance Security

9.9.1 The Selected Bidder shall at his own expense, within 15 (fifteen) days of acceptance of LoA, submit the performance securities (PS) (the "**Performance Securities**") in the form of Insurance Surety Bonds (ISB) / Account Payee Demand Draft / Fixed Deposit Receipts

(FDR) / Banker's Cheque / Bank Guarantee. The Selected Bidder will submit Capex Performance Security valid till the completion of the Sanjeevani Integrated Command and Control Centre and Operation Performance Security, valid from Completion of Sanjeevani Integrated Command and Control Centre till the end of the Contract Period. The Performance Security in the form of Bank Guarantee (PBG) shall be an unconditional and irrevocable, as per format provided in **Section-V: Appendix-I: Form 14** from Nationalize /Commercial/ Schedule Bank for the due performance and fulfilment of the contract by the bidder covering the period of contract and 60 days beyond the date of completion of all contractual formalities. The Performance Security shall contain a claim period of 3 (three) months from the last date of validity. In case there is a delay on issuance of Performance Security from the Bank, the Agency may request the Authority for extension of time and Authority may on receipt of such, based on reasonability the request, grant extra time for submission of Performance Security, but in no case the Performance Security be submitted later than 30 (thirty) days of the issuance of LoA.

9.9.2 The Selected Bidder will be required to submit a **Capex Performance Security** of 5 % (five percent) of the Total Contract Value (Total Cost quoted in the Financial Bid), as provided in the Financial Form, in the form as described in **Clause 9.9.1** above, to the Authority. The **Operation Performance Security** shall be 3 % (three percent) of the One year of the AMF quoted in the Financial Form. The Capex Performance Security shall be returned once the Selection Bidder / Agency has achieved the completion of Sanjeevani Integrated Command and Control Centre and submitted the Operation Performance Security. The PBG (Capex PS / Operation PS) or in the form of another financial instrument, as suggested in clause 9.9.1 above, should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the Agency, including warranty obligations. In case of Performance Securities submitted in the form of NEFT/Demand Draft, it shall be returned once all obligations and contract formalities are completed and Authority has issued no due certificate to the Agency.

9.9.3 In the event of the Agency being unable to maintain valid PS for said duration, it shall be lawful for the Authority to levy damages as per Authority's rules or / as per the conditions of the Contract and terminate the contract or any part thereof.

9.9.4 In case of a Consortium, the Lead Member of Consortium shall be liable to pay and maintain the Performance Security.

9.9.5 In case, the Selected Bidder fails to submit Performance Security within the time stipulated, the TIA / Authority at its discretion may cancel the Letter of Acceptance issued to the Selected Bidder without giving any notice and may invoke the Bid Security of the Selected Bidder.

9.9.6 Authority shall invoke the Performance Security in case the Agency fails to discharge their contractual obligations during the Contract Agreement period or Authority incurs any loss due to Agency's negligence in carrying out the project implementation as per the agreed

terms and conditions.

9.9.7 The Performance Security may be discharged / returned by Authority upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee/ Performance Security.

9.9.8 In the event of the Bidder being unable to service the contract for whatever reason or receive frequent complaints from service recipients, Authority would evoke the PBG/ Performance Security, as the case may be. Notwithstanding and without prejudice to any rights whatsoever of Authority under the Contract in the matter, the proceeds of the PS/ PBG shall be payable to Authority as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Authority shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default. However, the Authority shall follow due process and ascertained the facts and adequate reason for forfeiture of PBG with giving adequate time to the Agency for presentation of facts.

9.9.9 **Release of Performance Bank Guarantee**

9.9.9.1 The Capex Performance Security or Operation Performance Security will be released only after meeting all of the following conditions:

(a) After successful completion of milestone / contract period of this Project, as the case may be;
(b) Successful operation and management of all the services under this Agreement for Operation Performance Security;
(c) Payment of all the damages throughout implementation, operation, and management period, if any;
(d) On production of clearance for all applicable dues, if any.

9.10 Cost of Bid Document Fee / Tender Fee

9.10.1 All Bidders are required to pay the cost of Bid document fee as mentioned in **Section III: Bid Data Sheet**, through RTGS / NEFT. The cost of Bid document fee is nonrefundable. The Bidder is required to submit the remittance copy with the Technical Bid.

9.11 Taxes

9.11.1 The Bidders shall fully familiarize themselves with the applicability of all types of taxes and duties, levies and all such taxes, as prevailing on date of submission of the bid, must be included by the Bidder in the Financial Proposal along with the conditions mentioned therein, except for GST which will be quoted separately by the Bidder as per Appendix II-Form – 2. It may be noted that the Bidder shall have to be registered with GST and shall submit the proof

of the same at the time of bid submission.

9.12 Currency

9.12.1 Bidders shall express the price of their Project in **Indian Rupees (INR).**

9.13 Bid Validity

9.13.1 **Section – III: Bid Data** Sheet indicates for how long the Bids submitted by the bidders must remain valid after the submission date. During this period, Bidders shall maintain the availability of Key Personnel nominated in the Bid and also the amount quoted for the services in the Financial Bid shall remain unchanged. Should the need arise, the Authority may request Bidders to extend the validity period of their Bids. Bidders who agree to such extension shall confirm that they will maintain the availability of the Key Personnel proposed in the Bid and that their Financial Bid will remain unchanged. Also, in their confirmation of extension of validity of the Bid, bidders could submit new staff in replacement, which would be considered in the final evaluation for contract award. The Bidders who do not extend the validity of their bids shall not be considered for further evaluation.

9.14 Number of Bids and Cost thereof

9.14.1 No Bidder shall submit more than one Bid for the Project. Bidder applying individually or as a member of a JV/ Consortium shall not be entitled to submit another Bid either individually or as a member of any Consortium, as the case may be.

9.14.2 Bidders shall be responsible for all the costs associated with the preparation of their Proposals and their participation in the Bidding Process including subsequent negotiation, visits to the Authority, Project sites etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding /Selection Process.

9.15 Correspondence with the Bidder

9.15.1 Save and except as provided in this RFP document, the Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

9.16 Contacts during Bid Evaluation

9.16.1 Bids shall be deemed to be under consideration immediately after they are opened on the Bid Due Date and until such time the Authority makes official intimation of award through issuance of Letter to Acceptance to the Selected Bidder. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the RFP document, from contacting by any means, the Authority and/ or their employees/ representatives on matters related to the Bids under consideration.

9.17 Deviation Statement

9.17.1 Bidders may note that Authority will not entertain any deviations to the RFP document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders would have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP document with all its contents.

9.18 Site Visit and verification of Information

9.18.1 Bidders are encouraged to submit their respective Bid after visiting the Project sites and ascertaining all facts and information either legal/ financial/ regulations for themselves or any other matter considered relevant by them.

9.19 Bids by Joint Venture (JV) / Consortium

9.19.1 The JV / Consortium can be entered between two or more firms and limited to maximum three (3) firms.

9.19.2 The Lead Member should have highest share of participation in a JV /Consortium.

9.19.3 There shall be a Joint Bidding Agreement specific for the contract between the constituent firms, indicating clearly, amongst other things, the proposed distribution of responsibilities both financial as well as technical for execution of the work amongst them (as per the format in **Section-V, Appendix-I: Form-15**).

9.19.4 The Joint Bidding Agreement to entered contains at least the following:

i. Name of the JV / Consortium independent from the name of JV / Consortium Partners
ii. Name of the Lead Partner
iii. All the partners / members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms.

9.19.5 Lead partner's authorization shall be evidenced by submitting a Power of Attorney, duly notarized, signed by the legally authorized signatories of all the partners / members of JV / Consortium.

9.19.6 The Lead Partner shall be authorized to incur liabilities and to receive instructions for and on behalf of the partners of the JV / Consortium jointly or severally, and entire execution of the Contract (including payment) shall be carried out exclusively through the Lead Partner.

9.19.7 In the event of default by any partner, in the execution of his part of the Contract, the Authority shall be so notified within 30 days by the Lead Partner, or in the case of the Lead

Partner being the defaulter, by the partner nominated as partner-in-charge of the remaining JV / Consortium. The partner-in-charge shall within 60 days of the said notice, assign the work of the defaulting partner to any other equally competent party acceptable to the Authority to ensure the execution of that part of the Contract, as envisaged at the time of bid. Failure to comply with the above provisions will make the Agency/Selected Bidder liable for action by the Authority under the Conditions of Contract. If the Lead Partner, defined as such in the communication approving the qualification, defaults, it shall be construed as default of the Agency and the Authority will act under the Conditions of Contract.

9.19.8 Notwithstanding the permission to assigning the responsibilities of the defaulting partner to any other equally competent party acceptable to the Authority as mentioned in **sub-clause 9.19.7 above,** all the partners of the JV / Consortium will retain the full and undivided responsibility for the performance of their obligations under the Contract and / or for satisfactory completion of the Works.

9.19.9 The bid submitted shall contain all relevant information for each member of JV / Consortium as per the requirement stipulated under **Clause 9.19 of ITB.**

9.19.10 Lead Member should lead in the JV / Consortium and it should clearly state the proposed responsibilities as per the format given in **Section-V, Appendix-I: Form-15,** However, the JV / Consortium members together shall meet the overall qualification criteria stipulated in **Clause -15 of ITB.**

9.19.11 In case of a JV / Consortium, for availing the benefits of MSME, all the participating JV/ Consortium Members must be registered under MSME Act & relevant provisions and the proof of the same shall be submitted along with Bid to the extent as per the Government of India notifications in this regard.

9.19.12 In case of award of work to a JV / Consortium, all the members of the JV / Consortium shall sign the Contract Agreement.

10. Conflict of Interest

10.1 A Bidder shall not have a conflict of interest that may affect the Selection Process (the "**Conflict of Interest**"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Authority shall forfeit and appropriate the Bid Security as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost, and effort of the Authority including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise.

10.2 Authority requires that the Bidder / Agency provides professional, objective, and impartial service and at all times holds the Authority's interest paramount, avoid conflict with other assignments or its own interest, and act without any consideration for future work.

10.3 Without limiting the generality, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

(a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of an Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 25% (twenty five per cent) of the paid up share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, is less than 25% (twenty five per cent) of the paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in sub-section (72) of section 2 of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "**Subject Person**") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to subclause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the paid up equity shareholding of such intermediary; or

(b) A constituent of such Bidder is also a constituent of another Bidder; or

(c) such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

(d) such Bidder has the same legal representative for purposes of this RFP as any other Bidder; or

(e) such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Bid of either or each of the other Bidder; or

(f) there is a conflict among this, and other service assignments of the Bidder (including its personnel and Sub-agencies) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Agency will depend on the circumstances of each case. While providing services to the Authority for this particular assignment, the Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or

(g) a firm which has been engaged by the Authority to provide goods or works or services for a project, and its Associates, will be disqualified from providing consulting services for the same project save and except as provided in **Clause- 10.4 below**; conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project; or

(h) the Bidder, its Member or Associate (or any constituent thereof), and the bidder or Agency, if any, for the Project, its contractor(s) or subcontractor(s) (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be,) in the bidder or Agency, if any, or its contractor(s) or subcontractor(s) is less than 25% (twenty five per cent) of the paid up and subscribed share capital of such Agency or its contractor(s) or sub-contractor(s); provided further that this disqualification shall not apply to ownership by a bank, insurance company, pension fund or a Public Financial Institution referred to in sub-section (72) of section 2 of the Companies Act, 2013. For the purposes of this sub-clause (h), indirect shareholding shall be computed in accordance with the provisions of sub-clause (a) above. For purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the **"Associate**"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

10.4 A Bidder eventually appointed to provide Consultancy for this Project, and its Associates, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 5 (five) years from the completion of this assignment or to consulting assignments granted by banks/ lenders at any time; provided further that this restriction shall not apply to consultancy/ advisory services performed for the Authority in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the Authority in accordance with the rules of the Authority. For the avoidance of doubt, an entity affiliated with the Agency shall include a partner in the Agency's firm or a person who holds more than 25% (twenty-five per cent) of the subscribed and paid-up share capital of the Agency, as the case may be, and any Associate thereof.

11. Acknowledgement by Bidders

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

(A) Made a complete and careful examination of this RFP;
(B) Received all relevant information requested from the Authority;
(C) Satisfied itself about all matters and necessary information required for submitting a competitive bid;
(D) Updated itself about any amendments / clarifications that have been posted on the website and e-procurement portal in terms of **Clause 8** above;
(E) Acknowledged that it does not have a Conflict of Interest; and
(F) Agreed to be bound by the undertaking provided by it under the terms and conditions laid in this RFP document.
(G) Made a complete and careful examination of the various aspects of the Project including but not limited to:
  i. existing facilities and structures;
  ii. conditions of the access roads, street light poles and utilities, buildings in the vicinity of the Project Site;
  iii. conditions affecting transportation, access, disposal, handling, and storage of materials;
  iv. all other matters that might affect the Bidder's performance under this RFP document;
(H) accepted the risk of inadequacy, error or mistake in the information provided in the RFP document furnished by or on behalf of the TIA / Authority relating to any of the matters referred to in this RFP document;
(I) satisfied itself about all matters, things, and information, including matters referred to in **Clause 9.18,** necessary and required for submitting an informed Bid, execution of the Project in accordance with this RFP Document and performance of all of its obligations thereunder;
(J) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in this RFP Document or ignorance of any of the matters referred to in **Clause-9.19** shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Contract Agreement by the Agency/ Selected Bidder;
(K) Agreed to be bound by the undertakings provided by it under and in terms hereof.
(L) Authority shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

12. Right to accept or reject any or all Bidders / Bids

12.1 Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons, therefore. In the event that the Authority rejects or annuls all the Bids, it may, in

its discretion, invite all eligible Bidders to submit fresh Bids hereunder.

12.2 TIA reserves the right to reject any Bid and / or Bid if:

(a) at any time, a material misrepresentation is made or uncovered, or

(b) the Bidder does not provide, within the time specified by the TIA, the supplemental information sought by the TIA for evaluation of the Bid.

(c) If the Bidder is a Consortium, then the entire Consortium will be disqualified/ rejected. If such disqualification/ rejection occurs after the Bids have been opened and the Highest Bidder gets disqualified/ rejected, then the TIA reserves the right to:

i. invite the remaining Bidders to match the Highest Bidder/ submit their Bids in accordance with the RFP; or

ii. take any such measure as may be deemed fit in the sole discretion of the TIA, including annulment of the Bidding Process.

12.3 In case it is found during the evaluation or at any time before signing of the Contract Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification 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 Agency either by issue of the LOA or entering into of the Contract Agreement, and if the Bidder / Selected Bidder has already been issued the LOA or has entered into the Contract 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 TIA / Authority to the Selected Bidder / Agency, without the TIA being liable in any manner whatsoever to the Bidder / Selected Bidder and without prejudice to any other right or remedy which the Authority may have under the Bidding Documents, the Contract Agreement or under applicable law.

12.4 TIA / Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Any such verification or lack of such verification by the TIA / Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the TIA /Authority thereunder.

13. Liability of the TIA/ Authority

13.1 The Bidders are advised to avoid last moment rush to submit bids online and they should upload their bids well in advance before the bid submission deadline. The TIA / Authority shall not be liable for failure of online submission of bids by the Bidder that may arise due to any reason whatsoever. It shall be construed that the procedure for online submission of bids, mentioned under **Guideline for Submission of Bid** of ITB, has been read and understood by the bidder.

14. Bid Opening and Evaluation Process

14.1 From the time the Proposals are opened to the time the Contract is awarded, any effort by Bidders to influence the TIA / Authority in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.

14.2 Authority has adopted single stage-two-steps selection process (collectively the "**Selection Process**"). First part consists of 'Technical Bid' and Second Part consists of 'Financial bids' to be submitted by the Bidder in single stage. The Technical Bids received shall be opened on the date and time mentioned in Section – III: Bid Data Sheet. 'Financial Bid' of those Bidders whose Technical Bid has been determined to be responsive and on evaluation fulfils the criteria as stipulated in the RFP document, shall be opened on a subsequent date, which will be notified to such Bidders. In the event of the specified date for the submission of bids being declared a holiday for the Authority, the Bids will be opened at the appointed time and location on the next working day.

14.3 Technical Proposals shall be evaluated on the basis of their responsiveness to the ToR and by applying the eligibility & evaluation criteria (PQ & TQ etc.), specified in **Clause – 6, 15 & 16 of ITB.** In the first step of evaluation, a Proposal shall be rejected if it is found deficient or found not meeting the minimum eligibility criteria as mentioned in **Clause – 6** and **Clause -15 of ITB**. Only responsive Proposals shall be further taken up for evaluation.

14.4 A Bid shall be considered responsive only if:

a. It is received by the Bid submission date and time including any extension thereof, pursuant to **Clause-9** above;
b. It is accompanied by the RFP document Fee & Bid Security as specified in Section-III: Bid Data Sheet;

c. It is received in the forms specified in Section-V: Appendix-I (Technical Bids Standard Forms) and in Section- VI: Appendix-II (Financial Bids Standard Forms);

d. It does not contain any condition or qualification or suggestion; and

e. It fulfils the eligibility & qualification criteria stipulated in **Clause-6** and **Clause-15** of ITB.

14.5 After ascertaining the responsiveness of the bid, evaluation of each responsive Bid will be done as per **Clause 15 below.** To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, the TIA may at its discretion, ask any Bidder for a clarification on its bid, giving a reasonable time for response. TIA however, is not bound to accept the clarification submitted by the Bidder if found irrelevant. The TIA's request for clarification and the response shall be in writing.

14.6 TIA shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP Document

or the Bidding Process, including any error or mistake therein or in any information or data given by the TIA.

14.7 The TIA shall inform the Bidders, whose Technical Bids are found responsive and on evaluation fulfils the criteria stipulated in the Tender document, of the Date, Time, and Place of opening of the Financial Bids. The Bidders so informed, or their representative, may attend the meeting of online opening of Financial Bids.

14.8 At the time of the online opening of the 'Financial Bids', the names of the technically qualified Bidders along with the Bid prices, the total quoted amount of each Bid, and such other details as the TIA may consider appropriate will be announced by the TIA at the time of Bid opening.

14.9 Bidder may, if deemed necessary by him, send a representative to attend the financial bid opening. Such representative shall have a letter of authorization from the bidder to attend the bid opening on its behalf.

15. Qualification Criteria & Bid Evaluation

15.1 Minimum Qualification Criteria

To qualify for this tender, the Bidder must satisfy each of the qualifying criteria stipulated in clauses 15.1.1 of ITB below. Not satisfying any of the qualification criteria shall render the bid non-responsive and financial bids of such bidders shall not be opened.

15.1.1. Qualification Criteria

The bidder must possess the requisite experience, strength, and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project.

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
1.	Legal Entity	A. Bidder should be an Indian firm. B. Bidder should be registered under the Companies Act 2013 in India or a Limited Liability Partnership	a) Copy of certification of incorporation issued by competent authority/ Registration Certificate b) Copy of PAN card c) Copy of GST	Prequalification document to be uploaded. PQ1

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
		Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding. C. Bidder should have a registered number of, GST, Income Tax / Pan number. D. Bidder should be in operation in India for a period of at least 3 years as on publication of this tender. **In case of JV, all members shall meet this criterion**	registration d) ESI & EPF registration as per Labour Laws.	
2.	Financial Capability	The Bidder / Consortium shall have an average turnover of at least INR 100 crores in last 3 Financial Years (FY 2023-24, FY 2024-25, and FY 2025-26). In case of JV / Consortium, the lead member shall have avg turnover of at least 50% in last 3 financial year. The Net worth shall be positive. In case of JV/ Consortium, both Bidder Net worth shall be positive, and Bidders shall be profit-making in last three (3) financial years (i.e., FY 2023-24, FY 2024-25, and FY 2025-26) In case the bidder is a	**For Annual Turnover:** a) Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years b) Copy of Certificate from the statutory auditor / Charted Accountant (CA) clearly specifying the annual turnover for each of the last 3 financial years, i.e., FY 2023-24, FY 2024-25, and FY 2025-26 **For Positive net worth:** a) Certificate from the Statutory Auditor on net worth (i.e., FY 2023-24, FY 2024-25, and FY 2025-26)	PQ -2

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
		100% subsidiary of a company, the Annual Turnover and Net worth of their Parent / Holding company shall be admissible for eligibility.	Bidder using Parent company financial shall submit the certificate of Parent company	
3	Bidder's Experience	1. Experience in Implementation of Public Digital Platforms in last three (3) financial years 2. Delivering Care to citizens for various Health Programs - Experience in implementation of health systems transformation initiative in the last three (3) financial years. The bidder must have demonstrable experience in implementing technology-enabled healthcare projects across various healthcare facilities, service delivery of national health programs (RCH, NCD, Mental health, Etc.) 3. Experience in healthcare service delivery - The bidder should demonstrate relevant experience in the design, implementation, and	The bidder shall submit : **In case of Completed project –** i) Copy of work order/LOI/LOA/Contract copy clearly specifying start date, project value, and ii) Completion Certificates from end client mentioning the functionalities implemented. **In case of ongoing projects –** i) Copy of Work order/LOI/LOA (work order date) received from client minimum 6 months prior to bid submission of this RFP date.	PQ-3

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
		maintenance of digital health platforms at scale, particularly in rural, underserved, or resource-constrained settings in collaboration with public health authorities, including capacity building of healthcare personnel across all levels. 4. Experience in visit Management and Referral tracking- The bidder must have experience in visit management and referral tracking, virtual coordination and scheduling.		
4	Human Resource	The bidder must have manpower strength of 100 people, out of which 50 people are required to be healthcare or technology professionals (Medical doctors, health workers, and Product and Technology professionals). Note: In case of JV / Consortium, the condition is required to be mandatorily fulfilled by at least 1 member of the JV/Consortium.	Certificate from HR head confirming compliance.	PQ4
5	Mandatory Undertaking	The bidder, all JV members should:	Self-declaration by the Bidder duly signed and	PQ-5

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
		A. have not been blacklisted by Central Government / Any State Government / Urban Local Body (ULB) / Smart City (SPV) / Supreme Court of India / Any government / PSU in India as on the date of bid submission. B. Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. C. Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.	stamped by the authorized signatory in format described in RFP. To be Submitted by all member JV / Consortium.	
6.	Self-Certification	The bidder which shares a land border with India will be eligible to bid in this tender only if the bidder is	Self-certification from bidder on Non-Judicial stamp of Rs. 100/- in the prescribed format	PQ-6

Sl. No.	Basic Requirement	Specific Requirements	Documents Required	Scanned copy to be uploaded
		registered with Competent Authority as per OM No. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, GoI[1] and order of Public procurement no F.7/10/20121-PDD(1), date 23.02.2023 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GoI shall be applicable for this RFP.	Appendix –I: Form 6, separately.	
7.	No Barring Certificate	Any entity which has been barred, by the Central Government/ any State Government / Municipal Bodies, or any entity controlled by these, from participating in any project (BOT or otherwise), and the bar subsists as on the date of Bid, would not be eligible to submit Bid, either individually or as member of a Consortium	Undertaking by the authorized signatory as well as all member of consortium as per the form mentioned in **Appendix - I: Form-5**	PQ-7
8.	Integrity Pact	Duly signed Integrity Pact **as per Appendix I - Annexure-I**	The Bidder must submit duly signed Integrity Pact **as per Appendix -I: Annexure-I** along with its proposal.	PQ-10

15.2 Technical Evaluation

15.2.1 As part of the bid evaluation process the TIA / Authority shall evaluate the technical capability of bidders and proposed solution. The points earmarked and evaluation categories would be divided into various sub-categories for evaluation of Technical Bids for the responsive Bidders in terms of **Clause 6 & 15** of ITB would be as follows:

Sl. No	Criteria	Technical Evaluation Parameter	Maximum Marks
1.	**Following PQ-3 experience**		**50**
A	**Implementation of Public Digital Platforms -** Experience in implementation of public digital platforms as transformation initiatives in the last three (3) financial years.	One Project – 10 marks Two Projects – 15 marks More than two projects – 20 marks	**20**
B	**Experience in healthcare service delivery** - The bidder should demonstrate relevant experience in the design, implementation, and maintenance of digital health platforms at scale, particularly in rural, underserved, or resource-constrained settings in collaboration with public health authorities, including capacity building of healthcare personnel across all levels. This shall include implementing technology-enabled healthcare projects across various healthcare facilities, service delivery of national health programs.	One Project – 10 marks Two Projects – 15 marks More than two projects – 20 marks Note: A minimum of 50,000 unique patients should have been covered.	**20**
C	**Visit Management and Referral tracking** - The bidder must have experience in visit management and referral tracking, virtual coordination and scheduling.	**Unique Citizens Covered** 2,000 to 10,000 (5 marks) 10,000 to 99,000 (7 marks) 1,00,000 and above (10 marks)	**10**
2	**Live Demo -** Bidders will be required to give a Demo of the platform and solution proposed including end to end digital solutions with AI capability, covering all healthcare services and healthcare personnel across the healthcare ecosystem. Bidders will be given prior notice with guidelines for the Demo.		**30**
3	**Bidder's Approach and Methodology Presentation** The Bidder shall prepare a presentation on the technical proposal to be submitted for this project. Bidder may demonstrate Methodology and Action Plan detailing how the bidder(s) shall deliver and manage the scope of project. Bidder will be asked to make presentation.		**20**
A	Technical Capability & Relevant Experience of Bidder		
B	Understanding of Scope of Work		
C	Project plan with Timelines		3
D	Proposed Team		3
E	Project Proposed Solutions, Component Design and Readiness		5
F	Detailed work plan including resource mobilization plan		2
G	Risk and Operation & Management Plan		3
H	Capacity Building Plan and Quality of Response		2

Sl. No	Criteria	Technical Evaluation Parameter	Maximum Marks
I	Implementation Schedule		2
4	Total Marks		**100**
5	**Passing Marks 70 out of 100**		

15.2.2 Live Demo

15.2.2.1 As part of the bid evaluation process Bidders will be required to give a Demo of the platform and solution proposed including end to end digital solutions with AI capability, Agentic AI and Dashboards covering all healthcare services and healthcare personnel across the healthcare ecosystem. The Live Demo shall be carried out in the presence of TIA officials. All charges for such Live Demonstration shall have to be borne by the Bidder. All the Bidders will have to prove that the entire ecosystems of the proposed solution are complying with the mentioned Technical and Functional specifications as mentioned in the RFP.

15.2.3 Technical Presentation

15.2.3.1 The Bidders will be asked to give a presentation on their proposal on date, time and place as communicated to the Bidder by the TIA in writing.

15.2.3.2 TIA may write to various clients to validate the project citations and implementation experience quoted by Bidder. All the expenses incurred by the Bidder for the purposes mentioned in this **Clause 15.2.3** will be borne by the Bidder.

15.2.4 Manpower deployment

15.2.4.1 TIA would like to give emphasis on the suitable technical staff proposed for the Contract period. Bidder may propose personnel for different skill sets required for different responsibilities during Project Implementation and Operation & Management period. Following documentation is expected in this section:

i. Overall Project Team as per requirement.
ii. Escalation Chart for the entire Project Duration
iii. Summary Table giving Qualification, Experiences, Certifications, Relevance to the project, including detail CVs.
iv. Undertaking stating that deployed manpower will be according to that proposed in the Bid for Technical Evaluation.

15.2.4.2 The minimum manpower deployment with essentials requirement and experience is provided below:

A. for overall project

S. No.	Category of Personnel	Nos	Educational qualification	Minimum Experience
1	Program Director	1	MPH / MHA / MBA / Technology	15 years
2	District Coordinator – 1 per district	28	MPH / MHA / MBA / PGDBM	6 years
3	Platform Lead	1	B.Tech / M.Tech (Computer Science/IT)	12 years
4	Public Health Specialist	2	MD / MPH / Community Medicine	6 years
5	Data & AI Lead	1	B.Tech / M.Tech / MSc (Data Science/CS/Stats)	8 years
6	Cybersecurity Lead	1	CISA / CISM / CISSP / ISO 27001	8 years
7	SSC Operations Manager	1	MBA (Operations) / equivalent	Minimum 7 years
8	Telehealth Clinical Lead	1	MBBS (PG preferred)	Minimum 7 years
9	Field Operations Lead	1	Master's (Rural Mgmt / Social Work / Health Mgmt)	Minimum 7 years

B. For Sanjeevani ICCC (275 resources)

S. No.	Category of Personnel	Nos	Minimum Educational qualification	Minimum Experience
1.	Project Manager	5	Masters in relevant discipline	8 years of relevant experience or managing similar project experience
2.	Doctor - Lead	10	MBBS	10 years of relevant experience
3.	Doctor	40	MBBS	6 years of relevant experience
4.	Project Coordinator - Lead	10	Masters in relevant discipline	8 years of relevant experience
5.	Coordinators	100	Bachelor in relevant discipline	3-5 years of relevant experience
6.	Nurse – Lead	10	Bachelor in relevant discipline	8 years of relevant experience
7.	Nurse	100	Bachelor in relevant discipline	3-5 years of relevant experience

Please note the following:

(a) The Bidder shall deploy the Key Personnel as specified above, meeting the prescribed qualifications and experience requirements. These positions are critical to project governance and delivery and shall be minimum mandatorily staffed throughout the contract period.

(b) The Bidder shall estimate the overall personnel requirement and propose the deployment of additional manpower, including resources required for the Sanjeevani ICCC, as part of its project delivery methodology.

(c) The Bidder shall ensure that all roles are adequately staffed at all times and that the deployed team collectively possesses the necessary expertise across public health, operations, technology, and program management to ensure effective implementation and delivery of the project.

(d) The Bidder shall ensure continuity of personnel and shall promptly replace any vacant position without impacting project timelines or service delivery.

15.3 Technical Scoring and Evaluation

15.3.1 For the purpose of arriving at Technical Score, the bid shall be evaluated against the Technical Parameters, with respective weightage, as given in RFP document.

15.3.2 The Total Technical Score will be calculated out of 100 Marks. The Bidder has to score the following minimum Qualifying Marks to qualify in the Technical Evaluation Criteria:

- 70% marks out of total 100 Marks of Technical Evaluation criteria.

15.3.3 The Bidders scoring marks less than the minimum qualifying marks as mentioned above shall be disqualified for Financial Bid Opening. The Bidders scoring marks equal to, or more than the minimum qualifying marks as mentioned above shall be declared as Technically Qualified Bidders.

15.4 Financial Evaluation

15.4.1 In the Second Stage, the Financial Bids of Technically Qualified Bidders will be opened in the presence of Bidders who choose to attend, on date, time and place as communicated by the TIA in writing and financial evaluation will be carried out as per this Clause 15.4. Each Financial Proposal will be assigned a financial score (SF).

15.4.2 The Financial Bids shall be evaluated on the basis of the Total Cost quoted by the Bidder for the Project. The Total Cost is inclusive of Capital Cost of Setting up of Sanjeevani ICCC and Annual Management Fee indicated in the Financial Proposal as per **Appendix II-Form 2**.

15.4.3 The Authority will determine whether the Financial Proposals are complete, unqualified and unconditional. The Total Cost indicated in the Financial Proposal shall be deemed as final and reflects the total cost of services for the Project. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the TOR within the total quoted price shall be that of the Agency/ Bidder. The lowest Financial Proposal (Total Cost) (FM) will be given a financial score (SF) of 100 points. The financial scores of other Proposals will be computed as follows:

SF = 100 x FM/F (F = amount of Financial Proposal)

15.5 Confidentiality

15.5.1 Information relating to the examination, clarification, evaluation, and recommendation for the 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 matters arising out of or concerning the Selection Process. The TIA shall treat all information, submitted as part of the Bid /Proposal, in confidence and shall 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 or as may be required by law or in connection with any legal process.

15.6 Clarifications

15.6.1 To facilitate evaluation of Proposals, the TIA may, at its sole discretion, seek clarifications from any Bidder regarding its Bid. 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.

15.6.2 If a Bidder does not provide clarifications sought under Clause 15.6.1 above within the specified time, its Bid /Proposal shall be liable to be rejected. In case the Bid /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.

16 Verification and Disqualification

16.1 The TIA reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP document and the Bidder shall, when so required by the TIA, make available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by the TIA shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the TIA there

under.

16.2 The TIA reserves the right to reject any Bid and appropriate the Bid Security Deposit, if:

(a) at any time, a material misrepresentation is made or uncovered, or

(b) the Bidder does not provide, within the time specified by the TIA, the supplemental information sought by the TIA for evaluation of the Bid, or

(c) any act or omission of the Bidder results in violation of or noncompliance with this RFP document or any Applicable Laws (**Clause-20**).

16.3 Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium and each Member may be disqualified / rejected. If such disqualification / rejection occurs after the Bids have been opened and the Selected Bidder gets disqualified / rejected, then the TIA reserves the right to take any such measure as may be deemed fit in the sole discretion of the TIA, including annulment of the Bidding Process.

16.4 In case it is found during the evaluation or at any time before signing of the Contract Agreement or after its execution and during the period of subsistence thereof, that one or more of the qualification 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 Agency/ Selected Bidder either by issue of the Letter of Acceptance or entering into of the Contract Agreement, and if the Selected Bidder has already been issued the Letter of Acceptance or has entered into the Contract Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP document, be liable to be terminated, by a communication in writing by the TIA to the Selected Bidder or the Agency, as the case may be, without the TIA being liable in any manner whatsoever to the Selected Bidder or Agency. In such an event, the TIA shall be entitled to forfeit and appropriate the Bid Security or Performance Security, as the case may be, as Damages, without prejudice to any other right or remedy that may be available to the TIA under the RFP document and/ or the Contract Agreement, or otherwise.

17 Combined and Final Evaluation - Selection of Bidder

17.1 Proposals will finally be ranked according to their combined technical (ST) and financial (SF) scores as follows:

S = ST x Tw + SF x Fw Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.70 and 0.30 respectively.

17.2 The Selected Bidder shall be the first ranked Bidder whose Combined Score is highest **("H1 Bidder")** shall be the "**Selected Bidder"**.

17.3 The Bidder shall be ranked based on Highest to Lowest Combined Score and shall be ranked as H1, H2, H3, H4, H5 till the least quoted bidder.

17.4 In case the H1 Bidder refuses to accept the LoA and or sign the contract, then the next ranked bidder shall be asked to match the H1. The process will continue till any of the ranked bidders after given chance, match the quote of H1 and accept to sign the contract agreement

17.5 In case no bidder ranked after H1, match the H1 after being given the chance to match H1, in pursuant to clause 17.4 above, then TIA may in its sole discretion annul the Bidding process.

18 Award of Contract

18.1 Negotiations

18.1.1 The Selected Bidder may, if necessary, be invited for negotiations. The negotiations shall be for change in quoted AMF stated in the Proposal based on the reasonability and for re-confirming the obligations of the Selected Bidder / Agency under this RFP. Issues such as finalization and installation of Applications, deployment of Personnel, understanding of the RFP, methodology etc. shall be discussed during negotiations. The negotiations shall conclude with a review of draft contract and preparation of minutes of negotiation both of which shall be signed by the TIA's and the Selected Bidder's authorized representative.

18.2 Issuance of Letter of Award (LoA)

18.2.1 After selection of Selected Bidder, a Letter of Award (the "**LoA")** shall be issued, in duplicate, by the TIA to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof. In the event the duplicate copy of the LoA duly signed by the Selected Bidder is not received by the stipulated date, the TIA may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as Damages on account of failure of the Selected Bidder to acknowledge the LoA. It may also notify all other Bidders about the decision taken (if requested by other Bidders).

18.2.2 Issue of Letter of Acceptance (LOA) shall not be construed as any right given in favour of the Selected Bidder, and TIA reserves the right to annul the process of award, including signing of Agreement, of this project without any liability or any obligation for such annulment, and without assigning any reasons thereof.

18.2.3 Upon issue of LoA to the Selected Bidder, TIA will release the Bid Security of all Bidders, except the Selected Bidder.

18.3 Signing of Contract Agreement

18.3.1 Subsequent to issue of LoA to the Selected Bidder, the Selected Bidder shall execute the Contract Agreement with TIA within a period of 21 days from the date of acceptance of LoA subject to the conditions that the Performance Security has been deposited by the Selected Bidder within prescribed period.

18.3.2 For a Single Entity or JV / Consortium, the Selected Bidder will sign the Contract after fulfilling all the formalities / pre-conditions mentioned in the **Conditions of Contract in Section VII, Annexure-III** including submission of Performance Bank Guarantee, within 14 (fourteen) days of acceptance of the LoA.

18.3.3 Each page of the agreement and all attached documents shall be signed by the Authorized representative of TIA and the Agency, as per the conditions of the RFP.

18.3.4 The Selected Bidder shall not be entitled to seek any deviation, modification, or amendment in the Contract Agreement.

18.3.5 Failure of the Selected Bidder to furnish the Performance Security or execute the Contract Agreement within the prescribed time shall cause the Bid Security of the Selected Bidder to be forfeited. The Selected Bidder will be liable to indemnify TIA for any additional cost or expense, incurred on account of failure of the Selected Bidder to execute the Contract Agreement.

18.3.6 Notwithstanding anything to the contrary mentioned above, TIA at its sole discretion shall

have the right to extend the timelines for execution of Contract Agreement on the request of the Selected Bidder, provided the same is bona-fide.

18.4 Commencement of assignment

18.4.1 The Agency shall commence the Services (the "**Services**") at the Project sites within 7 (seven) days from the handing over all the sites or such other date as may be mutually agreed. If the Agency fails to either sign the Contract Agreement as specified in **Clause-18** or commence the assignment as specified herein, the TIA may withdraw the LoA and cancel the tender process. In such event, the Bid Security of the Selected Bidder / Agency shall be forfeited and appropriated in accordance with the provisions of RFP **Clause -9.8.**

18.5 Proprietary data

18.5.1 Subject to the provisions of **Clause-15.5**, all documents and other information provided by the TIA or submitted by Bidder to the TIA shall remain or become the property of the TIA. Bidders are to treat all information as strictly confidential. The TIA will not return any Bid, or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Bidder / Agency to the TIA in relation to the Work shall be the property of the TIA.

19 Indemnity

19.1 Bidder / Agency, as the case may be, shall be deemed that by submitting the Bid, the Bidder agrees and indemnifies the TIA, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and / or performance of any obligations hereunder, pursuant hereto and / or in connection herewith and waives any and all rights and / or claims it may have in this respect, whether actual or contingent, whether present or future.

19.2 The Agency shall defend, indemnify, release and hold harmless to TIA from and against any and all loss, damage, injury, liability, demands and claims for injury to or death of any person (including an employee of the Agency/ Selected Bidder or TIA) public or for loss of or damage to property (including Agency/ Selected Bidder or TIA property), in each case whether directly or indirectly resulting from or arising out of under this RFP document / Contract Agreement. This indemnity shall apply whether or not TIA was or is claimed to be passively, concurrently, or actively negligent, and regardless of whether liability without fault is imposed or sought to be imposed on one or more of the TIA. Such indemnity shall not apply to the extent that it is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this RFP document / Contract Agreement and, shall not apply where such loss, damage, injury, liability, death, or claim is the result of the sole negligence or willful misconduct of the TIA.

20 Applicable Law(s)

20.1 The Agency/ Selected Bidder has to follow all the applicable statues, laws, bye-laws, rules, regulations, orders, ordinances, protocols, codes, guidelines, policies, notices, directions, judgments, decrees or other requirements or official directive of any government authority or court or other law, rule or regulation approval from the relevant governmental authority, government resolution, directive, or other government restriction or any similar form of decision of, or determination by, or any interpretation or adjudication having the force of law in India as amended from time to time while providing these services, including Minimum Wages Act 1948, Payment of Wages Act 1936, Contract Labour (Regulation & Abolition) Act 1970, Employees' Provident Funds and Miscellaneous Provisions Act 1952 etc.

21 Integrity Pact

21.1 The Bidder shall submit a duly signed integrity pact as per **Appendix I: Annexure-I** along with its proposal as per the RFP document.

22 Fraud and Corrupt Practices

22.1 For the purposes of this **Clause-22**, the following terms shall have the meaning hereinafter respectively assigned to them:

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

22.1.2 Without prejudice to the rights of the TIA under Clause 22.1.1 hereinabove and the rights and remedies which the TIA / Authority may have under the LoA or the Agreement, if a Bidder or Bidders, as the case may be, is found by the 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 or the execution of the Contract Agreement, such bidder shall not be eligible to participate in any tender or RFP issued by the TIA during a period of 5 (five) years from the date such Bidder o Bidders, as the case may be, is found by the 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.

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

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

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

(c) **"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;

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

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

(f) **"Unfair trade practice"** means supply of services different from what is ordered or change in the Scope of Work.

23 Finality

23.1 The TIA's evaluation process and ultimate selection of a Selected Bidder (if any) are final and binding on all Bidders. All the terms of this RFP are expressly set out in this RFP and there are

no implied terms relating to this RFP. Despite any other term in this RFP, no Bidder may make any Claim, of any type ,against or in respect of the TIA or any Representatives to any court, other adjudicative body, governmental authority or regulatory authority relating to this RFP or the RFP Process for any reason whatsoever, including interpretation of this RFP, bid of the RFP Rules, conduct of the process of evaluation, conduct of negotiations, exclusion of a Bidder, selection of a Preferred Bidder or the Selected Bidder or the selection of no Preferred Bidder or Selected Bidder.

23.2 Without limiting the generality of the foregoing, no Bidder may seek any judgment, order, decree, injunction, declaration or other relief relating to this RFP or the RFP Process, including relief relating to the notion that any Proposal was the “Highest ” or “best” Proposal, that any Bidder should be selected as the Selected Bidder, that the TIA erred in its evaluation of any Proposal or that the TIA or Representatives otherwise exercised any discretion or conducted the RFP Process in an inappropriate, unreasonable or unfair manner. Each Bidder (on its own behalf and on behalf of its affiliates, subcontractors of any tier, and proposed subcontractors of any tier) releases the TIA and all Representatives and Consultant from all Claims. In no event whatsoever will the TIA or Representatives or Consultant appointed by TIA be liable to any Bidder (or its affiliates, subcontractors of any tier, or proposed subcontractors of any tier) for indirect, special, or consequential damages, including lost profits and loss of opportunity. The Bidder will indemnify the TIA and Representatives and Consultant in respect of all Claims made against the TIA or Representatives by any affiliate, subcontractor of any tier, or proposed subcontractor of any tier, of the Bidder relating to this RFP or the RFP Process.

24 Miscellaneous

24.1 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts in the State in which the TIA has its headquarters shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

24.2 TIA, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

(a) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;

(b) consult with any Bidder in order to receive clarification or further information;

(c) retain any information and/or evidence submitted to the Bidder by, on behalf of and/or in relation to any Bidder; and/or

(d) independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.

24.3 It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the TIA, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or

arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

24.4 All documents and other information supplied by the TIA or submitted by Bidder shall remain or become, as the case may be, the property of the TIA. TIA will not return any submissions made hereunder. Bidders are required to treat all such documents and information as strictly confidential.

24.5 TIA reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.

24.6 This RFP document supersedes and replaces any previous public documentation and communication. Bidders should place no reliance on such communications.

24.7 This RFP is not transferable.

24.8 Any award of Contract pursuant to this RFP shall be subject to the terms of this RFP / Bidding Documents.

24.9 This RFP is independent of any other process to select agency for the Project mentioned in this RFP. The terms and conditions of this RFP shall be applicable only to this RFP and the prospective Bidders / Selected Bidder shall not quote the terms and conditions of this RFP to any complaint, suit, action or cause of action, whether arising in contract, tort or otherwise to any other case, complaint, suit, action or cause of action and neither term and conditions from other such RFP shall be quoted in case of or arising out of this RFP to any case, complaint suit, action or cause of action.

SECTION – III: BID DATA SHEET

SECTION- III: BID DATA SHEET

Reference	Particulars	Description
1.	Tender Inviting Authority (TIA)	Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503. mail-id: aphmhidc@gmail.com | ed.apmsidc16@gmail.com Phone No.: +91 89786 44900 and +91 91210 53550
2.	Name of the RFP/ Project/ Work	Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System" in Andhra Pradesh
3.	Method of Selection	QCBS – 70 (T) : 30 (F)
4.	Bid Document Fee (Non-Refundable) (as per APMSIDC GO)	Rs. ……../- (Rupees ……. Only) APMSIDC to Fill Bidders shall pay through online payment only on the AP eProcurement portal.. https://tender.apeprocurement.gov.in
5.	Bid Security	Rs 2,00,00,000 (Rupees two crore only)
6.	Transaction Fee	APMSIDC to fill
7.	Corpus Fund**	0.04 % of the Estimated Contract Value to be submitted by the Selected Bidder
8.	Bid validity	180 days from the Bid Due Date
9.	Document download start date	DD/MM/YYYY
10.	Date of submission of pre-bid queries	DD/MM/YYYY, time – md_APMSIDC@ap.gov.in
11.	Pre-bid meeting -	DD/MM/YYYY, time-
12.	Response to pre-bid queries	DD/MM/YYYY, uploaded on the website https://apeprocurement.gov.in/ and https://APMSIDC.gov.in/tenders
13.	Bid Submission Start Date	DD/MM/YYYY, time-
14.	Bid Submission Last Date	DD/MM/YYYY, time-
15.	Technical Bid Opening date	DD/MM/YYYY, time-
16.	Presentation Schedule	To be intimated later
17.	Declaration of Technical Bid result	After acceptance of Technical Bids by TIA
18.	Financial Bid Opening date	To be informed after Technical Evaluation
19.	Letter of Award (LOA)	After selection within two weeks
20.	Last date for furnishing Performance Bank Guarantee to TIA (By Selected Bidder)	Within 15 days from the date of acceptance of Letter of Acceptance (LOA).

Reference	Particulars	Description
21.	Signing of Contract	21 Days from acceptance of LoA
22.	JV/ Consortium	Yes, maximum 3 members
23.	Performance Security	As per clause 9.9.2 Section -II: ITB
24.	Contract Period	5 years

***The Selected Bidder is required to deposit, eProcurement fund (Corpus fund of 0.04%). Corpus fund charges towards e-procurement services at 0.0345% of estimated contract value with a cap of Rs.10,000/- for all works with estimated contract value up to Rs.50.00 crore and Rs. 25,000/-for works with estimated contract value above Rs. 50.00 crore from successful bidder to Managing Director, APMSIDC, Vijayawada at the time of concluding agreement.*

The bidders are hereby informed to pay the eProcurement fund (corpus fund) through online only. Once the L1 bidder is finalized, the system automatically generates the eProcurement fund (corpus fund) to be paid. The option for payment of eProcurement fund (Corpus fund) is enabled to bidders / contractors in their login.

SECTION – IV: Terms of Reference (ToR)

SECTION – IV: TERMS OF REFERENCE (ToR)

1. General

1.1 This section should be read in conjunction with other sections of RFP. The words expressions, which are defined in this Section of RFP i.e., Instructions to Bidders (ITB), have the same meaning when used in the other Sections of RFP, unless separately defined. The ITB sets out the bidding procedure to provide necessary details for the Bidders to prepare their proposals/bids for the subject Project. The prescribed formats for submission of proposals have been provided as annexures in this RFP. In case of absence of specific provision or ambiguity pertaining to interpretation of clauses, the decision of Managing Director, TIA shall be final and binding.

1.2 The Bidders are advised to submit their proposals/bids complying with the requirements stipulated in the RFP document. The proposals/bids may be rendered disqualified in case of receipt of incomplete proposals/bids /or the information is not submitted as per the prescribed formats.

1.3 Prospective Bidders are required to inspect the locations of all the Health Facilities listed in the RFP. The Bidder submitting the proposals/bids will be considered to have accepted all the terms and conditions and no further changes will be accepted. No enquiries in written or verbal will be entertained with regard to acceptance/rejection of the proposals/bids. Any attempt on the part of the Bidder to influence any official/officer of TIA will lead to disqualification of its proposals/bids.

1.4 The health facilities indicated in the RFP are indicative and in case in future if more such facilities are created, shall also form part of the Project on mutually agreed terms. The prospective Bidders should satisfy themselves as to correctness and the suitability of the proposed location, Scope and Operation and Management requirement of the Project.

1.5 The Authority reserves the right, during the Contract Period, to expand the scope of the Project by including additional healthcare facilities, programmes, services, functional modules, technology components, integrations or any other activities that are not expressly covered under the present Scope of Work. Such expansion shall not form part of the original Contract Scope and shall be undertaken only upon written approval of the Authority. The Selected Bidder shall implement such additional scope subject to mutual agreement on the scope, implementation schedule, commercial terms and other applicable conditions. The additional cost for such expanded scope shall be borne by the Government separately and shall not be deemed to be included in the Financial Proposal submitted under this RFP.

1.6 The Selected Bidders must adhere strictly to the timelines for implementation of the project. Any deviation from the timelines may attract damages and in extreme cases forfeiture of Security and termination of Contract. It is advisable for the Bidders/ Selected Bidder to plan all the activities accordingly. Any issues, challenges, or constraints shall be identified and

resolved within 21 days from the handover of the sites to avoid delay in implementation.

1.7 The grant of Contract; interest, ownership rights regarding the Project along with Hardware, Software, Equipment, Software Applications, Licenses, Warrantees, fixtures / fittings provided therein shall vest with the TIA / Authority except that these will be Operated and Managed by the Agency during the Contract Period.

1.8 The Agency / Selected Bidder shall comply with all applicable rules, guidelines and regulations issued by any other Statutory Authorities applicable within the jurisdiction of TIA.

2. The Project: Statewide Integrated Digital Care Coordination and Healthcare Delivery System

2.1 The Statewide Digitally Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh involves the creation of a unified, ABDM-compliant digital public infrastructure for health services. This initiative consolidates disparate, non-interoperable applications (e.g., standalone HMIS, vertical programme software) into a cohesive, cloud-based ecosystem centered on the Integrated Digital Healthcare Delivery Platform (IDHCDP). The IDHCDP is integrated with the Unified Health Interface (UHI) for nationwide service discoverability and booking, supports ABDM-certified Personal Health Record (PHR) applications for citizen access, and feeds a centralized State Health Data Lake for advanced analytics. This architecture is the fundamental enabler for lifelong longitudinal health records, secure consent-based data exchange via the HIE-CM, the application of AI/ML for predictive insights, and provides a secure, scalable foundation for health research and innovation.

2.2 At the **national level**, Statewide Integrated Digital Care Coordination and Healthcare Delivery System proactively advances the core objectives outlined in the **National Health Policy (NHP) 2017** and the operational mandates of the **National Health Mission (NHM)**. It does so by concretely strengthening the delivery of Comprehensive Primary Health Care Services (CPHC) through the digital enablement and operational strengthening of Ayushman Bharat - Health and Wellness Centres (AB-HWCs). It reinforces systematic referral and continuity of care mechanisms across the health system pyramid, a key focus area of NHP 2017.

2.3 IDHCDP introduces robust, technology-enabled mechanisms to enhance overall clinical quality, patient safety, and systemic accountability in service delivery, addressing the NHP's emphasis on improving health system performance. The Project's core design, which positions primary care as the gatekeepers and continuity anchors supported by digital decision support and dedicated care coordination, is central to India's strategic pursuit of UHC. The five pillars of IDHCDP are provided in table below:

Transformation Pillar	From (Current State)	To (Future State with Sanjeevani)	Key Enablers / Mechanisms
Service Delivery Model	Fragmented, episodic, facility-centric, and reactive care driven by patient-presented demand. Services are organized around vertical programmes and discrete clinical events.	Coordinated, continuous, life-course-oriented digital care pathways, withproactive & preventive system outreach. Care is organized around the citizen's longitudinal journey.	Digital care pathways, closed-loop referral management, statewide teleconsultation network, Automated Follow-up & Reminders, Standard Treatment Guidelines (STG) integration in Hospital Management and Information System (HMIS), Adaptive Question Engine (AQE).
Institutional Arrangements	Siloed programme management with weak horizontal coordination between RMNCH, NCD, TB, etc. Accountability fragmented across multiple independent units.	Integrated, multi-tier governance with clear accountability lines. Programmes converge at the citizen level.	Governance Committees (Steering, Clinical, IT), Unified accountability framework.
Digital Architecture	Disparate, non-interoperable system (legacy HMIS,vertical programme apps, standalone facility systems). Data silos impede a unified view.	Unified, ABDM-native digital public infrastructure forming a "health system OS." Interoperability by design enables seamless data flow.	Integrated Healthcare Delivery Platform (IHCDP), State Health Data Lake, UHI & PHR integration, APIs / FHIR standards, ABDM Building Blocks (ABHA, HFR, HPR, HIE-CM).
Workforce Capability	One-time, classroom-based training with variable digital literacy. Limited point-of-care decision support. High administrative burden.	Continuous skill development embedded digital competency, and AI-augmented clinical practice. Workflows designed to reduce burden.	Unified Workforce Manager (UWM) App, Continuing Provider Education (CPE) linked to EHR feedback, digital credentialing, AI tools (ICA, Scribe), simulation training.
Governance & Financing	Input/activity monitoring (e.g., number of camps, reports submitted). Fragmented accountability and financing flows tied to	Outcome-based performance management with transparent accountability.	KPI/SLA framework, Real-time WHO-RAG dashboards social Accountability via grievance redressal & citizen feedback.

Transformation Pillar	From (Current State)	To (Future State with Sanjeevani)	Key Enablers / Mechanisms
	budgets, not outcomes.		

2.4 The Project entails setting up of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh to be implemented in Spoke and Hub model. State Sanjeevani Centre- an Integrated Command and Control Centre, will act as Hub and the health centres across the state will be spoke, through which the services to citizens will be provided.

2.5 The State Sanjeevani Centre will act as central integrated command and control centre (ICCC) integrating all the Health Centre. The ICCC will have physical & digital and human resources as per **Section VII-Annexure -II**

2.6 The Authority intends to cover **the Primary Public Health Facilities** such as PHCs/ UPHCs and Village Health Centres under the Project in Andhra Pradesh. The details of such **Public Health Facilities** are provided below:

Sl. no	Name of District	Number of Health Care Centers		
		Primary Health Centre	Urban Primary Health Centre	Village Health Centres
1	Srikakulam	66	13	594
2	Parvathipuram Manyam	37	5	282
3	Vizianagaram	48	18	482
4	Alluri Seetharamaraju	35	0	182
5	Visakhapatnam	8	66	54
6	Anakapalli	45	9	424
7	East Godavari	31	17	368
8	Kakinada	37	24	410
9	Konaseema	39	5	368
10	Eluru	58	18	463
11	West Godavari	34	18	366
12	NTR	23	48	257
13	Krishna	48	15	357
14	Guntur	25	47	212
15	Palanadu	39	26	361
16	Bapatla	43	10	282
17	Prakasam	26	15	389

18	SPSR Nellore	52	28	472
19	Tirupati	58	24	465
20	Chittoor	48	13	464
21	YSR Kadapa	51	32	387
22	Annamayya	47	11	375
23	Kurnool	35	28	428
24	Nandyala	52	19	369
25	Anantapur	45	25	433
26	Sri Sathya Sai	41	18	379
27	Markapuram	38	8	296
28	Polavaram	35	0	113
Total		**1144**	**560**	**10032**

The number of such **Public Health Facilities** may increase during the contract period and shall form part of the Project. The Agency shall cover all such facilities under the scope of work for providing services. The detailed list is outlined in **Section VII Annexure-I**.

2.7 The **Public Health Facilities**, ranging from Village Health Centre to Primary Health Centres & Urban Primary Health Centres Health will be equipped with required physical & digital infrastructure and human resources required to operate and manage the Project Services through these centres. The Health Facilty wise list of minimum physical, digital and human resources is provided at **Section VII - Annexure-II.**

2.8 The Agency shall through IDHCDP shall aligned with Ayushman Bharat Initiative and National Health Mission guidelines and standards, provide effective health care delivery Services covering, but not limited to, all 12 Comprehensive Primary Health Care (CPHC) services referred as "**Project Services**". Below are indicative activities, but not limited to, under each of the 12 CPHC services, which the initiative should support:

Sl. No	Project Service	Activities
1.	*Care in pregnancy and childbirth*	· RCH-linked tracking of ANC/PNC care milestones using alerts and visit reminders. · Early identification and flagging of high-risk pregnancies (HRPs) for proactive care and referral. · Scheduling and follow-up for ultrasound, lab investigation and other key milestones. · Follow-up counselling, education and support for institutional delivery planning, and transport arrangements.

2	*Neonatal and infant health care services:*	· Registration and tracking of newborns post-delivery linked to the mother. · Monitoring of immunization schedules with automated reminders and missed visit alerts. · Early danger sign detection and escalation to ANMs/CHOs for timely intervention. · Structured follow-up and care coordination for low birth weight and SNCU/NICU discharged newborns.
3	*Childhood and adolescent health care services*	· Growth monitoring and milestones tracking of children. · End-to-end digital coordination for high-risk children identified under the 4Ds (Defects at birth, Diseases, Deficiencies, Developmental delays including disabilities). · Follow-up counselling and support for long term care needs.
4	*Population management and other Reproductive Health Care services*	· Enable counselling and services for population management for eligible couples. · Provide assistance on method selection for interested eligible couples. · Follow-up reminders for continuation, switching, or missed appointments. · Escalation and counselling for Postpartum and Reproductive Health related needs.
5	*Management of Communicable diseases including National Health Programmes*	· Case based reporting and tracking of diseases like TB, malaria, leprosy, etc. · Reminder for prescription follow-ups, scheduling appointment with Healthcare providers, and outcome documentation. · Integration with national portals like Nikshay, IDSP, and NVBDCP for compliance. · Effective management for stock-outs (diagnostics & drugs) or treatment delays via State Sanjeevani Centre.
6	*Management of Common Communicable diseases and general outpatient care for acute simple illness and minor ailments*	· Digitization of patient records for fever, diarrhoea, ARI, and other conditions across healthcare facilities. · Triage, treatment, and referral tracking using standard protocols. · Digitizing the visit history and making prescription records available for accessing by patients and providers. · Real-time case surveillance and clustering for early · alerts and action.
7	*Screening, Prevention, Control and Management of Non-Communicable diseases*	· Provide wellness focused care, long term patient follow-up based on the patient's ailments (Hypertension, Diabetes, Cancer, etc.), provide coordination across various health facility levels, and tracking to improve treatment adherence and health outcomes.

		· Support for development of database of NCDs through Surveillance System and monitor NCD morbidity, mortality and risk factors. · Coordinate diagnosis and cost-effective treatment at primary, secondary and tertiary health care facilities. · Referral and closure of complicated cases to higher health care facility. · Health promotion for behaviour changes and · counselling.
8	*Care for Common Ophthalmic and ENT problems*	· Ophthalmic - Basic care coordination for vision related conditions; integration with health program and referral management for specialized care. - Creating awareness on general eye care, eye hygiene, causes and prevention of common eye problems, advising patients and family members with eye conditions. - Diagnosis and treatment support for common eye infections and trauma cases, referral for complex cases, cataract surgery fitness assessment, and initial fundus screening. · Ear, Nose and Throat (ENT) - Handholding of ENT conditions that may require surgery or rehabilitative care; referral to ENT specialists and audiologists at higher health facilities. - Detection and escalation of hearing impairment, · deafness, and other common ENT issues.
9	*Basic Oral health care*	· Basic dental hygiene education, identification and referral to higher centres for management of oral diseases and suspected cancers. · Mentor healthcare workers for delivering preventive oral health education in the coverage area and ensure follow-up visits for referred cases. · Provide emergency referral support for pain · management, bleeding control, first aid and referral.
10	*Elderly and Palliative health care services*	· Virtual and tele-consultation-based support for elderly and bedridden patients, including symptom relief, end-of-life care, and coordination to higher facilities when needed. · Create awareness about palliative care and conduct initial screening of patients/families to identify potential palliative care needs. · Assistance in health facility visits so that the patients are assessed by trained doctors as per clinical requirements and care is tailored accordingly. · Train family members with basic home care skills, routine

		nursing practices, and access to necessary · community and institutional services.
11	*Emergency Medical Services*	· Integration with 108/102 ambulance services for real- time pre-referral alerts.
12	*Screening and Basic management of Mental health ailments*	· Facilitate case monitoring and counselling support leveraging tele/ video consultation with mental health professionals for timely care and referral closure. · Coordinate for the availability and accessibility of mental health care for all. · Assist in basic mental health services in the community · and integrate them with other services.

3. Scope of Work

3.1 Scope Brief

3.1.1 The Selected Bidder / Agency will be required to design, develop, customize, install, implement, integrate and carry out operation and management of Integrated Digital Care Coordination and Healthcare Delivery System during the term of the Agreement. The IDHCDP shall be scalable, interoperable and resilient healthcare service platform. The IDHCDP will cover the Sanjeevani Centre (ICCC) and Health Centres as provided in **Section VII- Annexure-I** to provide the Services.

3.1.2 MOBILE APPLICATION: The Agency shall be responsible for developing Mobile Application with Single Sign On for all programs that form a part of Public Health system in Andhra Pradesh. Mobile App shall be hybrid in nature. Mobile App shall be developed and deployed for all health functionaries i.e. ASHAs, ANMs, CHOs (or equivalent), Staff Nurses (or equivalent), Lab Technicians, Pharmacists, Medical Officers, Specialists etc. working in all Public Health Facilities including Health and Wellness Centers, PHCs / UPHCs and other secondary and tertiary healthcare facilities.

3.1.3 Deployment of human resources at Sanjeevani ICCC Centre and at the district level Health Centres (for 24X7 operation).

3.2 Infrastructure Assessment, designing, customization, installation, integration of IDHCDP

3.2.1 Assessment and location Survey for finalization of detailed technical architecture and project plan – The Agency shall be responsible to carry out the detailed field survey, site appreciation, assessment of existing infrastructure (physical and digital) conditions, gap analysis, issues, challenges and constraints for each Health Centre in order to finalize and complete the gap in terms of physical infrastructure, digital infrastructure, network bandwidth requirement, operational & administrative challenges etc. and shall submit detailed Location

Survey Report and functional design of IDHCDP along with operation and management plan to the Authority.

3.2.2 The Assessment Report shall be agreed between the Authority and the Agency, and it will form part of the Agreement. The Agency, afterwards, shall have no claim / conditions/ objections/ reservations whatsoever in terms of lack of digital, physical and Human resource availability on all Health Centre.

3.2.3 The Agency shall submit the proposed solution for IDHCDP. The Solution shall be robust and resource efficient meeting the objectives of the Project and serves the citizen flawlessly, ensuring that digital systems, referral workflows, and patient tracking mechanisms are integrated from village outreach level to advanced tertiary care institutions with Sanjeevani ICCC.

3.2.4 The IDHCDP shall enable a seamless continuum of care and full visibility into the health service journey of each citizen thereby leading to better health outcomes. The activities to be performed by the Agency at different Health Facilities are provided below:

Level	Type of Facility	Services at the Facility
Primary	PHCs, UPHCs	Services for OPD patients - Patient registration, visit management, digitization of visits; coordination for upward and downward referrals; follow-ups and referral closures; enabling virtual consultations; facilitation for lab tests and medicine dispensing.
Community (Facility-linked)	Village Health Centres (VHC-HWCs)	Enabling virtual consultations with higher health facilities; Visit management and escalation of cases to the appropriate health facilities;
Community (Outreach)	Outreach / Village Level	Outreach mechanisms through ASHAs and ANMs for household visits, early identification of high-risk cases, community mobilisation, and digitally enabled follow-up care.

3.2.5 The Agency will ensure integration of above facilities and maintain connectivity, to the Sanjeevani ICCC, to feed data on referrals, cases managed, and treatment outcomes, ensure to close the loop on referrals and support performance monitoring and decision-making across the care continuum.

3.3 Solution Requirements Gathering Study, Design & UAT

3.3.1 The Agency shall carry out detailed assessments of the functional requirements and prepare the Solution Requirements Specifications (SRS) for the IDHCDP, in consultation with Authority. The SRS prepared by the Agency shall be submitted to Authority for its review and approval. User Acceptance Testing (UAT) shall be carried out for software / digital solutions.

It is necessary to obtain a formal sign-off from Authority for the SRS, before proceeding with the design/development/ implementation of the IDHCDP.

3.3.2 The Agency may propose other innovative solutions to increase efficiency. In case of Agency proposing to implement innovative solutions, it shall be required to take approval from Authority before implementation of any solution, whether proposed or otherwise.

3.3.3 At the end of the contract period, the Agency shall hand over all physical and digital assets in proper working conditions. In case of any deficiency noticed at the time of such handing over, the Agency must get it rectified at his own cost within 15 days of such handing-over, otherwise, Authority will get it rectified at the risk and cost of the Agency. Performance guarantee of the Agency will be released only after successful handing over all physical and digital assets in working condition to Authority.

3.4 Integrated Digital Care Coordination and Healthcare Delivery System

3.4.1 The Agency shall design, develop, customize, and implement IDCCHDS including integration of Health Centre with Sanjeevani ICCC. The type of technology/ solutions used for IDCCHDS remains the discretion of the Agency however technology / solutions used should be robust and resource efficient.

3.4.2 IDCCHDS Key Components

The key components of IDCCHDS, comprising of Sanjeevani Centre shall be as below:

1. Central Command and control center software application
2. Data Repositories for Citizen Health Records, Drug and Diagnostics Inventories etc. All records should be ABDM compliant and maintained in standardized formats and the data as well as metadata structures for such records should be published.
3. Data Ingestion, Data Integration, Data discovery, Data Access and Sharing
4. Integrations & API management that shall be classified as Universal Health Interface (UHI)
5. Identity Management and Authentication Management
6. Consent Management
7. Business intelligence software having advanced analytics using AI/ML
8. Centralized contact center with advance AI features including automated voice and text assistants
9. Integrated grievance redressal management system (IGRMS)
10. Automated Health Incident Management System and Health Alert Management System

Governance and Analytics Framework

The Agency shall design, implement and operationalise a comprehensive Governance and Analytics Framework (GAF) that enables evidence-based decision-making and transparent performance monitoring. The GAF shall be approved by the Authority within 60 days of the

Effective Date and shall include the following components:

Defined Roles, Responsibilities and Accountability

- **Responsibility Matrix:** The Agency shall develop a detailed matrix specifying roles, responsibilities and key performance indicators for every officer/functionary at State, District, Mandal and Health Facility levels framed by the Authority.
- **Accountability Linkage:** Performance indicators shall be directly linked to measurable health outcomes (e.g., service coverage, disease control, patient satisfaction).
- **Escalation and Review:** The matrix shall include escalation protocols and define the frequency of performance reviews at each level.

Data-Driven Decision Support

The IDCCHDS shall generate automated analytical reports that answer the following questions for health administrators:

- **Current Status:** Real-time dashboards showing key health indicators (e.g., ANC coverage, NCD screening rates, bed occupancy).
- **Target Setting:** Predictive models to set realistic annual targets for each district/block based on historical trends and population demographics.
- **Prescriptive Analytics:** Recommendations on specific interventions required to close performance gaps.
- **Progress Tracking:** Weekly, monthly and quarterly reports on intervention outcomes and milestone achievements.

Milestone Planning and Periodic Review

- **Milestone Definition: The Agency shall refer a detailed project plan with short-term (≤1 year), medium-term (1-3 years) and long-term (3-5 years) milestones set by the Authority (Refer XXX). Each milestone shall include:**
  - **Measurable deliverables (e.g., number of facilities onboarded, percentage of referrals closed).**
  - **Clear timelines (quarterly/yearly).**
  - **Monitoring indicators and data sources.**
- **Review Mechanism:** The Agency shall support the Authority in conducting periodic reviews (monthly at State level, fortnightly at District level) and shall produce review dashboards and minutes for each meeting.

Capacity Building for Governance

The Agency shall train Authority personnel in the use of the analytics tools and the interpretation of governance reports, ensuring that the framework is sustainable even beyond the contract period.

Health Score and Gamification

The Agency shall develop and maintain a comprehensive **Health Score** system that serves as a unifying metric for population health management. The system shall be ABDM-compliant and integrated with the citizen wellness application.

Algorithm Development

- The Agency shall, in consultation with public health experts nominated by the Authority, define a transparent and scientifically validated algorithm for computing the Health Score.
- The algorithm shall incorporate:
  - Clinical parameters (blood pressure, blood sugar, BMI, haemoglobin).
  - Behavioural/lifestyle factors (physical activity, diet, smoking, alcohol).
  - Service utilisation (preventive screenings, immunisation, follow-up visits).
- The algorithm shall be reviewed and updated annually based on new evidence.

Individual Health Score

- Displayed on the citizen mobile app with a simple, intuitive interface.
- Provides personalised recommendations for improving the score (e.g., “Take a walk daily”, “Schedule your annual health check”).
- Includes a “Health Age” or “Wellness Quotient” to make it relatable.

Family and Village Health Scores

- **Family Health Score:** Aggregated from individual scores of all family members; presented to the head of the family.
- **Village Health Score:** Computed from the average scores of residents; used for inter-village comparison and to trigger outreach activities.

Strategic Use

- **High-Risk Identification:** Flag individuals, families and villages with persistently low scores for targeted interventions.
- **Planning:** Allocate resources (e.g., mobile health units, teleconsultation slots) to low-scoring villages.
- **Competitive Spirit:** Publish village-wise rankings on a public dashboard to encourage community participation.
- **Incentive Schemes:** The Authority may use Health Score improvements to reward frontline workers and communities.

3.4.3 The IDCCHDS shall have the following applicability, but not limited to:

a. Development of Program- Specific Care Pathways for CPHC services – The IDCCHDS shall have Program Specific care pathways with following features:

1. Program specific care pathways for all the 12 CPHC services.
2. Ability to support all the detailed activities outlined for each of the 12 CPHC services in

the scope of work section.

3. Easy interoperability between program-specific modules e.g., maternal health, NCDs, infectious disease management etc.
4. Ability to track and tag patients by condition, stage, treatment plan, and milestone achieved.
5. Capability to manage assessments, interventions, reminders, and follow-ups.

b. Care Optimization through Visit & Facility Management: The care optimization through visit & facility management shall have following features:

1. Facility-linked directory with capability to update roster of all clinicians and paramedical staff in the healthcare system.
2. Visit management and scheduling service- accessible to citizens, community workers, and providers.
3. Capability to handle referrals, follow-ups and visit compliance of the patients.
4. Generate patient tracking lists for adherence, continuum of care, and monitoring of patients.

c. Unified Patient Record & Interaction Repository: The IDCCHDS shall

1. maintain a comprehensive longitudinal health record for every citizen.
2. have an interface to support patient interaction (physical and virtual) - clinical, non-clinical, proactive outreach, appointment-based, or decision-support linked.
3. capture, record, categorize, and log interactions against the patient record
4. record timestamp and index feature for a patient timeline, enabling easy retrieval and care continuity.
5. Enable clinicians and authorized staff to retrieve the complete patient history to support traceability, continuum of care, and clinical decision-making.
6. capability to capture all virtual interactions with the Sanjeevani Centre (ICCC) and the patient/citizen.

d. Patient health status monitoring: The IDCCHDS shall

1. facilitate healthcare providers to prepare personalized treatment plans for relevant patients (Ex: NCD, Geriatric Care, etc.)
2. enable patient health status index/ Wellness score per patient - the score matrix can be based on various parameters like clinical, behavioural, and lifestyle data.
3. have the capability for continuous monitoring and sending alerts for deviations from baseline or thresholds.
4. visualization dashboards and track health progression over time.

e. Citizen Wellness Application: The citizen application (mobile app) should have the following features:

1. ABDM compliant PHR App
2. View and request appointment
3. Provision to track upcoming appointments
4. Capability to reschedule or confirm visits
5. Virtual consultations
6. Secure access to individual longitudinal medical records, prescriptions, and diagnostic results for all health interactions across Government Primary healthcare facilities. public as well as private healthcare facilities which are ABDM compliant HMIS / Hospital Management Systems.
7. Provision for accessing the patient's health status score/ wellness score
8. AI Doctor as a Healthcare Agent for personalized alerts, risk assessment, preventive healthcare management and evidence- based treatment plan for each health seeker.
9. Compatibility with Public and Private Insurance providers' packages, information on eligibility for insurance, claims filing and management
10. Integration with Health Claims Exchange
11. Delivery of IEC materials, awareness campaigns, and alerts via push notifications, banners, and SMS.
12. Future integration capability to include linking with healthcare wearables that have standard and ABDM compliant interfaces.

f. Virtual Consultation Platform: The IDCCHDS shall have the following features:

1. Integrated teleconsultation module, embedded within the core platform, to enable seamless virtual consultations.
2. Support generation of patient records/consultation notes upon consultation completion.
3. An in-built specialist and provider access feature for assessing previous patient records, vitals, labs, and prescriptions during consultation.
4. Support secure patient data privacy feature including consultations stored with end-to-end encryption and audit logging.
5. Provide consultation workflows including referral management for other specialties.

g. Artificial Intelligence (AI/ML) and other state-of-the-art technology capabilities

1. The IDCCHDS shall incorporate advanced Generative AI functionalities to support AI-enabled summary, empowering providers with context-aware clinical decision support.
2. The Application shall continuously learn from new data to improve accuracy, provide predictive risk assessments, and recommend evidence-based interventions, thereby enhancing care quality and patient outcomes.

h. AI Agents: AI Agents can significantly enhance the dashboard ecosystem of the Integrated Digital Care Coordination & Healthcare Delivery System (IDCCHDS) by

moving beyond passive visualization to active intelligence, automation, and decision support. These agents can be role-based, context-aware, and equipped with predictive analytics, natural language querying, automated alerts, and proactive recommendations.

i. AI Agents for State Administration & District Health Officials

Primary Role: Strategic Monitoring & Program Governance

Key AI Agent Capabilities:

- **Program Performance Agent**: Continuously tracks service coverage, referral patterns, and key performance indicators (KPIs) across all facilities and districts. Provides automated weekly/monthly performance summaries with gap analysis.
- **Predictive Analytics Agent**: Forecasts disease outbreaks, service gaps, stock shortages, and human resource needs using historical trends, seasonal patterns, and external data (weather, festivals, migration).
- **Resource Optimization Agent**: Suggests optimal resource allocation (funds, medicines, staff) across districts and flags underperforming blocks/districts with root-cause analysis.
- **Policy Impact Simulator**: Runs "what-if" scenarios to show the potential effect of new interventions or policy changes.
- **Interaction Style**: Natural language interface (e.g., "Show me districts with lowest ANC coverage and reasons") + Executive summary dashboard with voice alerts for critical deviations.

ii. AI Agents for Superintendents & Medical Officers (Facility Level)

Primary Role: Facility Operations & Clinical Oversight

Key AI Agent Capabilities:

- **Facility Operations Agent**: Monitors real-time service delivery, OPD/IPD load, referral patterns (inbound/outbound), and workforce attendance/activities.
- **Critical Alert Agent**: Detects high-risk cases (e.g., maternal danger signs, severely anaemic children, abnormal lab trends) and pushes immediate prioritized alerts with suggested actions.
- **Referral Intelligence Agent**: Analyzes referral quality, feedback loops, and suggests improvements (e.g., "80% of referrals from this PHC are non-critical - training recommended").
- **Workforce Productivity Agent:** Tracks doctor/nurse/staff efficiency and suggests rostering optimizations.
- **Interaction Style**: Mobile-first with push notifications and one-click drill-downs. Voice-enabled with scribe features for Medical Officers and Specialists.

iii. AI Agents for DMHOs, DCHSs, State / District Program Managers & Staff

(District / State)

Primary Role: Program Implementation & Supervision

Key AI Agent Capabilities:

- **Coverage & Follow-up Agent:** Tracks population health trends, missed follow-ups, and beneficiary compliance at village/block/district levels. Automatically generates prioritized follow-up lists for ASHAs/ANMs.
- **Trend Analysis Agent:** Identifies emerging health trends (malnutrition, hypertension, anemia, etc.) and generates actionable insights.
- **Supervisory Support Agent:** Helps program managers plan field visits by highlighting high-priority areas/villages based on performance risk scores.
- **Report Automation Agent:** Auto-generates progress reports, HMIS reports, and presentations for higher authorities.

iv. AI Agents for Field Health Functionaries (ASHAs, ANMs, CHOs, Staff Nurses, Pharmacists, Lab Technicians)

Primary Role: Personalized Field Support & Decision Assistance

ASHA/ANM Personal Agent:

- Daily task list with priority ranking
- Beneficiary risk flagging (high-risk pregnancy, child growth faltering)
- Simple diagnostic/referral suggestions based on protocols
- Voice-based interaction in local language

CHO (Community Health Officer) Agent:

- Supports clinical decision-making at Ayushman Bharat Health & Wellness Centres with protocol adherence checks.

Pharmacist & Lab Technician Agent:

- Stock management, expiry alerts, test prioritization, and quality control monitoring.

Learning & Guidance Agent:

- Provides just-in-time training tips and protocol refreshers based on cases handled.

Interaction Style: Ultra-simple, voice-first, low-literacy friendly interface via mobile app with offline capability.

v. Cross-Cutting AI Agent Features (Applicable to All Roles)

- Role-Based Access Control (RBAC) + Privacy Engine: Strict data access as per user hierarchy and sensitivity.
- Proactive Notification System: Tiered alerts (Critical➔ High➔ Informational).
- Natural Language Query Interface: "How many children are due for vaccination in my village this week?"
- Explainable AI: Every prediction/recommendation comes with "why" explanations.

- Continuous Learning: Agents improve over time based on user feedback and outcomes.
- Multi-lingual Support (English, Telugu, Kannada, Tamil, Oriya, Hindi, Urdu): Especially important for field workers.

Level	AI Agent Focus	Complexity	Impact Level
State/District	Predictive+ Strategic	High	Very High
Facility (MO)	Operational + Clinical Alert	Medium	High
Program Managers	Tracking + Automation	Medium	High
Field Workers	Personalized Assistance	Low-Med	Very High

AI Agents should transform the IDCCHDS dashboards from monitoring tools into intelligent digital colleagues for each cadre of health worker. This will enable proactive, predictive, and personalized healthcare delivery, significantly improving program outcomes, reducing response time for critical cases, and increasing efficiency at all levels.

i. Dashboards: The IDCCHDS shall provide

1. Dashboards for State Administration and District health officials to monitor service coverage, referral patterns, performance indicators, and overall program implementation progress across facilities. This shall also include predictive analytics for enabling proactive actions.
2. Dashboard for Superintendents and Medical Officers to monitor service delivery, workforce activities, and referrals at the facility level. This should also provide alerts regarding critical cases.
3. Dashboards for staff and program managers for tracking coverage, follow-up, population health trends at village, block, district and State levels.
4. Dashboards for all other health functionaries such as ASHAs, ANMs, CHOs, Staff Nurses, Pharmacists, Lab Technicians etc. based on user requirements and role-based access.

j. Cross-Cutting Technical Requirements

1. **Architecture:** Modular, and microservices-based with containerization support.
2. **Scalability:** Elastic scaling to handle varying workloads across regions and facilities.
3. **Interoperability:** Open APIs and compliance with ABDM, FHIR standards.
4. **Data Security & Compliance:** Data encryption, consent management, role-based access, audit trails, and adherence to local health data privacy regulations.
5. **Single Sign-On:** Unified access across applications with secure authentication
6. **Access & Usability:**
   - Mobile and web interface of the platform with role-specific dashboards and access controls.
   - Different user categorization (citizens, field workers, clinicians,

administrators).
- Local language UI/UX for patients across regions.

7. **Service Integration**:
   - Application should essentially have an integrated **pharmacy, and laboratory modules** to ensure continuum of care and seamless service delivery.
8. **Analytics & Reporting**: Application should essentially have a dashboards and customizable reports for patient, program, and system-level KPIs.
9. **Support & Maintenance**: The application shall operate under an SLA-driven support framework, with provisions for modular upgrades and continuous system monitoring to ensure high availability, reliability, and minimal downtime.

k. Community Health Worker Application: The IDCCHDS shall include a community-level application that is user-friendly and specifically designed for adoption by all grassroots health staff, with the following features:

1. Support hassle-free citizen onboarding and demographic registration, which is ABDM compliant.
2. Enable patient visit management in coordination with healthcare providers.
3. Enable workflow referrals for Medical Officers/specialists, to support real-time information exchange.
4. Capture disease aliments and also unstructured data like lab reports, X-Ray and other records.
5. Role-based authentication and access control, configurable for different cadres of health staff.
6. Data capture and storage in low internet connectivity environments.
7. Local language interface for ease of use of state healthcare workers.

3.4.4 The Agency shall commission all components as per quality, standard and technical and functional specifications as mentioned in this RFP Document.

3.4.5 Data Integration from various State and national health programmes: The Agency will carry out data integration exercises from all health programs including Govt & PPP Projects operating under the administrative control of the Government of Andhra Pradesh, but not limited to and subject to change:

1.	**RCH**	a. Maternal Health b. RBSK c. RKSK d. Child Health e. Immunization f. Adolescent Health g. Population Management h. Nutrition i. Tribal RCH j. National Iodine Deficiency Disorders Control Programme
2.	Health System Strengthening	a. Blood Services & Disorders b. Free Diagnostic Services
3.	Communicable Diseases	a. Integrated Disease Surveillance Programme b. National Leprosy Eradication Programme c. National Vector Borne Disease Control Program d. National TB Elimination Programme e. National Viral Hepatitis Control Programme f. National Rabies Control Programme g. Programme for Prevention and Control of Leptospirosis Snake Bite Prevention Programme
4.	Non-Communicable Diseases	a. National Programme for Control of Blindness & Vision Impairment b. National Programme for Prevention & Control of Diabetes, Cardiovascular Disease and Stroke c. National Programme for Health Care Elderly d. National Tobacco Control Programme e. National Mental Health Programme f. National Programme for Prevention and Control of Deafness National Programme for Prevention and Control of Fluorosis g. National Oral Health Programme h. National Program for Climate Change and Human Health i. National Programme on Palliative Care j. Pradhan Mantri National Dialysis Programme k. Drug Control Programme

3.5 Technological development, systems integration, statewide deployment, and long-term sustenance for Digital Platform for Healthcare Extension Services Integration. It can be broadly categorized into the following key areas:

A. Platform Development and Unification

The Service Provider will be required to design and develop a state-of-the-art, scalable,

and secure integrated digital health platform. This platform will feature unified web and mobile interfaces, providing a consistent experience across devices. The core development task involves the meticulous integration of all existing health applications listed in the RFP and needs assessment documents (e.g., ANM AP Health, CHO AP Health, E-ASHA, AP CHFW Dashboard, NCD Screening, NIKSHAY, NRC Portal, Poshan Tracker, PMMVY Portal) into this new platform. Furthermore, the scope includes the design and development of entirely new software modules for any health programmes that currently lack digital tools or require enhanced functionality, as specified by the department.

B. Comprehensive Integration Ecosystem

A critical component of the scope is building a robust integration layer or API gateway. This layer will manage secure, real-time data synchronization with a multitude of external systems:

- **Government of India Health Portals:** Integration with systems like ABDM (for ABHA, HFR, HPR), Nikshay (TB), IHIP/IDSP (disease surveillance), RCH Portal, and HMIS. This shall require constant dialogue and interaction with different divisions and wings of Ministry of Health in Government of India who are in charge of these programs and systems.

- **Andhra Pradesh State Systems:** Integration with other government department platforms, including the GSWS Department (for citizen demographics, household level integration, community i.e. Sachivalayam level integration etc.), Education Department (for school health data, integration with LEAP Platform, JnanaBhumi Platform etc.), Women & Child Development Department (for Anganwadi and nutrition data, integration with POSHAN Platform and PMMVY Portal etc.), Panchayat Raj & Rural Development Department (Water Testing & Sanitation related platform in rural areas), Municipal Administration and Urban Development (Water Testing & Sanitation related platform in urban areas) etc.

- **Third-Party Systems:** Integration with diagnostic lab equipment for automated result transfer, existing Hospital Management Information Systems (HMIS) in larger facilities, and payment gateways for any citizen-facing payment services.

C. Statewide Coverage and User Base

The deployed solution must be designed to serve the entire state of Andhra Pradesh, encompassing all **28 districts**. It must efficiently cater to the operational needs of over **all public health facilities**. Ultimately, the platform is intended to facilitate the creation of digital health records and improve service delivery for Andhra Pradesh's population of over **5 crore citizens**.

3.6 Sanjeevani ICC, Mobile Application, Web Application, storage and software solution

3.6.1 The Agency shall set up the Sanjeevani Centre as an Integrated Command and Control Centre (ICCC) with physical including fully furnished workstation and digital infrastructure required including furniture, digital dashboard, Smart TV / laptop / computer, fixtures, conference facility, power back up and deployment of human resources as required. The Agency shall design, develop, furnish, install and equip the Care Coordination Call Centre meeting all functional, operational, safety, and branding requirements, provision of electricity, water and broadband connectivity

3.6.2 The Networking and IT infrastructure like servers, storage, security and network appliances, firewall etc., at the State Data Center will be provided by ITE&C department. Agency has to propose required server sizing and infrastructure that shall be leveraged in State Data Center (SDC).

3.6.3 The Sanjeevani ICCC will have the minimum capacity to accommodate 275 resources for managing the entire State integrating all Health Centre.

3.6.4 Functional Areas and Solution Specification of the Sanjeevani ICCC

3.6.4.1 Function Area

1. ICCC shall have the provision for omnichannel connect with care seekers through - teleconsultation calls, secure video consultations, and messaging platforms.
2. It shall implement structured, technology-enabled communication and outreach mechanisms.
3. Care seekers shall be systematically followed up for pending/upcoming screenings/consultations, diagnostic tests, treatment adherence, and closure of referrals, ensuring continuum and timeliness of care.
4. It shall ensure that care seekers/citizens are active participants in their own health journeys.
5. ICCC shall flag High-risk cases (Ex: Maternal & Child health, NCD & CD, Mental Health, Emergency and Oher cases).
6. The initiative shall focus on building trust and create a supportive care environment through consistent digital enabled virtual engagement.
7. ICCC shall provide AI integrated solution for proactive and continuous virtual calling with citizens across all regions of the state to provide handholding, counselling, and coordination support throughout the care journey.
8. ICCC shall provision access to virtual consultations for second opinions, post-treatment support, or management of chronic conditions, especially in areas where physical access is limited. This consultation can be availed from the nearest health facility of the patients choosing.
9. Scheduled SMS and app-based notifications shall keep care seekers informed about upcoming appointments, medication schedules, and key follow-up actions to

enhance compliance.

10. ICCC shall tailor all communications in local languages and cultural contexts, ensuring clarity, respect, and better participation from diverse communities across the state.
11. ICCC shall run digital campaigns to educate citizens on preventive health practices, encourage early screening, and promote healthy behaviours for long-term wellness.
12. ICCC shall provide Realtime dashboards on services, follow-up coordination activities, and human resource performance. These dashboards shall be integrated with RTGS Lens or any other inter departmental dashboards for ease of access by the government at all levels.
13. Population level analytics: cohort tracking, defaulter rates, service uptake trends.
14. ICCC shall guide citizens on preventive care, focusing on diet, sleep, nutrition, exercise and lifestyle for ensuring overall well-being.
15. ICCC shall enable complete and integrated view of the state's healthcare system
16. ICCC shall facilitate data availability, processing and analytics at all levels of administration including state, district, healthcare facilities at tertiary, secondary and primary levels for transparent and effective decision making.
17. ICCC shall enable KPI based performance monitoring and evaluation of all healthcare programmes and institutions.
18. ICCC shall enhance citizens'/beneficiaries' satisfaction with state health system.
19. ICCC shall facilitate IEC for citizens
20. ICCC shall support disaster management related activities
21. ICCC shall operate as 24X7 facility except for mandatory National Holidays

3.6.4.2 Solution Specification

Parameter	Specifications
Solution & Platform	Should have built-in fault tolerance, load balancing and high availability & should be certified by the OEM.
	Software (Application, Database and any other) should not be restricted by the license terms of the OEM to prevent future scaling up
	System should provide a comprehensive API (Application Program Interface) or SDK (Software Development's Kit) to allow interfacing and integration with existing systems, and future applications which will be deployed on the field.
	The solution should be network and protocol agonistic and provide options to connect legacy system through APIs with either read, write or both options. It should connect diverse on-premise and/or cloud platforms and make it easy to exchange data and services between them.
	The system shall allow seamless integration with all of the department's existing and future initiatives
	The platform must have stream processing capability to analyse the incoming data in real-time
	The platform should be able to integrate with any type of platform

Parameter	Specifications
	being used for the health care services irrespective of the technology used.
	The platform should be able to normalize the data coming from different sub-systems or other existing or to be integrated applications and enable use of these data seamlessly across different interfaces.
Display Functions	General Display Functionality – The Platform shall have the following general display functionality:
	View and handle multiple alarms at one time.
	View windows in a single monitor, across multiple monitors or video walls.
	Access, display and manage events / alarms and related health data and information from sub-system based on priority and authority level.
	View and manage detailed response procedures and tasks.
	Enable a single operator or multiple operators to monitor and control commands from connected sub systems, including all operational capabilities for detection, assessment, notification, entry control, and communications.
	Provide the rapid annunciation and display of alarms to facilitate evaluation and assessment.
	Enable different graphical user interface “panes” to be modified to provide a customized operator experience.
	Other functionalities / features required by the client from time to time.
Navigation	The Platform shall have the following navigational display functionality:
	Allow user to select the elements directly from maps based on region of interest
	Allow user to navigate to a map or health care centers through the map interface and through a graphical zone view.
	Allow user to quickly navigate to an open alarm from alert pane and related map.
	Allow user to navigate to search by name and be directed to related graphical map.
	Provide the visual indication of the highest severity alarm to the next higher-level in.
	Other functionalities/ features required by the client from time to time.
Search and Trace Capabilities	Allow user to search and find State, districts, and areas names from a tab
	Allow user to search and find alert ID to quickly find alert and alert details.
	Allow user to search and trace all user activity related to specific user name.
	Other functionalities/ features required by the client from time to time.
Complex Event	Platform should have CEP functionality to predict high-level events likely to result from specific sets of low-level factors. CEP identifies and

Parameter	Specifications
Processing	analyses cause-and-effect relationships among events in real time, allowing personnel to proactively take effective actions in response to specific scenarios. CEP methodology should provide proactive monitoring and operational intelligence by delivering real-time alerts and insight into pertinent information, enabling Enterprise managers to operate smarter, faster, more efficiently, and more competitively. Its real-time alerts should base on sets of conditions defined by SOP. CEP should have number of techniques, including: i. Event-pattern detection ii. Event abstraction iii. Event filtering iv. Event aggregation and transformation v. Modelling event hierarchies
	Other functionalities/ features required by the client from time to time.
Convergence of Multiple feeds / services	System needs to have provision for interfacing with various services and be able to monitor them. The solution should integrate existing deployed solutions and also need to provide scalability option to implement new use cases.
	System should have capability to source data from various systems implemented (implemented as part of this project or other future projects) to create actionable information.
	Other functionalities/ features required by the client from time to time.
Standards for Application Software	The solution should adhere to the Industry standards for interoperability, data representation & exchange, aggregation, virtualization and flexibility.
	Compliant to IT Infrastructure Library (ITIL) standards for Standard Operations Plan & Resource Management
	Compliant to Geo Spatial Standards like GML & KML etc.
Application Software Components	Web server to manage client requests to provide web-based, one-stop portals to event information, overall status, and details. The user interface (UI) to present customized information in various preconfigured views in common formats. All information to be displayed through easy-to-use dashboards.
	Application server to provide a set of services for accessing and visualizing data. Should be able to import data from disparate external sources, such as databases, and files (Both structured and un-structured). It should provide business monitoring service to monitor incoming data records to generate key performance indicators. It should also enable users to view key performance indicators, notifications, and reports, spatial-temporal data on a geospatial map, or view specific details that represent Health care services, High Risk Pregnant Women, Health Care Centers, Hospitals, or an area either on a location map, or in

Parameter	Specifications
	a list view. The application server should provide security services that ensure only authorized users and authorized groups can access data. Analytics functionality must be part of application server or a separate server.
	It must facilitate any extended functionalities for epidemics management, other diseases monitoring such as Leprosy, respiratory illness etc.
Incident Management System	The system should provide Incident Management Services to facilitate the management of response and recovery operations.
	The platform must have capability to create event definitions that would arise from any domain without any coding efforts
	The platform must be able to create automation rules, and the events can be raised by these automation rules basis the streamed data
	Should support for sudden critical events and linkage to standard operating procedures automatically without human intervention.
	Should support for multiple incidents with both segregated and/or overlapping management and response teams.
	Should support Geospatial rendering of event and incident information using relevant GIS services and GIS Servers
	Should support plotting of area of impact using polynomial lines to divide the area into multiple districts on the GIS maps.
	Should support incorporation of resource database for mobilizing the resources for response.
	Should provide facility to capture critical information such as location, name, status, time of the incident and be modifiable in real time by multiple authors with role associated permissions (read, write). Incidents should be captured in standard formats to facilitate incident correlation and reporting.
	The system should identify and track status of critical infrastructure / resources and provide a status overview of facilities and systems
	Should provide detailed reports and summary views to multiple users based on their roles.
	A Reference Section in the tool should be provided for posting, updating and disseminating plans, procedures, checklists and other related information.
	Provide User-defined forms as well as Standard Incident Command Forms for incident management.
	Other functionalities/ features required by the client from time to time.
	Should support for multiple incidents with both segregated and/or overlapping management and response teams.
Event Correlation	The Application Software should be able to view two or more events coming from different subsystems based on time, place, and custom attribute and provide notifications to the operators. The platform shall be

Parameter	Specifications
	able to get, capture, record incidents occurring in real time from all possible sources and to channelize the data and processed outcome to respective connected applications (Agency / Departmental / Other Government - provided application both for current use like in video wall displays and in other historical analytics.) Such notifications will be triggered by the events captured in the downstream (south bound) applications that are integrated to the State Sanjeevani centre through APIs.
Instant Messaging Additional Features - Multitenancy support	Provide ability for operators and emergency management community users to update evidences in the form of rich media and text for any of the incidents, and have the complete audit trail on status changes and evidence updates on the ongoing or completed incidents.
	The Platform should account for below solution components, which can be extended to Multi-tenancy architecture
Actions Module	The Application Software should provide for authoring and invoking unlimited number of configurable and customizable actions rules through graphical, easy to use tooling interface. Such actions will be defined for each downstream (south bound) application through requirement gathering and pre-configuration process with user departments.
	The users should be able to edit the action/rule plan, including adding, editing, or deleting the activities with role-based access.
	The users should be able to also add comments to or stop the action plan as per role-based authorizations and approvals.
	There should be provision for logging the actions so that an electronic record is available for after-action review.
	The tool should have capability to define the following activity types:
	Manual Activity - An activity that is done manually by the owner and provide details in the description field.
	Notification Activity - An activity that displays a notification window that sends out an auto email and SMS to concerned hierarchical stakeholders and may contain an email template for the activity owner to complete additional action items, and then sends further email notification and SMS.
Collaboration Tools	Should provide external linkage for users to collaborate in real-time using 3rd party instant messaging features.
	3rd party instant messaging should provide the ability to search/locate resources based on name, department, role, geography, skill etc. for rapidly assembling a team, across department, divisions and agency boundaries, during emergency.
	3rd party instant messaging should provide the capability to invite - Using information provided during the location of those individuals or roles, invite them to collaborate and to share valuable information.
	3rd party instant messaging should provide a single web-based

Parameter	Specifications
	dashboard to send notifications to target audiences using multiple communication methods including voice- based notification on PSTN/Cellular, SMS, Voice mail, and E- mail.
	Other functionalities/ features required by the client from time to time shall be included
Authentication	User authentication information to authenticate individuals and/or assign roles as and when required and it should be configurable as per requirement without any additional module
Alert & Mass Notification Requirements	The system should provide the software component for the message broadcast and notification solution that allows authorized personal and/or business processes to send large number of messages to target audience (select-call or global or activation of pre-programmed list) using multiple communication methods including SMS, Voice large number of messages to target audience (select-call or global or activation of pre-programmed list) using multiple communication methods including SMS, Voice (PSTN/Cellular), Email and Social Media. Provide function for creating the alert content and disseminating to end users. Provision of alerting external broadcasting organizations like Radio, TV, Cellular, etc., as web-service. Provide Role based security model with Single-Sign-On to allow only authorized users to access and administer the alert and notification system.
	Other functionalities/ features required by the client from time to time shall be included
Security & Access Control	Provide comprehensive protection of web content and applications on back-end application servers, by performing authentication, credential creation and authorization.
Internet Security	Comprehensive policy-based security administration to provide all users specific access based on user's responsibilities. Maintenance of authorization policy in a central repository for administration purposes.
Access and Permission	Should support assignment of permissions to groups, and administration of access control across multiple applications and resources. Secure, web-based administration tools to manage users, groups, permissions and policies remotely
User group	Provide policies using separate dimensions of authorization criteria like Traditional static Access Control Lists that describe the principals (users and groups) access to resource and the permissions each of these principals possess.
Provide multi-dimensional access control	Integrate SSO to Web-based applications that can span multiple sites or domains with a range of SSO options.
	Platform must be capable to participate in a federated SSO using SAML 2.0 protocol
Flexible single sign-on	Support LDAP, Open LDAP, AD, AAD and all other industry standard

Parameter	Specifications
(SSO)	authentication mechanism
Situational Awareness COP (Common Operational Picture)	Should be able to combine data from various sources and present it as different views tailored to different operator's needs and comprise of a comprehensive view of the events as on a specific date and time which should include but not be limited to the following:
	Manual tasks assignment and their status
	Agencies involved
	Resources deployed
	Timeline view of the situation
GIS Integration	Shall view the environment through geospatial or Dynamic computer-generated (JPEG, BMP, AutoCAD, etc.) reusable map.
	Should allow user to view system data and relative name from the displayed map
	Should allow all resources, objects on the map to be geo referenced such that they have a real-world coordinate.
	Should visually differentiate alarm severities on map through different colour and icon identifiers.
	Should immediately view alarm details and investigate the alarm from the map.
	Should allow map information "layers" to displayed/hidden on items such as
	Resource Names
	Locations and Areas
	Resource tracks
	Allow user to zoom in/out on different regions of map
	Allow user to touch and drag to move around the map.
	Other functionalities/ features required by the client from time to time shall be included
Alarm Display	Should have an ability to display alarm condition through visual display and audible tone
	Should have an ability to simultaneously handle multiple alarms from multiple workstations
	Should have an ability to automatically prioritize and display multiple alarms and status conditions according to predefined parameters such as alarm type, location, severity, etc.
	Should display the highest priority alarm and associated data in the queue as default, regardless of the arrival sequence
	Other functionalities/ features required by the client from time to time shall be included
Historical Alarm Handling	Should have an ability to view historical alarms details even after the alarm has been acknowledged or closed.
	Should have an ability to sort alarms according to date/time, severity,

Parameter	Specifications
	type and location
	Other functionalities/ features required by the client from time to time shall be included
Alarm Reporting	Should have an ability to generate a full incident report of the alarm being generated.
	Should have an ability to display report on monitor and print report
	Should have details of alarm including severity, time/date, description and location captured video image snapshots
	Response instructions
	Alarm activities (audit trail)
	Should have an ability to export alarm report in various formats including pdf, jpeg, html, txt, and mht formats
	Should have an ability to generate an alarm incident package including the full incident report and exported data from the incident in a specific folder location
	Other functionalities/ features required by the client from time to time shall be included
Alarm Configurations	The solution should have the following ability to handle the workflow alarms through graphical user interface. Should have an ability to match keywords or text from the alarming subsystem's description to raise an alarm using criteria including exact match, exact NOT match, contains match, wildcard match and regularly expression match
Rule Engine & Optimization	Should have ability to respond to real-time data with intelligent & automated decisions
	Should provide an environment for designing, developing, and deploying business rule applications and event applications
	The ability to deal with change in operational systems is directly related to the decisions that operators are able to make
	Should have at-least two complementary decision management strategies: business rules and event rules.
	Should provide an integrated development environment to develop the Object Model (OM) which defines the elements and relationships
System Functionalities and Resiliency	System should support standard Authentication and Authorization for access.
	Architecture should provide appropriate resiliency for the system to ensure high availability and trouble-free operations.
	The High Availability should be for all the components of ICCC and redundancy on the network connectivity.
	Ensure ways and means to define policies that make applications or objects respond to various external eco system.
	Provide Scheduler for future actions.
	Should have integrated collaboration tools to bring multiple

Parameter	Specifications
	stakeholders and responders to respond an emergency or health care services event.
	Should provide different tier of user categorization, authentication, authorization, and services.
	Architecture should provide appropriate resiliency for the system to ensure high availability and trouble-free operations.
	The High Availability should be for all the components of ICCC and redundancy on the network connectivity.
	Ensure ways and means to define policies that make applications or objects respond to various external eco system.
	Provide Scheduler for future actions.
	Should have integrated collaboration tools to bring multiple stakeholders and responders to respond an emergency or health care services event.
	Should provide different tier of user categorization, authentication, authorization, and services.
	Should provide role-based access view to applications.
	Should also be able to ingest other sub-systems like RCH, Anemia, & etc via API
	OEM should be able to securely access the system remotely for updates / upgrades and maintenance for the given duration.
	The system should be able to be deployed across multiple sites disaster recovery purposes.
API Management	Access to the platform API(s) should be secured using API keys.
	APIs enabling contextual information and correlation across domains and verticals for multiple platforms and multiple systems, as and when needed in future.
	Should have ability to run Descriptive, Predictive, Prescriptive and cognitive analytics by using of scenario reconstruction ability.
Notifications, Alerts and Alarms	System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard and the Field Responder Mobile App if required.
	All system messages (notifications, alerts and alarms) should always be visible from the Notifications view, which provides controls that operator can use to sort and filter the messages that it displays.
	Systems should deliver message to a set of users. The Notification service should support notification methods such as Email and SMS.
	Other functionalities/ features required by the client from time to time shall be included
Users and Roles	Platform should allow different roles to be created and assign those roles to different access control policies. Based on their roles and the permissions, they should be allowed to perform various tasks, such as adding new locations, new resources etc.

Parameter	Specifications
	Platform should allow single or multiple users to view and manage alarms in defined domains (areas/locations). User thus can be part of single or multiple domains. The platform shall be available with unlimited number of user license (perpetual) for viewing and access across multiple departments, administrators and operators, as and when required without any license restriction on concurrency of number of simultaneous users.
	Other functionalities/ features required by the client from time to time shall be included
Data Aggregation Normalization and Access	The Common integrated smart platform shall be able to normalize the data coming from different devices of various OEMs. It shall support integration with multiple vendors • The Healthcare facilities will be using various vendors for various health care services. For example, in the facilities, various vendors will be used for deployment and each will be generating data in their own format. Hence, Smart platform should be able to define its own data model for each health care service like Health Care Centers, Hospitals, etc. and map data from different vendors to the common data model • This data should be exposed to application ecosystem using secure APIs using API keys • The attributes of the API key(s) should restrict / allow access to relevant data. • Multitenant district operations Dashboard: Platform Dashboard should display only relevant data (associated geographical data) for the user who logs in. • The platform should be able to integrate with any type of platform being used for the health care services irrespective of the technology used. • The platform should be able to normalize the data coming from different sub-systems of same type and provide secure access to that data using data API(s) to application developers. • The platform should support distributed deployment of functions (workflows & policies) across district network and compute infrastructure with centralized management and control
	Other functionalities/ features required by the client from time to time shall be included
Authentication, Authorization	System should support standard Authentication, Authorization Methods
	Platform must have the ability to provide fine-grained restriction of the data, basis the attribute and the attribute values assigned to users
	Platform must be able to assign dynamic attributes to the users so that the user can be created with the attributes assigned
	User Attributes can be programmatically used in the entire platform

Parameter	Specifications
	Other functionalities/ features required by the client from time to time shall be included
Operations	The solution should have the capability to integrate with GIS
	The solution shall integrate with GIS and map information and be able to dynamically update information on the GIS maps to show status of resources.
	The solution should provide operators and managers with a management dashboard that provides real-time status and is automatically updated when certain actions, incidents and resources have been assigned, pending, acknowledged, dispatched, implemented, and completed. The above attributes shall be colour coded.
	The solution shall provide the "day to day operation", "Common Operating Picture" and situational awareness to the center and participating agencies during these modes of operation
	It shall provide complete view of facilities, video streams and alarms in an easy-to-use and intuitive GIS-enabled graphical interface with a powerful workflow and business logic engine
	It shall provide a uniform, coherent, user-friendly and standardized Interface
	It shall provide possibility to connect to workstations and accessible via web browser
	The dashboard content and layout shall be configurable and information displayed on these dashboards shall be filtered by the role of the person viewing dashboard
	The solution should allow creation of hierarchy of incidents and be able to present the same in the form of a tree structure for analysis purposes
	It shall be possible to combine the different views onto a single screen or a multi-monitor workstation
	The solution should maintain a comprehensive and easy to understand audit trail of read and write actions performed on the system
	The solution should provide ability to extract data in desired formats for publishing and interfacing purposes
	The solution should provide ability to attach documents and other artifacts to incidents and other entities
	The solution is required to issue, log, track, manage and report on all activities underway during these modes of operation: a) Recovery b) Incident simulation
Policies and Events	• System should allow policy creation to set of rules and each policy should a set of conditions that activate the behavior it provides. System should allow Default, Time-based, Event-based and Manual override polices creation. However, all manual overrides and actions /

Parameter	Specifications
	sequences carried out post an event shall be traceable to every user and in time sequence as well, so as to be able to improvise on any future similar occurrences • System should provision to defines a set of conditions that can be used to trigger an event-based policy
	Other functionalities/ features required by the client from time to time shall be included.
Export Formats	Should support export of the analysis into following formats included but not limited to below:
	XML/JSON
	Excel
	PDF
API & Interface Security	The access to data should be highly secure and efficient.
	Access to the platform API(s) should be secured using API keys.
	Software should support security standards: OAUTH 2.0 HTTPS over SSL, and key management help protect the data across all domains.
	Should support security features built for many of its components by using HTTPS, TLS for all its public facing API implementations. For deployment where the Software API(s) exposed to application ecosystem, API Management, API security features and API Key management functions are required.
	Platform must be compliant to OAUTH 2.0 authorization framework where the client obtains access tokens provided from the authorization server with the approval of the resource owner
	Platform must be able to provide 2FA (Two factor authentication) capability, so that there is additional level of security that is added to the platform and stop the compromised users from logging into the platform
	Platform must be able to set different multi factor authentication support that includes email, SMS and TOTP authentication
	Platform users must be able to set primary second factor authentication mechanism
	Platform must provide reCAPTCHA to prevent SPAM and platform abuse
	Other functionalities/ features required by the client from time to time shall be included
Containerization	The platform components should be deployable units over container orchestration platform, to take advantage of this by automating the management of containers and matching resources to the actual demand on the system. solution should use micro services/functions

3.6.4.3 Business Intelligence Software Specifications

S.No.	Specifications
1	The solution must support flexibility in terms of deployment options - on-premise, Public cloud and Software as a Service (SaaS)
2	The solution must enable users to connect to data natively without the use of any scripting language and must provide the capability to drag and drop fields and get insights instantly without going through a wizard-based chart selection process
3	The Solution must support both live connection to any database as well as extraction of data into in-memory with the ease of switching between the two connection profiles
4	The Solution must support aggregation without scripting
5	The solution must allow users to visually create data model through relationship between multiple tables / data sources with a provision for left-join, right-join, inner-join, etc. The same must apply to appending/merging/uniting tables.
6	The solution should have out-of-the-box capability (not as a work around / plugins) to support top 3 Industry standard platforms (Windows, Linux, MAC) and browser (Chrome, Edge, Firefox, etc.)
7	The solution must support the ability to define user filters to control record level data access without scripting or coding.
8	The solution should have native / inbuilt maps as well as support all leading GIS platforms to analyse / visualize Geospatial data
9	The solution should automatically generate all date parts and date hierarchy using a date field, the date hierarchy automatically generated shall support drilling up and down year, quarter, month, week, weekday, day, hour, minute and second without scripting
10	The solution should have capability of handling Unlimited Data sets
11	The solution platform should provide capability to the end users to perform dynamic grouping of data visually in graphs and use the groups created in calculations with no scripting
12	The solution must support single click activation of commonly used calculations including Running Total, Difference, % Difference, % of Total, Rank, Percentile, Moving Averages, YTD Total, Compounded Growth Rate, YoY Growth, YTD Growth.
13	The solution should support email alerts on the basis of user-defined thresholds.
14	The solution must allow users to share and schedule their reports, dashboards and should be able to collaborate with other users on the server with the ability to link to a specific view via a thumbnail filtered snapshot of the dashboard or by exporting to industry standards like Excel, CSV, PDF, image PPT etc.
15	The Solution should provide capability to embed interactive dashboards with external web Applications
16	The solution should be able to get installed, enable development and collaboration in a secured offline environment with no internet connections.
17	The solution must integrate with R, Python and Matlab natively such that end user can visualize results on interaction with dashboards, live.
18	The solution should be able to handle more than 1 TB of data in Local Database.
19	The solution must be forming factor agnostic from a single published dashboard, where appropriate dashboard layout and visual elements are displayed automatically based on the device or resolution used.

3.6.5 Integration and API Management

S.No.	Specifications
1	The proposed solution should be a single unified platform for integration and API management capabilities with single product skill to learn, support and operate rather than a combination of individual products that are wired together and integrated.
2	The proposed solution should support a complete API lifecycle as listed below. 1. API Design and documentation 2. API Validation/simulation 3. API Implementation 4. API Deployment 5. API Management and Security 6. Manage & Secure any API anywhere 7. API Monitoring
3	The proposed solution should support hybrid deployment model to support container-based and cloud-native deployment options: 1. OEM Managed cloud deployment 2. Public/ private cloud deployment, no vendor locking 3. On-premise deployment 4. CNCF compliant kubernetes deployment
4	The Proposed solution should provide ease of implementation to developers using. 1. Low code / no code interface 2. Support for unit testing and code coverage 3. Support for plug & play: Java code, JSR223 scripts 4. OOTB Connectors 5. Exception handling and custom error code/message
5	The proposed solution should provide a unified console for managing all services, regardless of their deployment location, through a single interface. The console should allow administrators to start, stop, measure, trace, and debug all INTEGRATION PLATFORM and Messaging integration routes both on-premises and in the cloud.
6	The Proposed solution should offer a Central asset repository to keep track of APIs and assets built on the platform. This would help discoverability and reusability. This central asset repository should: 1. Manage APIs 2. Manage examples 3. Manage connectors Download APIs as connectors for reuse.
7	The proposed solution should be capable of supporting various messaging capabilities such as synchronous, request/response, one-way, asynchronous request/response, and Publish/Subscription Messaging / Microservices.
8	The proposed solution shall include a Messaging Oriented Middleware (MOM) supporting multi-platform.

	1. Provides Message broker and queueing pattern 2. Support unicast and broadcast 3. Cloud/OnPrem Deployment 4. Geo-redundant deployment Integration with external messaging platform(Kafka, MQTT, JMS, MQ, SQS, Service bus and other)
9	The INTEGRATION PLATFORM should provide scalability features like: 1. Non-blocking I/O 2. Microservices with containerization Support 3. Streaming capabilities 4. Parallel processing Vertical and horizontal scaling
10	The Proposed solution should support platform customizations and extensibility by providing 1. SDK for building custom connectors/ adapters 2. SDK for custom API policies
11	The proposed solution should offer strong security features which includes but is not limited to: 1. Platform security 1.1. Support for multiple security protocols 1.2. Access management including integration with Third party identity provider 1.3. Audit trails 2. Application Security Support for multiple encryption protocols (AES, PGP, XML, JCE) 2.2. Support for field level and message level encryption/decryption 2.3. Support for secure vault 2.4. Secure configuration files 3. API Security 3.1. OOTB policies for message threat protection, IP allow/blocklist and header injection / removal 3.2. Third party OIDC integration capability 3.3. JWT and OIDC token validation 3.4. OOTB Quality of service policies 3.5. SDK for Custom API policies
12	The proposed solution should support multiple data formats and protocols: 1. Support for multiple transport protocol: SOAP & Web Services, JMS, HTTP, REST, File, Websocket, GraphQL, JDBC, TCP/UDP Socket, OData, SFTP & FTPS etc 2. Multiple data format support: Flat File format, Fixed Width format, COBOL, JSON, CSV, Avro, XML, YAML, CData Custom Type, Excel etc.
13	INTEGRATION PLATFORM shall be capable of supporting various message enrichment techniques, including but not limited to XSLT, XQUERY, and XPATH. These techniques will be used to add additional data and metadata to the message, transforming it as required to meet the needs of the consumer.

14	The INTEGRATION PLATFORM shall provide standard logging capability and also integration with 3rd party logging frameworks such as Log4J, O-Tel, Arc-sight and/or Splunk.
15	The proposed solution should include a monitoring capability to track and analyse API performance, including the ability to identify bottlenecks and latency issues.
16	API Manager should provide out of the box API analytics capability (to determine how, when, and why APIs are being used, review how often and Why requests are rejected, and monitor data trends.)
17	The proposed solution should provide an API gateway which can: 1. Managing any APIs deployed anywhere 2. API Auto-cataloging 3. API Auto Discovery
18	The Proposal solution should support API governance capabilities which include 1. API design compliance (OWASP/Open banking standards) 2. API implementation and policy adoption compliance 3. Custom governance ruleset
19	The proposed solution should offer centralized monitoring for Integration and API Management components. It should offer following features: 1. Alerts 2. Log Management 3. Reports 4. Health Check Monitoring 5. Business activity monitoring via Custom Metrics 6. Application network visualization 7. API and integration analytics

3.6.6 Data Ingestion, Data Integration, Data discovery and Data Lake Compliances

S.No.	Specifications
1	Ability to Integrate various data systems to enable creating a data lake
2	The various sources of information and data is to be collated on to a data lake with efficient storage on a scalable, robust, and secure.
3	Solution should support multiple ingestion and integration processes via flat files, RBMS, messaging queues, APIs etc. with high throughput and low latency.
4	Solution should enable the Data Management, Data Governance and Data Quality.
5	Capable to handle rapid data growth and Huge Volume, Velocity, Variety of data generated via various systems, logs etc. to derive meaningful value
6	Solution should ingest structured, semi-structured, unstructured, batch or real time data onto Data Lake
7	Bidder should provide clear technical architecture diagrams for ingesting structured / semi-structured /unstructured data, batch / interactive / real-time data, internal / external data/ off- line data sources and reports from different departments
8	The bidder will monitor daily status of all ETL/ ELT Jobs. In case of any failure, proactively act on it including notifying the incident to respective role-holders.

S.No.	Specifications
9	The bidder should prepare and submit Root Cause Analysis reports on incidents reported.
10	Auditability 1. Bidder should implement mechanism to record any access to the data to satisfy compliance audits. 2. Ingestion process should generate detail logs for auditing and troubleshooting. 3. Ingestion process should log failure or reject records
11	Capability to classify and store (personal identifiable information) sensitive data in encrypted / masked form and should have capability to decrypt/unmask such information in DW / Data Lake when required by only authorized ID's.
12	Other functionalities/ features required by the client from time to time shall be included

3.6.7 Advance Analytics

S.No.	Specifications
1	Solution should be capable of providing predictive, diagnostic and prescriptive Analytics
2	The solution should also contain abilities for forecasting and scenario analysis; this will help the department understand the trends of different concern areas.
3	Using scenario analysis, solution should provide how a forecast would be affected by changing variables
4	Solution should have What-If and Correlation Analytics
5	Should Support Machine Learning/Deep Learning/Time Series/Reinforcement learning models.
6	Proactive monitoring of advanced analytics models and implement course correction, if required.
7	Know before it happens - Capability to use the past information and suggest possible good/bad occurrences based on certain thresholds and alert users
8	Should support executing classification, regression, association rules, and clustering algorithms to help end users understand the business better and improve future performance through predictive analytics
9	Should support voice and text-based querying using LLM & NLP
10	Proposed solution should contain a sophisticated and GUI-based predictive modelling and analytical workbench.
11	The proposed solution should enable automated model assessment and scoring, and generate the associated model performance statistics.
12	Models should have the capability to self-adjust and improve over time based on new data and feedback.
13	The proposed solution should support real time / Streaming analytics
14	The proposed solution should have AutoML capabilities.

3.6.8 Automated Voice interaction suite

S. No.	Specification
1	• Solution Capabilities (Out of Box) • Interactive Voice Response • Inbound Call Routing • Preview and Predictive Outbound Dialling • Outbound IVR • Mandatory disposition before receiving next call • Recording inbound and outbound calls • Centralized historical and real time reporting • Blocking of calling to sensitive numbers • Choice of leaving Voice mail while waiting in queue • Schedule call back • Abandoned call / missed call recuperation • Quality scoring, feedback and calibration • Click 2 Call Feature
2	System should support multi call conference feature.
3	System should have capability to conduct meetings over the VOIP and the entire meeting conversation should be able to record.
4	There should not be any limitation in the voice call recordings. System should have inbuilt recording software instead of external devices.
5	Customization, Configuration and installation of IVRS contact center system
6	Integrating the contact center system with ICCC enables seamless communication and automation. By implementing predefined business rules, ICCC will trigger events that allow the IVRS contact center system to automatically generate outbound calls for various scenarios, minimizing manual intervention and enhancing efficiency.
7	Have to integrate Contact Center application for incoming and outgoing calls with different service providers to achieve high availability.
8	System should have skill-based call assignment capabilities.
9	Screen PoP from CRM - When an agent receives a call, the agent will get a pop-up of the customer page with all the customer data.
10	Updating missed calls into CRM & Updating recording links to CRM
11	Call back feature for missed calls to be provided.
12	Auditing, backup and archiving mechanism for recording logs based on the configuration.
13	High Availability for the entire contact center application.
14	IVR call flow based on customer requirements.
15	IVRS scripts have to be recorded in languages like English and Telugu (Recording to be done by Client)
16	Call parking facility has to be provided for operator.
17	There should be a provision automatic call back in the system for all dropped calls (Predictive dialler).
18	If all the operators are busy, then the call should be routed to overflow group.
19	Disposition post call completion should be mandatory and system driven.

S. No.	Specification
20	System should restrict to go pause mode for all the operators at a time.
21	Admin dashboard should contain all the call and agents related information.
22	Application should have the option to real time remote monitoring of ACD queue, agent status, and no of calls answered, abandoned etc.
23	Automatic Call Distributor (ACD) should have the feature to distribute incoming calls to a specific group of terminals used by agents. ACD is a feature used to route calls in a call center environment to the appropriate agents, based on factors such as time available, skill sets and priority levels.
24	Queue Specific Delay Announcement / Music. For basic ACD applications, the customers must be provided a queue specific (different for each queue) delay announcement if an agent is not immediately available to answer a call. If an agent is not available to handle a call, the call must queue for the next available agent. The system must be able to announce the average wait time to the caller. The system must offer the caller the option of opting out to automated information (i.e. IVR) or call back facility the system must be able to provide music and announcements on hold until the call is answered.
25	The system must be able to route calls based on Dialed Number Identification Service (DNIS).
26	The system must be able to route calls based on Automatic Number Identification (ANI).
27	The system must have the ability to collect caller entered digits (CED) and customer database provided digits (CDPD) supplied by the network in an incoming call's ISDN PRI setup message and provide routing based upon these digits.
28	The system must support "cradle to grave" reporting which would reveal exactly what happened to a caller from the time they entered the system until the time they hung up, and everything in between.
29	Backups must be performed scheduled and on demand.
30	Text to Speech feature has to be provided in the IVR application for reading of any description text information.
31	CTI (Computer telephony integration) is the technology that allows interactions on a telephone and a computer to be integrated or coordinated. The following functions are implemented using CTI – • Calling Line Information Display (Caller's Number, Number Called, IVR Options) • Screen Population on answer, with or without using calling line data • On Screen Dialing (Fast dial, preview and predictive dial) • On Screen Phone Control (Ringing, Answer, Hang-up, Hold, Conference etc.)
32	The CTI (Computer Telephony Integration) component shall be required for passing all the information from the PBX and IVR, such as the caller identification, Dialed number information, Language option service opted by the caller etc., to the agent's CRM screens.
33	The system should provide an agent application integrated with CRM application. It should popup along with the caller information, when the call comes to the agent. The CLI should have the capability to popup all the vital customer data on screen.
34	The system should support virtual login e.g. an agent can sit anywhere and login by putting his login id and that becomes his workstation.

S. No.	Specification
35	Entire login, logout, away, total call handled, data of the agent should be captured and produced as reports.
36	The Agent application should also have the online monitoring display of the ACD queue(s).
37	Tracking agent Activities by Reason Codes / Automatic Availability / Wrap up Work. In order to give call center managers detailed information about how agents spend their time and to develop precise staffing forecasting models, agents must enter a numeric code that describes their reason for entering non-available work modes or for logging out of the system. At least 9 codes must be supported. agent sets must have the ability to be automatically available to take the next call upon disconnecting from the current call. agent sets must have the ability automatically to go into a wrap up, unavailable work state at the completion of a call. Agents must also be able to temporarily remove themselves from the call queue to perform call related tasks. Time spent in this work state (e.g., wrap up, lunch, restroom, etc.) must be included in the individual agent and group statistics. In addition, the supervisor must be provided with a visual real time indication of agents spending time in this state.
38	The system must allow agent positions to activate an alarm notifying a supervisor of an emergency condition.
39	Supervisors As agents. Supervisors must have the capability to receive ACD calls during busy periods.
40	Logout of agents by Supervisor. Supervisors must be able to logout agents from their own "soft phone" or supervisor terminal without having to go to the agent's desk.
41	Monitoring agent Conversations: The supervisor must be able to monitor an agent's conversation for training or administrative purposes from the supervisor set, without plugging in to the agent's "soft phone" set. The proposed system must also meet the following requirements: · Both silent monitoring and tone indication to the agent during monitoring must be available. · The system must offer a "soft phone" or supervisor terminal capability for monitoring directly at the agent's "soft phone" or supervisor terminal for "ride along" agent training. · The "soft phone" or supervisor terminal must be equipped with two jacks in order to permit a supervisor to plug into the "soft phone" set for training purposes.
42	**Integrated Auto-Attendant** - The system must provide integrated auto-attendant routing functionality such as "If you know the extension of the party you wish to speak with, you may dial it now". The system must have the capability to prompt customers for the type of service they desire, i.e. "Press 1..., Press 2..." The proposed system should support these capabilities internally within the proposed Switching/ACD system even without requiring an external IVR.
43	Announcement Hardware / Capacities - The system must provide customers in queue with a variety of announcements. This capability must be inherent within the ACD architecture avoiding the need for external announcement devices and/or IVR servers.
44	General Announcement Features - The system must be able to force customers to listen to an entire announcement before being connected to an agent. Alternatively, the system must be able to immediately connect a call to the agent if an agent becomes available before an announcement is completed. The supervisor must have the capability to control which

S. No.	Specification
	method is being used.
45	The supervisor application should support all the configuration like Users, Groups, ACD, Shifts, Call Times, Notices, Skill Groups, Restrictions and etc.
46	Incoming Call Announcement - The system must provide audible and visual whisper indication prior to the automatic connection of an ACD call to the agent. For agents that handle calls for multiple applications, a whisper must indicate what type of call is arriving so that the agent can greet the caller appropriately. The "soft phone" must also display this information to the agent before delivery of the call.
47	System should have multi session web chat functionalities to chat with agents. Each agent is able to chat with more than one customer at a time. The number of concurrent chat sessions can be enabled from the supervisor panel.
48	System should support Email queuing. Supervisor should be able to assign one or more email addresses to a single Queue
49	Agent should be able to re-queue email
50	System should support to generate Historical Reports and it should be able to perform the following functions View, print, and save reports. Send scheduled reports to a file or to a printer. Export reports in a variety of formats, including PDF, RTF, XLS, and CSV
51	System should able to make an automated outbound call to the patient/ANM/ASHA worker /MO and get the information through the application, share the details accordingly.
52	Other functionalities/ features required by the client from time to time shall be included

3.6.9 Integrated Grievance Management System (IGRMS)

S.No.	Specification
1	The department master should be used as a common component to define a department across the organization.
2	System should have Department Master facility to accommodate all the grievance services that fall under citizen charter but not limited to
3	Unavailability of Services at Government Hospital
4	Others misc. Equipment’s are not working properly, Proper response from Doctor etc.
5	Unavailability of Ambulance, ANM response etc.
6	Any grievance as decided by Authority
7	Mapping of Employees with Department to handle complaint
8	Complaint Auto Routing Master
9	The workflow master should be used as a common component to define workflow for scrutiny-based services as well as care services.
10	The workflow should be flexible enough to incorporate or remove events and role/employee against the service whenever there is a change in the workflow of service.
11	There should be a provision to configure the last mile employee on the basis of their locality, department and category for allocation of complaint. The same master shall be used to define the Level 1 and Level 2 escalation Officers to escalate the complaint to the next higher authority in case of breach of SLA/TAT or the complaint is reopened.

S.No.	Specification
12	SMS and Email Master
13	The system should have the facility to configure events for SMS and Email.
14	The system should have the facility to send SMS and Email to all the services and Departmental events.
15	Complaint Registration Online
16	The system should be able to accept applications online.
17	The system should have the facility to upload documents up to the size of 5MB maximum.
18	The system should have the facility to upload a document in a various format such as PDF, DOCX, JPEG.
19	The system should have the facility to upload multiple documents.
20	After successful submission of application, Applicant should be intimated via SMS and email with the details of complaints and token number.
21	The system should have the facility to generate Acknowledgment Receipt for Applicant reference if the application is accepted through Online.
22	Setting of timelines against a service
23	The system should have the facility to open the previous complaint – Reopen Complaint
24	The reopen complaint workflow should be reset from the initial level.
25	The system should auto generate Acknowledgment after successful submission of the application.
26	Acknowledgement should be generated for online and offline complaint registration.
27	System should allow knowing the status of the Complaint registered by the applicant
28	The system should allow the applicant to provide feedback on the Complaint Action for Resolved and Closed.
29	MIS (Management Information System reports show graphical form, Complaint Redressal Performance data.
30	System should have meaningful dashboard from where user can get brief details at one go
31	System should have the facility to escalate the request to the appellate authority in case service requested by the citizen is not provided as per the citizen charter timeline.
32	System should integrate with the Work force mobile application to check and close the token assigned to the concern official.
33	The system should have facilities to capture the different modes of complaints received from end user/citizens.
34	The system should assign the token to the concern as per the role based.

3.6.10 Unified Mobile Application for

3.6.10.1 The Agency is required to develop a unified mobile app that consolidates all functionalities of the ANM mobile app, Medical Officer mobile app, and the incident response mobile app. The Department of Health, Medical & Family Welfare will provide the source code and services for the existing ANM and MO mobile apps to facilitate integration

S.No.	Specification
1	The Agency has to develop mobile and web applications which will support unlimited number of users access from day 0. And will have the capability to support creating unlimited user access for citizen and internal officer's even though scope increases without any additional cost to Authority.
2	The mobile app shall be developed preferably in an open platform and shall be scalable and technically adaptable to future enhancements
3	Mobile app shall be published and released in all the major platforms such as iOS and Android and shall support Unicode
4	Mobile app shall be multilingual and support English, Telugu, Hindi, Kannada, Tamil, Oriya, Urdu etc.
5	Mobile app shall be easy to update as some data shall be updated daily
6	Mobile app shall be able to track GPS location of the user device as per user defined setting
7	App shall also be able to provide accurate mapping and navigation services.
8	Ability to collect data with high volume, velocity, and variety. Analytics dashboard for the Health Department / Authority so that the Officials can monitor usage and analytics at any point of time.
9	Mobile app should be capable of showcasing enriched infographics to its stakeholders.
10	Mobile app shall be integrated with main core solution proposed. There shall be facility to PUSH through and PULL through mechanism to get and receive information using SMS service.
11	Mobile app shall provide critical data such as user identification and location information including latitude, longitude and altitude.
12	The platform should provide Integrated Mobile Application for Android and iOS, for capturing real-time information from the field response team using Mobile Standard Operating Procedure.
13	Field Responder should be able to acknowledge the incident and provide real time updates from the incident site using approved and authorized mobile Apps and mobile interfaces to be provided by the Agency
14	Field Responder must allow users to see the task details assigned such as ticket id, SLA, and location of the event triggered based on pre-configured rules from the ICCC platform
15	Field Responder app should support escalation hierarchy of the tasks or events that are not readdressed within the defined SLA as configured in the platform
16	Mobile app should have capability of – • Image compression, B/w conversion from color images • Auto cropping, Auto orientation, perspective correction, geo capture • Image capture setting (camera resolution, image type) • Attractive user interface and user-friendly features like highlight, Zoom In/Out and search etc.
17	Mobile app shall have the ability to push information to the mobile app as well as post bulletins and resources on the mobile app through APIs.
18	Mobile app has the feasibility of Capturing field-level activities as per defined survey forms.

S.No.	Specification
19	Shall register the user for the app and store profile details
20	Once the user has created a profile, it can be used for all the services desired to be availed by the user
21	The Mobile App should support role-based access for the users
22	Mobile Application should support to create unlimited user access and user friendly for citizen and internal officers to track and see the transitions with geo tag information. It shall also provide live feed from health centres, availability of beds
23	Unified Messaging system: SMS: The mobile app shall have facility to send SMS to Mobile number of a stakeholders. The SMS shall be auto generated based on the information or service requested on occurrence of Its change of status. All the application needs to be integrated with SMS gateway
24	Other functionalities/ features required by the client from time to time shall be included
25	Implement secure user authentication methods, such as username and password, two-factor authentication etc.
26	Ensure data transmission and storage are encrypted to protect user information.
27	Ensuring that Data regulations as per the guidelines of the GOI shall be followed. The Agency shall be held responsible for any non-compliance to this effect.

3.6.11 In case the proposed Solution software proposed by the Bidder is Commercially Off-The-Shelf (COTS) solution then for the product to be qualified as COTS product, following shall apply:

(a) The solution should have capability to integrate with Email, SMS gateway and What's App Gateway to send Email, What's App Message and SMS.
(b) The software application should be readily deployable to suit the customer's specific process requirements and should not involve product development from scratch.
(c) Proposed COTS software solution should be tampered proof and available with complete transparency including operation manuals and help documents.
(d) Proposed COTS software should be implementable and maintainable by any other competent agency other than the manufacturer or agency which has developed the COTS software – an undertaking in the same regard will have to be issued by the OEM.
(e) Proposed COTS product should have a product roadmap published on the OEM website, and the same must be submitted along with the application document.
(f) Further solution will have to be customized based on the functional requirements and integration requirements mentioned in the RFP.
(g) For COTS based solution, Authority will hold all IP (Intellectual Property) rights and complete ownership of the customizations or configurations made.

3.7 Compliance with Industry Standards

3.7.1 The proposed solution has to be based on and compliant with industry standards (their latest

versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However, the list below is just for reference and is not to be treated as exhaustive.

i Information access/transfer protocols SOAP, HTTP/HTTPS
ii MeitY, GoI guidelines on Application Development.
iii Photograph JPEG (minimum resolution of 640 x 480 pixels)
iv Scanned documents TIFF (Resolution of 600 X 600 dpi)
v Latest HTML standards
vi Digital signature RSA standards
vii Document encryption PKCS specifications
viii Information Security to be ISO 27001 compliant.

3.8 Outcome Monitoring and Health Indices

The Agency shall ensure that the IDCCHDS is capable of measuring, tracking and reporting on the following:

3.8.1. Key Performance Indicators (KPIs)

- **KPIs and Targets:** The Agency shall work with the Authority to establish baseline values based on the SLAs (Refer: 6.Post Implementation of SLA and associated Damages) for all KPIs using existing data (HMIS, RCH, NFHS) and set annual targets for the 5-year contract period.

- **Minimum Required KPIs:** As a minimum, the system shall track:
  - **Maternal Health:** Proportion of pregnant women with ≥4 ANC visits; institutional delivery rate; post-natal care coverage.
  - **Child Health:** Full immunisation coverage; child growth monitoring (stunting, wasting).
  - **NCDs:** Screening coverage for hypertension, diabetes, and common cancers; treatment adherence rates.
  - **Communicable Diseases:** Case notification and treatment success for TB, malaria, leprosy.
  - **Health System Performance:** Referral closure rate; average response time for emergency calls; citizen satisfaction score.

3.8.2. Disaggregated Health Indices

The platform shall generate dashboards and reports that can be viewed by:

- **Geographic Level:** State, District, Constituency (Assembly), Mandal and Village.
- **Demographic Groups:** Age, gender, socio-economic category (if available).

The following disease-specific indicators shall be tracked and reported at each level:

- Diabetes prevalence (detected and undetected).
- Hypertension prevalence.
- Obesity (BMI ≥30) and overweight (BMI 25-29.9).
- Anaemia prevalence (by age group and pregnancy status).
- Other priority indicators as notified by the Authority (e.g., mental health, oral health).

3.8.3. Impact Assessment

- The Agency shall, in consultation with the Authority, to design and implement a mechanism for **Periodical impact assessments** to measure the project's contribution to:
  - Improvement in quality of life (using validated instruments).
  - Improvement in functional ability (e.g., activities of daily living).
  - Reduction in disease incidence and premature mortality.
  - Increase in health-promoting behaviours (e.g., physical activity, dietary habits).

- The Authority will engage the Agency for conducting external evaluation on a periodic basis to study the impact of the Project Sanjeevani. The agency shall abide the decision of the Authority based on the impact assessment findings.

4. Operation and Management IDCCHDS

4.1 Operations & Management - The Agency shall implement a comprehensive Monitoring, Evaluation, Research and Learning framework to ensure evidence-driven implementation, transparent performance monitoring, rigorous impact evaluation, and systematic organizational learning for continuous improvement. The framework must balance accountability for results with adaptive management to allow for course correction. The Integrated Digital Healthcare Delivery Platform analytics layer shall generate real-time, role-based dashboards for all administrative levels (State, district, block, facility). These dashboards must cover all programme, care coordination, and infrastructure Service Level Agreements. The system must include automated data quality checks and allow for deep-dill cohort analysis by demographics, geography, and risk profile.

4.2 The Agency will lease the space in the name of the Authority for the Sanjeevani ICCC - for operation and management of IDCCHDS including furnished work station for personnel / resources deployed for the project and for establishing call center for all kinds of reporting, coordinating, management and operation, registering and addressing grievance / complain.

4.3 The Agency shall be responsible for Setting up Sanjeevani ICCC and Operations & Management of IDCCHDS Solution for the period of 5 years post System Assessment, Integration and Testing Period (SAITP).

4.4 Develop, modify and update from time to time, a detailed operating plan ("Operating Plan") for the IDCCHDS. The Operating Plan will detail all aspects of operations and management

including but not limited to Sanjeevani ICCC but to include all Healthcare Facilities under the Project, Human resources deployed by the Agency, and customer service procedures.

4.5 The Agency shall provide necessary data, logistical support, and platform access for independent, periodic evaluations. This includes supporting baseline / midline / endline assessments.

4.6 The Agency shall support the State in conducting research and pilot studies of new care models or digital tools within the Sanjeevani ecosystem.

4.7 Provide periodic summary reports to Authority in electronic and printed formats, as specified by Authority. Use the data generated through IDCCHDS for analytics purposes.

4.8 Prepare a Human Resources Plan specifying how personnel will be recruited, trained, and paid. The Human Resources Plan must be approved by Authority.

4.9 Mobile App and web portal. Dedicated WhatsApp number shall be provided to citizens for any complaints/suggestions/feedback with regards to Services. The same shall be monitored by the Agency and adequate responses shall be delivered to citizens within 48 hours. The Agency shall provide a weekly report to Authority every Monday on the number of complaints received during the previous week (Monday to Sunday) and the number of replies furnished by it to the complainants along with number of complaints on which no response has been made by the Service Provider.

4.10 Failure to comply with the above requirements, will result in a fine as define in SLA.

4.11 At the time of completion of **SAITP** (i.e., three months from the date of handover of the Project, the Agency shall inform the Authority in writing for the same along with a list of all the assets (details of equipment, hardware, software, services etc.) with their owner and tagged asset installed including their cost and Human resource deployed by both parties during the implementation period under this RFP document. The Agency shall update such assets list on yearly basis throughout the contract period.

4.12 Undertake all measures for Cyber security, protection of information and communication technology systems of this Project from cyber-attacks that are purposeful attempts by unauthorized persons to access ICT systems in order to achieve the target of theft, disturbance, damage, or other illegal actions. The Agency will detect analysis and do mitigation of vulnerabilities and protect Sanjeevani ICCC including Data from cyber-attacks throughout the contract period.

4.13 The Agency is not allowed to sublet /outsource the Sanjeevani ICCC or provide services to any third party from the Sanjeevani ICCC. However, the Agency can arrange manpower from any source.

4.14 Help Desk Management – The Agency shall be responsible to provide and operate a Helpdesk for lodging complaints with respect to the issues / concerns of the citizen. End-users shall be able to report through the applications respectively.

4.15 All the Project hardware components supplied by the Agency shall carry five-year comprehensive on-site warranty whereas system software and Application software shall carry five-year offsite warranty.

4.16 The O&M team should be available during the working/operational hours.

4.17 Documentation and Promotion of Project Outcomes - The Agency shall be responsible for project documentation including case study, impact assessment report, success report, explanatory video and stakeholder benefit video, training material with project brief ppts (detail of requirement is mentioned in scope of Work section). This will help in educating project stakeholders about functions and benefit of the project. Also, such material will be helpful in replicating the projects at other locations and submitting the documentation at national and international forum.

- **Text content:** The Agency shall prepare content for text write-ups, success stories, press release, newsletter etc. in English, Telugu and Hindi language, as required.

- **Graphical content**: The Agency shall prepare graphical content such as logos, posters, flyers, pamphlets, hoardings, calendars, photo collage etc.

- **Audio Visual content:** The Agency shall prepare the digital content in audio and visual formats. This may include but not limited to short video clips, high quality presentations etc.

4.18 The Agency will pay or bear all the cost towards setting up Sanjeevani ICCC including physical and digital infrastructure and operation and maintenance of the Project including but not limited to cost towards human resources deployed by the Agency, TA/DA and local transportation, insurance, O&M / AMC cost on machine and equipment, License fee, if any brought by the Agency, if any, Solution platform fee and software license fee, statutory fee / taxes, stationary and supplies, payment towards broadband / fibre net, electricity and water charges, cost towards facility management and other incidental charges during the entire Contract Period.

4.19 The Authority will pay or bear the cost of operation and maintenance of building includes all Health Centre under the Project, payment of salaries and benefits, TA/DA, local transportation towards the employees deployed by the Authority, insurance, AMC towards the hardware, equipment installed by it in the Health Centres, statutory fee and taxes to local Authorities (Municipal, Land / building rent), payment towards broadband / fibre net, electricity and water charges, cost towards facility management and State Data Centre.

5. System Documents, User Documents

5.1 The Agency will provide all Project related documents. This documentation should be submitted as the Project undergoes at various stages of implementation. Indicative list of documents include:

- Project Commencement Documentation: Project Plan in giving out micro level activities with milestones & deadlines, Equipment Manuals: Original Manuals from OEMs.
- Installation Manual: For all the Application systems. Training Material: Training Material will include the presentations used for trainings and the required relevant documents for the topics being covered. Training registers should be submitted for same.
- User Manuals: For all the Application software modules, required for operationalization of the system.
- System Manual: For all the Application software modules, covering detail information required for its administration.
- Standard Operational Procedure (SOP) Manual: The Agency shall be responsible for preparing SOP Manual relating to operation and maintenance of each and every service as mentioned in the RFP.

5.2 The draft process document (SOP) shall be formally signed off by Authority before completion of Final Acceptance Test.

5.3 The Agency will ensure upkeep & update all documentation and manuals during the Contract period. The ownership of all documents, supplied by the Agency, will be with Authority. Documents shall be submitted in two copies each in printed (duly hard bound) & in softcopy formats.

5.4 Capacity Building - The Agency needs to provide training and capacity building to Authority employees / Human resources deployed by the Authority in the Project and other stakeholders as directed by Authority. Agency will prepare all the requisite audio/visual training aids that are required for successful completion of the training for all stakeholders. The Agency will upload a copy of all the training material on the Learning Management System / platform and access will be provided to relevant stakeholders depending on their need and role. Agency will prepare a comprehensive feedback form that will capture necessary parameters on measuring effectiveness of the training sessions.

5.5 O&M for Software Items mobile app, web application, data server & storage including bug resolution, minor need-based customization for the entire contract duration.

5.6 **Hand-over of the Sanjeevani ICCC at the end of Contract Period** – Agency will hand over all the physical and digital infrastructure of the Sanjeevani ICCC in working conditions

including warrantees, licenses, insurance, all annual maintenance contract/ agreement, information relating to the current services rendered and data relating to the performance of the services; Entire documentation relating to various components of the Project, any other data and confidential information related to the Project; All other information (including but not limited to documents, records and agreements) relating to the products & services related to the project to enable Authority and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the Project Services to Authority or its nominated agencies, or its replacing vendor (as the case may be).

6. Warranty

6.1 All the equipment deployed for the successful running of the project will be under warranty for the entire contract duration including operation and maintenance.

6.2 A comprehensive on-site warranty and support on all equipment / goods/ hardware supplied under this Contract for the Sanjeevani or otherwise shall be provided by the respective Original Equipment Manufacturer (OEM) to the Authority / Agency as the case maybe, as per the **Appendix I: Form 18**, till the end of the Contract.

6.3 Technical Support shall be provided by the respective OEM till the end of the contract period.

6.4 The Agency shall warrant that the goods supplied under the Contract for Sanjeevani ICCC are new, non-refurbished, unused, and recently manufactured; shall not be nearing End of Sale / End of Support; and shall be supported by the Agency and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.

6.5 The Agency warrants that the goods/ services supplied under this contract shall be of reasonably acceptable grade and quality and consistent with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.

6.6 The Agency further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects / faults arising from design, material, manufacture, or workmanship (except insofar as the design or material is required by the Authority's Specifications)

6.7 The Authority shall promptly notify the Agency in writing of any claims arising under this warranty.

6.8 If the Agency, having been notified, fails to remedy the defect(s) within a reasonable period, the Agency may proceed to take such remedial action as may be necessary, at the Agency's risk & expense and without prejudice to any other rights which the Tenderer may have against the Agency under the Contract.

6.9 The Agency is required to provide the Hardware warranty for the Sanjeevani Centre, if any

brought by the Agency and Software items (including IT, Non-IT/ passive items) forming part of this Project and supplied and installed by the Agency for entire Contract duration. The Warranty Period of different Request Order items shall end at different dates. The Agency shall not dispute the same in future in any manner. Agency has to ensure uptime and availability of Project all time during the Warranty Period as well by resolving any bug and technical problems with agreed SLA.

7. Manpower

7.1 The Agency shall deploy a competent team as per the RFP. The Project team shall be available for discussion, meeting, and working jointly with Authority's team.

7.2 **Project Director**: a permanent professional personal to supervise the entire project on regular basis during implementation phase & O&M Phase and co-ordinate with the authorized officer nominated by Authority. Project Director will ensure that everything is getting implemented as per the agreed plan and SLAs.

7.3 Project Director should be available for meetings with the Authority premises based on the agreed plan or as per need.

7.4 The Agency will ensure that in the event of change of project resources during the course of the project, prior intimation to the Authority and suitable knowledge transfer takes place. Also, the replacement of the resource should be of higher or similar skill set, experience level and shall need to be approved by Authority.

7.5 The Project Director, Installation & Field Team, Medical Service Provider team, IT Equipment Analyst & IT Support Team and Data Analyst, Reporting & MIS Personnel are required to station at project location for the entire duration of the Project.

7.6 Authority may have right to interview with proposed project team to understand their suitability for the role; in case of non-fitment the Agency will have to replace the resource with higher or similar skill set, experience level and shall need to be approved by Authority.

7.7 The Agency shall promptly backfill vacancies at Sanjeevani ICCC to ensure continuity of services and shall at no point allow vacant roles to exceed 10% of the total deployed resources.

7.8 All members of Project team need to be available with Agency as per HR on boarding plan submitted to the Authority from start of assignment (i.e., issue of LOI/LOA/Work Order).

7.9 In case of non-availability of Project team and required resources at project site, as per 7.7 and 7.8 Authority may levy the Damages as per the rules and regulations of Authority.

7.10 All the staff concerned shall log attendance on a daily basis at their respective reporting

location. All staff concerned will be required to work as per their respective shift.

7.11 The responsibilities and qualification requirements for the resource personnel are specified below. Agency must recruit the resources and make them available on board before the Implementation Period:

A. For Overall Project

S. No.	Category of Personnel	Nos	Educational qualification	Experience
1	Program Director	1	MPH / MHA / MBA / PGDBM	15 years
2	District Coordinator – 1 per district	28	MPH / MHA / MBA / Technology	6 years
3	Platform Lead	1	B.Tech / M.Tech (Computer Science/IT)	12 years
4	Public Health Specialist	2	MD / MPH / Community Medicine	6 years
5	Data & AI Lead	1	B.Tech / M.Tech / MSc (Data Science/CS/Stats)	8 years
6	Cybersecurity Lead	1	CISA / CISM / CISSP / ISO 27001	8 years
7	SSC Operations Manager	1	MBA (Operations) / equivalent	Minimum 7 years
8	Telehealth Clinical Lead	1	MBBS (PG preferred)	Minimum 7 years
9	Field Operations Lead	1	Master's (Rural Mgmt / Social Work / Health Mgmt)	Minimum 7 years

B. For Sanjeevani ICCC (275 Resources)

S. No.	Category of Personnel	Nos	Minimum Educational qualification	Minimum Experience
1.	Project Manager	5	Masters in relevant discipline	8 years of relevant experience or managing similar project experience
2.	Doctor - Lead	10	MBBS	10 years of relevant experience
3.	Doctor	40	MBBS	6 years of relevant experience
4.	Project Coordinator - Lead	10	Masters in relevant discipline	8 years of relevant experience
5.	Coordinators	100	Bachelor in relevant discipline	3-5 years of relevant experience
6.	Nurse – Lead	10	Bachelor in relevant discipline	8 years of relevant experience
7.	Nurse	100	Bachelor in relevant discipline	3-5 years of relevant experience

7.12 The Agency shall obtain all permits, approvals and Licenses required under the Applicable Laws, if any, necessary to give effect to this Agreement. The Agreement constitutes a legal, valid, and binding agreement/obligation of the Agency enforceable in accordance with its terms and conditions. Agency shall comply including but not limited to the following statutory

Laws, Rules, Regulations and Statutory obligations of Government of India, Government of Andhra Pradesh, and other statutory bodies, for performance of its obligations under this Agreement:

(i) The Payment of Wages Act / Rules1936
(ii) Employees Provident Fund Act / Rules1952&EPF1995,
(iii) The Contract Labour (Regulation & Abolition) Act/Rules1970
(iv) Workmen's Compensation Act/Rules1923,
(v) Minimum Wages Act/Rules1923,
(vi) Employees State Insurance Act/Rules,
(vii) Any other Act /Rule/Regulation imposed by the Central Government, State Government, Municipality, Notified Area Council during the execution of contract shall also be applicable.

8. Other responsibilities of the Agency

8.1 The Agency shall be responsible to deliver the entire scope of work as detailed in this RFP. The Agency's responsibilities are broadly indicated as under:

a) The Agency shall ensure proper and successful implementation, performance, and continued operation of the proposed solution in accordance with and in strict adherence to the terms of this RFP.
b) The Agency shall provide services to manage and maintain the System Solution as mentioned in this RFP.
c) The Agency shall deploy key resource team and other operations staff, as mentioned in the RFP. The Agency shall provide the Authority with CV of Key Personnel and provide such other information as the Authority may reasonably require. The Authority reserves the right to request changes in personnel which shall be communicated to the Agency. The Agency, with prior approval of the Authority, may make additions to the project team. In case of change in its team members, for any reason whatsoever, the Agency shall ensure that the exiting members are replaced with equally qualified and professionally competent personnel. In case of change in its team members, the Agency shall ensure a reasonable amount of time overlapping activities to ensure proper knowledge transfer, handover and takeover of documents and other relevant materials between the outgoing and the new member.
d) The Agency shall ensure that the Digital Platform mentioned in the RFP fulfil all the specification requirements and technical specifications approved by the Authority.
e) The Agency shall be responsible for design, deployment, installation, development, and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
f) Authority shall ensure that all OEMs supply equipment/ components including associated accessories and software licenses required and shall support the Agency in the installation, commissioning, integration, and maintenance of these components during the

entire contract period. The Agency shall ensure that the COTS OEMs supply the software application and ensure installation / deployment, integration, roll-out and maintenance of these Applications during the entire period of contract. It must clearly be understood by the Agency that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of SAITP of IDCCHDS. The Annual Maintenance support shall include patches and updates the software, hardware components and other device.

g) Agency shall ensure that none of the components and sub-components supplied and replaced under the contract, is declared end- of-sale or end-of-support by the respective OEM. If the OEM declares any of the products/ solutions end-of- sale subsequently, the Agency shall ensure that the same is supported by the respective OEM for contract period.

h) The Agency shall ensure that the OEMs provide the support and assistance and in case of any problems / issues arising due to integration of components supplied by him with any other component(s)/ product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, the Agency shall replace the required component(s) with an equivalent or better substitute that is acceptable to the authority without any additional cost to the authority and without impacting the performance of the solution in any manner whatsoever.

i) The Agency shall ensure that the OEMs for hardware equipment shall supply and/or install all type of stable and trusted updates, patches, fixes and/or bug fixes for the firmware or software from time to time at no additional cost to the authority.

j) The Agency shall ensure that the OEMs for hardware equipment or the Agency conduct the preventive maintenance on a Quarterly basis or as prescribed by the OEM, and break-fix maintenance in accordance with the best practices followed in the industry. The Agency shall ensure that the documentation and training services associated with the components shall be provided by the OEM partner or OEM's certified training partner without any additional cost to the Authority. Trainings shall be conducted using official OEM course curriculum in line with the hardware and software products implemented in the project

k) At any time during the execution of contract, if the selected OEM defaults on any terms and conditions of the contract, the Agency has the right to select alternate OEM, meeting the technical specification, duly approved by the Authority with no additional cost to the Authority.

l) The Agency and their personnel/representative shall not alter / change / replace any hardware component and/or software application version as provided under the contract without prior consent of the Authority. Breach of this clause shall be treated as an event of default.

m) The Agency shall extend full co-operation to the Authority's representative in the manner required by them for supervision/ inspection/ observation of the equipment/ goods/ material, procedures, performance, progress, reports, and records pertaining to the works. Agency shall assist coordination with other vendors and agencies of the Authority to resolve issues and oversee implementation of the same.

n) The Agency shall co-ordinate with the Authority and stakeholders for the complete setup

of sites before commencement of installation. The Agency shall also coordinate for Network / Bandwidth connectivity and integration with Solution. Any network blackspots shall be identified during the survey stage and appropriate mitigation shall be executed with support from Authority.

o) The Agency shall inform the Authority and commence the integration of Solution.

p) The Agency shall monitor progress of all the activities related to the execution of this contract and shall submit detailed report to the Authority as per timelines given in this RFP, during design phase, with reference to all related work, milestones, and their progress during the implementation phase.

q) Formats for all above mentioned reports and their dissemination mechanism shall be discussed and finalized along with project plan. The Authority, on mutual agreement between both parties may change the formats, periodicity, and dissemination mechanism for such reports.

r) Periodic review meetings shall be held between the representatives of the Authority and the Agency, **Once Every Week** or as and when required during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held on an ongoing basis, as requested by the Agency, or as desired by the Authority, to discuss the performance of the contract during the operation and management period.

s) The Agency shall ensure that the respective solution teams involved in the execution of work are part of such meetings.

t) All the goods, services, and manpower to be provided/deployed by the Agency, under the Contract, and the manner and speed of execution and maintenance of the work and services, are to be conducted in a manner to the satisfaction of Authority's representative in accordance with the Contract.

u) The Agency shall take all measures necessary to ensure the safety of the personnel and manpower deployed for work at the project facilities and shall observe all reasonable safety rules and instructions. The Agency shall adhere to all security requirement/ regulations during the execution of the work.

v) All complaint registration by users shall be monitored by the Agency and adequate responses shall be delivered to citizens within 48 hours. The Agency shall provide a weekly report to the Authority on the number of complaints received during the previous week) and the number of replies furnished by it to the complainants along with number of complaints on which no response has been made by the Agency.

8.2. Health Awareness and Promotion

The Agency, in consultation with the Authority, shall integrate a sustained health awareness and promotion component into the project. This includes:

Content Creation

- Develop a library of **culturally appropriate, multilingual content** (English, Telugu and other regional languages as required) covering:
  - Nutrition and balanced diet.

  - Physical activity and exercise.
  - Prevention and early detection of common NCDs and communicable diseases.
  - Mental health and stress management.
  - Self-care for chronic conditions (e.g., diabetes, hypertension).
- Content shall be available in text, audio, video and infographic formats.

Dissemination Channels

- **Mobile App Push Notifications:** Regular tips and reminders.
- **SMS/IVRS:** Automated voice messages and text alerts.
- **WhatsApp Integration:** Broadcast of health messages to enrolled citizens.
- **Web Portal:** A dedicated "Health Library" section.
- **Community Outreach:** Provide downloadable posters and pamphlets for health facilities and anganwadi centres.
- **Any other means of communication**

Digital Campaigns

- The Agency shall design and run quarterly digital campaigns (e.g., "Diabetes Awareness Month", "Heart Health Drive") using the platform's analytics to target high-risk populations.
- Campaign performance shall be measured through engagement metrics and pre-/post-campaign health behaviour surveys.

Note: Nothing in the contract shall relieve the Agency from its liabilities or obligations under this Contract to provide the Services in accordance with the Authority's directions and requirements as stated in RFP to the extent accepted by the Authority. The Agency shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

9. Administrative Guidelines

9.1 This section describes the administrative guidelines, policies, and procedures to be followed by the Agency while undertaking operational activities. Authority is particular about safeguarding the aesthetics and regulatory norms and expects the Agency to strictly abide to the same. This includes, but is not limited to, approach related to operational activities, safety and security aspects, repair and maintenance, vandalism, damage to public property, misuse of public amenities, misuse of public space and other key requirements. The Agency is responsible for adhering to the following administrative guidelines:

a. Authority reserves the right to intervene at any point throughout the Contract Agreement for all administrative, operation, management and maintenance activities.
b. Any civil and architectural work or structural changes required while implementation should go through proper approvals from Authority. Every plan that is submitted would be reviewed and approved with necessary amendments (if any) by the Authority based on the Project plan. The Agency is responsible for incorporating the amendments proposed by the Authority and submit the revised plan for approval to Authority.

c. All regulatory approvals required for executing this project, acquired from concerned parties (Public and Private) should be planned and arranged by the Agency. Authority will extend assistance in getting the requisite permission from statutory bodies in this regard.
d. Authority will hold ownership of all hardware equipment components, including but not limited to all active and passive devices, sensors, servers, computer systems, reports, software and licenses etc.
e. The Agency shall be responsible to keep all the tangible and intangible assets under this Agreement in good, operational, and serviceable conditions at all times.
f. The Agency shall not cause any damage to Government buildings / other premises / property/ public places etc. If any damage occurs, the Agency will perform necessary restoration at its own cost.
g. The work of Agency shall be subject to inspection at various stages. The Agency shall always abide and follow all Safety and Security Regulations and practices. The Agency should not use any sub-standard products at any point of time.
h. The Agency would also be required to maintain a centralized Helpdesk monitoring system at the Central Control Center, which will track new installations, complaints, issues logged by the technical team, Authority and public.
i. The Authority shall ensure that the Hardware and products procured and installed at Health Facilities and Sanjeevani ICCC are from the OEM. The material shall be checked/ validated/ audited through agency identified by Authority, along with Quality tests before dispatching to site or thereafter.

10. Operation and Maintenance (O&M) Guidelines

10.1 The Agency shall follow the following Operation and Management guidelines:

a. The Agency must adhere to the operation and maintenance policies and procedures, as directed by Authority, for managing and operating the Project. This includes (but not limited to) approach related to manpower, resources, vendor management, security, customer service, repair and maintenance and other primary functions, user manuals, technical manuals, risk management, life/safety management, employee management and administrative policies and procedures. It also includes the key elements of a management plan for this project to include considerations for cost containment/ expense reduction, customer service improvement, enhanced Social Impact generation as the key of this project operational characteristics.
b. The Sanjeevani Centre – Integrated Command-and-Control Center will be hosted and operated at premises leased by the Agency on behalf of the Authority. Agency will operate and maintain all physical and digital infrastructure, equipment installed Sanjeevani ICCC. Day to day operations at Central Control Centre will be monitored and operated by the Agency. All the hardware and software issues will be the responsibility of the Agency.
c. The comprehensive Operations and Management (O&M) period for including updating, security alerts and patch updating, regular backup of the data etc. shall be up to a

period of five years from the date of completion of SAITP.

d. The Agency shall depute adequate manpower as full time dedicated onsite team. The team shall be deputed to identify, acknowledge, troubleshoot, manage, replace, and repair the hardware/ system software. The team shall undertake day-to-day troubleshooting and maintenance requirements for this project.
e. The team shall also be responsible for regular monitoring of all the equipment, proactively perform warranty checks, and generate SLA reports from the SLA monitoring tool.
f. The team shall be required to take regular backup of the application data as per the frequency defined by Authority. Security and safety arrangements for safe custody of the backup data shall also be the responsibility of Agency.
g. The Agency shall ensure that the team has appropriate skill sets for providing services and Operation and Management of IDCCHDS.
h. The Agency shall ensure that the instruction manuals, technical manuals, and user manuals supplied by the manufacturer/ OEMs/ Agency are referred, referenced, reviewed, and always maintained up to date.
i. All patches and updates to any software and hardware devices shall be provided by the Agency without any additional costs throughout the tenure of the Contract Agreement.

11. Ownership and Use of Asset

11.1 Agency shall take reasonable and proper care of the entire physical and digital infrastructure including hardware, network or any other information technology infrastructure components used for the project and other facilities in the Sanjeevani ICCC in terms of the delivery of the services as per this Contract Agreement (hereinafter the **"Assets"**) in proportion to their use and control of such Assets which will include all upgrades/enhancements and improvements to meet the needs of the Project arising from time to time.

11.2 Term "Assets" also refers to all the Hardware, Network, or any other information technology infrastructure components, created or utilized by the Agency. Keep all the tangible Assets in good and serviceable condition (reasonable wear and tear excepted) suitably upgraded subject to the relevant standards as stated in the bid to meet the SLAs mentioned in the contract and during the entire term of the Agreement.

11.3 Ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of Assets, and which are provided to the Agency will be followed by the Agency and any person who will be responsible for the use of the Asset.

11.4 Take such steps as may be recommended by the manufacturer of the Assets / OEM and notified to the Agency or as may be necessary to use the Assets in a safe manner.

11.5 To the extent that the Assets are under the control of the Agency, keep the Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them.

11.6 Not knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to law.

11.7 Use the Assets exclusively for the purpose of providing the Services as defined in the Agreement / RFP.

11.8 Agency shall not use Authority's data to provide services for the benefit of any third party, as a service bureau or in any other manner.

11.9 All the Assets shall be handed over back to the Authority at the end of project period or termination of contractual agreement, as the case may be at no cost to the Authority.

SECTION – V: TECHNICAL BID STANDARD FORMS

SECTION – V: TECHNICAL BID STANDARD FORMS

APPENDIX-I

Form-1: Checklist for Technical Qualification Document

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.) of Proposal
1.	Bid Processing Fee (DD) as per RFP		
2.	Bid Security(DD/BG) as per RFP		
3.	Technical Proposal as per RFP		
4.	Power of attorney / board resolution to the authorized Signatory of the RFP		
5.	Copy of Certificate of Incorporation / Registration certificate / Shop & Establishment Certificate		
6.	Copy of Audited Balance Sheet and Profit and loss statement for last three financial years Bidder		
7.	Copy of GST registration – Bidder		
8.	Copy of PAN registration – Bidder		

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.) of Proposal
9.	Self-declaration from Bidder		
10.	Bid Covering Letter		
11.	Particulars of the Bidders		
12.	Details of Annual Turnover for last three financial years		
13.	Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years		
14.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / PSU / SPV / etc. in India at the time of submission of the Bid, in the format given in the RFP		
15.	Affidavit		
16.	Details of the similar projects executed		
17.	Solution Design		
18.	Curriculum Vitae (CV) of Project Team		
19.	Format for Authorization Letters from OEMs		
20.	Format for Bid Security		
21.	Make & Model of all Hardware & Software components		
22.	Compliance to Technical Specifications as mentioned in the RFP		
23.	Datasheets highlighting the Functional and Technical Specification parameters in each datasheet for compliances		
24.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons		
25.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.		

APPENDIX-I

Form-2: Letter of Proposal

TECHNICAL PROPOSAL

(On the Letterhead of the Bidder / Lead Member of the Consortium) (Date and Reference)

To,

.....

.....

.....

Sub: **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.**

Dear Sir,

1. With reference to your RFP Document no……. dated....., I/We, having examined all relevant documents and understood their contents, hereby submit our Proposal for **Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.** The Bid / Proposal is unconditional and unqualified.

2. I/We acknowledge that the TIA will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Agency, and we certify that all information provided in the Proposal and in the Appendices is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.

3. This statement is made for the express purpose of appointment as the Agency for the aforesaid Project.

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

5. I/We acknowledge the right of the TIA to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

6. I/We 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.

7. I/We declare that:

   (a) I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the TIA;

   (b) I/We do not have any conflict of interest in accordance with **Clause-10** of the RFP document;

   (c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice, as defined in **Clause-22** of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the TIA or any other public sector enterprise or any government, Central or State; and

   (d) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of **Clause-22** of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

   (e) The undertakings given by us along with the Bid in response to the RFP for the Project were true and correct as on date of making the Bid and are also true and correct as on the Bid Due Date and I/We shall continue to abide them.

8. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Bid that you may receive nor to select the Agency, without incurring any liability to the Bidders in accordance with **Clause-12** of the RFP document.

9. I/We declare that we are not a member of any other company/firm/society applying for Selection as an Agency.

10. I/We certify that in regard to matters other than security and integrity of the country, 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 Services for the Project or which relates to a grave offence that outrages the moral sense of the community.

11. I/We further certify that regarding matters relating to security and integrity of the country, 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.

12. I/We further certify that no investigation by a regulatory authority is pending either against us or against to be engaged team members.

13. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the TIA [and/ or the Government of India] in connection with the selection of Agency or in connection with the Selection Process itself in respect of the above-mentioned Project.

14. 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 the Services for the Project is not awarded to me/us or our proposal is not opened or rejected.

15. I/We agree to keep this offer valid for 180 (One Hundred Eighty Days) days from the PDD specified in the RFP.

16. Power of Attorney in favour of the authorized signatory to sign and submit this Proposal and documents is attached herewith in **Form-16**.

17. In the event of my/our firm being selected as the Service Agency, I/we agree to enter into an Agreement in accordance with the form at **Section VII: Annexure-III** of the RFP. We agree not to seek any changes / deviation in the aforesaid form and agree to abide by the same.

18. I/We have studied RFP and all other documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the TIA or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Service.

19. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Bid which shall be binding on us.

20. 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,

(Signature, name, and designation of the authorized signatory)

(Name and seal of the Bidder/Lead Member)

APPENDIX-I

Form-3: Particulars of the Bidder

(On the Letterhead of the Bidder / incase of JV/ Consortium all Members shall submit the form)

1	Title of Service:	
2	Title of Project	
3	State whether applying as Sole Firm or Lead Member of a consortium	Sole Firm or Lead Member of a consortium
4	Name of Firm:	
5	Legal status (e.g., sole proprietorship or partnership or Company):	
6	Country of incorporation:	
7	Registered address:	
8	Year of Incorporation/Registration:	
9	Year of commencement of business:	
10	Principal place of business:	
11	Name, Designation, Address and Phone numbers of authorized signatory of the Bidder-Name: Designation: Organization: Address: Phone No.: E-mail address:	
12	If the Bidder is Lead Member of a consortium, state the following for each of the other Member Firms: (i) Name of Firm: (ii) Legal Status and country of incorporation: iii) Registered address and principal place of business:	
13	For the Bidder, (in case of a consortium, for each Member), state the following information: (i) In case of non-Indian Firm, does the Firm have business presence in India? If so, provide the office address (es) in India.	Yes/No
	(ii) Has the Bidder or any of the Members in case of a consortium been penalized by any organization for poor quality of work or breach of contract in the last five years?	Yes/No

	(iii) Has the Bidder / or any of its Associates ever failed to complete any work awarded to it by any public authority/ entity in last five years?	Yes/No
	(iv) Has the Bidder or any member of the consortium been blacklisted by any Government department/Public Sector Undertaking in the last five years?	Yes/No
	(v) Has the Bidder or any of its Associates, in case of a consortium, suffered bankruptcy/insolvency in the last five years?	Yes/No
14	Note: If answer to any of the questions at (ii) to (v) is yes, the Bidder is not eligible for this assignment.	14
15	(Signature, name, and designation of the authorized signatory) For and on behalf of …….	15

APPENDIX-I

Form-4: Statement of Legal Capacity

(On the Letterhead of the Bidder / Lead Member of the Consortium)

Ref. Date:

To,

….....

.....

.....

Dear Sir,

Sub: (Name of the Project)

I/We hereby confirm that we, the Bidder (along with other members in case of consortium, the constitution of which has been described in the Proposal) satisfy the terms and conditions laid down in the RFP document.

I/We have agreed that..... (insert Bidder's name) will act as the Lead Member of our consortium.

I/We have agreed that.....(Insert individual's name) will act as our Authorized Representative/ will act as the Authorized Representative of the consortium on our behalf and has been duly authorized to submit our Proposal.

Further, the authorized signatory is vested with requisite powers to furnish such proposal and all other documents, information or communication and authenticate the same.

Yours faithfully,

(Signature, name, and designation of the authorized signatory)

For and on behalf of .....

APPENDIX-I

Form-5: No Barring Certificate Declaration of Non-Blacklisting
(To be provided on the Company letter head)
Declaration to be given by each member of JV/ Consortium

Date _____

To,
Managing Director
Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC)
Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503.
mail-id: aphmhidc@gmail.com | ed.apmsidc16@gmail.com
Phone No.: +91 89786 44900 and +91 91210 53550.

Subject: Self Declaration of not been blacklisted in response to the RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.

Ref: RFP No. _____dated. _____
Dear Sir,

I/ We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT and or Central Government / Municipal Bodies or any entity control by these organization / departments in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

I/ We confirm that I / We are insolvent, in receivership, bankrupt or being wound up, neither our affairs are administered by a court or a judicial officer, not have our business activities suspended and are not subject of legal proceedings for any of the foregoing reasons.
I/ We confirm that none of directors and officers, partners are convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.

In case this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

(Signature of the Lead Bidder) Name and Designation
Seal Date: Place:

APPENDIX-I

Form-6: Self Certification by Bidder

(This shall be provided on non-Judicial stamp paper of appropriate value)

Date: DD/MM/YYYY Tender Ref No.
To,
<<<Client Name & Address>>

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder >>.

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder >> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized Signatory: Name:
Designation:
Name of the Bidder: Address:
Company Seal:

APPENDIX-I

Form-7: Bidders Annual Turnover

(Bidders Annual turnover over in last 3 financial years to be submitted on CA/ Auditors Letter head)

Date: dd/mm/yyyy

To
……
……
…….

Subject: **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.**

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.**

Certificate from the Statutory Auditor

This is to certify that.....(name of the Bidder) has received the payments shown below against the respective years.

Sl. No	Details	FY 2023-34 (i)	FY 2024-25 (ii)	FY 2025-26 (iii)	Average Turnover [(i)+(ii) +(iii)/3]
1.	Annual Turnover				

(Signature, name, and designation of the authorised signatory) Name and seal of the audit firm

APPENDIX-I
Form-8: No Deviation Certificate

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no._____dated. _____. This is to expressly certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification) or Commercial in either direct or indirect form.
(Authorized Signatory) Signature:

Name:
Designation:
Address:
Seal:
Date:

APPENDIX-I

Form-9: Affidavit

Name of work:

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our firm M/s …… ……. nor our OEM have abandoned any work in India, nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.
3. The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm, or corporation to furnish pertinent information deemed necessary and requested by the TIA to verify our statements or our competence and general reputation.
4. The undersigned understands and agreed that further qualifying information may be requested and agrees to furnish any such information at the request of the TIA.
5. The TIA and its authorized representative are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this Bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the tender or regarding the resources, experience, and competence of the Bidder.
6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.

Signed by the Authorized Signatory of the firm. Title of the office:
Name of the firm: Date:

APPENDIX-I

Form-10: Abstract of Eligible Assignments of the Bidder

On Bidders letter head

Date: dd/mm/yyyy

To

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the "**RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**".

I hereby declare that below are the details regarding relevant work that has been taken up by our company.

1. **Following PQ-3 experience, as per Section-II: ITB, Clause 15.1.1 and 15.2.**

Assignment Name:	
Location:	Approx. Value of Services:
Name of Client:	Duration of assignment (months):
Client Contact Person, Title/Designation, Tel. No./Address:	Total No. of Beneficiary from the system:
Start date (month/year):	Total No of client end users:
Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided:	
Mandatory Supporting Documents:	
Work order / Contract for the project/ Purchase Order	
Client Certificate giving present status of the project and view of the quality of services by the Bidder	

Bidder shall submit information for each category of the project and enclosed Work order and Completion certificate of the same.

APPENDIX-I
Form-11: Description of Approach and Methodology

Technical approach, methodology and work plan are key components of the and the Bidder will present the A& M as per below.

1 Understanding of Scope of Work and Approach of Bidder for Implementation
2 Approach & Methodology for Deliverables
3 Expectation of Bidder from Authority
4 Technical Capability & Relevant Experience of Bidder
5 Project plan with Timelines
6 Proposed Team
7 Project Component Design and Readiness
8 Reporting Plan
9 Risk and O&M Plan
10 Training Plan

APPENDIX-I

Form-12: CV of the Proposed Team Curriculum Vitae (CV) of Project Team

1	Proposed Position & Skill Set	
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Number of years of experience	
11	Employment Record [Starting with present position, list in reverse order. every employment held by staff member since graduation, giving for each employment as per format. provided]	From [Year]: _____To [Year]: _____Employer: Positions held:
12	Detailed Tasks Assigned [List all tasks to be performed under this assignment]	
13	Highlights of assignments handled and significant accomplishments. [Among the assignments in which the staff has been involved, indicate the following. information for those assignments that best illustrate. staff capability to handle the tasks listed under point. 12.]	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

SIGNATURE: .....DATE OF SGNING: Day Month Year

APPENDIX-I
Form-13: Format of Bank Guarantee for Bid Security

(**To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.**)

In consideration of the..... (*Insert name of the Bidder*) submitting the Bid *inter alia* For **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh** , for meeting the terms and conditions in response to the RFP document no ---------- ---- dated ----------issued by APMSIDC ("TIA"), and agreeing to consider the Bid of.....*[Insert the name of the Bidder]* in accordance with the terms of the E-BID DOCUMENT, the.....(Insert name and address of the bank issuing the Bid Bond, and address of the head office) (Here in after referred to as "Guarantor Bank") hereby agrees unequivocally, irrevocably and unconditionally to pay to TIA or its authorized representative at ..... [*Insert Name of the Place from the address of TIA]* forthwith on demand in writing from TIA or any representative authorized by it in this behalf an amount not exceeding Rupees ……. on behalf of M/s. ….....[Insert name of the Bidder].

This guarantee shall be valid and binding on the Guarantor Bank up to and including …… (*Insert date of validity of Bid Security Deposit in accordance with the terms of reference of the E-BID DOCUMENT*) and shall not be terminable by notice or any change in the constitution of the Guarantor Bank or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between concerned parties.

Our liability under this Guarantee is restricted to Rupees ……. (Rs.....).

TIA or its authorized representative shall be entitled to invoke this Guarantee until ….....[*Insert Date, which is six months after the date in the preceding sentence*].

The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand from TIA or its authorized representative, made in any format, raised at the above-mentioned address of the Guarantor Bank, in order to make the said payment to TIA or its authorized representative.

The Guarantor Bank shall make payment hereunder on first demand without any demur, reservation, protest, restriction, or conditions and notwithstanding any objection, disputes, or disparities raised by the Bidder or any other person. The Guarantor Bank shall not require TIA or its authorized representative to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against TIA or its authorized representative in respect of any payment made hereunder.

This BANK GUARANTEE shall be payable at Vijayawada.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at Amaravati, Andhra Pradesh shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring, liquidation, winding up, dissolution or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly, TIA or its authorized representative shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the Bidder, to make any claim against or any demand on the Bidder or to give any notice to the Bidder to enforce any security held by TIA or its authorized representative or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

The Guarantor Bank hereby agrees and acknowledges that TIA shall have a right to invoke this Bank Guarantee either in part or in full, as it may deem fit.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rupees ----------and it shall remain in force until.....[*Date to be inserted on the basis of Terms of Reference of the E-BID DOCUMENT*], with an additional claim period of 6 (six) months thereafter. We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only if..... TIA or its authorized representative serves upon us a written claim or demand.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this. ……. day of …… at …….

Witness: Signature	Signature
Name	Name
Address	Address
Designation with Bank Stamp Signature	Designation with Bank Stamp Signature

Name and address

Attorney as per power of attorney No. ……

For.....[Insert Name of the Bank]

Banker's Stamp and Full Address:

Date: this …… day of.....2026.
Note: The Stamp Paper should be in the name of the Executing Bank

APPENDIX-I

Form-14: Format for Bank Guarantee for Performance Security

<< To be printed on Rs. 100/- Stamp Paper >>

In consideration of TIA acting on behalf of the [President of India/Governor of . .....] (hereinafter referred as the "Authority", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, and assigns) awarding to ……., having its office at ……. (Hereinafter referred as the "Agency" which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors, and assigns), vide the Authority's Agreement no. ……. dated....., (hereinafter referred to as the "Agreement") the assignment to "**RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**", and the Agency having agreed to furnish a Bank Guarantee amounting to Rs..... (Rupees ….....) to the TIA for performance of the said Agreement.

The Agency has agreed to furnish TIA in Guarantee of the Nationalized Bank / Schedule Commercial Bank for the sum of Rs ..... (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the term's covenants and conditions of the said AGREEMENT. We..... Bank Registered in India under Act and having one of our Local Head Office at..... do hereby guarantee to TIA.

Due performance and observances by the Company of the term's covenants and conditions on the part of the Company contained in the said AGREEMENT, AND

Due and punctual payment by the Agency to TIA of all sums of money, losses, damages, costs, charges, Damages, and expenses that may become due or payable to TIA by or from the Company by reason of or in consequence of any breach, non-performance, or default on the part of the Company of the term's covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to TIA on demand without delay demur the said sum of Rs. ……. (Rupees.....only) together with interest thereon at the rate prescribed under.....from the date of demand till payment or such lesser sum, as may be demanded by TIA from us as and by way of indemnity on account of any loss or damage caused to or suffered by TIA by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to TIA thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

(a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of TIA are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till TIA certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.

(b) We shall not be discharged or released from liability under this Guarantee by reason of

i. any change in the Constitution of the Bank or
ii. any arrangement entered into between TIA and the Company with or without our consent;
iii. any forbearance or indulgence shown to the Company,
iv. any variation in the terms, covenants or conditions contained in the said AGREEMENT;
v. any time given to the Company, OR
vi. any other conditions or circumstances under which in a law a surety would be discharged.

(c) Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees …..... Only).

(d) We shall not revoke this guarantee during its currency except with the previous consent of TIA in .....department in writing;

(e) Always provided that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs……. (Rupees… .....only) and shall remain in force until TIA certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.

(f) Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to TIA under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to TIA demand without any demur, such sum as may by demanded, not exceeding Rs……. (Rupees……) and that the Bank will indemnify and keep TIA indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of TIA that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of TIA as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.

(g) TIA shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or

any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of TIA or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.

(h) That the absence of powers on the part of the Agency or TIA to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity

(i) The Guarantor agrees and declares that for enforcing this Guarantee by…… against it, the Courts at Amaravati, Andhra Pradesh only shall have exclusive jurisdiction and the Guarantor hereby submits to the same.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this ……. day of …… at ……..

Witness: Signature	Signature
Name	Name
Address	Address
Designation with Bank Stamp Signature	Designation with Bank Stamp Signature

Name and address

Attorney as per power of attorney No. ……

For.....[Insert Name of the Bank]

Banker's Stamp and Full Address:

Date: this …… day of.....2026.

Note: The Stamp Paper should be in the name of the Executing Bank

APPENDIX-I

Form-15: Joint Bidding Agreement

(To be executed on Stamp paper of appropriate value)

THIS JOINT BIDDING AGREEMENT in favour of ……..*(insert name of the JV / Consortium)* is entered into on this the …… day of..... 2026.

AMONGST

1.....{ ..... Limited, a company incorporated under the Companies Act, 2013} and having its registered office at (hereinafter referred to as the "**First Part**" which expression shall,

unless repugnant to the context include its successors and permitted assigns)

AND

2.....{..... Limited, a company incorporated under the Companies Act, 2013} and having its registered office at (hereinafter referred to as the "**Second Part**" which expression shall,

unless repugnant to the context include its successors and permitted assigns)

AND

3.....{ .....Limited, a company incorporated under the Companies Act, 2013 and having its registered office at (hereinafter referred to as the "**Third Part**" which expression shall,

unless repugnant to the context include its successors and permitted assigns)}

The above-mentioned parties of the FIRST, SECOND and THIRD PART are collectively referred to as the **"Parties"** and each is individually referred to as a **"Party.**"

The number of Parties will be shown here, as applicable, subject however to a maximum of 3 (Three).

WHEREAS

APMSIDC (TIA), represented by its Managing Director and having its principal offices at Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503. (hereinafter referred to as the "**TIA**" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited Bids (the **Bids**") by its Request for Proposal No. …… dated ……(the "**RFP**") **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.**

(A) The Parties are interested in jointly bidding for the Project as members of a Consortium and

Parties have read and understood the RFP documents and in accordance with the terms and conditions of the RFP document and other bid documents in respect of the Project, and

(B) It is a necessary condition under the RFP document that the members of the JV/ Consortium shall enter into a Joint Bidding Agreement and furnish a copy thereof with the Bid.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

1.1 In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

2. JV/ Consortium

2.1 The Parties do hereby irrevocably constitute a JV/ Consortium (the "**Consortium**") for the purposes of jointly participating in the Bidding Process for the Project.

2.2 The Parties hereby undertake to participate in the Bidding Process only through this Consortium and not individually and/ or through any other consortium constituted for this Project, either directly or indirectly or through any of their Associates.

3. Role of the Parties

3.1 The Parties hereby undertake to perform the roles and responsibilities as described below:

(b) Party of the First Part shall be the Lead Member of the JV/Consortium and shall have the power of attorney from all Parties for conducting all business for and on behalf of the JV/Consortium during the Bidding Process and until the signing of the Contract for "the Project" when all obligations shall become effective;

(c) Party of the Second & Third Part shall be assisting the Lead Member in the manner as recorded herein for carrying out the entire scope of work awarded under the tender for "the Project".

(d) Parties shall jointly and severally endeavor to carry out the works, if awarded to them pursuant to the bidding process conducted by the TIA, in accordance with the terms and conditions specified in the Tender Document and such other Agreements / Contracts / Work Orders as may be executed from time to time between the TIA and the JV / Consortium.

4. Joint and Several Liability

4.1 The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP for the Project

and the Contract Agreement, till such time as prescribed therein.

5. Shareholding in the JV/ Consortium

5.1 The Parties agree that the proportion of shareholding among the Parties in the Consortium shall be as follows:

First Party:	Second Party:	{Third Party:}

5.2 The Parties undertake that they shall comply with all equity lock-in requirements set forth in the Contract Agreement.

5.3 Lead Member, at any point of time throughout the contract period, cannot assign or delegate its rights, duties, or obligations under the Agreement. Other member of the consortium, at any given point of time, may assign or delegate its rights, duties, or obligations under the Agreement except with prior written consent of the TIA. In such case, substitute member shall be of at least equal, in terms of Technical Capacity and/or Financial Capacity, as the case may be, to the Consortium Member who is sought to be substituted and the modified Consortium member shall continue to meet the pre-qualification and short-listing criteria for Bidders.

5.4 The Lead Member will remain responsible for successful delivery of the project at all times throughout the contract period. All the members shall comply with the following additional requirements:

i. number of members in a consortium shall not exceed 3 (three);

ii. the Bid should contain the information required for each member of the Consortium;

iii. members of the Consortium shall nominate one member as the Lead Member (the “Lead Member”), who shall have minimum 51% (fifty one percent) of the paid-up equity of the Consortium. The nomination(s) shall be supported by a Power of Attorney, as per the format at **Form-17**, signed by all the other members of the Consortium;

iv. the Bid should include a brief description of the roles and responsibilities of individual consortium members, particularly with reference to financial, technical, and O&M obligations;

v. an individual Bidder cannot at the same time be member of a Consortium applying for this project. Further, a member of a particular Bidder Consortium cannot be member of any other Bidder Consortium applying for this project;

vi. undertake that each of the members of the Consortium shall have an independent, definite, and separate scope of work which was allocated as per each member’s field of

expertise;

vii. commit to the profit and loss sharing ratio of each member; commit that scope of work, rights, obligations, and liabilities to be held by each member; specifically commit that the Lead Member shall be answerable on behalf of other members for the performance of obligations under this Agreement,

viii. include a statement to the effect that all members of the Consortium shall be severally liable for all obligations in relation to the Assignment until the completion of the Assignment in accordance with the Agreement.

(a) that notwithstanding anything contrary contained in this RFP or the Agreement, the Lead Member shall always be liable for obligations of all the Consortium Members i.e., for both its own liability as well as the liability of other Members;

(b) that the Lead Member shall be liable for the entire scope of work and risks involved and further shall be liable and responsible for ensuring the individual and collective commitment of each of the Members of the Consortium in discharging all of their respective general obligations under this Agreement;

(c) that each Member further undertakes to be individually liable for the performance of its part of the obligations without in any way limiting the scope of collective liability envisaged in the Agreement

(d) that the Members of the Consortium shall alone be liable for all obligations of the identified sub-contractor and clearly indemnify the TIA against any losses or third-party claims arising due to the subcontractor/ consortium's default

(e) that each of the members, whose experience will be evaluated for the purposes of this RFP document, shall subscribe to 26% (twenty-six per cent) or more of the paid-up equity of the Consortium.

(f) that members of the Consortium shall not dilute their equity stack in the Consortium throughout the Contract period.

6. Representation of the Parties

6.1 Each Party represents to the other Parties as of the date of this Agreement that:

(a) Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement;

(b) The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or governmental action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute

this Agreement on behalf of the Consortium Member is annexed to this Agreement, and will not, to the best of its knowledge:

i. require any consent or approval not already obtained;
ii. violate any Applicable Law presently in effect and having applicability to it;
iii. violate the memorandum and articles of association, by-laws, or other applicable organizational documents thereof;
iv. violate any clearance, permit, Contract, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture, or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
v. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party so as to prevent such Party from fulfilling its obligations under this Agreement;

(c) this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and

(d) there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects, or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

(e) Such Party has read and understood the RFP Document and is executing this Agreement for the purposes as recorded hereinabove out of its own free will;

7. Termination

7.1 This Agreement shall be effective from the date hereof and shall always continue in full force and effect during the subsistence of the tender for "the Project" is achieved under and in accordance with the RFP for "the Project" in case the Project is awarded to the JV / Consortium. However, in case the JV / Consortium is either not prequalified for the Project or does not get selected for award of the Project, the Agreement will stand terminated.

8. Miscellaneous

8.1 This Joint Bidding Agreement shall be governed by laws of India.
8.2 The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the TIA.

9. Proposed distribution of Responsibilities

9.1 All the parties of this Agreement hereby agree for the following shareholding percentage and technical & financial responsibilities towards fulfilling the objectives of this RFP document and the work in spirit.

S. No.	Name of Member of JV	Technical Responsibility	Financial Responsibility	Remarks
1.	Lead Partner (Name & Address of Member – 1)			
2.	Member 2 (Name & Address of Member – 2)			
3.	Member 3 (Name & Address of Member – 3)			

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED
For and on behalf of LEAD MEMBER by (Signature) (Name) (Designation) (Address)	For and on behalf of: SECOND PART by: (Signature) (Name) (Designation) (Address)	For and on behalf of THIRD PART by: (Signature) (Name) (Designation) (Address)

In the presence of:

1.
2.

Notes:

1. The mode of the execution of the Joint Bidding Agreement should be in accordance with the procedure, if any, laid down by the Applicable Law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

2. Each Joint Bidding Agreement should attach a copy of the extract of the charter documents and documents such as resolution / power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member.

3. For a Joint Bidding Agreement executed and issued overseas, the document shall be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed.

APPENDIX-I

Form-16: Power of Attorney

(To be executed on Stamp paper of appropriate value)

Know all men by these presents, We, ...(Name of Firm and address of the registered office) do hereby constitute, nominate, appoint, and authorize Mr. / Ms..... son/daughter/wife and presently residing at ..... , who is presently employed with/ retained by us and holding the position of .....as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal **for ----------**
----------to APMSIDC (the "TIA / Authority") including but not limited to signing and submission of all Bids, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with the Authority.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ... THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS..... DAY OF . ....., 2026.

For .....

(Signature, name, designation, and address)

Witnesses:
1.
2.

Notarized Accepted
(Signature, name, designation, and address of the Attorney)

Notes:

- 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 executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

- Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

- For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

APPENDIX-I

Form-17: Power of Attorney for Lead Member of Consortium

Whereas the TIA has invited Bids from interested parties for the **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**

Whereas ……., ……., ……. and …….. (collectively the "Consortium") being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal (RFP document) and other connected documents in respect of the Project, and Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS

We, …….. having our registered office at ..... ,
M/s. …….. having our registered office at..... ,
M/s. …….having our registered office at....., and
M/s. …….. having our registered office at..... , (hereinafter

collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint, and authorize M/s. ……. having its registered office at ..... ,
being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney"). We hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the Contract /contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the Consortium and submission of its bid for the Project, including but not limited to signing and submission of all Bids, bids and other documents and writings, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the TIA, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof till the Contract Agreement is entered into with the TIA.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ……..... DAY OF ……., 20.....…
For ……..

Signature)
….....(Name & Title)
For.....(Signature)
….....(Name & Title)
For.....(Signature)
….....(Name & Title) Witnesses:
1.
2.
….....(Executants)
(To be executed by all the Members of the Consortium)

Notes:

- *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*.
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.*

APPENDIX-I

Form-18: Format for Authorization Letter from OEMs

(To be printed on letter head of OEM and signed by Authorized signatory of OEM)

Date: dd/mm/yyyy To

…….

Ref: Tender No: <No> Dated <DD/MM/YYYY>

Subject: Authorization of <company name of Bidder> to Supply and Provide Services of our Products/ Equipment/ Solution for RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh

Sir,

1. This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the Products/ Equipment/ Solution listed below.
   I/We confirm that <name of Bidder> have due authorization from us to supply our Products/ Equipment/ Solution and provide services to PURCHASER, for our Products/ Equipment/ Solutions listed below as per Request for Proposal (tender) document relating to RFP for **Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh.** We further endorse the warranty and contracting terms provided by bidder to PURCHASER.

2. I/We also undertake that we will provide support to PURCHASER in quality of deliverables and in ensuring that the solution is implemented in the best of ways by exploiting all the capabilities offered by the solution, to meet the requirements of PURCHASER.

3. We herewith certify that the Products/ Equipment/ Solutions quoted by us are not end of the life and we hereby undertake to support this Products/ Equipment/ Solutions for the contract duration of min 10 years 6 months from the date of Submission of the Bid.

Sr. No.	Name of Products/ Equipment/ Solution as per RFP	Proposed Products/ Equipment/ Solution with brand, model & part number	OEM warranty	Remarks

Yours faithfully, (Signature of the Authorized Signatory from OEM) Name Designation Seal. Date: Place: Business Address:	(Signature of the Authorized Signatory Bidder) Name Designation Seal. Date: Place: Business Address:

To,
Managing Director,
APMSIDC
Plot No:09, survey number: 49, IT Park, Mangalagiri, Guntur District- 522503.
Phone No.: +91 89786 44900 and +91 91210 53550

Sub: **Submission of Bid for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**

Dear Sir,
I/We acknowledge that TIA is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the RFP document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the RFP.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract.

I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the Bid, TIA shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/ bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

Integrity Agreement

This pre-bid pre-contact Agreement (hereinafter called the Integrity Pact) is made on……. day of the month of……..20…, between on one hand the APMSIDC (TIA) acting through ……,of the first part (hereinafter called the Principal / Owner) and M/S ..... , represented by Shri……. (hereinafter called the "Bidder(s)/Contractor(s) which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

Whereas the TIA proposes to ……of the Tender Document No. [insert tender document No.] dated [insert tender document date], through the Bidder(s)/ Contractor(s) and the Bidder(s)/Contractor(s) is willing to offer / has offered the same Whereas the Bidder(s)/Contractor(s) is a company incorporated under the Companies Act,1956/2013

Now, therefore,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the TIA to obtain the desired said work at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption during tendering, execution & public procurement, and Enabling Bidder(s)/Contractor(s) to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the TIA will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties here to hereby agree to enter into this Integrity Pact and agree as follows:

1. **Commitments of the TIA**

1.1 TIA undertakes that no official of the TIA, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder(s)/Contractor(s), either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 TIA will, during the pre-contract stage, treat all Bidder(s)/Contractor(s) alike, and will provide to all Bidder(s)/ Contractor(s) the same Information and will not provide any such information to any particular Bidder(s)/Contractor(s) which could afford an advantage to that particular Bidder(s)/Contractor(s) in comparison to other Bidder(s)/Contractor(s).

1.3 All the officials of the Principal/Owner will report to the CVO, TIA any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 In case any such preceding misconduct on the part of such official(s) is reported by the

Bidder(s)/Contractor(s) to TIA with full and verifiable facts and the same is prima facie found to be correct by TIA, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by TIA and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the TIA the proceedings under the contract would not be stalled.

2. **Commitments of Bidder(s)/ Contractor(s)**

2.1 The Bidder(s)/Contractor(s) commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :

(a) The Bidder(s)/Contractor(s) will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of TIA, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract

(b) The Bidder(s)/Contractor(s) further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees brokerage or inducement to any official of the TIA or otherwise in procuring the contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government including APMSIDC (TIA) for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government including APMSIDC.

(c) Bidder(s)/Contractor(s) shall disclose the name and address of agents & representatives and Indian Bidder(s)/Contractor(s) shall disclose their foreign Principals or associates.

(d) Bidder(s)/Contractor(s) shall disclose the payments to be made by them to such agents/brokers or any other intermediaries, in connection with this bid/contract.

(e) The Bidder(s)/Contractors(s) further confirms and declare to TIA that the Bidder(s)/Contractors(s) has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to TIA or any of its functionaries, whether officially or unofficially to the award of the contract to the Bidder(s)/Contractors(s), nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

(f) The Bidder(s)/Contractor(s), either while presenting the bid or during precontract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of TIA or their family members, agents, brokers or any other intermediaries in Connection with the contract and the details of services agreed upon for such payments.

(g) The Bidder(s)/Contractor(s) will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid

evaluation, contracting and implementation of the contract. Bidder shall remain responsible to maintain safety & confidentiality of his bid documents during bid process.

(h) The Bidder(s)/Contractor(s) will not accept any advantage in exchange for any corrupt practice, unfair means, and illegal activities.

(i) The Bidder(s)/Contractor(s) shall not use improperly, for purposed of competition or personal gain, or pass on to others, any information provided by the TIA as part business relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder(s)/Contractor(s) also undertake to exercise due and adequate care lest any such information is divulged.

(j) The Bidder(s)/Contractor(s) commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

(k) The Bidder(s)/Contractor(s) shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

(l) If the Bidder(s)/Contractor(s) or any employee of the Bidder(s)/Contractor(s) or any person acting on behalf of the Bidder(s)/Contractor(s), either directly or indirectly, is a relative of any of the officers of the TIA, or alternatively, if any relative of an officer of the TIA has financial interest/ stake in the Bidder(s)/Contractor(s) firm, the same shall be disclosed by the Bidder(s)/Contractor(s) at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956/Section 2(77) of the Companies Act, 2013.

(m) The Bidder(s)/Contractor(s) shall not lend to or borrow any money form or enter into any monetary dealings or transaction, directly or indirectly, with any employee of the TIA.

3. **Previous Transgression**

3.1 The Bidder(s)/Contractor(s) declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged here under or with any Public Sector Enterprise in India or any Government in India including APMSIDC / Authority that could justify Bidder(s)/Contractor(s) exclusion from the tender process.

3.2 The Bidder(s)/Contractor(s) agrees that if it makes incorrect statement on this subject, Bidder(s)/Contractor(s) can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

4. **Sanctions for Violations**

4.1 Any breach of the aforesaid provisions by the Bidder(s)/Contractor(s) or anyone employed by it or acting on its behalf [whether with or without the knowledge of the Bidder(s)/Contractor(s)] shall entitle the TIA to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder(s)/Contractor(s). However, the proceedings with the other Bidder(s)/Contractor(s) would continue.

(ii) The Bid Security Deposit (in pre-contract stage) and/or Security Deposit/Performance

Bond / Guarantee (after the contract is signed) shall stand forfeited and the Principal/Owner shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the Bidder(s)/Contractor(s).

(iv) To recover all sums already paid by the TIA, and in case of an Indian Bidder(s)/Contractor(s) with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a Bidder(s)/Contractor(s) form a country other than India with interest there on at 2% higher than the LIBOR. If any outstanding payment is due to the Bidder(s)/Contractor(s) form the TIA in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the Bidder(s)/Contractor(s), in order to recover the payments, already made by the Principal/Owner, along with interest.

(vi) To cancel all or any other contracts with the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) shall be liable to pay compensation for any loss or damage to the TIA resulting from such cancellation/ rescission and the TIA shall be entitled to deduct the amount so payable form the money(s) due to the Bidder(s)/Contractor(s).

(vii) To debar the Bidder(s)/Contractor(s) from participation in future bidding processes of the APMSIDC / Authorityf or a period of five years which may be further extended at the discretion of TIA. Further TIA shall have the right to intimate other Government departments/authorities/bodies for initiating any further action

(viii) To recover all sums paid in violation of this Pact by Bidder(s)/Contractor(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In case where irrevocable Letter of Credit have been received in respect of any contract signed by the Principal/Owner with the Bidder(s)/Contractor(s), the same shall not be opened.

(x) Forfeiture of Performance Bond/Guarantee in case of a decision by the Principal/Owner to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

4.2 TIA will be entitled to take all or any of the actions mentioned at para 4.1 (i) to (vii) of this Pact also on the Commission by the Bidder(s)/Contractor(s) or any one employed by it or acting on its behalf [whether with or without the knowledge of the Bidder(s)/Contractor(s)], of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

4.3 The decision of the TIA to the effect that a breach of the provisions of this Pact has been committed by the Bidder(s)/Contractor(s) shall be final and conclusive on the Bidder(s)/Contractor(s). However, the Bidder(s)/Contractor(s) can approach the Independent Monitor(s) appointed for the purposes of this Pact.

5. **Independent External Monitors**

5.1 TIA has appointed Independent External Monitors (hereinafter referred to as IEMs) for this Pact in consultation with the Central Vigilance Commission whose names and email IDs are as follows:-

1. Name - Email:
2. Name - E-mail:

The TIA has adopted integrity pact for all its contract for Rs.50 Lakh and above. It is mandatory for the bidder(s)/Contractor(s) to sign the integrity Pact. The bid of Bidders(s)/Contractor(s) who does not sign the integrity Pact is deemed as part of the contract so that the parties concerned are bound by its provision.

5.2 The task of the IEMs shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this pact.

5.3 The IEMs shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

5.4 Both the parities accept that the IEMs have the right to access all the documents relating to the project/procurement, including minutes of meetings.

5.5 As soon as the IEMs notices, or have reasons to believe a violation of this Pact, they shall so inform to Chairman, TIA.

5.6 The Bidder(s)/Contractor(s) accepts that the IEMs have the right to access without restriction to all Project documentation of the TIA including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the IEMs, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors. The IEMs shall be under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) confidentiality. In case of Sub-contracting, the Bidder(s)/Contractor(s) shall take the responsibility of the adoption of Integrity Pact by the Sub-Contractor.

5.7 The TIA will provide to the IEMs sufficient information about all meetings among the parties related to the Project provided such meeting could have an impact on the contractual relations between the parties. The parties will offer to the IEMs the option to participate in such meetings.

5.8 The IEMs will submit a written report to the Chairman, TIA within 8 to 10 weeks from the date of reference or intimation to him by the TIA/ Bidder(s)/Contractor(s) and, should the occasion arise, submit proposals for correcting problematic situation.

5.9 The Bidder(s)/Contractor(s) shall not approach the courts while representing the matters to Monitors and will await their decision.

6. **Facilitation of Investigation**

6.1 In case of any allegation of violation of any provisions of this pact or payment of commission, TIA or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s) / Contractor(s) and the Bidder(s)/ Contractor(s) shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

7. **Law and Place of Jurisdiction**

This pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the TIA.

8. **Other Legal Actions**

The action stipulated in this Integrity Pact is without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

9. **Validity**

9.1 The validity of this Integrity Pact shall be from date Integrity Pact is signed by both the parties till the final completion of the contract including defects liability period if any. In case of unsuccessful bidder, this Integrity Pact shall expire on the date of signing of the contract by the successful bidder.

9.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intention.

10. The parties here by sign this Integrity Pact at……on ..... **Principal** / Owner / TIA

Name of the Officer Bidder(s)/ Contractor(s)	Managing Director APMSIDC

Witness	Witness
1. ……	1……..
2. ……	2……..

SECTION –VI: FINANCIAL BIDS STANDARD FORMS

SECTION –VI: FINANCIAL BIDS STANDARD FORMS

APPENDIX-II

Form-1: Financial Proposal Covering Letter

(On the Letterhead of the Bidder / Lead Member of the Consortium)

(Date and Reference)

To,
.....
.....
.....

Dear Sir,

Sub: "**RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh"**

I/We, ... (Bidder's name) herewith enclose the Financial Proposal for selection of my/our firm as Service Provider for **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**, as indicated above.

I/We agree that this offer shall remain valid for a period of 180 (one hundred and eighty) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name, and designation of the authorized signatory) For and on behalf of .....

APPENDIX-II

Form-2: Format for Financial Proposal

(On the Letterhead of the Bidder / Lead Member of the Consortium)

(Date and Reference) To,

….....

.....

Dear Sir,

Sub: **RFP for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh**

We, the undersigned, offer to undertake the Project in accordance with your Request for Proposal (RFP) dated <Date of NIT Publication>, and our Proposal (Technical Proposal and Financial Proposal).

1. I / we hereby agree to receive following payments for 5 years contract period for the aforementioned Project in terms of the Agreement as provided below:

Sl. No	Cost Component	Quantity / Numbers	Amount in Rs.	Total in figures	Total in words
A	B	C	D	E =(D*C)	F
1.	Capital Cost of Setting up of Sanjeevani ICCC Centre	Lump sum (1)			
2.	Annual Management Fee (AMF) for IDCCHDS (including Sanjeevani Centre	5 years			
3	Total Cost without applicable Taxes / GST (E1+E2)				
4	Applicable tax / GST				
5	Total with applicable taxes / GST				

- Total of E3 shall be considered for Financial Evaluation and Scoring.
- Bidder is required to quote 1 year AMF in sl. no D2.

2. In case of a discrepancy between the amount expressed in figures vis-à-vis the amount expressed in words, the lower of the Two shall prevail in favour of the Authority.
3. The setting up of Sanjeevani ICCC and 'AMF' has been quoted by me/us after taking into consideration all the terms and conditions stated in the 'RFP', draft Contract Agreement, our own estimates of costs and revenue from the Project and after careful assessment of the site and all the conditions that may affect the Proposal.
4. I / we understand that the Authority is not bound to accept any Proposal(s) received.
5. I/ we agree that my / our Financial Proposal shall remain valid for a period of 180 (One Hundred and Eighty) days from the Proposal Due Date prescribed for submission of Proposal.
6. I / we confirm that our Financial Proposal is unconditional and that we accept all terms and conditions specified in the Bidding Documents.
7. I / we agree to be bound by this offer if we are the Selected Bidder for the Project.

(Signature, name, and designation of the authorized signatory) For and on behalf of .....

SECTION -VII: ANNEXURES

SECTION -VII: ANNEXURES

Annexure-I: Details of Public Health Facilities

Sl. no	Name of District	Public Health Facilities		
		Primary Health Centre	Urban Primary Health Centre	Village Health Centres
1	Srikakulam	66	13	594
2	Parvathipuram Manyam	37	5	282
3	Vizianagaram	48	18	482
4	Alluri Sitaramaraju	35	0	182
5	Visakhapatnam	8	66	54
6	Anakapalli	45	9	424
7	East Godavari	31	17	368
8	Kakinada	37	24	410
9	Konaseema	39	5	368
10	Eluru	58	18	463
11	West Godavari	34	18	366
12	NTR	23	48	257
13	Krishna	48	15	357
14	Guntur	25	47	212
15	Palanadu	39	26	361
16	Bapatla	43	10	282
17	Prakasam	26	15	389
18	SPSR Nellore	52	28	472
19	Tirupati	58	24	465
20	Chittoor	48	13	464
21	YSR Kadapa	51	32	387
22	Annamayya	47	11	375
23	Kurnool	35	28	428
24	Nandyala	52	19	369
25	Anantapur	45	25	433
26	Sri Sathya Sai	41	18	379
27	Markapuram	38	8	296
28	Polavaram	35	0	113
Total		**1144**	**560**	**10032**

Annexure-II: Centre wise list of physical, digital and human resources provided by the Authority

A. Minimum Physical Infrastructure at Health Centre Centre

Facility Type	Reception Area Requirements	Video Consultation Room Requirements
PHC / UPHC	Reception space located near main clinical areas. Includes desk, chairs, lockable storages, etc.	Enclosed room, minimum 6x6 ft, equipped for video-enabled consultations. (30% of the PHCs, priority for Tribal and remote areas)

B. Minimum digital Infrastructure at Health Care Centre (HCC)

Sl.No	Items	Numbers	Specification
1.	**Laptops**:	**one for every HCC**	i5 or equivalent, minimum 16 GB RAM, 512 GB SSD, FHD display, integrated webcam, speakers secure OS.
2.	**Multi-function Printers**	**one for every HCC**	All-in-one (Print/Scan/Copy), Wi-Fi/Ethernet enabled, and duplex printing.
3.	**Desktop Systems at video consultation rooms**	**one for every HCC**	i5 or equivalent, minimum 8 GB RAM, 512 GB SSD, integrated graphics, Windows/Linux OS with monitors having Minimum 32" display and external Speakers
4.	**Cameras**	**one for every HCC**	Full HD/4K video camera, 13 MP sensor or equivalent, 30–60 fps.
5.	**CCTV**	**To ensure that every PHC has a CCTV**	Adequately cover
6.	**Power Backup**	**As per load required**	UPS sized for workstation and peripheral load / Generator
7.	**Internet Connectivity**	**High Speed**	High-speed broadband with minimal latency, packet loss and redundancy at each facility.
8.	Laptops (with mouse) for supervisors	1 supervisor per 10 resources deployed at HCC	Latest generation processors, minimum 16 GB RAM, 512 GB SSD, FHD display, integrated webcam, secure OS.

9.	Tablets / Mobile Phones	**one for every HCC**	7- inch display and above, octa-core processor or equivalent, minimum 4 GB RAM, 64 GB internal storage (expandable), Wi-Fi and optional LTE connectivity, front and rear cameras for video interaction, long battery life.

C. Human Resources deployed at each of the Medical Centre

Sl. no	Type / Category	Number of Human Resource					
		District Hospital	**Area Hospital**	**Community Health Centre**	**Primary Health Centre**	**Urban Primary Health Centre**	**Village Health Clinics**
1	Doctors	347	1386	1564	2893	560	0
2	Nursing	456	1671	1439	3403	1120	0
3	Paramedical	484	1841	2330	7798	1120	0
4	Administrative & Ministerial Services	114	517	610	1144	560	0
5	CHO	0	0	0	0	0	9412
6	ASHA Workers	0	0	0	0	0	41696
	MPHA (F)/ANM Gr. III	0	0	0	0	0	21185
7	Others	9	129	0	1144	560	0
Total		**1410**	**5544**	**5943**	**16382**	**3920**	**72293**

D. Minimum Physical Infrastructure at Sanjeevani ICCC

The Sanjeevani Centre shall have of approximate area of about 30,000 – 40,000 sq ft housing with furnished workstation for minimum 275 persons including all management and healthcare personnel of Agency and Authority resources

Component	Indicative Requirements
Space Optimization & Layout	Adequate layout to accommodate operations area, monitoring stations, supervisor cubicles, and meeting/discussion rooms.
Workstations & Consoles	Modular setups sized to operational requirements, with cable management, provision for computers, voice headsets, and input devices.
Partitions, flooring & Acoustics	Partitions or acoustic panels to ensure sound isolation and visual privacy. Glass or partial partitions for supervision.
Ceiling, Lighting, Air Conditioning and ventilation	False ceilings with integrated lighting, cabling, fire/smoke sensors, and air conditioning system.

Furniture	Modular desks, meeting tables and secure storage, designed for prolonged use.
Electrical & Power Backup	Adequate, labelled power points for IT and AV systems, supported by UPS/inverter backup for uninterrupted operations.
Safety Provisions	Fire extinguishers, smoke detectors, emergency exits.
Aesthetic & Branding	Incorporation of approved project branding, visual communication materials, and digital display systems.

E. Minimum Digital Infrastructure at Sanjeevani ICCC

Sl.No	Items	Numbers	Specification
1.	**Workstations / Laptops**	**250**	Professional laptops with latest generation multi-core processors, minimum 16 GB RAM, 512 GB SSD, FHD display, integrated webcam, secure OS.
2.	**Desktop Systems for video consultation**	**40**	Latest generation processors, minimum 8 GB RAM, 512 GB SSD, integrated graphics, Windows/Linux OS with monitors having Minimum 32" display with in-built speakers, HDMI/DP input and Cameras having Full HD/4K video camera, 13 MP sensor or equivalent, 30–60 fps.
3.	**Headsets**	**250**	Over-ear, noise-cancelling, USB-based with microphone; certified for use with leading collaboration platforms.
4.	**Calling & Cloud Services**	**250**	Multi-channel cloud calling/IVR support with recording, monitoring, and reporting capabilities.
5.	**Power Backup**		Genset / UPS/inverter systems to ensure uninterrupted operations.
7.	**Networking & Connectivity**	**High**	· High-speed internet connectivity with secure LAN. · Structured cabling, managed switches, firewalls, and routers for operations. · Capacity sized for concurrent users across all workstations.
8.	**Peripheral & Support Equipment**		· Printers, scanners, and multi-function devices for administrative and operational use. · Audio-visual systems for monitoring, dashboard display, and coordination. · Ancillary equipment required for routine large-scale command centre functioning (ex: attendance system.)
9.	**Conference & Collaboration Facilities**		· Multiple conference rooms with large-screen displays for group reviews and monitoring. · Video-conferencing systems with high-quality audio for internal/external meetings. · Seamless integration with IT and network infrastructure · Video Consultation Cabins (40 numbers)
10	**Data**		· Centralized wall of real-time dashboards displaying key

	Visualization Room		health indicators, service utilization, and operational performance across all facilities. · Interactive visualization systems enabling drill-down analysis for decision-making at district, facility, and population levels. · Designed as an executive command space for continuous monitoring, rapid · response, and data-driven governance.

Annexure -III: Contract Agreement

CONTRACT FOR AGENCY'S SERVICES

Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh"

Contract No.

Between Name of the Authority
and

[Name of the Agency]
Date:

CONTRACT AGREEMENT

This CONTRACT AGREEMENT (hereinafter called the "**Agreement")** is made on the ..... day of the month of ..... 2026, between,
Governor of AP acting through [Name of the Authority with address] (hereinafter called the "**Authority**" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) of One Part

And, on the other hand,

[Name of the Agency / Selected bidder with address] (hereinafter called the "Agency" which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns and substitutes) of the Other Part.
WHEREAS

(A) GoAP has entrusted the Authority for Development of said Project, and the Authority vide its Request for Proposal no…… dated ..... had issued the RFP **for Selection of Agency for Operation and Management of Statewide Integrated Digital Care Coordination and Healthcare Delivery System in Andhra Pradesh" for providing said Service** (hereinafter called the "Service") to the Authority (hereinafter called the "**Project**");
(B) the Agency submitted its proposal for the aforesaid work, whereby the Agency represented to the Authority that it had the required professional skills, and in the said proposal the Agency also agreed to provide the Services to the Authority on the terms and conditions as set forth in the RFP and this Agreement; and
(C) the Authority, on acceptance of the aforesaid proposals of the Agency, awarded the Work to the Agency vide its Letter of Award dated ..... (the "LOA"); and
(D) in pursuance of the LOA, the parties have agreed to enter into this Agreement.

NOW, THEREFORE, the parties hereto hereby agree as follows:

1. GENERAL

1.1 Definitions and Interpretation

1.1.1 The words and expressions beginning with capital letters and defined in this Agreement shall, unless the context otherwise requires, have the meaning hereinafter respectively assigned to them:

Agreement	means this Agreement, together with RFP, all the Annexes and Appendix, Addendum and Corrigendum issued if any;
Applicable Laws	means, in relation to the obligations of the Parties under this Agreement, all laws, ordinance, statutes, rules, orders, licenses, permits, approvals, authorisations, consents, waivers, privileges, directives, guidelines, codes, standards and manuals, policies, requirements and regulations of any government authority having the force of law and having jurisdiction over the relevant matter and are in effect as of the date hereof or as may be amended, enacted or revoked from time to time hereafter, including writs, judgment, injunction, decree or similar orders.
Annual Management Fee	means the charge that the Agency has quoted in the Financial Proposal and will charge to the Authority for O&M of the Project;
AP Government IP	means all Intellectual Property owned by or Held in the AP Government prior to the commencement of the Project, which shall be specified in a Schedule.
Background IP	means (i) all Intellectual Property owned or Held by the Agency prior to the commencement of the Project or developed by the Agency outside the scope of this Project, and shall include the Intellectual Property which shall be specifically listed out in a Schedule; (ii) all Intellectual Property created or customised solely by or on behalf of the Agency during the course of the Project or otherwise and (iii) any modifications, improvements, enhancements, derivative works to the Intellectual Property listed under (i) or (ii) above.
Confidential Information	shall have the meaning set forth in Clause12.3;
Conflict of Interest	shall have the meaning set forth in Clause 12.2 read with the provisions of RFP;
Custom IP	shall mean all Intellectual Property specifically commissioned for an explicitly enumerated use/ purpose and solely funded by the AP Government as part of the Project, and developed by the Agency based on an agreed purchase order which has been signed and accepted by both the Parties in a mutually agreed format and which, for the purposes of clarity shall exclude Joint IP and Background IP**.**
Dispute	shall have the meaning set forth in Clause 18.2;
Effective Date	means the date on which this Agreement comes into force and effect pursuant to Clause 11.1;
Government	means the Government of Andhra Pradesh.
GoI	means Government of India

Held	means, with respect to any Intellectual Property Right, possession of the power and right to grant a licence, sub-licence, or any other right under such Intellectual Property Rights as provided in this Agreement, without violating the terms of any agreement or arrangement with any third party or any binding order or judgment by any court or regulatory authority having applicable jurisdiction. "Hold/ Holder" shall have the corresponding meaning.
INR	Means Re. or Rs." means Indian Rupees;
Intellectual Property	means any work product, work of authorship, concepts, data, algorithms, databases, architectural designs, methodologies, formulas, techniques, improvements, developments, discoveries, proprietary information, trademarks, copyrights, patents, trademarks or rights in fonts trade names, logos, art work, slogans, know-how, processes, methods, trade secrets, source code, application development, designs, drawings, plans, business plans or models, process charts/ manuals, flow charts, FAQs, blue prints (whether or not registrable and whether or not design rights subsist in them), topographies, trade and business names, domain names, marks and devices (whether or not registered), utility models, works in which copyright may subsist (including computer software and preparatory and design materials thereof), inventions (whether patentable or not, and whether or not patent protection has been applied for or granted) including but not limited to computer and human languages developed or created. Agency as employees and assigned to the performance of the Services or any part thereof;
RFP	means the Request for Proposal document in response to which the Agency's proposal for providing Services was accepted;
Services	means the work to be performed by the Agency pursuant to this Agreement, as described in the Terms of Reference hereto;
Service Level Agreement	means the Agreement provided at Annexure-IV of the RFP and form part of this Contract Agreement.
Third Party	means any person or entity other than the Government, the Authority, the Agency, or the Institute/Organization.

All terms and words not defined herein shall, unless the context otherwise requires, have the meaning assigned to them in the RFP.

1.2 Interpretation

(a) References to any statute or statutory provision include a reference to that statute or statutory provision as from time to time amended, extended, re-enacted, or consolidated and to all statutory instruments made pursuant to it;

(b) In interpreting these Conditions of Contract, singular also means plural, male also means female or neuter, and the other way around. Headings have no significance. Words have

their normal meaning under the language of the Contract unless specifically defined.

(c) Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this Agreement as a whole and not to any particular Article, Schedule. The term Articles, refers to Articles of this Agreement. The words "include" and "including" shall not be construed as terms of limitation. The words "day" and "month" mean "calendar day" and "calendar month" unless otherwise stated. The words "writing" and "written" mean "in documented form", whether electronic or hard copy, unless otherwise stated.

(d) The headings and use of bold type in this Agreement are for convenience only and shall not affect the interpretation of any provision of this Agreement.

(e) The Annexures / Appendix /Schedules to this Agreement form an integral part of this Agreement and will be in full force and effect as though they were expressly set out in the body of this Agreement.

(f) Reference at any time to any agreement, deed, instrument, license, or document of any description shall be construed as reference to such agreement, deed, instrument, license, or other document as the same may be amended, varied, supplemented, modified, or suspended at the time of such reference.

(g) References to “construction” or “roll out” includes, unless the context otherwise requires, design, development, implementation, engineering, procurement, delivery, transportation, installation, processing, fabrication, acceptance testing, certification, commissioning, and other activities incidental to the construction or roll out, and “construct” or “roll out” shall be construed accordingly.

(h) Any word or expression used in this Agreement shall, unless defined or construed in this Agreement, bear its ordinary English language meaning.

(i) The damages payable by a Party to the other Party as set forth in this Agreement, whether on per diem basis or otherwise, are mutually agreed genuine pre-estimated loss and liquidated damages likely to be suffered and incurred by the Party entitled to receive the same and are not by way of Damages.

(j) This Agreement shall operate as a legally binding agreement specifying the master terms, which apply to the Parties under this agreement and to the provision of the services by the Selected Service Provider

(k) The Authority may nominate a technically competent agency/ individual(s) for conducting acceptance testing and certification of the various requisite infrastructure to ensure a smooth, trouble free and efficient functioning of the Project or carry out these tasks itself.

(l) The Department / agency/ individual nominated by Authority can engage professional organizations for conducting specific tests on the software, hardware, networking, security, and all other aspects.

(m) The Department / agency/ individual will establish appropriate processes for notifying the Selected Agency of any deviations from the norms, standards, or guidelines at the earliest instance after taking cognizance of the same to enable the Selected Agency to take corrective action.

(n) Such an involvement of and guidance by the agency/ person will not, however, absolve the Selected Agency of the fundamental responsibility of designing, installing, testing, and commissioning the Solution for efficient and effective delivery of services as contemplated under this RFP Document, annex with the Agreement.

1.3 Priority of Documents

1.3.1 The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral parts of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

(a) Agreement;

(b) Annexes of Agreement;

(c) RFP with Appendix, Annexure, Addendum and Corrigendum if any; and

(d) Letter of Acceptance and Letter of Award/Work Order.

2. Relation between the Parties

2.1 Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the Authority and the Agency. The Agency shall, subject to this Agreement, have complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

3. Rights and obligations

3.1 The mutual rights and obligations of the Authority and the Agency shall be as set forth in the Agreement, in particular:

3.2 the Agency shall carry out the Services in accordance with the provisions of the Agreement; and

3.3 the Authority shall make available the Physical and Digital Infrastructure required for the Project to the Agency in accordance with the provisions of this Agreement.

4. Governing law and jurisdiction

4.1 This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and the courts in the State in which the Authority has its headquarters shall have exclusive jurisdiction over matters arising out of or relating to this Agreement.

5. Language

5.1 All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in English language.

6. Table of contents and headings

6.1 The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction or interpretation of this Agreement.

7. Notices

7.1 Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Agreement shall be in writing and shall:

(a) in the case of the Agency, be given by e-mail and by letter delivered by hand to the

address given and marked for attention of the Agency's Representative set out below in **Clause-9** or to such other person as the Agency may from time to time designate by notice to the Authority; provided that notices or other communications to be given to an address outside the city specified in Sub-clause (b) below may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by e-mail to the number as the Agency may from time to time specify by notice to the Authority;

(b) in the case of the Authority, be given by e-mail and by letter delivered by hand and be addressed to the Authority with a copy delivered to the Authority's Representative set out below in **Clause-9** or to such other person as the Authority may from time to time designate by notice to the Agency; provided that if the Agency does not have an office in the same city as the Authority's office, it may send such notice by e-mail and by registered acknowledgement due, air mail or by courier; and

(c) any notice or communication by a Party to the other Party, given in accordance herewith, shall be deemed to have been delivered when in the normal course of post is ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of e-mail, it shall be deemed to have been delivered on the working days following the date of its delivery.

8. Location

8.1 The Services shall be performed at the Project sites in accordance with the provisions of RFP and at such locations as are incidental thereto, including the offices of the Authority or the Agency.

9. Authorized Representatives

9.1 Any action required or permitted to be taken, and any document required or permitted to be executed, under this Agreement by the Authority or the Agency, as the case may be, may be taken or executed by the officials specified in this **Clause -9.**

9.2 Authority may, from time to time, designate one of its officials as the Authority's Representative. Unless otherwise notified, the Authority's Representative shall be:

Name	
Designation	
Office Address	
Telephone	
Mobile	
Email	

9.3 The Agency may designate one of its employees as Agency's Representative. Unless otherwise notified, the Agency's Representative shall be:

Name	
Designation	

Office Address	
Telephone	
Mobile	
Email	

10. Taxes and duties

10.1 Unless otherwise specified in the Agreement, the Agency shall pay all the license or other fee or taxes, payable to Government, or any statutory body or local body concerned in connection with the Project as per RFP.

11. COMMENCEMENT, COMPLETION AND TERMINATION OF AGREEMENT

11.1 Effectiveness of Agreement

11.1.1 This Agreement shall come into force and effect on the date of this Agreement (the "Effective Date").

11.2 Commencement of Services

11.2.1 The Agency shall commence the Services within a period of 7 (seven) days from the Effective Date, unless otherwise agreed by the Parties.

11.3 Termination of Agreement for failure to commence Services

11.3.1 If the Agency does not commence the Services within the period specified in **Clause-11.2** above, the Authority may, by not less than 1 (one) weeks' notice to the Agency, declare this Agreement to be null and void, and in the event of such a declaration, the Performance Security, as applicable, of the Agency shall stand forfeited.

11.4 Expiry of Agreement

11.4.1 Unless terminated earlier pursuant to **Clauses 11.3 or 11.9** hereof, this Agreement shall, unless extended by the Parties by mutual consent, expire upon expiry of Five **(5) years** from the Effective Date.

11.5 Entire Agreement

11.5.1 This Agreement and the Annexes together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn;

provided, however, that the obligations of the Agency arising out of the provisions of the RFP shall continue to subsist and shall be deemed to form part of this Agreement.

11.5.2 Without prejudice to the generality of the provisions of **Clause 11.5.1**, on matters not covered by this Agreement, the provisions of RFP shall apply.

11.6 Modification of Agreement

11.6.1 The Authority may, at any time during the Contract Period, require addition, modification or expansion of the Services or Scope of Work beyond the scope defined in this Agreement. Any such variation shall be communicated through a written Change Request or Supplementary Work Order issued by the Authority. The Agency shall evaluate the impact of such variation on cost, timelines, manpower and deliverables and submit its proposal to the Authority. Upon mutual agreement, the Parties shall execute an amendment or supplementary agreement specifying the revised scope, implementation schedule, payment terms and other applicable conditions. The cost of such additional or expanded scope shall be borne by the Authority separately and shall not be considered to be included in the Contract Price under this Agreement.

11.7 Force Majeure

11.7.1 Definition

(a) For the purposes of this Agreement, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, pandemic, epidemic, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

(b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Sub-Contractor / OEM or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Agreement, and (B) avoid or overcome in the carrying out of its obligations hereunder.

(c) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

11.7.2 No breach of Agreement

11.7.2.1 The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under this Agreement insofar as such inability arises from an event

of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care, and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement.

11.7.3 Measures to be taken

(a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.

(b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than 14 (fourteen) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.

(c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

11.7.4 Extension of time

11.7.4.1 Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure. circumstances.

11.7.5 Payments

11.7.5.1 During the period of its inability to perform the Services as a result of an event of Force Majeure, the Agency shall be entitled to get extension of time without cost consideration, however, incase of O&M period the Agency shall be entitled for charges against service provided subject to the approval from the Authority.

11.7.6 Consultation

11.7.6.1 Not later than 14 (fourteen) days after the Agency has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

11.8 Suspension of Agreement

11.8.1 The Authority, by written notice of suspension to the Agency, suspend all Service rights to the Agency hereunder, if the Agency shall be in breach of this Contract Agreement or shall fail to perform any of its obligations under this Contract Agreement, including the carrying out of the Services; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the Agency to remedy such breach or failure within a period not exceeding 30 (thirty) days after receipt of such notice of suspension by the Agency.

11.8.2 Upon occurrence of Agency Default, the Authority shall be entitled, without prejudice to its other rights and remedies under this Agreement including its rights of Termination hereunder, to (i) suspend all rights of the Agency under this Agreement including the Agency's right to receive AMF pursuant hereto, and (ii) exercise such rights itself and

perform the obligations hereunder or authorise any other person to exercise or perform the same on its behalf during such suspension (the "**Suspension**"). Suspension hereunder shall be effective forthwith upon issue of notice by the Authority to the Agency and may extend up to a period not exceeding 90 (Ninety) days from the date of issue of such notice; provided that upon written request from the Agency and the Lenders' Representative, if any, the Authority shall extend the aforesaid period of 90 (ninety) days by a further period not exceeding 60 (sixty) days.

11.8.3 Authority to act on behalf of Agency

11.8.3.1 During the period of Suspension, the Authority shall, on behalf of the Agency, provide the Services and operate the Project under and in accordance with this Contract Agreement. The Authority shall be entitled to make payments for meeting the O&M Expenses and for meeting the costs incurred by it for remedying and rectifying the cause of Suspension from the provision of payment made to the Agency, and thereafter for defraying the expenses pertaining to the operation of the Project.

11.8.3.2 During the period of Suspension hereunder, all rights and liabilities vested in the Agency in accordance with the provisions of this Contract Agreement shall continue to vest in the Agency and all things done or actions taken, including expenditure incurred by the Authority for discharging the obligations of the Agency under and in accordance with this Contract Agreement and the Project Agreements, shall be deemed to have been done or taken for and on behalf of the Agency and the Agency undertakes to indemnify the Authority for all costs incurred during such period. The Agency hereby sub-licenses respectively, the Authority or any other person authorized by it under Clause 11.8.3 to use during Suspension, all Intellectual Property belonging to or licensed to the Agency with respect to the Project Facility and its designs, software applications, engineering (as required for proper execution and completion of the Project as envisaged by the Authority), operation and management, and which is used or created by the Agency in performing its obligations under the Agreement.

11.8.4 Revocation of Suspension

11.8.4.1 In the event that the Authority, acting in accordance with the provisions of 11.8, shall have rectified or removed the cause of Suspension within a period not exceeding 90 (ninety) days from the date of Suspension, it shall revoke the suspension forthwith and restore all rights of the Agency under this Contract Agreement. For the avoidance of doubt, the Parties expressly agree that the Authority may, in its discretion, revoke the Suspension at any time, whether or not the cause of Suspension has been rectified or removed hereunder.

11.8.4.2 Upon the Agency having cured the Agency Default within a period not exceeding 90 (ninety) days from the date of Suspension, the Authority shall revoke the Suspension forthwith and restore all rights of the Agency under this Contract Agreement.

11.8.5 Termination

11.8.5.1 At any time during the period of Suspension under Clause 11.8, the Agency may by notice require the Authority to revoke the Suspension and issue a Termination Notice.

Within the period specified in Clause 11.8, the Authority shall, within 15 (fifteen) days of receipt of such notice, terminate this Agreement under and in accordance with Clause 11.9.

11.8.5.2 Notwithstanding anything to the contrary contained in this Contract Agreement, in the event that Suspension is not revoked within 90 (ninety) days from the date of Suspension hereunder or within the extended period, if any, set forth in Clause 11.8, the Contract Agreement shall, upon expiry of the aforesaid period, be deemed to have been terminated by mutual agreement of the Parties and all the provisions of this Contract Agreement shall apply, mutatis, mutandis, to such Termination as if a Termination Notice had been issued by the Authority upon occurrence of Agency Default.

11.9 Termination of Agreement

11.9.1 By the Authority

11.9.1.1 Authority may, by not less than 30 (thirty) days' written notice of termination to the Agency, such notice to be given after the occurrence of any of the events specified in this **Clause-11.9.1,** terminate this Agreement if:

i. The Agency or its personnel/ representative/ affiliate takes any action which leads to, or which has the potential to adversely affect the reputation or goodwill of the Authority, its affiliates, associates, promoters, directors, and key personnel shall lead to immediate termination;
ii. Agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in the notice of suspension pursuant to **Clause 11.8** hereinabove, within 30 (thirty) days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;
iii. the Agency becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
iv. the Agency submits to the Authority a statement which has a material effect on the rights, obligations, or interests of the Authority and which the Agency knows to be false;
v. any document, information, data, or statement submitted by the Agency in its Proposals, based on which the Agency was considered eligible or successful, is found to be false, incorrect, or misleading;
vi. as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a continuous period of not less than 60 (sixty) days;
vii. notwithstanding anything mentioned herein above, if the contract is terminated due to following acts of the Agency, the Agency shall not be entitled to any claim, damages, compensation, or any other consideration whatsoever:
    - any misuse of the premises other than providing services as per RFP.
    - any criminal activity is carried out or allowed to be carried out from the said Project Sites as may be determined solely by the authorized representative of the Authority.

- deployment of child labour & person with criminal background.

viii. The Agency abandons the operations and management of the Project for any period.

ix. Regular operation of the Project does not occur within a period of 90 (Ninety) Days from Effective Date.

x. The Agency creates any encumbrance, charges, or lien in favour of any person.

xi. the Agency does not provide services satisfactorily as per the requirements of the Authority or / and as per the terms and conditions of contract. In that case nothing will be payable by the Authority and in that event, the security deposit in the form of performance Bank Guarantee / FDR shall be forfeited and encashed.

11.9.1.2 Upon termination or conclusion of contract period, no Services shall be allowed to be operated and managed by the Agency.

11.9.2 By the Agency

11.9.2.1 The Agency may, by not less than 30 (thirty) days' written notice to the Authority, such notice to be given after the occurrence of any of the events specified in this **Clause 11.9.2,** terminate this Agreement if:

(a) the Authority is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 60 (sixty) days (or such longer period as the Agency may have subsequently granted in writing) following the receipt by the Authority of the Agency's notice specifying such breach;

(b) as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days;

11.10 **Cessation of rights and obligations**

11.10.1 Upon termination of this Agreement pursuant to **Clauses-11.3 or 11.9** hereof, or upon expiration of this Agreement pursuant to **Clause -11.4** hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, or which expressly survive such Termination; (ii) the obligation of confidentiality set forth in **Clause 12.3** (confidentiality) hereof; (iii) the Agency's obligation to permit inspection, copying and auditing of such of its accounts and records set forth in **Clause 12.6 (Audit),** as relate to the Agency's Services provided under this Agreement; and (iv) any right or remedy which a Party may have under this Agreement or the Applicable Law.

11.11 Cessation of Services

11.11.1 Upon termination of this Agreement by notice of either Party to the other pursuant to **Clauses 11.9.1 or 11.9.2** hereof, the Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to build structures, equipment's, software, hardware, and materials of the projects and furnished by the Authority, the Agency shall proceed as provided by **Clauses 12.10** thereof. (Equipment and material furnished by the Authority clause)

11.12 Payment upon Termination

11.12.1 There shall be no termination payment from one Party to the Other and each Party shall bear its own cost on termination of this Agreement.

11.12.2 The Authority shall pay to the Agency all the payment dues till the date of Termination for the due and fulfillment of the Services.

11.12.3 Authority will pay to the Agency 100% of the Capital Cost incurred in setting up of the Sanjeevani ICCC excluding cost on Manpower / Human resource, Less capex paid if any, as on the Date of Termination due to Authority's default. And no payment shall be made by the Authority to the Agency if the Termination is due to Agency's default.

11.13 Disputes about Events of Termination

11.13.1 If either Party disputes whether an event specified **in Clause 11.9.1 or in Clause 11.9.2** hereof has occurred, such Party may, within 30 (thirty) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to **Clause 18** hereof, and this Agreement shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

12. OBLIGATIONS OF THE AGENCY

12.1 General

12.1.1 Standards of Performance

12.1.1.1 The Agency shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Agreement or to the Services, as a faithful service provider / adviser to the Authority and shall always support and safeguard the Authority's legitimate interests in any dealings with sub-agencies or Third Parties.

12.1.2 Terms of Reference

12.1.2.1 The scope of services to be performed by the Agency is specified in Section IV: the Terms of Reference (the "TOR") of the RFP**.** The Agency shall provide the Services specified therein in totality and as per best industry practices.

12.1.3 Applicable Laws

12.1.3.1 The Agency shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that any sub-agency, as well as the Employees, Personnel and agents of the Agency and any sub-agencies, comply with the Applicable Laws.

12.2 Conflict of Interest

12.2.1 The Agency shall not have a Conflict of Interest, and any breach hereof shall constitute a breach of the Agreement.

12.2.2 Agency and Affiliates not to be otherwise interested in the Project , the Agency agrees that, during the term of this Agreement and after its termination, the Agency or any Associate thereof and any entity affiliated with the Agency, as well as any sub-agency and any entity affiliated with such sub-agency, shall be disqualified from providing goods, works or services for any project resulting from or closely related to the Services and any breach of this obligation shall amount to a Conflict of Interest; provided that the restriction herein shall not apply after a period of five years from the completion of this assignment; provided further that this restriction shall not apply to services provided to the Authority in continuation of this services or to any subsequent services provided to the Authority in accordance with the rules of the Authority. For the avoidance of doubt, an entity affiliated with the Agency shall include a partner in the Agency's firm or a person who holds more than 5% (five per cent) of the subscribed and paid-up share capital of the Agency, as the case may be, and any Associate thereof.

12.2.3 Prohibition of conflicting activities

12.2.3.1 Neither the Agency nor its sub-agency nor the Personnel of either of them shall engage, either directly or indirectly, in any of the following activities:

(a) during the term of this Agreement, any business or professional activities which would conflict with the activities assigned to them under this Agreement;

(b) after the termination of this Agreement, such other activities as may be specified in the Agreement; or

(c) at any time, such other activities as have been specified in the RFP as Conflict of Interest.

12.2.4 Agency not to benefit from commissions, discounts, etc.

12.2.4.1 The income earned from the Project shall constitute the Agency's sole remuneration in connection with this Agreement or the Services and the Agency shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge of its obligations hereunder, and the Agency shall use its best efforts to ensure that any sub-agency, as well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

12.2.5 The Agency and its Personnel shall observe the highest standards of ethics and shall not have engaged in and shall not hereafter engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "**Prohibited Practices**"). Notwithstanding anything to the contrary contained in this Agreement, the Authority shall be entitled to terminate this Agreement forthwith by a communication in writing to the Agency, without being liable in any manner whatsoever to the Agency, if it determines that the Agency has, directly or indirectly or through an agent, engaged in any Prohibited Practices in the Selection Process or before or after entering into of this Agreement. In such an event, the Authority shall forfeit and appropriate the performance security, if any, as mutually agreed genuine pre-estimated compensation

and damages payable to the Authority towards, inter alia, the time, cost, and effort of the Authority, without prejudice to the Authority's any other rights or remedy hereunder or in law.

12.2.6 Without prejudice to the rights of the Authority under **Clause 12.2.5** above and the other rights and remedies which the Authority may have under this Agreement, if the Agency is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices, during the Selection Process or before or after the execution of this Agreement, the Agency shall not be eligible to participate in any tender or RFP issued during a period of 2 (two) years from the date the Agency is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices.

12.2.7 For the purposes of **Clauses 12.2.5 and 12.2.6**, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) "corrupt practice" means (i) the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for removal of doubt, offering of employment or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with Selection Process or LOA or dealing with matters concerning the Agreement before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or

(b) retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser to the Authority in relation to any matter concerning the Project;

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

(d) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process or the exercise of its rights or performance of its obligations by the Authority under this Agreement;

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

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

12.3 Confidentiality

12.3.1 The Agency and its Personnel, either during the term or within two years after the expiration or termination of this Agreement disclose any proprietary information, including information relating to reports, data, solution architecture, drawings, design software or other material, whether written or oral, in electronic or magnetic format, and the contents thereof; and any reports, digests or summaries created or derived from any of the to the extent that such Confidential Information:

i. was in the public domain prior to its delivery to the Agency and its Personnel or becomes a part of public knowledge from a source other than the Agency and its Personnel;
ii. was obtained from a third party with no known duty to maintain its confidentiality;
iii. is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Agency and its Personnel shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment; and
iv. is provided to the professional advisers, agents, auditors or representatives of the Agency and its Personnel, as is reasonable under the circumstances; provided, however, that the Agency and its Personnel, shall require their professional advisers, agents, auditors, or its representatives, to undertake in writing to keep such Confidential Information, confidential and shall use its best efforts to ensure compliance with such undertaking.

12.4 Liability of the Agency

12.4.1 The Agency's liability under this Agreement shall be determined by the Applicable Laws and the provisions hereof.

12.4.2 The Agency shall be liable in case of any cyber theft or damage to software / Solutions. The Authority shall not be responsible for any such incidence in any manner whatsoever.

12.4.3 The Agency shall be liable to pay for all the applicable license or other fee or taxes, payable to Government, or statutory authority in connection with the operation and management of the Project.

12.4.4 The Agency shall completely indemnify and hold harmless the Authority and its employees against any liability, claims, losses, or damages sustained by it or them by reason of any breach of contract, wrongful act, or negligence by the Agency or any of its employees engaged in the provision of the services to the Authority.

12.4.5 The Agency shall not be liable in any way whatsoever and the Authority hereby expressly waives any right to, any loss, injury, damage, cost, or expense of whatsoever nature directly or indirectly:

i. Caused by, resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks;
ii. Consisting of, caused by, resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any

cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Agency or any of its employees or sub-contractor engaged in the provision of manpower Services to the Agency.

12.4.6 Agency shall be solely responsible for the operation, maintenance and management of the Project and shall have the overall responsibility and liability with respect to the Project and all assets / Application / Solutions provided by it at the Project Sites. In no event shall the Authority will have any liability or be subject to any claim for damages arising out of the operation, maintenance or management of the Project.

12.4.7 Notwithstanding anything to the contrary contained in this Agreement, in no event shall any Party, its officers, employees or agents be liable to indemnify the other Party for any matter arising out of or in connection with this Agreement in respect of any indirect or consequential loss, including loss of profit, suffered by such other Party.

12.4.8 Loss and Theft of Property

12.4.8.1 The Agency shall be responsible for the up keeping of all the assets created and any loss and damage thereof shall be made good by it immediately at its own cost to continue the services under the scope of RFP document available for use. However, If the loss and damage is due to negligence of the Agency, then the Agency shall be responsible to make good by it. If the Agency fails to create new assets which are damaged due its negligence or any other reason and Services are affected, then the Damages will be levied as per Damages Clause for not meeting the desired level of SLA. If the level of services goes below the minimum level as prescribed in the SLA, then Authority will get it done at risk and cost of the Agency will take any suitable action including termination of Contract Agreement.

12.5 Insurance to be taken out by the Agency

12.5.1 Insurance

(a) The Authority shall at its cost and expense, purchase and maintain by due re-instatement or otherwise, during the Contract Period all insurances in respect of the physical infrastructure, digital infrastructure and human resources deployed by it at the Health Centres. Authority shall affect and maintain at its own cost such insurance for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice.

(b) The Agency shall at its cost and expense, purchase and maintain by due re-instatement or otherwise, during the Contract Period all insurances in respect physical, digital infrastructure and human resources provided by it for the Project including third party, in accordance with the Good Industry Practices. The Agency shall affect and maintain at its own cost such insurance for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice or may be desired as feasible by the Authority. The selected Agency shall also affect and maintain such insurances as may be necessary for mitigating the risks that may devolve on the Authority as a consequence of any act or omission of the Agency during the Term. The Agency shall procure that in each

insurance policy; the Authority shall be co-insured and that the insurer shall pay the proceeds of insurance to the Authority, in case the Damages are paid by the Authority.

(c) **Insurance during Operation Period** - Prior to the Effective Date, the Agency shall obtain and maintain at no cost to the Authority in respect of the Project and its operations such insurance as may be required under the Applicable Laws and such insurance as the selected Agency may reasonably consider necessary or desirable in accordance with Good Industry Practice or may be desired as feasible by the Authority. The Agency shall procure that in each insurance policy, the Authority shall be a co-insured and that the insurer shall pay the proceeds of insurance to the Authority, in case the Damages are paid by the Authority. For the sake of brevity, the aggregate of the maximum sums insured under the insurance taken out by Agency pursuant to this **Clause 12.5** are herein referred to as the "Insurance Cover".

12.5.2 Insurance Cover

12.5.2.1 The Authority shall, during the Term, procure and maintain Insurance Cover including but not limited to the following:

(a) loss, damage, or destruction of the Project and Project Facilities, including assets, equipment, hardware and software procured, purchased and installed by it etc in the Health Facilities.
(b) loss, damage, or destruction against theft, loss, fire, accidents
(c) and natural disasters like flood, earthquakes, etc. at replacement value;
(d) comprehensive third-party liability insurance / public liability insurance including injury to or death of personnel of the Authority ;
(e) the Authority's general liability arising out of this Agreement;
(f) liability to third parties for goods or property damage;
(g) workmen's compensation insurance; and
(h) any other insurance that may be necessary to protect the Authority and its employees, including all Force Majeure Events that are insurable at commercially reasonable premiums and not otherwise covered in **Clause- 12.5. 2.1 (a) to (f)** above or as may be required by the Authority.

12.5.2.2 The Agency shall, during the Term, procure and maintain Insurance Cover including but not limited to the following:

(a) loss, damage, or destruction of the Project and Project Facilities, including assets, equipment, hardware and software procured, purchased and installed by it at Sanjeevani ICCC .
(b) loss, damage, or destruction of the Project and Project Facilities against theft, loss, fire, accidents and natural disasters like flood, earthquakes, etc. at replacement value;
(c) comprehensive third-party liability insurance / public liability insurance including injury to or death of personnel of the Agency or others caused by the Project and Project Facilities;
(d) the selected Agency's general liability arising out of this Agreement;
(e) liability to third parties for goods or property damage;
(f) workmen's compensation insurance; and

(g) any other insurance that may be necessary to protect the Agency and its employees, including all Force Majeure Events that are insured at commercially reasonable premiums and not otherwise covered in **Clause-12.5.2.2 (a) to (f)** above or as may be required by the Authority.

12.5.3 **Evidence of Insurance Cover**

12.5.3.1 All insurance obtained by Agency in accordance with this **Clause 12.5** shall be maintained with insurers on terms consistent with Good Industry Practice. Agency shall furnish to the Authority, notarized true copies of the certificate(s) of insurance, copies of insurance policies and premium payment receipts in respect of such insurance, within 7 (seven) days of receiving any insurance policy certificate and no such insurance shall be cancelled, modified, or allowed to expire or lapse until the expiration.

12.5.4 Remedy for failure to insure

12.5.4.1 If the Agency fails to effect and keep in force all insurances for which it is responsible pursuant hereto, entire responsibility shall be that of the Agency in case of any consequence. Authority shall have the option to either keep in force any such insurance and pay such premium and recover the costs thereof from the Agency as an acknowledged debt.

12.5.5 Waiver of subrogation

12.5.5.1 All insurance policies in respect of the insurance obtained by the Agency shall include a waiver of any and all rights of subrogation or recovery of the insurers thereunder against, inter alia, the Authority, and its assigns, successors, undertakings and their subsidiaries, affiliates, employees, insurers and underwriters, and of any right of the insurers to any set-off or counterclaim or any other deduction, whether by attachment or otherwise, in respect of any liability of any such person insured under any such policy or in any way connected with any loss, liability or obligation covered by such policies of insurance.

12.5.6 Application of insurance proceeds

12.5.6.1 The proceeds from all insurance claims, as per policy, except life and injury, shall be paid to the Authority or the Agency, as the case may be, by credit to the Authority's Account and it shall apply such proceeds for any necessary repair, reconstruction, reinstatement, replacement, improvement, or delivery of the Project Facilities. It is hereby clarified that such repairs, reconstruction, replacements etc. shall be carried out by the Agency and the necessary expenses shall be paid/reimbursed to the Agency by the Authority for such expenditures, on actuals or up to the amount received by the Authority against any insurance claim, whichever is lower.

12.6 Accounting, inspection, and auditing

12.6.1 The Agency shall:

(a) keep accurate and systematic accounts and records in respect of the Services provided under this Agreement, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant

time charges and cost, and the basis thereof (including the basis of the Agency's costs and charges); and

(b) permit the Authority or its designated representative periodically, and up to one year from the expiration or termination of this Agreement, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Authority.

12.7 Agency's actions requiring Authority's prior approval

12.7.1 The Agency shall inform in writing to the Authority's before taking any of the following actions:

(a) deploying any personnel's, manager & nodal officer etc. at the project sites for day-to-day operation and management of the Project.

(b) entering into a subcontract for the performance of any part of the Services, it being understood (i) that the selection of the sub-agency and the terms and conditions of the subcontract shall have been approved in writing by the Authority prior to the execution of the subcontract, and (ii) that the Agency shall remain fully liable for the performance of the Services by the sub- agency and its Personnel pursuant to this Agreement; or

(c) any other action that is specified in this Agreement.

12.8 Reporting obligations

12.8.1 The Agency shall submit to the Authority the reports and documents specified in the Agreement, in the form, in the numbers and within the time periods set forth therein.

12.9 Equipment's installed, Software's developed, Hardware and Documents prepared by the Agency to be property of the Authority

12.9.1 All equipment's installed, hardware with software provided by the Agency as stated under the scope of the work, along with data, reports, and other documents (collectively referred to as "Service Documents") collected / prepared by the Agency in performing the Services shall become and remain the property of the Authority, and all Jointly Developed intellectual property rights in such software's developed and Service Documents prepared shall vest with the Authority. Any equipment installed, software developed and Service Document prepared, of which the ownership or the intellectual property rights do not vest with the Authority under law, shall automatically stand assigned to the Agency.

12.9.2 The Agency shall, not later than termination or expiration of this Agreement, deliver all equipment's, hardware, and Service Documents to the Authority, together with a detailed inventory thereof. The Agency may retain a copy of Service Documents. The Agency shall not use Service Documents for purposes unrelated to this Agreement without the prior written approval of Authority.

12.9.3 The Agency shall hold the Authority harmless and indemnified for any losses, claims, damages, expenses (including all legal expenses), awards, penalties or injuries

(collectively referred to as 'Claims') which may arise from or due to any unauthorized use of such equipment's, hardware, software's and Service Documents, or due to any breach or failure on part of the Agency or its Sub-Agencies or a Third Party to perform any of its duties or obligations in relation to securing the aforementioned rights of the Authority.

12.10 Equipment and materials furnished by the Authority

12.10.1 Digital infrastructure, equipment, hardware, and materials made available to the Agency by the Authority shall be the property of the Authority and shall be marked accordingly. Upon termination or expiration of this Agreement, the Agency shall furnish forthwith to the Authority, an inventory of such digital infrastructure, hardware, equipment and materials and shall dispose of such equipment and materials in accordance with the instructions of the Authority.

12.11 Providing access to Project Office and Personnel

12.11.1 The Agency shall ensure that the Authority, and officials of the Authority having authority from the Authority, are provided unrestricted access to the Project Office and to all Personnel during operational hours. The Authority's official, who has been authorized by the Authority in this behalf, shall have the right to inspect the Services in progress, interact with Personnel of the Agency and verify the records relating to the Services for their satisfaction.

12.12 Accuracy of Documents

12.12.1 The Agency shall be responsible for accuracy of the software developed and data collected by it directly or procured from other agencies/authorities, reports, other documents, and all other details prepared by it as part of these services. Subject to the provisions of **Clause 12.4**, it shall indemnify the Authority against any deficiency in its work which might surface during course of the services, if such deficiency is the result of any negligence or inadequate due diligence on part of the Agency or arises out of its failure to conform to good industry practice. The Agency shall also be responsible for promptly correcting the same at its own cost and risk.

13. AGENCY'S PERSONNEL AND SUB-AGENCY

13.1 General

13.1.1 Agency shall employ and deploy such experienced Personnel as may be required to carry out the Services.

13.2 Deployment of Personnel

13.2.1 The agency shall provide the names, designation, address, contact details etc of all its

personnel before deployment at project sites for day to day operation and management of the Project.

13.2.2 Agency should note that any manpower deployed at the project sites should not have any criminal case registered against their name. A background verification exercise shall be carried out and certificate in this regard shall be submitted by the Agency before deployment of any manpower on ground.

13.2.3 Additionally, the Agency should not deploy following persons on work:

- Any minor person (Child labour)
- any person having criminal background.

13.2.4 If additional work is required beyond the scope of the Services specified in the Terms of Reference, the engagement of Personnel, may be increased by agreement in writing between the Authority and the Agency, provided that any such increase shall not, except as otherwise agreed, cause payments under this Agreement to change and payment shall be as per the existing terms and conditions.

13.2.5 The workers of the Agency should strictly observe code of conduct and manner befitting security. If any employee of the Agency fails to absolve proper conduct, the Agency shall be liable to remove him from deployment, immediately in receipt of the instructions of the Authority;

13.2.6 Agency shall be responsible for the conduct and behavior of its workers employed for the work;

13.2.7 Authority shall have right, to have any person removed who is considered unacceptable due to the reasons of security, inefficiency, etc.

13.2.8 Similarly, Agency reserves the right to change the staff as per its requirement except the Key personnel without the prior written approval of Authority;

13.2.9 Authority shall not be responsible for any compensation, which may be required to be paid to the worker(s) of the Agency consequent upon any injury/ mishap.

13.3 Approval of Personnel

13.3.1 After submission of list of manpower to be deployed at the project sites by the Agency to the Authority with required details as mentioned in **Clause 13.2** above, the Authority may approve or reject such proposal within 07 (seven) days of receipt thereof, along with a note for rejection. In case the proposal is rejected, the Agency may propose an alternative person for the Authority's consideration. In the event the Authority does not reject a proposal within 07 (seven) days of the date of receipt thereof under this **Clause 13.3**, it shall be deemed to have been approved by the Authority.

13.4 Substitution of Personnel

13.4.1 The Authority shall have the right to remove any person who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove the personnel with information to the Authority.

13.5 Working hours, overtime, leave, etc.

13.5.1 Normal working hours will apply. However, the Agency shall deploy the requisite

manpower required based on timing of the Health Centres.

13.5.2 Sanjeevani Centre will be in operation for 24 hours, 365 days (excluding mandatory national Holidays and mandatory system maintenance downtime). The Agency shall prepare 24 hours human resource deployment plan and ensure the deployment of human resources to maintain continuity of services at all times.

13.6 Others

13.6.1 The Bidder shall take all necessary precautions to prevent any nuisance or inconvenience during execution of work.

13.6.2 Agency shall be solely responsible for the selection, recruitment, engagement, deployment, supervision and management of Agency Personnel engaged in the performance of the Services. Agency shall ensure that it deploys minimum number of desired skilled Agency Personnel, as per RFP, to perform the Services in a timely and efficient manner. All such Agency Personnel shall always remain in the exclusive employment / contract of Agency and subject to its direction and control. Agency shall be solely responsible for payment of all salaries, wages, benefits and statutory dues in respect of Agency Personnel and the Agency's employee shall have no right of employment with Authority or GoAP.

14. OBLIGATIONS OF THE AUTHORITY

14.1 Provision of Physical and Digital Infrastructure

14.1.1 Authority shall make its best efforts to provide, the following:

(a) minimum physical and digital infrastructure as stipulated in the RFP at each Health Centres only, including hardware components, electricity, broadband, furniture, fixtures, desk, chairs, power backup, CCTV etc at its own cost

(b) deployment of human resources at each Health Care Centre for efficient working and services to citizens, at its own cost

(c) provision and connectivity with State Data Centre for hosting and storage of Sanjeevani Platform Database Service (this includes transactional database server, reporting and database server and data lake server)

(d) provide access to Agency's employees for delivery of services and data integration / connectivity with Health Care Centre, Sanjeevani Centre and State Data Centre

(e) AMC and Insurance for all the equipment installed at Health Centres

(f) After completing life of equipment, the Authority must replace them with new hardware / software of same or better specifications

(g) during the Contract period, if any hardware or software needs to be replaced at the Health Centres only, the same will be replaced with same or better OEM and with same or higher configuration

14.2 Payment of license fee, AMC and maintenance cost

14.2.1 Authority shall make payment toward expenses incurred on the following

(a) Cost towards building maintenance of Health Care Centre only
(b) expenses toward electricity, water, broadband, local taxes, building rent / property tax, if any, etc for Health Centres only
(c) Payment of Insurance, applicable license fee, AMC for but not limited to desktops, routers, switches, firewall, CCTVs, and various other active and passive components along with repair, replacement of parts, sensors, providing spare parts at Health Centres

14.3 Assistance in clearances etc.

14.3.1 Unless otherwise specified in the Agreement, the Authority shall make best efforts to ensure that the Authority shall:
(a) provide the Agency and its Personnel with documents as may be necessary to enable the Agency or its Personnel to perform the Services;
(b) facilitate prompt clearance of any property required for the Services; and
(c) issue to officials, agents, and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.

14.4 Access to Project Facilities

14.4.1 Authority warrants that the Agency shall have, free of charge, unimpeded access to the site of the project (Health Care Centre, and Data Centre) in respect of which access is required for the performance of Services; provided that if such access shall not be made available to the Agency as and when so required, the Parties shall agree on the time extension, as may be appropriate, for the performance of Services.

15. Payment to the Agency

15.1 Payment to the Agency during Implementation Period

15.1.1 The Authority will make payment to the Agency after completion of SAITP, and no payment shall be made before the Effective Date.

15.1.2 The payment to the Agency during the Implementation Period shall be made as below:

Milestone	Service Coverage	Completion Schedule	ICCC Capex
Total Coverage	Total 28 districts	Within 6 (SIX) months from the Effective Date	50 % of the total quoted amount after 3 months from the Effective Date and Rest 50% on issuance of Completion Certificate of Sanjeevani ICCC.

15.2 Payment to the Agency after completion of Implementation Period

15.2.1 Authority will pay to Agency, **Annual Management Fee** (AMF) for **5 (five)** years quoted in the financial Form-2, on Quarterly Basis for 20 quarters at the rate of 5% each quarter

from the **Effective Date.**

15.2.2 The Agency shall submit an invoice for AMF for a particular quarter by the 7th day of the subsequent month, after completion of each quarter along with quarterly progress report

15.2.3 The Invoice shall include the AMF to be paid on quarterly basis and the applicable taxes, and all payment under this Contract Agreement shall be made in Indian Rupee.

15.2.4 The Authority within 15 (fifteen) days of receipt of a Quarterly Invoice from the Agency will release the payment.

15.2.5 In the event that any rectification and/or revision is required in the Quarterly Invoice, the Authority will notify the Agency within 5 (five) days about such rectification and/or revision, and the Agency shall immediately rectify the Quarterly Invoice and re-issue such rectified Quarterly Invoice by no later than 3 (three) days of receipt of notification of such error/revision from the Authority.

15.2.6 If there is a dispute between the Parties regarding the Quarterly Invoice, or the Rectified Quarterly Invoice, as the case may be, the Authority shall release payment equal to 100% (hundred percent) of the undisputed amounts claimed under such Quarterly Invoice or the Rectified Quarterly Invoice, as the case may be, and 50% (fifty percent) of amounts which have been disputed in writing by the Authority within 15 (fifteen) days of receipt of the Quarterly Invoice or the Rectified Quarterly Invoice, as the case maybe, and the balance 50% (fifty percent) of the disputed amounts shall be to the Agency upon the resolution of the Dispute in accordance with provisions of this Agreement.

15.3 Payment to the Agency

15.3.1 In the event of delay in payment of the undisputed amounts due under Clauses 15.1 or **Clause 15.2 above**, the Authority shall pay interest for the period of delay, calculated at a rate equal to the Bank Rate on the amounts payable.

15.4 Consultation Fee

15.4.1 The Agency agrees that the Agency or any of its employees, shall not charge any consultation Fee from any Patient or any third party against the Services provided under this Contract Agreement.

15.5 Authority's Personnel

15.5.1 Authority shall be solely responsible for the conduct, performance, supervision, and management of its Personnel, including doctors, nurses, and other medical staff who interact with, access, or use the Platform or any part of the Services. Agency shall have no liability for any act or omission of any Authority's Personnel.

16. SERVICE LEVEL AGREEMENT (SLA) AND DAMAGES

16.1 Service Level Agreement

16.1.1 The Service Level Agreement **(the "SLA"**) shall become the part of Contract Agreement between Authority and Agency. SLA defines the terms of the Agency's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Agency must comply with Service Levels requirements to ensure adherence to project timelines, quality, and

availability of services. The Service Level Agreement shall be enforced after completion of Sanjeevani ICCC, or after 6 (SIX) months from the Effective Date whichever is earlier.

16.1.2 The Agency must adhere to the Service Level Agreement and Damages provision provided at **Annexure- IV** with respect to Project.

16.2 SLA Change Process

16.2.1 The parties may amend this SLA by mutual agreement. Changes can be proposed by either party. The Agency representative may initiate an SLA review at least half yearly which is subject to approval from Authority.

16.2.2 The Agency's representative will maintain and distribute current copies of the SLA document as directed by Authority additional copies of the current SLA will be available at all times to authorized parties.

16.3 Version Control

16.3.1 All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g., every quarter) or for release when a critical threshold of change has occurred.

17. FAIRNESS AND GOOD FAITH

17.1 Good Faith

17.1.1 The Parties undertake to act in good faith with respect to each other's rights under this Agreement and to adopt all reasonable measures to ensure the realization of the objectives of this Agreement.

17.2 Operation of the Agreement

17.2.1 The Parties recognize that it is impractical in this Agreement to provide for every contingency which may arise during the life of the Agreement, and the Parties hereby agree that it is their intention that this Agreement shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Agreement either Party believes that this Agreement is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute subject to arbitration in accordance with **Clause 18** hereof.

18. SETTLEMENT OF DISPUTES

18.1 Amicable settlement

18.1.1 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

18.2 Dispute resolution

18.2.1 Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably in accordance with the conciliation

procedure set forth in **Clause 18.3.**

18.2.2 The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

18.3 Conciliation

18.3.1 In the event of any Dispute between the Parties, either Party may referred to Principal Secretary / Secretary to the Authority and the Chairman of the Board of Directors of the Concessionaire for amicable settlement, and upon such reference, the said persons shall meet no later than [7 (seven)] days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the [7 (seven)] day period or the Dispute is not amicably settled within [15 (fifteen)] days of the meeting or the Dispute is not resolved as evidenced by the signing of written terms of settlement within [30 (thirty)] days of the notice in writing referred to in Clause 18.2 or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration in accordance with the provisions of Clause 18.4

18.4 Arbitration

18.4.1 Any Dispute which is not resolved amicably by conciliation, as provided in **Clause 18.3**, shall be finally decided by reference to arbitration by a board of arbitrators appointed in accordance with **Clause 18.4.2**. Such arbitration shall be held in accordance with the Rules of Arbitration of the International Centre for Alternative Dispute Resolution, New Delhi, and shall be subject to the provisions of the Arbitration Act. The venue of such arbitration shall be **Amaravati, Andhra Pradesh** and the language of arbitration proceedings shall be English.

18.4.2 There shall be a Board of three arbitrators, of whom each Party shall appoint one, and the third arbitrator shall be appointed by the two arbitrators so selected, and in the event of disagreement between the two arbitrators, the appointment shall be made in accordance with the Rules of Arbitration of the International Centre for Alternative Dispute Resolution, New Delhi.

18.4.3 The arbitrators shall make a reasoned award (the "**Award**"). Any Award made in any arbitration held pursuant to this Clause **18** shall be final and binding on the Parties as from the date it is made, and the Agency and the Authority agree and undertake to carry out such Award without delay.

18.4.4 The Agency and the Authority agree that an Award may be enforced against the Agency and/or the Authority, as the case may be, and their respective assets wherever situated.

18.4.5 This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder

18.5 Adjudication by Regulatory Authority or Commission

In the event of constitution of a statutory regulatory authority or commission with powers to adjudicate upon disputes between the Agency and the Authority, all Disputes arising after such constitution shall, instead of reference to arbitration under **Clause 18.4**, be adjudicated upon by such regulatory authority or commission in accordance with the Applicable Law and

all references to Dispute Resolution Procedure shall be construed accordingly. For avoidance of doubt, the Parties hereto agree that the adjudication hereunder shall not be final and binding until an appeal against such adjudication has been decided by an appellate tribunal or High Court, as the case may be, or no such appeal has been preferred within the time specified in the Applicable Law.

19. TRANSFER OF RIGHTS BY THE AUTHORITY

19.1 In case the Authority wishes to transfer its rights to any other entity, it will be obligatory for the Agency to sign a tripartite agreement / Memorandum of Understanding / any other document as may be required with the entity and the Authority and the Agency will have to undertake the duties as agreed under this Agreement for the entity to whom the rights will be transferred.

20. DIVESTMENTS OF RIGHTS & INTERESTS

20.1 Divestment Requirements

20.1.1 Upon Termination, the Agency shall comply with and conform to the following Divestment Requirements:

(a) notify the Authority forthwith the location and particulars of all Project Assets;

(b) deliver and transfer relevant records, reports, and other licenses pertaining to the Project and operation, and maintenance, including all programs and manuals pertaining thereto, on the Transfer Date.

(c) transfer and/or deliver all Applicable Permits / License to the extent permissible under Applicable Laws;

(d) execute such deeds of conveyance, documents, and other writings as the Authority may reasonably require for conveying, divesting, and assigning all the rights, title, and interest of the Agency in the Project, including manufacturers' warranties in respect of any software/ hardware or equipment and the right to receive outstanding insurance claims to the extent due and payable to the Authority, if any or its nominee; and

(e) comply with all other requirements as may be prescribed or required under Applicable Laws for completing the divestment and assignment of all rights, title, and interest of the Agency in the Project, to the Authority or to its nominee.

20.1.2 Subject to the exercise by the Authority of its rights under this Agreement or under any of the Project Agreements to perform or procure the performance by a third party of any of the obligations of the Agency, the Parties shall continue to perform their obligations under this Agreement, notwithstanding the giving of any Termination Notice, until the Termination of this Agreement becomes effective in accordance with its terms.

20.2 Inspection and cure

20.2.1 Not earlier than 90 (ninety) days prior to Termination but not later than 15 (fifteen) days prior to the effective date of such Termination, the a Third Party Independent Agency appointment jointly by the Authority and the Agency r shall verify, after giving due notice

to the Agency of the time, date and venue of such verification, compliance by the Agency with the Maintenance Requirements, and if required, cause appropriate tests to be carried out at the Agency's cost for this purpose. Defaults, if any, in the Maintenance Requirements shall be cured by the Agency at its cost and the provisions of **Clause-23** shall apply, mutatis mutandis, in relation to curing of defects or deficiencies under this **Clause-20.**

20.3 Cooperation and assistance on transfer of Project

20.3.1 The Parties shall cooperate on a best effort basis and take all necessary measures, in good faith, to achieve a smooth transfer of the Project in accordance with the provisions of this Agreement to protect the safety of and avoid undue delay or inconvenience to the Users, other members of the public or the lawful occupiers of any part of the Site.

20.3.2 The Parties shall provide to each other, 6 (six) months prior to the Transfer Date in the event of Termination by efflux of time and immediately in the event of either Party conveying to the other Party its intent to issue a Termination Notice, as the case may be, as much information and advice as is reasonably practicable regarding the proposed arrangements for operation of the Project following the Transfer Date. The Agency shall further provide such reasonable advice and assistance as the Authority; its Agency or agent may reasonably require for operation of the Project until the expiry of 6 (six) months after the Transfer Date.

20.4 Vesting Certificate

20.4.1 The divestment of all rights, title and interest in the Project shall be deemed to be complete on the date when all of the Divestment Requirements have been fulfilled, and the Authority shall, without unreasonable delay, thereupon issue a certificate substantially in the form set forth in **Annexure- V** (the "**Vesting Certificate**"), which will have the effect of constituting evidence of divestment by the Agency of all of its rights, title and interest in the Project, and their vesting in the Authority pursuant hereto. It is expressly agreed that any defect or deficiency in the Divestment Requirements shall not in any manner be construed or interpreted as restricting the exercise of any rights by the Authority or its nominees on, or in respect of, the Project on the footing that all Divestment Requirements have been complied with by the Agency.

20.5 Divestment costs etc.

20.5.1 The Agency shall bear and pay all costs incidental to divestment of all of the rights, title, and interest of the Agency in the Project in favor of the Authority upon Termination, save and except that all stamp duties payable on any deeds or Documents executed by the Agency in connection with such divestment shall be borne by the Authority.

20.5.2 In the event of any dispute relating to matters covered by and under this **Clause- 20**, the Dispute Resolution Procedure shall apply.

21. RIGHTS AND TITLE OVER THE SITE

21.1 Licensee Rights

21.1.1 For the purpose of this Agreement, the Agency shall have rights to the use of the Project Site (Health Care Centres) as licensee to use, subject to and in accordance with this Agreement, and to this end, it may regulate the entry and use of the Project site in association with the Authority by third parties in accordance with and subject to the provisions of this Agreement.

21.2 Access rights of the Authority and others

21.2.1 The Agency shall allow free access to the Site at all times for the authorized representatives of the Authority to inspect the Project or to investigate any matter within their authority, and upon reasonable notice, the Agency shall provide to such persons reasonable assistance necessary to carry out their respective duties and functions.

21.3 Property Taxes

21.3.1 All property taxes of the Health centers belonging to the Authority, shall be payable by the Authority as owner of the Site and for Sanjeevani ICCC, it shall be payable by the Agency.

21.4 Restriction on sub-letting

21.4.1 The Agency shall not sublicense or sublet the whole or any part of the Site, save and except as may be expressly set forth in this Agreement; provided that nothing contained herein shall be construed or interpreted as restricting the right of the Agency to appoint Contractors for the performance of its obligations hereunder including for operation and maintenance of all or any part of the Project.

22. COMPENSATION FOR BREACH OF AGREEMENT

22.1 Compensation for default by the Agency

22.1.1 Subject to the provisions of Clause 22.5, in the event of the Agency being in material default or breach of this Agreement, it shall pay to the Authority by way of compensation, all direct costs suffered or incurred by the Authority as a consequence of such material default, within 30 (thirty) days of receipt of the demand supported by necessary particulars thereof; provided that no compensation shall be payable under this Clause 22.1 for any breach or default in respect of which Damages are expressly specified and payable under this Agreement or for any consequential losses incurred by the Authority.

22.2 Compensation for default by the Authority

22.2.1 Subject to the provisions of Clause 22.5 in the event of the Authority being in material default or breach of this Agreement at any time after the Effective Date, it shall pay to the Agency by way of compensation, all direct costs suffered or incurred by the Agency as a consequence of such material default within 30 (thirty) days of receipt of the demand supported by necessary particulars thereof; provided that no such compensation shall be payable for any breach or default in respect of which Damages have been expressly specified in this Agreement/ SLA. For the avoidance of doubt, compensation payable may include interest payments on working capital, O&M Expenses, any increase in capital

costs on account of inflation and all other costs directly attributable to such material default but shall not include debt repayment obligations or other consequential losses, and for determining such compensation, both parties may agree on mutually or the evidence provided by the Agency.

22.3 Extension of Contract Period

22.3.1 Subject to the provisions of Clause 22.5, in the event a material default or breach of this Agreement set forth in Clause 22.2 causes delay in achieving Implementation period, the Authority shall, in addition to payment of compensation under Clause 22.2, extend the Implementation Period, **subject to Clause- 4.9 and 4.10, Section-II: ITB of the RFP**

22.4 Compensation to be in addition

22.4.1 Compensation payable under this Clause 22 shall be in addition to, and not in substitution for, or derogation of, Termination Payment, if any.

22.5 Mitigation of costs and damage

22.5.1 The Affected Party shall make all reasonable efforts to mitigate or limit the costs and damage arising out of or as a result of breach of Agreement by the other Party.

23. INTELLECTUAL PROPERTY RIGHTS

23.1 No Implied License or Rights

23.1.1 Other than as agreed between the AP Government and the Agency, nothing herein shall be construed as granting, by implication or otherwise, any license or rights in respect of any Intellectual Property Rights of either Party.

23.2 Background IP

23.2.1 The Agency is and shall remain the sole and exclusive owner / Holder of all rights, title, and interest in and to the Background IP. AP Government acknowledges that it shall acquire no rights or Intellectual Property Rights in the Background IP or any modifications, improvements, enhancements, or derivative works thereof, and all such rights are expressly reserved by the Agency.

23.2.2 The Agency shall grant to the AP Government a non-exclusive, non-transferable, non-sublicensable and terminable, subject to the terms of the RFP, license for a period of 5 years thereafter, to access and use the Background IP solely for the purpose of receiving and utilizing the Services and deliverables under the Project.

23.3 AP Government IP and Custom IP

23.3.1 AP Government is and shall remain the sole and exclusive owner / Holder of all rights, title, and interest in and to the AP Government IP and Custom IP. The Agency acknowledges that it shall acquire no rights or Intellectual Property Rights in the AP Government IP or Custom IP or any modifications, improvements, enhancements, or derivative works thereof, and all such rights are expressly reserved by AP Government.

23.3.2 AP Government shall grant to the Agency a non-exclusive, royalty-free, non-transferable license during the Contract Period to use the AP Government IP or Custom IP solely as necessary for the Agency to perform its obligations and provide the Services and deliverables agreed between the parties. This license shall terminate immediately upon the expiration or termination of the Project and the Agreement entered into in relation to the Project.

23.3.3 In the event the Agency intends to use, license, or otherwise commercialise any AP Government IP or Custom IP for any other project, or purpose outside the scope of the Project, the Agency shall obtain a separate written license from the AP Government. The terms of such license, including the applicable license fee, royalty, or other revenue sharing arrangement, shall be negotiated in good faith and mutually agreed upon by the Parties in writing prior to any such use.

23.4 Joint IP

23.4.1 Any Joint Intellectual Property (Joint IP) created, conceived, or developed jointly by the Parties under this Agreement shall be jointly owned by the Government of Andhra Pradesh and the Agency in the ownership ratio of 51:49, respectively, with all rights, title, and interest therein vesting in the Parties in accordance with their respective ownership shares, unless otherwise mutually agreed in writing. Such ownership shall consist of the ownership of Intellectual Property Rights therein and all ownership rights to prepare derivative works of, all goodwill in, all moral rights, any special rights, and all other rights of a similar nature in the Joint IP, together with the rights to use, sell, rent, license, transfer or assign any and all rights assigned hereunder to third parties in, subject to Clauses 23.4.2, 23.4.3 and 23.4.4 below.

23.4.2 The AP Government shall have the right to use, license, sub-license, commercialise, and deploy the Joint IP for its own purposes, without requiring consent of the Agency subject to the revenue sharing provisions set out in Clause 23.6.

23.4.3 The Agency shall have the right to use, license, sublicense, commercialise, and deploy the Joint IP for its own purposes, including for providing services to other government or private entities, without requiring consent of the AP Government, subject to the revenue sharing provisions set out in Clause 23.6.

23.4.4 Neither Party shall assign, transfer, encumber, or otherwise dispose off its interest in the Joint IP without the other Party's prior express written consent.

23.4.5 During the Term, in the event it is required to obtain, secure, protect, enforce, and defend the Intellectual Property Rights in the Joint IP, including the right to prepare, file, and prosecute one or more copyright, patent, or trademark applications covering such Intellectual Property Rights in any jurisdiction, for administrative convenience, the Agency shall be authorised to execute such necessary documents to obtain, secure, protect, enforce, and defend such Intellectual Property Rights in the Joint IP for itself and on behalf of AP Government as its duly constituted attorney and the Parties agree to equally share the costs of the action.

23.4.6 Upon the expiry of the Term, in the event it is required to obtain, secure, protect, enforce, and defend the Intellectual Property Rights in the Joint IP, including the right to prepare, file, and prosecute one or more copyright, patent, or trademark applications covering such

Intellectual Property Rights in any jurisdiction, the Parties shall jointly take such actions. In order to protect and effectuate the Joint IP, including for the foregoing, each Party shall cooperate with each other and make available all the records, materials and information in their possession within a reasonable time period.

23.4.7 To the extent that Applicable Law does not permit or restrict the giving effect to joint ownership as contemplated herein, each Party hereby grants to the other Party a perpetual, irrevocable, worldwide license (with the right to sublicense), in respect of its respective undivided share in the Joint IP, solely to give effect to the rights and entitlements set out under this Clauses 23.4 and 23.6.

23.4.8 Notwithstanding anything to the contrary set out in provisions Clauses 23.4.5 and 23.4.6, whether during or after the Term, the following arrangement shall apply in respect of enforcement of Joint IP rights:

(a) In case the infringement claim has arisen out of infringement by a licensee or sublicensee of AP Government, AP Government or its affiliates shall have the preferential right to initiate the infringement action against such licensee. AP Government shall be the sole beneficiary of any damages or awards arising out of such infringement action. In the event of such an instance of infringement, AP Government shall initiate such action within 15 days of the same coming to the knowledge of AP Government. If AP Government fails to initiate an infringement action within 30 days, the Agency may initiate the infringement claim.

(b) In case the infringement claim has arisen out of infringement by a licensee or sub-licensee of the *Agency***,** the Agency shall have the preferential right to initiate the infringement action against such licensee. The Agency or its affiliates shall be the sole beneficiary of any damages or awards arising out of such infringement action. In the event of such an instance of infringement, the Agency shall initiate such action within such time of the same coming to the knowledge of the Agency as may be agreed mutually. If the Agency fails to initiate an infringement action within such time as may be agreed, AP Government may initiate the infringement claim.

23.4.9 It is clarified that in the event, if one Party joins the other Party in such a suit or enforcement action, on mutually agreed terms, it shall always agree that it will act in the interest of the Party pursuing the suit or enforcement action.

23.4.10 In the event either Party requests the other Party to give such information as may be required by such Party to further any of its rights under this Agreement, the same shall be provided by the Party at the cost of the requesting Party.

23.4.11 Each Party shall notify the other Party in writing within 10 days of becoming aware of any actual or suspected infringement of the Joint IP.

23.5 Indemnification

23.5.1 The AP Government shall indemnify, defend, and hold the Agency and its affiliates harmless from and against any losses, claims, damages, liabilities, costs, or expenses (including legal fees) arising out of or in connection with any third-party claim, writ, suit, or proceeding alleging: (i) that the Joint IP, or any portion thereof contributed or provided by

the AP Government, infringes or misappropriates such third party's Intellectual Property Rights; or (ii) AP Government's development, use, licensing, commercialisation, or enforcement of the Joint IP violates Applicable Law or infringement of any third party's rights.

23.5.2 The Agency shall indemnify, defend, and hold harmless the AP Government from and against any losses, claims, damages, liabilities, costs, or expenses (including legal fees) arising out of any third-party claim writ, suit, or proceeding alleging that the Joint IP, or any portion thereof contributed or provided by the Agency, infringes or misappropriates such third party's Intellectual Property Rights; or (ii) the Agency's development, use, licensing, commercialisation, or enforcement of the Joint IP violates Applicable Law or infringement of any third party's rights.

23.5.3 During the Term and thereafter during any limitation period allowed under Applicable Law, AP Government shall defend, indemnify and hold harmless the Agency from and against any losses, claims, damages, liabilities, costs, or expenses (including legal fees) arising out of or in connection with any third-party claim, writ, suit, or proceeding alleging that the Agency's development, use, licensing or commercialisation of the AP Government IP or Custom IP for this Project violates Applicable Law or infringes upon or violates any third party rights including Intellectual Property Rights.

23.5.4 During the Term and thereafter during any limitation period allowed under Applicable Law, the Agency shall defend, indemnify and hold harmless AP Government from and against any losses, claims, damages, liabilities, costs, or expenses (including legal fees) arising out of or in connection with any third-party claim, writ, suit, or proceeding alleging that the AP Government's development, use, licensing or commercialisation of the Background IP for this Project violates Applicable Law or infringes upon or violates any third party rights including Intellectual Property Rights.

23.5.5 In relation to the foregoing indemnification provisions, the indemnifying party shall exclusively control the conduct and handling of the indemnified claim, subject to the following:

(a) act reasonably in defending the indemnified claim;

(b) do so in such a way so as not to bring reputational harm to the indemnified party;

(c) keep the indemnified party reasonably informed as to the status and development of the claim;

(d) not without the prior written consent of the indemnified party (such consent not being unreasonably withheld) conclude a settlement/ compromise or make an admission of liability on behalf of the indemnified party.

23.6 Commercial Exploitation and Revenue Share

23.6.1 Where the Agency directly licenses, sublicenses, commercializes, or otherwise exploits the Joint IP as such, or derives revenue that is directly and demonstrably attributable to the licensing or licensable use of the Joint IP, in connection with providing services to any third party, including any other state government or entity, the Agency shall pay to the Authority / AP Government a royalty equal to a pre-agreed percentage of the Gross

Revenue directly attributable to such Joint IP.

23.6.2 Where the AP Government directly licenses, sublicenses, commercializes, or otherwise exploits the Joint IP as such, or derives revenue that is directly and demonstrably attributable to the licensing or licensable use of the Joint IP in connection with any third-party engagement, the AP Government shall pay to the Agency a royalty equal to a pre-agreed **percentage of the Net Revenue** directly attributable to such Joint IP to be paid on an annual basis. For the purposes of this Clause, "Net Revenue" means gross revenue received and credited from third-party licensing or commercial exploitation of the Joint IP, less (a) applicable taxes; (b) governmental and other rebates (if not already deducted from gross revenue); and (c) any other items deducted in determining net revenues in financial statements prepared in accordance with Applicable Law and accounting standards.

23.7 No Reversion of Rights

23.7.1 Notwithstanding anything contained in applicable law, including the Copyright Act, any license or assignment granted under this Clause 23 shall not lapse or otherwise be rendered ineffective nor shall the rights granted revert to the licensor or assignor merely by reason of non-exercise of such rights within any period, and each Party waives any right to raise objections or claims under Section 19A of the Copyright Act or any similar provision in respect thereof.

23.8 Effect of Termination on Intellectual Property Right

23.8.1 Upon the termination or expiration of the Project and/ or the agreement entered into by the parties in relation to the Project for any reason whatsoever, the provisions at 23.8.1.1 shall apply with respect to Intellectual Property Rights

23.8.1.1 All right, title, and interest in and to the Background IP shall remain solely and exclusively vested in the Agency. The provisions of Clause 23.2.1 regarding the Agency's ownership shall survive the termination or expiration of this Agreement.

23.8.1.2 The license granted by AP Government to the Agency under Clause 23.3.2 shall be immediately terminated.

23.8.2 The rights of both Parties to commercially exploit the Joint IP as set forth in Clause 23.4, and the mutual obligations to share revenue as set forth in Clause 23.6, shall survive the termination or expiration of this Agreement.

24. DATA PROTECTION

24.1 To the extent that Personal Data, including Patient Data is required to be processed in connection with the performance of the Services under this Agreement, Agency shall undertake such processing solely on documented instructions of Authority and in compliance with all Applicable Data Protection Laws. For the purposes of Applicable Data Protection Laws, the Parties agree that Agency shall act as a data processor.

24.2 Obligation of Agency for Data Protection

24.2.1 As a data processor, Agency shall:

(a) comply with Applicable Data Protection Laws in connection with Agency's obligations under the Agreement;

(b) process Personal Data only on behalf of the Authority and in accordance with its instructions for the purpose of providing the Services, and will not retain, use, sell, share, or disclose Personal Data for any other purposes except as permitted by Applicable Law, provided, however, that it shall be entitled to use any Non-personal Data arising out of this Agreement including in de-identified, anonymized forms;

(c) ensure that Agency Personnel who have access to Personal Data are bound by confidentiality obligations;

(d) implement and maintain technical and organizational measures to protect against any Personal Data breach in accordance with good industry practice, and which are commensurate with the nature of the processing of Personal Data under the Agreement;

(e) implement commercially reasonable controls such as encryption, multi-factor authentication, access control and data logging, commensurate with the risk in respect of such Personal Data;

(f) not engage any sub-processor without prior notice to the Authority;

(g) notify the Authority without undue delay upon becoming aware of a Personal Data breach. Such notification shall include a description of the nature of the breach, the categories and approximate number of Data Principals concerned, and the measures taken or proposed to be taken to address the breach. Agency shall provide reasonable cooperation to the Authority in investigating and rectifying the breach; and

(h) provide reasonable assistance to the Authority in responding to requests from Data Principals exercising their rights under the Applicable Data Protection Laws.

(i) not be liable in the event of any claim brought by a third party, including, without limitation, a Data Principal, arising from any act or omission of Authority to the extent that such is a result of Authority's instructions.

24.3 Obligation of Authority for Data Protection

24.3.1 Authority shall share Personal Data with Agency for the Services in accordance with the requirements under Applicable Data Protection Laws, including, if applicable, providing notice and obtaining the consent of Data Principals for such processing.

24.3.2 Authority represents and warrants that it has the lawful right to disclose all Personal Data provided to Agency under this Agreement, that it has obtained all necessary consents, and authorisations or has a legitimate basis as required under Applicable Data Protection Laws for processing Personal Data, and that the processing of such Personal Data by Agency in accordance with this Agreement and AP Government's instructions shall not result in a breach of Applicable Data Protection Laws.

25. BRANDING AND PUBLICITY

25.1 The Parties agree to adopt a co-branding approach in relation to the Project. Subject to prior written approval by the Parties, all facilities, signage, digital interfaces, materials and communications relating to the Services may display the branding of both Parties in a mutually agreed format.

25.2 Neither Party shall issue any press release, public announcement or make any public statement relating to the existence, terms or subject matter of this Agreement or the Project without the prior written consent of the other Party, except where such disclosure is required under Applicable Law or by a competent authority.

25.3 Where disclosure is required by Applicable Law, the disclosing Party shall, to the extent practicable, provide the other Party with prior notice of such disclosure and cooperate in good faith to limit the scope of disclosure.

25.4 Nothing in this Clause shall be construed as granting either Party any ownership rights in the other Party's trademarks or branding, except for the limited right to use such branding in accordance with this Clause and the mutually agreed branding guidelines.

26. PROJECT ADMINISTRATION AND GOVERNANCE

26.1 Project Level Coordination Committee

26.1.1 The Parties agree and undertake that they shall jointly form a district level Project Level Coordination committee constituting of District Collector, Chief District Medical Officer or any other 2 (two) representatives nominated by the Authority as the Authority may deem fit, and 2 (two) representative(s) of the Agency ("**Project Level Coordination Committee**") prior to the Effective Date. For each district. The Project Level Coordination Committee shall meet at least once every month or as and when required and PLCC shall be chaired by the relevant District Collector or any other representative of the Authority and shall act as a consultation forum amongst the Agency and the Authority at the district level. The Project Level Coordination Committee may make recommendations to the Agency and Authority for the better functioning and operations of the Project. The PLCC may also look into the issues and challenges being faced at the Health Care Centre under jurisdiction.

26.1.2 It is hereby clarified that the Project Level Coordination Committee shall only act as an advisory body, and the recommendations of the Project Level Coordination Committee shall not be binding on the Agency or the Authority.

26.2 State Level Coordination Committee

26.2.1 The Authority may form a State level coordination committee constituting of Principal Secretary / Secretary Health, Medical & Family Welfare as the Chairman and Commissioner of Health & Family Welfare (CHFW) as the convenor of the SLCC ("**State Level Coordination Committee**") and 2 (two) representative(s) of the Agency. The State Level Coordination Committee shall meet at least once every month and shall act as a discussion forum for all the Projects issues, challenges being faced at Health Care Centre, and Sanjeevani Centre, progress of the work, grievances of the citizens. The Agency shall

present its grievances / issues and challenges being faced and make suggestions for better functioning of the Projects in the State Level Coordination Committee.

26.2.2 The State Level Coordination Committee may periodically review the operation and management of the Project and ensure that the Agency is meeting the KPIs and SLA as defined in the RFP.

26.2.3 The SLCC shall also look into the deviation from agreed Service Level Agreements (SLAs), delay in milestones, non-achievement of deliverables, deficiency in services, or breach of contractual obligations, whether attributable to the Authority or the Agency, and provide its guidance and resolution in the first instance to both parties.

IN WITNESS WHERE OF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day and year first above written.

SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED
For and on behalf of Agency	For and on behalf of Authority
(Signature)	(Signature)
(Name)	(Name)
(Designation)	(Designation)
(Address)	(Address)

In the presence of:

1.

2.

Annexure – IV: Service Level Agreement Service Level Agreement

1. Introduction

1.1 Service Level Agreement (SLA) shall become the part of Contract Agreement between Authority and Agency. SLA defines the terms of the Agency' responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Key Performance Indicators as detailed in this section. The Agency must comply with Service Levels requirements to ensure adherence to project timelines, quality, and availability of services.

1.2 The SLA parameters shall be measured for each of the system, sub systems SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the Agency and audited by Authority for accuracy and reliability. The Agency would need to configure the SLA Measurement Tools such that all the parameters as defined under SLA, Post-implementation SLAs, should be measured and appropriate reports be generated for monitoring the compliance.

1.3 In the event of non-compliance with this condition, Authority reserves the right to invoke the termination clause. All the activities and obligations pursuant to the termination, shall be as per Termination Clause as provided in this RFP document.

1.4 The Authority must satisfy them self and provide sufficient time to the Agency for provided

reason / clarification on the default of SLA before taking any action. Both Parties agree to coordinate and cooperation for efficient functioning of the Services under the Project and shall follow the guidance of SLCC.

1.5 The Agency must supply, install, operate, maintain, and manage software, hardware, equipment, automated tools to monitor all the SLAs mentioned below. Note: Damages shall not be levied on the Agency in the following cases:

- There is a force majeure event affecting the SLA which is beyond the control of the Agency.
- The non-compliance with the SLA has been due to reasons beyond the control of the Agency.
- Theft cases by default would not be considered as "beyond the control of the Agency.

2. Definition

2.1 For the purposes of this service level Agreement, the definitions and terms are specified in the contract along with the following terms shall have the meanings set forth below:

"Uptime" shall mean the time period for the specified services / components with the specified technical service standards are available to the user department. Uptime, in percentage, of any component (Non-IT & IT) can be calculated as:

Uptime = {1- [(Downtime) / (Total Time – Maintenance Time)]} * 100

"Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the user department and excludes downtime owing to Force Majeure & Reasons beyond control of the Agency.

"Incident" refers to any event / abnormalities in the functioning of the Services specified as part of the Scope of Work of the Agency that may lead to disruption in normal operations of the Project.

"Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting, and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation.

3. Measurement of SLA

3.1 The SLA metrics provided specifies performance parameters as baseline performance, lower performance, and breach. All SLA calculations will be done on Monthly basis. The SLA also specifies the penalties for lower performance and breach conditions.

3.2 The Damages will be deducted from the Quarterly payment of AMF. Total Damages to be levied on the Agency shall be capped at INR 10,000,000/- (INR One crore). Authority would have right to invoke termination of the Contract in the case: If during the entire contract period post implementation, overall Damages applicable is INR 10,000,000/- (INR One crore) for 12 Months.

4. Planned Downtime

4.1 Any planned application / System downtime would not be included in the calculation of application / System availability. However, the Agency should take at least 10 days prior approval from Authority in writing for the planned outage with possible alternative and minimum disruption of Services.

5. Pre-Implementation SLA and associated Damages

5.1 Operationalization of IDCCHDS

Definition	Timely Implementation / Installation / Integration and go live of Integrated Digital Care Coordination and Healthcare Delivery System
Service Level Requirement	Agency must ensure that agreed **IDCCHDS** features are installed & commissioned and Go-Live as per the scheduled timelines.
Validation Procedures	Operationalized certificate issued by the Authority
Measurement of Service Level Parameter	To be measured in Number of weeks of delay from the project go-live timelines.
Damages for nonachievement of SLA Requirement	Damages for non-achievement of SLA Requirement -Any delay in the delivery of the project deliverables would attract a liquidated damage of INR 50 thousand per week for first 2(two) weeks and Rs.1 lakh per week for subsequent 2 (two) weeks and Rs. 2 lakhs per week after 4 (four) weeks for a maximum of 1 crore. If the Damages reaches 1 crore, Authority may invoke Termination clause.

6. Post Implementation of SLA and associated Damages

6.1 KPI, Services and others

Performance Domain	Key Performance Indicator / SLA Metric	Measurement Method & Frequency	Target Threshold	Damages
Digital Platform Availability	Integrated Healthcare Delivery Platform Uptime (Production).	Automated monitoring; Continuous.	99% monthly	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Digital Platform Availability	Disaster Recovery & Backup Readiness	Compliance with DR drills, data restoration validation, and RPO/ RTO benchmarks	100% compliance with approved DR Plan per qtr	Rs. 100000/- per failed incident

Performance Domain	Key Performance Indicator / SLA Metric	Measurement Method & Frequency	Target Threshold	Damages
Care Coordination Responsiveness	Care Coordination Centre Average Speed to Answer (in seconds).	Call centre analytics; Real-time.	≤ 60 seconds (80% of calls).	**0.1** % quarterly invoice amount for**,** quarterly report recording more than 100 calls crossing ≥120 seconds
Clinical Quality & Safety	Triage protocol adherence rate (as per clinical audit).	Random call audits; Monthly.	≥ 90%.	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Continuity of Care	Digital referral closure rate (from initiation to counter-referral).	Integrated Healthcare Delivery Platform workflow logs; Weekly.	≥ 85% within defined specialty-wise timelines,	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Population Health	Percentage of pregnancies with 4+ ANC visits.	Integrated Healthcare Delivery Platform cohort dashboard; Monthly.	≥ 90%.	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Citizen Experience	Satisfaction Score from post-service surveys-to be carried out each qtr	Digital surveys (SMS/IVR); Monthly sample.	≥ 3.5 on a 5-point scale.	**0.1** % quarterly invoice amount for ≤2 point on scale
Data Integrity & Interoperability	ABHA linkage rate for new facility registrations.	ABDM gateway reports; Weekly.	≥ 95%.	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Optimal Utilisation of public healthcare	Increase in the number of persons visiting public health facilities	Integrated Healthcare Delivery Platform dashboard	>15%	**0.1** % quarterly invoice amount for every 5% drop below the threshold
Capacity building	Frontline health workers trained	Integrated Healthcare Delivery Platform	≥90% for the training	**0.1** % quarterly invoice

Performance Domain	Key Performance Indicator / SLA Metric	Measurement Method & Frequency	Target Threshold	Damages
	(Yearly)	dashboard	specified	amount for every 5% drop below the threshold
Manpower Availability (24x7x365)	Sanjeevani Centre	Non -availability on site	≥ 90%.	Rs. 1000/- per person per day of unsanctioned leave or non-reporting or non-deployment.
Manpower availability	Medical Centre / District Centre	Non-availability on site	≥ 90%.	Rs. 1000/- per person per day of unsanctioned leave or non-reporting or non-deployment.

6.2 System and Solution breach

6.2.1 The Agency shall be responsible for maintaining the desired performance and availability of the network devices supplied under the scope of work of this RFP.

6.2.2 Damages would be applicable for non-compliance of relevant security certifications. There would be Zero Tolerance policy against such breaches. The Damages across various breaches could be categorized as follows (this includes but not Limited to the following):

i. Information Security Breach: Any data leakage, information sharing, report sharing without the consent of Authority.
ii. Network & System Security Breach: Any instance of hacking, information / data compromise, unauthorized access to public Wi-Fi.as per policy of the Authority.
iii. Guidelines Breach: Non-compliance with guidelines shared by various government agencies such as complying with Standards for website /mobile app development, etc.

6.2.3 For any of the breach for above-mentioned category, a Damages would be levied on the Agency for every instance of occurrence if not responded as per the timelines mentioned in the table below:

Definition	Security of the overall system is quite important, and Agency shall be required to ensure no compromise is done on the same. Security Breach types considered for this SLA are– i. Information Security Breach ii. Network & System Security Breach iii. any other privacy rule / guidelines are broken as per Govt. of India guidelines

Service Level Requirement	Security compliance of the system should be 100%
Measurement of Service Level Parameter	Any reported security breach shall be logged into the SLA Management solution as a security breach.
Damages for non-achievement of SLA Requirement	For each instance reported and proved, there shall be a Damages of INR 100,000/-.

6.2.4 Exceptions

6.2.4.1 Downtime planned for prescheduled changes/Maintenance activities and the same shall be intimated in advance to the Authority for prior approval and downtime in such cases shall not be more than 24 hours in quarter. Force Majeure conditions as mentioned in the RFP.

Note:
In case, there is delay attributable to granting access to the equipment to be restored on the part of Agency or on part of end user, such delays shall be reduced from the time taken for call completion after due consideration by the Agency.

7. Miscellaneous Provisions

7.1 The selected Agency will provide a monthly report to the Authority on all the Service Levels listed under **SLA.** If the SLAs are violated for 3 (three) consecutive months, within a single calendar year, then Authority reserves the right to invoke the Termination clause along with legal action would be initiated for serious offence as decided by Authority. Authority, at its discretion, may choose to ascertain the veracity of the monthly report submitted by the Agency.

7.2 In addition to the Damages as specified above, warning may be issued to the Agency for minor deficiencies on its part. In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of the Authority, other penal action including Termination of Contract and debarring for a specified period may also be initiated.

7.3 It is expected that the Agency shall comply with all the Policy / Procedural / Regulatory Guidelines enforced by Government of India, Government of Andhra Pradesh, and other statutory related bodies, as amended from time to time. The Agency shall also safeguard the Performance Security and Bid Integrity

7.4 Guidelines Breach includes non-compliance with certain guidelines as set by various agencies like Ministry of Health and Family Welfare, Government of India, Ministry of Communications and Information Technology, Department of Science and Technology, or other statutory Authorities etc. In such cases, resolution of the issue is mandatory. The Agency would be required to respond with the action plan / change request, as applicable, in order to resolve the guidelines breach within the specified response time.

7.5 Encashment and appropriation of Performance Security: The Authority shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without

notice to the Agency in the event of breach of this Agreement or for recovery of any damages / penalties etc. Upon such encashment and appropriation of the Performance Guarantee, the Authority shall grant such time in its sole discretion to the selected Agency to replenish the said Performance Security.

IN WITNESS WHERE OF, the Parties hereto have caused this Service Level Agreement to be signed in their respective names as of the day and year first above written.

SIGNED, SEALED AND DELIVERED	SIGNED, SEALED AND DELIVERED
For and on behalf of Agency	For and on behalf of Authority
(Signature)	(Signature)
(Name)	(Name)
(Designation)	(Designation)
(Address)	(Address)

In the presence of:

1.
2.

Annexure-V: Vesting Certificate

1. ……refers to the Contract Agreement dated…… (the "Agreement") entered into between the Authority and _____(the "Agency") for ("Name of the Project")

2. Authority hereby certifies the compliance and fulfillment by the Agency of the divestment requirements set forth in sub sections of Clause 20.4 of the Contract Agreement upon the issuance of this Vesting Certificate, Authority shall be deemed to have acquired all title and interest of the Agency in or about the Project / Project Site, which shall be deemed to have vested unto the Authority, free from charges and liens whatsoever.

3. Notwithstanding anything to the contrary contained herein above, it shall be a condition of this vesting certificate that nothing contained herein shall be constructed or interpreted as waiving the obligation of the Agency to rectify and remedy any defect or deficiency in any of the divestment requirements and/or relieving the Agency in any manner of the same.

Signed this _____day of _____2026 at Vijayawada, Andhra Pradesh
AGREED,
ACCEPTED AND SIGNED,