

**National Health Mission
(NHM)**

Department of Health, Medical & Family Welfare,
Govt. of Andhra Pradesh



Request for Proposal (RFP) for “Engagement of a Service Provider for the Maintenance and Enhancement of Existing Applications, as well as the Design, Development, and Implementation of Mobile and Web Applications for the National Health Mission, as per evolving requirements.”

Tender Notice No.: 7.10/APMSIDC/2025-26 dated: 27.09.2025

Tender Inviting Authority:

**ANDHRA PRADESH MEDICAL SERVICES & INFRASTRUCTURE DEVELOPMENT
CORPORATION**

(Formerly APHMHIDC) (AN ENTERPRISE OF GOVT. OF A.P.)

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Disclaimer

The information contained in this Request or Proposal (hereinafter referred to as "RFP") document is provided to the Bidder(s), by Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the APMSIDC, its employees and/or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. APMSIDC, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of the RFP document. APMSIDC may, in their absolute discretion, but without being under any obligation to do so, cancel, update, amend or supplement the information in this RFP document without any further notice.

1. Key Information

The key event details pertaining to this Request for Proposal (RFP) is as follows:

Item	Reference
RFP Title	Request for Proposal (RFP) for “Engagement of a Service Provider for the Maintenance and Enhancement of Existing Applications, as well as the Design, Development, and Implementation of Mobile and Web Applications for the National Health Mission, as per evolving requirements.”
Tender Notice No.:	7.10/APMSIDC/2025-26 dated: 27.09.2025
Tender Inviting Authority (TIA)	Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC) on behalf of National Health Mission (NHM)
RFP Issuing Date	29.09.2025
Mode of Tender release and submission of proposals	https://tender.apecurement.gov.in
RFP can be downloaded from	https://apmsidc.ap.nic.in/ https://tender.apecurement.gov.in
Processing Fee	Rs.29,500/- (Rupees Twenty Nine Thousand Five Hundred only) non refundable (Please refer section 13.4.2)
Earnest Money Deposit (EMD)	Rs.30,00,000/- (Rupees Thirty Lakhs Only) refundable (Please refer section 13.4.3)
Pre-bid Meeting Schedule	APMSIDC & through physical & VC. Interested bidders may request APMSIDC for VC link. PMO APMSIDC is inviting you to a scheduled Zoom meeting. Time: Oct 7, 2025 11:00 AM India Join Zoom Meeting https://us02web.zoom.us/j/84839360578?pwd=1l1sXalaRWgGHjqECoMy9qTLvy1lwt.1 Meeting ID: 848 3936 0578 Passcode: 808181
Last date and time for bid submission on the e-procurement system	14.10.2025, 3.00 pm
Date of Bid Opening	14.10.2025, 03.01 pm

Item	Reference
Presentation Schedule	To be intimated later

Important Note:

All the bidders are requested to remain updated for any notices/ amendments/ clarifications etc., to this RFP through the website of APMSIDC and <https://tender.apecurement.gov.in>. No separate communication/ notifications will be issued for such notices/ amendments/ clarifications etc. in the print media or individually.

2. Background

2.1 About APNHM

The vision of National Health Mission (NHM) is to provide equitable, affordable, and quality health care to citizens, especially the vulnerable groups. The thrust of the mission is on establishing a fully functional, community-owned, decentralized health delivery system with inter-sectoral convergence at all levels, to ensure simultaneous action on a wide range of determinants of health such as water, sanitation, education, nutrition, social and gender equality. Institutional integration within the fragmented health sector was expected to provide a focus on outcomes, measured against Indian Public Health Standards for all health facilities.

The key features in order to achieve the goals of the Mission include making the public health delivery system fully functional and accountable to the community, human resources management, community involvement, decentralization, rigorous monitoring & evaluation against standards, the convergence of health and related programmes from village level upwards, innovations and flexible financing and also interventions for improving the health indicators.

2.2 Project Context

The Department of Health, Medical & Family Welfare, Andhra Pradesh, under the National Health Mission (NHM), is committed to providing equitable, affordable, and quality healthcare to all citizens, with a special focus on vulnerable groups.

To achieve this goal, NHM has developed multiple digital health applications for various stakeholders, including Medical Officers (MOs), Community Health Officers (CHOs), Auxiliary Nurse Midwives (ANMs), and District Health Officials. These applications play a critical role in healthcare service delivery, monitoring, and patient management across Andhra Pradesh.

Given the growing demand for digital healthcare services, integration of new functionalities, and the need for regular maintenance, the department aims to engage a qualified service provider to ensure the continued effectiveness and expansion of these applications.

3. Scope of Work

3.1 Overall Scope of Work

Objective:

The primary objectives of this project include, but not limited to

3.1.1 Maintenance & Enhancement of Existing Applications

- a) Ensure uninterrupted functionality of existing mobile and web applications.
- b) Optimize system performance, security, and user experience.
- c) Integrate new health program requirements and workflows.
- d) Improve data validation and interoperability across applications.
- e) Optimize system performance, security, and user experience based on defined KPIs.

3.1.2 Design, Development, and Implementation of New Applications

- a) Develop scalable and secure mobile and web applications as per the evolving needs of the NHM.
- b) Ensure seamless integration with national and state health platforms, such as ABDM, RCHS, and the National NCD Portal, etc.
- c) Implement AI-based analytics for healthcare monitoring and decision-making.

3.1.3 Data Standardization & Unique Identification

- a) Establish a unified patient identification mechanism using ABHA (Ayushman Bharat Health Account) numbers and Aadhaar-based validation.
- b) Implement FHIR, HL7, and SNOMED standards for interoperability across applications.
- c) Design mechanisms for resolving duplicate or conflicting patient records efficiently.
- d) Ensure encrypted data storage, role-based access control, and compliance with data privacy laws.
- e) Develop a migration strategy for seamless transitions during system upgrades.

3.1.4 Capacity Building & Training

- a) Conduct regular training sessions for healthcare workers, including ANMs, CHOs, and MOs, to enhance digital literacy and application usage.
- b) Provide helpdesk and technical support for application users across the state.

3.1.5 Rigorous Monitoring & Evaluation

- a) Implement real-time dashboards and reporting mechanisms for decision-makers.
- b) Strengthen data analytics and predictive insights for health interventions.
- c) Establish periodic review meetings with department stakeholders to refine analytics and improve system efficiency.

3.1.6 Expected Outcomes

- a) Situation awareness of Health care system
- b) Seamless Referrals and Transfers through all levels of care

- c) Automated Standard operating procedures workflows across state health system
- d) Performance management across institutions Human resource, Devices and clinical outcomes
- e) Hub and Spoke level monitoring state and district level administrative functions
- f) Data Availability at all levels for transparent and effective decision making and governance
- g) Enhance citizens/beneficiaries' satisfaction
- h) Emergency response systems

3.2 Detailed Scope of Work

The Selected bidders shall be responsible for the design and develop all the above modules in consultation with the authority with due documentation.

3.2.1 Maintenance & Support of Existing Health Applications

3.2.1.1 Mobile Applications:

- a) E-ASHA
- b) CHO AP Health
- c) ANM AP Health
- d) MO AP Health
- e) Family Doctor Program
- f) Talli Bidda Express
- g) AP Health Administration
- h) Vector control & Hygiene
- i) PO-RBSK
- j) AP Care Companion
- k) 104 AP Health
- l) MPDO AP Health
- m) NTEP AP Health
- n) Oral Health
- o) STEMI
- p) Attendance Management System
- q) Fire Safety Audit
- r) State CC TV App
- s) SC-HWC Inspection App
- t) APSACS
- u) Kantivelugu
- v) Mobile Sample Collection

w) COVID 19 Applications

3.2.1.2 Web Applications:

- a) Health, Medical and Family Welfare – APCHFW Dashboard
- b) Matru Sisu Samrakshana(MSS)
- c) PC-PNDT
- d) APMCE
- e) NRC (Nutrition Rehabilitation Centre)
- f) Dr. Care – Electronic Health Record (ABDM)
- g) APMRSB – Medical Services Recruitment Board
- h) HBA1C, NF & Non-NF
- i) HMIS
- j) APVVP
- k) 104 MMU Dashboard
- l) GNM Training
- m) ASHA Cluster Mapping
- n) State CC TV App
- o) 104 Call Center (RCH – High-Risk & PW Transportation)
- p) DME Transfers
- q) CAS Counselling
- r) All Programs Data Analysis
- s) RCH Pilot Project
- t) Cancer Screening Portal
- u) Kantivelugu
- v) Transfer Application
- w) Monitoring dashboards for all the programs through related Web and Mobile applications

3.2.1.3 Data Integrations:

- a) RCH – All modes of Data
- b) GSWS
- c) NTR Vaidya Seva (AB PMJAY)
- d) CSE (Commissionerate of School Education)
- e) Board Of Intermediate Education
- f) WCD – Growth Monitoring
- g) PR&RD – Panchayat Raj & Rural Development

- h) Government of India
 - i) NCD-CD
 - ii) ABDM (EHR)
- i) RTGS – Data LENS
- j) Tribal Welfare
- k) MAUD
- l) Out of Department
 - i) JPAL
 - ii) AIG
 - iii) SWASTI
 - iv) GFST
 - v) TATA MD
 - vi) VASSAR LABS

3.2.2 For New Requirements

- a. Learning Management System (LMS)
- b. AYUSH modules - web application
- c. Food and Safety

3.2.3 Applications Overview:

3.2.3.1 RCH Application:

The Reproductive and Child Health (RCH) Department is a significant part of the healthcare system, focusing on improving reproductive health and reducing maternal and child mortality rates. This department operates under the National Health Mission (NHM) and works towards ensuring comprehensive healthcare services, particularly for women and children.

The RCH program includes a wide range of activities such as:

- Maternal Health Services: Prenatal and postnatal care, safe delivery practices, and emergency obstetric care.
- Child Health Services: Immunization programs, nutritional support, and management of common childhood illnesses.
- Family Planning: Promotion of contraceptive use, awareness campaigns, and access to family planning services.
- Nutritional Support: Programs to combat malnutrition among pregnant women, lactating mothers, and children.

- To facilitate these activities, we utilize several mobile applications at various administrative levels. Among these apps, ANM AP Health holds a pivotal position as the primary application in this pathway.

The RCH program includes a wide range of activities such as:

- Monitoring antenatal care for pregnant women, conducting haemoglobin (HB) tests, distributing iron and folic acid (IFA) tablets, and referring cases to Medical Officers for further care.
- Tracking postnatal care for lactating women, including follow-ups and necessary referrals.
- Administering vaccinations and following up on immunizations for children, with each mother assigned a unique RCH ID for tracking. However, the system faces challenges with duplicate registrations due to lack of validation in the RCH portal and the non-mandatory requirement of Aadhaar numbers, which complicates accurate citizen mapping across applications.

3.2.3.2 ANM Mobile Application:

Used by Auxiliary Nurse Midwives (ANMs) for comprehensive maternal and child health tracking.

Key Features: Tracking of eligible couples for family planning and reproductive health services.

- Antenatal Care (ANC) monitoring – Tracking pregnancy progress, health check-ups, and risk assessment.
- Postnatal Care (PNC) monitoring – Ensuring follow-ups for both mother and child after delivery.
- Child tracking up to 5 years – Immunization records, nutrition assessment, and developmental milestones.
- NCD- CD :
 - Screening Process: In the NCD-CD Screening module, Auxiliary Nurse Midwives (ANMs) complete the CBAC (Common Basic Assessment Criteria) form to screen citizens for various health conditions, including cancers, hypertension, and diabetes. This systematic approach helps identify individuals at risk and facilitates early intervention.
 - Referral System: Upon completing the screenings, citizens who require further examination are referred to Medical Officers. This referral process ensures that individuals receive appropriate follow-up care and treatment based on their screening results.

- Data Utilization and Unique Identification: The NCD-CD Survey utilizes citizen data from the GSWS Department, which includes unique identification numbers such as Aadhaar Numbers and Resident IDs. At the end of the survey, the system generates ABHA (Ayushman Bharat Health Account) Numbers, providing a comprehensive health ID for citizens and enhancing their access to healthcare services.
- The National Leprosy Eradication Program (NLEP) aims to detect, treat, and eliminate leprosy through early diagnosis, surveillance, and community-based interventions. The program focuses on reducing stigma, ensuring timely treatment, and rehabilitating affected individuals.
- Basic Features:
 - Early Detection & Case Management
 - Active case finding (ACF) through screening campaigns in high-risk areas.
 - Routine surveillance by ASHAs, ANMs, and health workers.
 - Integration with Nikshay and other health programs for patient tracking.
- Disability Prevention & Management
 - Early detection of nerve damage to prevent disabilities.
 - Provision of assistive devices (splints, footwear) to affected individuals.
 - Physiotherapy and rehabilitation support for patients with deformities.
- Community Awareness & Stigma Reduction
 - IEC (Information, Education, and Communication) campaigns to reduce stigma.
 - Community engagement through schools, self-help groups, and local leaders.
 - Counseling services for affected individuals and families.
- Data Integration & Dashboard Monitoring
 - Leprosy case tracking system with district-wise mapping.
 - Real-time data visualization for better decision-making.
- Dr NTR Vaidya Seva
 - Patient Referral: Citizens who visit healthcare centers and require secondary or tertiary treatment will be referred to Dr. NTR Vaidyaseva empanelled hospitals for cashless treatment. The referral process will include live tracking of patients until their admission to the hospital, ensuring seamless integration with the Dr. NTR Vaidya Seva Trust.
 - Daily Patient Feedback: Regular follow-up calls will be made to patients admitted to Dr. NTR Vaidya Seva empanelled hospitals. Feedback will be collected using a predefined questionnaire, and an automated grievance

mechanism will be triggered based on patient responses to ensure prompt resolution of concerns.

- Hospital & Treatment Search: The ANM Health App will provide comprehensive details of empanelled hospitals and available treatments under the Dr NTR Vaidyaseva Scheme, enabling ANMs to counsel citizens in need. The app should allow ANMs to share hospital locations with citizens, facilitate direct contact with the hospital and Mithra, and ensure seamless communication through a single platform.
- Discharge Feedback: ANMs are required to visit the homes of all patients discharged from Dr. NTR Vaidyaseva empanelled hospitals after receiving cashless treatment. During the visit, detailed feedback will be obtained through a structured questionnaire, which will be linked to an automated grievance redressal mechanism. The app should support capturing photographs and videos of the patient along with GPS coordinates to verify the ANM's visit and ensure accurate feedback submission.
- Cancer Screening: The Cancer Screening Program aims to detect cancer at an early stage for timely intervention and treatment. It focuses on awareness, early diagnosis, and follow-up care for common cancers like oral, breast, and cervical cancer through community-based screening, referrals, and data-driven monitoring to be provided from ANM, MO and CHO.
- Three-Stage Screening Process
 - Stage 1: ANM Door-to-Door Survey
 - Auxiliary Nurse Midwives (ANMs) conduct household surveys to identify high-risk individuals based on symptoms and medical history.
 - Individuals suspected of having cancer are referred to the Medical Officer (MO) for further evaluation.
 - Stage 2: Medical Officer (MO) Screening
 - The MO conducts clinical screening of suspects identified by ANMs.
 - If cancer is suspected, the patient is referred to the nearest Point of Care Unit (POU) for comprehensive evaluation.
 - Stage 3: POU Final Screening & Diagnosis
 - The POU conducts advanced screening, biopsy, and diagnostic tests to confirm whether the patient has cancer.
 - Confirmed cases are linked to treatment and oncology centers for further management.
- Targeted Screening for Common Cancers

- Oral Cancer: Screening of high-risk individuals (tobacco and alcohol users).
- Breast Cancer: Clinical breast examination (CBE) for women above 30 years.
- Cervical Cancer: Visual Inspection with Acetic Acid (VIA) or Pap smear tests for women 30–65 years.
- Screening Camps & Health Facility-Based Testing
 - Conducts door-to-door screenings and PHC/UPHC-level testing camps.
 - Uses mobile health units (MMUs) for screening in remote areas.
 - Provides on-the-spot preliminary diagnosis and referrals.
- Risk Assessment & Follow-Up Care
 - Identifies high-risk individuals based on lifestyle and family history.
 - Ensures regular follow-ups for those with suspected cases.
- Referral system to government and private oncology centers. Community Awareness & Behavior Change Communication (BCC)
- Educates people on cancer symptoms, risk factors, and preventive measures.
- IEC materials & outreach programs in schools, workplaces, and rural areas.
- Involvement of ASHAs, ANMs, and CHOs for awareness and counseling.

3.2.3.3 CHO Mobile Application:

Used by Community Health Officers (CHOs) for counseling and monitoring of high-risk pregnant women.

Key Features:

- Identification and tracking of high-risk pregnancies (e.g., anemia, hypertension, diabetes, underweight).
- Providing counseling to pregnant women on nutrition, birth preparedness, and danger signs.
- Monitoring of pregnancy complications and referral to higher health facilities if needed.

3.2.3.4 E-Aasha Mobile Application

A multi-purpose tracking system for eligible couples, newborn care, and postnatal care.

Key Features:

- Eligible Couple Tracking – Helps in maintaining records of married couples for family planning services.
- Home-Based Newborn Care (HBNC) – Ensures newborns receive essential postnatal care visits at home.

- Home-Based Young Child Care (HBYC) – Extends child healthcare beyond infancy to ensure proper growth and development.
- Postnatal Care (PNC) Tracking – Monitors the health status of mothers and babies after delivery

3.2.3.5 TB Express Mobile Application

- The Tallibidda Express service aims to provide timely and reliable transportation for pregnant women, ensuring they can access essential healthcare services like Antenatal Care (ANC), High-Risk Pregnancy Management, and Delivery Cases.
- This service helps in reducing maternal and infant mortality by offering safe, cost-effective, and emergency transportation, especially for women in remote or underserved areas.
- Key Features:
 - High-Risk Pregnancy Support: Offers emergency transportation for high-risk pregnancies, including conditions like anemia, diabetes, and preterm labor.
 - Delivery Transportation: Ensures timely transport for pregnant women to delivery centers, promoting institutional deliveries for better maternal and infant outcomes.

3.2.3.6 MO Mobile Application:

Used by Medical Officers (MOs) for follow-ups of ANC, PNC, and anemic pregnant women.

Key Features:

- Close monitoring of antenatal and postnatal cases, ensuring continuity of care.
- Specialized tracking of anemic pregnant women for Iron and Folic Acid (IFA) supplementation.
- Coordination with CHOs and ANMs for effective intervention in high-risk cases.
- Hypertension & Diabetes: BP & Blood Sugar level recording with risk categorization
- Oral Cancer: Visual examination with symptom-based checklists
- Cervical & Breast Cancer: Symptom-based screening and guided self-exam process
- AI-based Risk categorization (Low, Moderate, High risk) for early detection

3.2.3.7 AP Health Administration Mobile Application:

This app ensures that district health officials can effectively oversee and ensure the quality of maternal and child health services provided in their jurisdictions.

Users: District Medical and Health Officers (DMHOs), DPO's, SO's, DPMO's.

Purpose: To enable district-level health officials to inspect and monitor maternal and child health services.

Features:

- Monitors data entered into the RCH (Reproductive and Child Health) portal by ANMs (Auxiliary Nurse Midwives).
- Allows DMHOs to inspect data on pregnant women and child services.

3.2.3.8 Adolescent Student Screening

- In this module, ANMs screen girl children for HB levels, track IFA tablet distribution, and refer students to Medical Officers for further evaluation.
- Students of State Govt, Central Govt, Aided, Tribal Welfare, Residential, Board of Intermediate(BIE), Technical Institutions (ITI & Diploma) and Higher education are screening in this module.
- The application utilizes child data sourced from the Education Department, which includes unique identifiers like Child IDs and Aadhaar numbers.

3.2.3.9 Rashtriya Bal Swasthya Karyakram (RBSK):

RBSK (National Child Health Program) is a government initiative aimed at improving the health and well-being of children under the age of 18 years, specifically focusing on the identification, screening, and early intervention for 4Ds – Defects at Birth, Diseases, Deficiencies, and Developmental Delays. The program works to provide comprehensive healthcare to children, addressing health issues that could hinder their physical, cognitive, and social development.

Objectives of RBSK:

- Early Identification and Screening: Conduct comprehensive health checkups for children in the age group of 0-18 years to identify hidden health problems.
- Universal Health Coverage: Ensure every child, particularly in rural and underserved areas, receives quality preventive, curative, and referral services.
- Minimizing Disabilities: Early detection of physical, mental, and developmental impairments to minimize the long-term impact on children's health.
- Promote Healthy Growth: Provide health interventions and education to improve nutrition, immunization, and preventive health practices.

RBSK Program is to identify and address health issues in children under 18 years, focusing on defects, diseases, deficiencies, and developmental delays. It aims to provide early diagnosis, intervention, and referral services to ensure better health outcomes for children.

Features:

- Screening of Children: Children are regularly screened for health issues such as vision and hearing problems, physical disabilities, and mental health concerns.
- Referral Services: Children identified with health issues are referred to health centers and specialists for further treatment.

RBSK Dash Board:

- In this module, ANMs screen girl children for HB levels, track IFA tablet distribution, and refer students to Medical Officers for further evaluation.
- Students of State Govt, Central Govt, Aided, Tribal Welfare, Residential, Board of Intermediate(BIE), Technical Institutions (ITI & Diploma) and Higher education are screening in this module.
- The application utilizes child data sourced from the Education Department, which includes unique identifiers like Child IDs and Aadhaar numbers.

3.2.3.10 NDD Survey

3.2.3.10.1 MPDO AP Health:

The NDD Survey is conducted to collect child counts from various educational institutions and ensure the distribution of Albendazole tablets to students for deworming. The survey helps in tracking and managing the reach of the program, ensuring that no child is left out. Conducted Twice a Year – August, February

Features:

- Comprehensive Data Collection
 - Covers schools, residential schools, junior colleges, ITI, diploma, degree, and nursing colleges.
 - Collects the total number of children per institution.

3.2.3.10.2 Reports Dashboard

- Albendazole Tablet Distribution Tracking
 - Ensures proper allocation and distribution of deworming tablets.
 - Tracks institutions that have received and administered tablets.
- Digital Survey & Real-time Monitoring
 - Uses MPDO AP Health for recording and tracking data.
 - Provides real-time updates on the distribution status.
- Automated Report Generation
 - Generates institution-wise and district-wise reports.
 - Tracks the coverage percentage and identifies gaps.

3.2.3.11 104 MMU:

3.2.3.11.1 104 AP Health App:

The 104 AP Health app is designed to assist MMU drivers in tracking their daily operations, ensuring smooth medical services delivery, and maintaining transparency in odometer readings, secretariat visits, equipment status, and drug stock management.

Features:

- Odometer Tracking
 - Logs starting and ending kilometers for each trip.
 - Ensures accurate fuel and distance tracking.
- Route & Secretariat Visit Tracking
 - Records which secretariat the MMU is visiting each day.
 - Ensures proper coverage of remote areas.

3.2.3.11.2 104 AP Health App:

- Equipment Status Monitoring
 - Tracks medical equipment availability and condition in the MMU.
 - Ensures functionality for patient care.
- Drugs Module (Stock Entry & Distribution)
 - Maintains stock of medicines and medical supplies.
 - Enables real-time stock entry and distribution tracking.
 - Prevents shortages and ensures adequate supply at all locations.
- Indent Raising System
 - Allows MMU teams to request medical supplies when stock is low.
 - Streamlines procurement and distribution processes.
- Activity Tracking & Dashboard
 - Provides a dashboard for real-time monitoring.
 - Displays vehicle movement, stock levels, pending indents, and secretariat visit logs.
 - Helps in analyzing trends and improving efficiency.

3.2.3.12 Tuberculosis (TB) Control Program (NTEP)

The TB Program aims to track, treat, and reduce tuberculosis cases by ensuring proper patient mapping, follow-ups, vaccinations, and awareness campaigns. The program also integrates data from Nikshay and provides a dashboard for real-time monitoring.

Features:

- Patient Data Management (Nikshay Integration & Mapping

- TB case details are collected from Nikshay Portal.
 - STS (Senior Treatment Supervisor) maps each patient with:
 - TU Code (Treatment Unit Code)
 - Secretariat (Village Health Clinics)
 - Ensures accurate tracking of patient treatment and follow-ups.
- Regular Patient Follow-ups
 - CHO (Community Health Officer) visits each mapped TB patient twice a month.
 - MO (Medical Officer) conducts a monthly check-up.
 - Ensures treatment adherence and monitors patient progress.
- BCG Vaccination Drive (12 Districts)
 - Conducting BCG vaccination campaigns to prevent TB mainly focusing on Senior Citizens, Smokers and Diabetic Citizens.
 - Covers 12 districts, ensuring early prevention and long-term immunity.
- 100 TB Campaign (2 Districts)
 - Involves door-to-door screenings, sputum sample collection, and awareness drives.
 - qAims for 100% TB detection and early treatment initiation.
- Data Visualization & Dashboard Monitoring
 - Real-time TB case tracking with filters for districts, TU codes, and secretariats.
 - Follow-up status monitoring to ensure patient compliance.
 - Vaccination and campaign data visualization for better decision-making.
- Required Dashboards in self explaining visualisations

3.2.3.13 Vector Control & Hygiene

The Vector Control & Hygiene Program focuses on preventing and controlling vector-borne diseases (like malaria, dengue, and chikungunya) by ensuring proper sanitation, mosquito control measures, and hygiene awareness. The program integrates surveillance, community engagement, and data monitoring to improve public health.

Features:

- Vector Surveillance & Monitoring
 - Tracks mosquito breeding sites, waterlogging, and hygiene conditions.
 - Conducts larval source identification and monitoring of high-risk areas.
 - Data is collected from health workers, municipal staff, and local communities.
- Mosquito Control Measures
 - Fogging & Spraying Operations to reduce mosquito populations.
 - Larvicide Treatment in water bodies, drains, and stagnant water areas.

- Distribution of mosquito nets in vulnerable communities.
- Hygiene & Sanitation Activities
 - Promotes proper waste disposal, drainage maintenance, and clean surroundings.
 - Conducts awareness campaigns on personal hygiene and sanitation practices.
 - School & community engagement to improve hygiene behaviors.
- Community Awareness & Participation
 - Conducts door-to-door awareness campaigns on disease prevention.
 - Encourages public participation in maintaining hygiene (e.g., cleaning water tanks, removing stagnant water).
 - Involves schools, colleges, and volunteers in hygiene initiatives.

3.2.3.14 Dr. Care - Electronic Health Record (EHR)

- The Electronic Health Record (EHR) system designed to revolutionize healthcare accessibility and management in Andhra Pradesh. Dr.Care offers a comprehensive suite of features aimed at empowering users to efficiently manage their health data, appointments, and access various healthcare services. Below is a detailed guide on how to navigate and utilize the functionalities of Dr.Care.
- Introduction to EHR: Dr.Care serves as a digital repository for patients medical histories, diagnoses, treatments, and other pertinent health-related information. By transitioning from traditional paper records to EHR, users can securely access and manage their health data anytime, anywhere.
- Features of Dr.Care:
 - Access Health Data: Users can securely log in to Dr.Care to view their health records, including diagnoses, treatments, and test results.
 - Appointment Management: Easily schedule, reschedule, or cancel appointments with healthcare providers through the Dr.Care portal.
 - Health Cards: Users can generate and view health cards, facilitating seamless access to healthcare services.
 - Health Schemes: Dr.Care is integrated with various health schemes and programs, ensuring users can avail themselves of government initiatives like the Ayushman Bharat Digital Mission and Andhra Pradesh Health Programs.

3.2.3.15 APMSRB Web Application (Andhra Pradesh Medical Services Recruitment Board Web Portal)

Your web application for APMSRB (Andhra Pradesh Medical Services Recruitment Board) is a comprehensive recruitment management system designed to handle the entire recruitment lifecycle, from notification releases to applicant management and result publication.

A. Public Portal (For Applicants)

1. Notification Release System

- Displays job notifications for medical vacancies (Doctors, Nurses, Paramedics, etc.).
- Details include eligibility criteria, qualifications, experience requirements, salary, and deadlines.
- Dynamic search and filter options (e.g., category-wise, department-wise job listings).

2. Online Application System

- Applicants can register and submit their applications online.
- Dynamic application forms with validation (personal details, educational qualifications, work experience).
- File upload support (resume, certificates, identity proof, etc.).
- Auto-save functionality to prevent data loss.

3. Admit Card & Hall Ticket Generation

- Generates downloadable admit cards for candidates.
- Secure login system for applicants to access their admit cards.
- QR code/barcode embedded for verification at exam centers.

4. Results & Merit List Publication

- Automated result processing and publication.
- Searchable results page where applicants can check their scores.
- Downloadable PDF merit lists and final selection lists.

5. Application Status Tracking

- Candidates can log in and check the real-time status of their application (Submitted, Under Review, Shortlisted, Rejected).
- Notifications for interview dates, document verification, and appointment letters.

B. Admin Panel (For APMSRB Officials)

This is a backend dashboard where administrators can manage the recruitment process, review applications, and publish results.

1. Notification Management

- Admins can create, edit, and publish job notifications.
- Customizable application deadlines and recruitment stages.
- Bulk PDF notifications generation.

2. Application Review & Shortlisting

- Admins can view all applicant data (searchable, filterable list).
- Auto-shortlisting based on predefined eligibility criteria.
- Manual shortlisting option with review notes for each applicant.

3. Exam & Interview Management

- Scheduling tools for exams and interviews.
- Panel assignment for interviews.
- Venue allocation and seat mapping for exams.

4. Result Management

- Automated result processing from written tests and interviews.
- Publish ranked merit lists with cut-off marks.
- Automated email/SMS notifications to selected candidates.

5. User Access & Role Management

- Role-based access control (Super Admin, HR, Interview Panel, Data Entry Operator).
- Admins can assign specific permissions to different users.

C. Additional Functionalities

- Automated Email & SMS Alerts – Sends reminders for exam dates, interview schedules, and results.
- Data Analytics & Reports – Generates reports on recruitment trends, applicant demographics, vacancy statistics.
- Security & Compliance – Implements data encryption, secure login authentication, and access control to prevent unauthorized data access.

3.2.3.16 Arogya Suraksha

Arogya Suraksha is a health campaign program aimed at providing door-to-door health screenings conducted by ANMs (Auxiliary Nurse Midwives) and CHOs (Community Health Officers). The program focuses on basic health tests, including:

- Blood Pressure (BP)
- Random Blood Sugar (RBS)
- Hemoglobin (HB)
- Sputum Test
- Dengue & Malaria Tests
- Urine Tests

Based on these screenings, OP Case Sheets are generated for patients requiring further evaluation. Identified cases are referred to Medical Camps, where five specialist doctors, including a Gynecologist and Medical Officer, provide further diagnosis and treatment.

To facilitate smooth operations and data management, multiple digital platforms have been developed:

- ANM AP Health – For ANMs to record health screenings
- MO AP Health – For Medical Officers to review and assess cases
- CHO AP Health – For CHOs to oversee field operations
- Arogya-Suraksha Portal – A centralized platform for data visualization and analysis

This initiative helps in early disease detection, improved patient referrals, and effective healthcare planning through digital monitoring and reporting.

3.2.3.17 PC-PNDT:

- The Pre-Conception and Pre-Natal Diagnostic Techniques (PCPNDT) Act, 1994, mandates that all medical facilities offering ultrasound and other prenatal diagnostic services in Andhra Pradesh must be registered with the appropriate state authorities. This registration process involves submitting specific forms and documents to ensure compliance with the Act's regulations.
- The Act mandates registration to:
 - Prevent illegal sex determination and female feticide.
 - Regulate the use of ultrasound and diagnostic techniques strictly for medical purposes only.
 - Ensure that only authorized medical professionals operate these facilities.
 - Maintain records of all procedures conducted to ensure transparency and accountability.

3.2.3.18 APMCE:

- The Andhra Pradesh Medical Care Establishments (APMCE) is a regulatory system under the government of Andhra Pradesh that oversees the registration and approval of private medical care facilities such as clinics, hospitals, diagnostic centers, and laboratories. This ensures that healthcare establishments meet the required medical standards and operate legally within the state.
- To register a medical facility under APMCE, applicants must submit essential documents, including ownership details, infrastructure compliance, staff qualifications, and medical equipment details. The government reviews these documents to verify whether the establishment meets the necessary healthcare and safety standards before granting approval. This system helps regulate private healthcare services, ensuring quality and accountability in medical care across Andhra Pradesh.

3.2.3.19 Nutrition Rehabilitation Centre – NRC

- Nutrition Rehabilitation Centers (NRCs) in Andhra Pradesh are specialized healthcare facilities aimed at treating and managing severely malnourished children. These centers provide medical and nutritional support to children suffering from Severe Acute Malnutrition (SAM) and help improve their overall health.
- Web Portal for Admission, Discharge, and Follow-Up Monitoring
 - To streamline the management of admissions, discharges, and follow-up visits, the Andhra Pradesh government has implemented a digital system. This system enables healthcare providers too.
 - Record Admissions: Document details of children admitted to NRCs, including personal information, medical history, and nutritional status.
 - Track Discharges: Monitor the progress of each child and record discharge details, ensuring that all necessary treatments and interventions are completed.
 - Schedule Follow-Up Visits: Plan and track follow-up appointments to assess the child's recovery and provide ongoing support.

3.2.3.20 ECC - STEMI

ECC STEMI refers to Emergency Cardiovascular Care (ECC) for ST-Elevation Myocardial Infarction (STEMI).

- ECC (Emergency Cardiovascular Care): The immediate treatment and response to life-threatening cardiovascular conditions, including heart attacks.
- STEMI (ST-Elevation Myocardial Infarction): A severe type of heart attack caused by a complete blockage of a coronary artery, identified by ST-segment elevation on an ECG.
- Features:
 - Rapid Recognition:
 - Symptoms: Chest pain, shortness of breath, sweating, nausea.
 - ECG diagnosis: ST-segment elevation in at least two contiguous leads.
 - Pre-Hospital Care:
 - Administer Aspirin (antiplatelet).
 - Oxygen if hypoxic.
 - Nitroglycerin (if no contraindications).
 - Hospital Management (Reperfusion Therapy):
 - Primary PCI (Percutaneous Coronary Intervention):
 - The preferred treatment within 90 minutes of first medical contact.

- Fibrinolysis (Clot-busting drugs like tPA, streptokinase):
- If PCI is unavailable within 120 minutes, fibrinolysis should be given within 30 minutes of hospital arrival.
- Post-Intervention Care:
 - Dual antiplatelet therapy (Aspirin + P2Y12 inhibitors like Clopidogrel).
 - Beta-blockers, ACE inhibitors, statins.
 - Lifestyle modifications and cardiac rehabilitation.
- Mobile APP Spoke: AP ECC Spoke App is for Spoke users for Pilot launch of STEMI Program by APHMF in Andhra Pradesh intended to provide 'Golden Hour' care to Heart patients in the state.
- Mobile APP Hub: AP ECC Spoke App is for Spoke users for Pilot launch of STEMI Program by APHMF in Andhra Pradesh intended to provide 'Golden Hour' care to Heart patients in the state.

3.2.3.21 HMIS

Health Management Information System (HMIS) is a digital framework designed to collect, store, manage, and analyze healthcare data. It helps healthcare providers, administrators, and policymakers make informed decisions by providing real-time and historical data on patient care, resource allocation, and overall health system performance.

Features of HMIS:

- Data Collection & Management
- HMIS collects patient, facility, and health program data from various sources (hospitals, clinics, laboratories, pharmacies, etc.).
- Uses structured formats (electronic health records, forms, logs) to ensure data consistency.
- Efficiency: Reduces paperwork, speeds up data entry & retrieval.
- Integration: Connects multiple hospital departments for seamless care.
- Patient Safety: Prevents medical errors through digital records & alerts.
- Data Analytics: Generates reports for hospital management & decision-making.

3.2.3.22 Family Physician

- Mobile application is being developed to monitor ANC, PNC, Fever cases, Anaemia, NCD/CD cases, General OP by Medical Officer while visiting a secretariat
- Work flow and data capturing points have been changed for all the below mentioned modules : ANC, PNC, Anaemic, NCD-CD Followup and General OP

3.2.3.23 Kantivelugu

- Mobile APP : Officers in the Health department will inspect the household's condition of both eyes during the camps. The inspection details will be captured in the Kanti Velugu app which will be monitored at the Head office for better Management
- WEB APP : Officers in the Health department will inspect the household's condition of both eyes during the camps. The inspection details will be captured in the Kanti Velugu app which will be monitored at the Head office for better Management

3.2.3.24 APSACS

- Application for outreach workers working under TI(Targeted Interventions) in APSACS
- Application to create awareness on HIV/AIDS, Diet, Fitness, NCD.

3.2.3.25 Transfers Application:

Web application to create all required masters like Cadres, Institutions, Vacancies and perform transfers activity as per guidelines

3.2.3.26 Attendance Management System

- The new mobile app is part of the AMS module with implementing Face recognition technology to capture images for every two hours based on the shift timings of each employee.
- Modifications in AMS module and reports as suggested.
- Added new Modules: Update the Institution names, Edit option given for updating the designation & cadre, Facility wise name to be changed to Institution wise.

3.2.3.27 AP Care Companion

Mobile Application to train for staff nurses and nurses working in the Government Health care facilities in the various interventions.

3.2.3.28 Patient Feedback

Mobile Application for capturing the feedback Service of hospitals including the feedback on the Manpower available in the hospitals. Feedback form for all the patients in all the Tertiary and Secondary and primary hospitals who visited for Both IP and OP

3.2.3.29 GNM Training

Enabled action buttons in DM&HO login for GNM training applications prepopulated data to accept or reject applications and generated proceedings for accepted applications.

3.2.3.30 Fire Safety Audit

Mobile application for conducting Fire safety inspection in all government and private hospitals

3.2.3.31 SC-HWC Inspection App

Mobile App for monitoring human resource, equipment status, drug availability, Diagnostics services availability in subcenters.

3.2.3.32 State CC TV App

The Mobile App for CC TV monitoring team to timely monitoring of OP Wards, casualty, ICU's, etc and Adverse events happening in the Hospital premises.

3.2.3.33 Asha Cluster mapping

New web forms in PHC MO login for mapping of PHC Secretariat, Secretariat-Asha and Asha-Volunteer Cluster.

3.2.3.34 COVID applications:

3.2.3.34.1 Bio Medical Equipment Monitoring

This module intends to capture information regarding Covid19 Bio Medical Equipment and MIS reports as required.

3.2.3.34.2 Mobile sample collection:

Registering the samples of the citizens through a mobile application with real-time monitoring of the samples status to the stakeholders and Citizens.

3.2.3.34.3 MD AP Health

Mobile app for distribution of COVID Kits which includes Medicines, Sanitizers, etc.

3.2.3.34.4 Labs

Web Applications for various categories of COVID testing laboratories like RT-PCR, TruNAAT, etc.

3.2.3.34.5 Vehicles GPS tracking:

Web Application for LIVE tracking of vehicles which are transporting the Samples, COVID patients, etc.

3.2.3.34.6 COVID 19 AP Health for Citizens:

Citizen centric app to know the nearby COVID testing centers, Triaging units, Hospitals, to know their ANMs, Mapped Nodal Medical Officer, etc., with direct calling facility through the app with GPS based location for ease of Citizen to approach to the above centres.

3.2.3.34.7 Contact tracing Mobile App:

To trace and great the secondary contacts of the COVID positive Citizens from Other countries and States to avoid spread of Pandemic

3.2.3.34.8 CDS module for APMSIDC:

Indent Management Module for All Central Drug Stores under the control of APMISDC to track the availability of the medicines, Testing kits, Masks, Gloves, Consumables, disposables, PPE Kits, etc.

3.2.3.34.9 CHM (Covid Hospital Monitoring)

An individual module in Nodal officer app to update Onetime Oxygen information and capture daily generation & consumption details at facility level

3.2.3.34.10 ANM AP Health:

1. Home Quarantine & Positive Case Tracking

- Enables daily health status collection from citizens identified as COVID-positive and under home quarantine.
- Integrates real-time data with state and central health dashboards for continuous monitoring.
- Alerts health officials in case of worsening symptoms for timely intervention.

2. Home Isolation Monitoring

Tracks the daily health status of individuals identified as secondary contacts of COVID-positive patients.

3. Fever Case Testing & Classification

- Mobile app will be used by Grama Ward Volunteer for conducting household survey to capture fever related symptomatic cases
- Web application for all field functionaries to collect samples to identify the COVID positive cases in the containment zones

4. COVID Vaccination Citizen Tracking:

Mobile app module in ANM AP Health to track the patients who have already taken vaccination to ensure 100 % vaccination in the State.

3.2.4 Maintenance of Infra at SDC

Maintenance of the below given infra at SDC as per Application Needs, the given infra may be scaled up or scaled down on future needs

Implement disaster recovery plans, data backups, and high-availability configurations.

APP SERVERS/ DB SERVERS	UAT/PROD	Specifications
APP Server	Prod	CPU Core - 32, RAM - 64GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 16, RAM - 32GB, SAN - NA, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 128GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 500GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 1TB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 500GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 500GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 64GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 4, RAM - 4GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"

		20.04 LTS"
APP SERVER	Prod	CPU Core - 4, RAM - 8GB, SAN - , OS - "Ubuntu 20.04 LTS"
APP SERVER	UAT	CPU Core - 8, RAM - 32GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
Backup Server	Backup Server	CPU Core - 12, RAM - 24GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
DB & APP	Prod	CPU Core - 12, RAM - 24GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
DB & APP	Prod	CPU Core - 32, RAM - 64GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
DB & APP	Prod	CPU Core - 4, RAM - 8GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 32, RAM - 64GB, SAN - 300GB & 1TB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 32, RAM - 64GB, SAN - 500GB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 48, RAM - 128GB, SAN - 2.4TB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 75, RAM - 208GB, SAN - 2.4TB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 16, RAM - 32GB, SAN - 200GB & 1TB , OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 16, RAM - 32GB, SAN - 1.5TB, OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 16, RAM - 64GB, SAN - 200GB & 1TB , OS - "Ubuntu 20.04 LTS"
DB	Prod	CPU Core - 32, RAM - 96GB, SAN - 1.1TB, OS - "Ubuntu

		20.04 LTS"
DB	Prod	CPU Core - 42, RAM - 128GB, SAN - 1.8TB, OS - "Ubuntu 20.04 LTS"
DB	UAT	CPU Core - 4, RAM - 64GB, SAN - 400GB, OS - "Ubuntu 20.04 LTS"
DB & APP	Prod	CPU Core - 8, RAM - 16GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
Testing Server	UAT	CPU Core - 16, RAM - 16GB, SAN - 1TB, OS - "Ubuntu 20.04 LTS"
Testing Server	UAT	CPU Core - 4, RAM - 4GB, SAN - NA, OS - "Ubuntu 20.04 LTS"
Testing Server	UAT	CPU Core - 32, RAM - 64GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"
APP Server	Prod	CPU Core - 32, RAM - 64GB, SAN - 300GB, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 16, RAM - 32GB, SAN - NA, OS - "Ubuntu 20.04 LTS"
APP SERVER	Prod	CPU Core - 32, RAM - 128GB, SAN - 200GB, OS - "Ubuntu 20.04 LTS"

3.2.5 Development & Deployment of New Applications

- Design and deploy mobile and web-based public health applications to address emerging healthcare needs.
- Implement cloud-based Electronic Health Record (EHR) systems to consolidate patient records.
- Ensure applications are modular and scalable for future enhancements.
- Develop APIs for integration with external health platforms.

3.2.6 Integration with Government & National Health Platforms

- Gol integrations: RCHS, ABDM, National NCD Portal, E-Sanjeevini etc.,
- State integrations: Village Health Clinics, 104 Services, and other AP Government Apps.

- c) Implement authentication and authorization mechanisms to ensure secure data exchange.
- d) Provide API gateways for third-party integrations where required.
- e) Dedicated district level implementation support through Support Engineer available at District Headquarters

3.2.7 User Training & Capacity Building

- a) Conduct training workshops for District Health officers, ANMs, CHOs, and MOs.
- b) Periodical trainings at district level through Support Engineer available at District Headquarters to keep users updated on the system upgrades
- c) Provide user manuals, video tutorials, and helpline support. Establish a knowledge base with FAQs, troubleshooting guides, and best practices for easy reference.
- d) Track training effectiveness through post-training assessments and feedback mechanisms,
- e) Handle Peak loads of 60k+ users concurrently for field-level enumeration activities.

3.2.8 Current System Specifications & Maintenance Requirements

Technology Stack:

- a) Backend: PHP, Node JS, MySQL (Master-Slave Configuration), Apache Druid
- b) Frontend: HTML, CSS, JavaScript
- c) APIs: REST APIs with secured token-based authentication
- d) Security: Mitigation of OWASP vulnerabilities, Coordinate regular Security Audits of applications by CERT-IN empanelled agencies
- e) ABDM Integration: Integration of M1,M2 & M3 Milestones for EHR application, NCD
- f) Web Servers: Nginx/Apache2
- g) Load Balancing: Hardware and Software-based load balancing
- h) Mobile Development: Android and Kotlin, PWA
- i) Authentication: Aadhaar Authentication integration with Biometric & IRIS device support
- j) Data Management: Large data modeling, Large filesystem management
- k) Reporting and Analytics: Custom KPI Dashboards, Drill down and MIS reports ,Apache Druid, Apache Superset
- l) Application Monitoring: Log maintenance, Performance monitoring, Redis cache

Maintenance Requirements:

- a) Regular security updates and audits
- b) Optimization of database performance and query execution
- c) Load balancing adjustments based on traffic analysis

- d) Periodic performance tuning of APIs and backend services
- e) System scaling recommendations based on usage trends
- f) Continuous monitoring and logging to ensure uptime and error detection

3.2.9 Skill Set of the Resources:

The selected agency shall deploy the below mentioned personnel at APNHM Head Office/at a location which is mutual agreed during the project tenure.

S.No	Personnel	Qualifications	Mandatory Key Skills	Positions
1	Sr. Developer Web	Graduation in Science and Technology discipline with experience in IT & ITES	3+ years of experience in PHP/Node JS, REST APIs, MySQL & Python Preferable, experience on Multiple systems and environments integration, Code versioning tools, Experience in development of Data-intensive Real-Time Applications, Front-end Integration	5
2	Jr. Developer Web	Graduation in Science and Technology discipline with experience in IT & ITES	1+ years of experience in PHP, REST APIs, MySQL, experience on systems integration, Code versioning tools, Front-end integration	3
3	Sr. Mobile Developer	Graduation in Science and Technology discipline with experience in IT & ITES	3+ years of experience in Native Android/Kotlin, Jetpack components, Gradle Offline implementation MVVM Framework REST API integration External SDK integrations, Design & Debug extended system level features App deployment on Distribution platforms	3
4	Jr. Mobile Developer	Graduation in Science and Technology discipline with experience in IT & ITES	1+ years of experience in Native Android/Kotlin, MVVM Framework, REST API integration, Design & Debug extended system level features	3

5	Sr. Database Programmer	Graduation in Science and Technology discipline with experience in IT & ITES	4+ years of experience in MySQL, Query tuning, Experience in Implementation of Scalable DB Systems, SQL functions, triggers and view creation, Database Design	4
6	Jr. Database Programmer	Graduation in Science and Technology discipline with experience in IT & ITES	1+ years of experience in MySQL, Query tuning, SQL functions, triggers and view creation	2
7	Sr Frontend Developer	Any Bachelor's Degree	3+ years of experience in HTML5, CSS3, Javascript, Bootstrap, Responsive design, Frontend Integration, PWA	2
8	Jr Frontend Developer	Any Bachelor's Degree	1+ years of experience in HTML5, CSS3, Javascript, Bootstrap, Responsive design, Frontend Integration	2
9	Sr System Administrator	Graduation in Science and Technology discipline with experience in IT & ITES	5+ years of experience in Linux OS (Debian, RHEL)administration and Maintenance Shell scripting(Knowledge on crontab, perl, logrotation) System-wide Security and Performance tuning Server Hardening Knowledge on TCP/IP and Networking concepts Apache Web Server and NGINX load balancing Cloud infrastructure management	2
10	Jr System Administrator	Graduation in Science and Technology discipline with experience in IT & ITES	2+ years of experience in Linux OS (Debian, RHEL)administration and Maintenance Shell scripting(Knowledge on crontab, perl, logrotation) Knowledge on TCP/IP and Networking concepts Cloud infrastructure management	1
11	Sr Database	Any Bachelor's	4+ years of experience in MySQL, backup and	2

	Administrator	Degree	recovery mechanisms, ETL/ELT processes, data pipelines, Server tuning, Server level troubleshooting, Storage monitoring	
12	Sr Testing Engineer	Graduation in Science and Technology discipline with experience in IT & ITES	3+ years of experience in Develop high quality test cases against requirements/user stories, Run test cases for Web and Mobile based application Perform effective test case review against requirements/user stories Regression Testing, Performance testing Defect Tracking Tools Help developers in reproducing complex/rare issues, Bug Traceability	2
13	Jr Testing Engineer	Graduation in Science and Technology discipline with experience in IT & ITES	1+ years of experience in Develop high quality test cases against requirements/user stories, Run test cases for Web and Mobile based application Regression Testing, Defect Tracking Tools, Bug Traceability	1
14	Data Analyst	Any Bachelor's Degree	2+ years of experience in Expertise in Apache Superset and Tableau for data visualization. Hands-on experience with Apache Druid for real-time data processing. Proficiency in SQL, Python, and/or R for data manipulation and analysis. Experience working with ETL processes and data modeling. Knowledge of APIs and integration techniques for connecting Druid with BI tools. Strong analytical and problem-solving skills.	2
15	Graphic Designer	Any Bachelor's Degree	2+ years of experience in Figma / Adobe XD Prototyping, Wireframing and UI Designing Logo and icon designing Poster and Graphic content design Web Dashboards and Mobile app designing	1

16	Social Media Manager	Any Bachelor's Degree	1+ years of experience in Social Media account management, Content writing, Collaborate with Graphic designer for Social Media posts design SEO basics	1
17	Project Lead	Graduation in Science and Technology or Business Administration discipline with experience in IT & ITES	7+ years of experience in managing IT operations and implementation of IT systems Min of 2+ years of experience of managing Government IT projects at national or State level. Provide technical consultancy to projects. Identify opportunities for technology improvement. Conduct PoC activities in coordination with cross-functional teams. Consult on architectural aspects of the project. Participate in providing support/solutions across verticals. Experience in leading a team of 50+. Responsible for Stakeholder Communication Projects reporting and resource monitoring	2
18	Project Coordinator	Any Bachelor's Degree	3+ years of experience in a government project, preferably in social sector schemes/missions, Stake holder communication, Well-versed in MS Office suite	2
19	Architect	Graduation in Science and Technology discipline with experience in IT & ITES	7+ years of Expertise and knowledge in API-driven Web and Mobile Development. Very good Debugging, Communication and Analytical Skills Experience in Performance Tuning, Systems Design and Integration, and Systems Security Ability to guide team in design, code review Agile Methodology Knowledge on various caching techniques Code versioning tools	1

			Knowledge in REST framework.	
20	District Support Engineers	Any Bachelor's Degree	<p>2+ years of experience in Provide technical support for IT Project Implementation</p> <p>Support users with application and hardware-related issues.</p> <p>Monitor district-level implementation issues and escalate.</p> <p>Stakeholder communication at district level</p> <p>Well versed with English and Local Language to resolve queries.</p>	26
21	Artificial Intelligence & Machine Learning			2

4. Eligibility Criteria

The bidder's eligibility criteria shall be as mentioned below.

4.1 Pre-Qualification Criteria

S.N	Criteria	Documentary Evidence Required
1.	<p>The bidder should be an IT Company/ Firm registered under the Indian Companies Act, 1956 as amended in 2013 (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act, 1932 and should have provided software development services for at least the last 6 years as on 31st March 2024.</p> <p>The bidder should be a single legal entity, consortium is not permitted.</p>	Valid documentary proof of Certificate of Incorporation/ Certificate of Commencement of business/ Certificate consequent to change of name, if applicable
2.	<p>The bidder should have an average annual turnover of at least Rs.5 crore during the last 3 financial years, i.e., FY 2021-22, 2022-23, 2023-24. The said turnover should be from software development including mobile & web-based application implementation, maintenance, integration & Support, data analytics & database management, during the last 3 financial years.</p>	<p>Certified Copy of Audited Profit & Loss account and Balance Sheet for the last 3 financial years, as on 31.03.2024.</p> <p>CA's/ Company Secretary Certificate separately for annual turnover and turnover from development of mobile and web-based applications, software development including mobile & web-based application, software development & Support with data processing, data analytics & database management, implementation, integration & support</p>
3.	<p>The bidder should have Positive Net Worth in the last 3 years as on 31/03/2024 and should be profitable in each financial years.</p>	<p>Certified Copy of Audited Profit & Loss account and Balance Sheet for the last 3 financial years, CA/Secretary Certificate for Net Worth with CA's Registration No. & Seal, highlighting the requisite figure related to positive net worth profitability.</p>

S.N	Criteria	Documentary Evidence Required
4.	The bidder shall have a valid Goods and Services Tax Registration (GST) Certificate in Andhra Pradesh and file the Income Tax Return.	Valid documentary proof of: <ol style="list-style-type: none"> 1. PAN Card 2. The bidder shall have a GST number allotted in AP and billing shall be from AP office only. 3. If the bidder does not have office in A.P., the bidder shall submit the undertaking stating that the office will open within 3 months from the date of signing of contract/ Purchase Order, beyond that 5% penalty shall be deducted on invoice value. 4. Self-declaration by the authorized person of the organization should be submitted to this effect
5.	The bidder must have successfully completed at least one Digital Public Health Project for Maintaining the Health Records of the Citizens to any State/Central Government Organisation.	Copy of work order(s) / Purchase Order/Completion Certificate/ Copy of Final Bills contract agreement. Supported with relevant documentary evidence for the project execution and the completion or Go Live certificates by the customer.
6.	The bidder must have at least 100 IT Professionals in Mobile & Web development/ Software Development & Implementation/ system administration/ database administration on its payroll as on 01/04/2024.	Certificate from bidder's Head of HR Department stating strength of more than 100 IT Professionals in Mobile & Web development/ Software Development & Implementation, in its payroll as on 01/04/2024
7.	The Bidder shall be as on bid submission date: <ol style="list-style-type: none"> a) Not be insolvent, 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 	Self-Certification/ Declaration duly signed by authorized signatory on company letter head

S.N	Criteria	Documentary Evidence Required
	<p>of legal proceedings for any of the foregoing reasons.</p> <p>b) Not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations, or not have been otherwise disqualified pursuant to debarment proceedings.</p> <p>c) Not blacklisted with any of the Central/ State Government/ PSU or any government agency.</p>	
8.	Bidders should have local offices in the state of Andhra Pradesh.	Self-certificate containing the address of the offices in the State of AP.
9.	Power of attorney authorizing the representative of the bid to sign the bid against this RFP.	Power of attorney

4.2 Technical Evaluation Criteria

S.N	Parameters	Max. Marks	Criteria
1.	<p>Understanding the State Demographics:</p> <p>The Bidder must have good understanding on the Demographics of the State of Andhra Pradesh, E-Governance Experience in the State of Andhra Pradesh</p>	15	<p>Years of Experience</p> <p>=> 6 Years & < 7 Years – 5 Marks</p> <p>=> 7 Years & < 8 Years – 10 Marks</p> <p>=> 8 Years – 15 Marks</p>
2.	<p>Technical Resources Strength:</p> <p>The Bidder must have a good number of Resources on its Payroll as on the Bid Calling Date in the Desired Technologies i.e., PHP, MySQL, SuperSet, Tableau, Android etc., qualifying the Resource Requirement given in XXX.</p>	15	<p>No of Resources with Desired Skill Set</p> <p>=> 30 & < 40 – 5 Marks</p> <p>=> 40 & < 50 – 10 Marks</p> <p>=> 50 – 15 Marks</p>

S.N	Parameters	Max. Marks	Criteria
3.	Public Health Resources Strength: The Bidder must have a good number of Resources on its Payroll as on the Bid Calling Date in Design, Development & Maintenance of Digital Solutions for Public Health Programs, qualifying the Resource Requirement given in XXX.	15	No of Resources with Desired Skill Set => 10 & < 15 – 5 Marks => 15 & < 20 – 10 Marks => 25 – 15 Marks
4.	Organisation Experience in Delivering ABDM Complaint Solutions: The Bidder must have experience in understanding & developing ABDM Complaint Solutions.	15	No of Solutions Developed => 1 & < 2 – 5 Marks => 2 & < 3 – 10 Marks => 3 – 15 Marks
5.	Organisation Experience in Public Health The Bidder must have experience in Delivering Digital Health Solutions or Consultancy Services for Public Health Projects to any State/Central Government Organisations in India. Projects from Same Organisation will not be considered as multiple Projects.	15	No of Organisations Worked with => 1 & < 2 – 5 Marks => 2 & < 3 – 10 Marks => 3 – 15 Marks
6.	Presentation a) Understanding on the Existing Applications – 15 Marks b) Certification/Accreditations/Achievements of the Organisation in Digital Health – 5 Marks c) Proposed Transition Management & Implementation Methodology – 2.5 Mark d) Exit management – 2.5 Mark	25	Presentation has to be presented before the Evaluation Committee as per the Schedule.

5. Evaluation of Proposals

A Committee constituted by the Government will carry out evaluation of the proposals received by it in order to determine whether they are substantially responsive to the requirements set forth in the proposal. In order to reach such a determination, the Committee will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this proposal. The Committee reserves the right to seek any clarifications, as per need. The decisions of the committee will be final in this regard.

The Technical evaluation of eligible bidders shall involve:

- i. Pre-Qualification Evaluation
- ii. Technical Evaluation
- iii. Commercial Evaluation

5.1 Pre-Qualification Evaluation

- iv. The proposal submitted by the bidder shall be verified based on the Pre-Qualification criteria mentioned in the RFP.
- v. The bidders who satisfy the Pre-Qualification Criteria shall be shortlisted for Technical Evaluation.
- vi. Bids that are not in accordance with the requirements as per this RFP are liable to be disqualified at TIA's discretion.

5.2 Technical Evaluation

- vii. Technical Evaluation of the shortlisted bidders shall be done based on the Technical Evaluation Criteria given in the RFP.
- viii. TIA will review the technical bids of the shortlisted bidders to determine whether the technical bids are as per the requirements laid down and scores will be awarded and will be invited for presentation.
- ix. The Technical Presentation shall be as per parameters mentioned under technical evaluation criteria. It is expected that bidders will demonstrate considering their best work done in past.
- x. The Maximum Marks for Technical Evaluation is 100.
- xi. Bids that are not in accordance with the requirements are liable to be disqualified at TIA's discretion.
- xii. The Bidders who secured minimum 60 marks in the technical evaluation shall be considered as technically qualified and shall be considered for financial bid evaluation.

5.3 Evaluation of Commercial Bid

- xiii. Financial bids will be evaluated based on Quality cum Cost Based Selection methodology (QCBS) and successful bidders would be awarded the contract.

- xiv. The commercial bids of only Technically Qualified bidders shall be opened for further evaluation.
- xv. The weights will be given to Technical and Financial proposals are as follows:
 - Technical = 80% and Financial = 20%
- xvi. The financial score of the technically qualified bidders will be calculated, while considering the Total Cost of Bid (TCB) given by each of the Bidders in the Financial Bid as follows:
 - Financial Score of a Bidder = $\{\text{Lowest TCB/Bidder TCB}\} \times 100$ (adjusted to 3 decimals)
- xvii. Final Score: $(0.80 \times \text{Technical Score}) + (0.20 \times \text{Financial Score})$
- xviii. The bidder with the highest Final score shall be treated as the Successful bidder.
- xix. In the event of a 'tie' in the final scores, the bidders who secure the highest financial score among the tied bidders will be adjudicated as the successful bidder for the award of the project.
- xx. The bidder with second highest financial score shall be kept in reserve and may be invited for discussion in case the first-ranked bidder withdraws, or fails to comply with the requirements specified, as the case may be.
- xxi. In case, the bidder with the highest final score backs out, the successful bidder shall be blacklisted from participating in any future bidding of projects and are liable for legal action by the Government. In such a case, TIA may invite the bidder with the second highest final score for offering services as mentioned in 'Scope of work'.
- xxii. Final price shall be negotiated with the selected bidder.

5.4 Award of Contract

The successful bidder shall be notified of the award by TIA prior to the expiry of the period of validity by issuing of a Letter of Award (LoA) or Work Order. The bidder shall acknowledge in writing the receipt of LoA/ Work Order and sign an agreement within 02 days from the receipt of LoA.

Pursuant to the bidder acknowledging the letter of acceptance, the bidder and APNHM shall sign the Contract. TIA/APNHM shall have the right and authority to negotiate certain terms with the successful bidder before signing of the contract. Signing of the contract shall amount to award of the contract and the bidder shall start the execution of the work as specified in the contract.

6. Execution of Service Level Agreement (SLA)

The successful bidder shall execute a Service Level Agreement (SLA), which would include all the deliverables, services, timelines and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the TIA. The bidder shall execute the SLA within 02 days from the date of acceptance of Letter of Award / Work Order. The contract shall be executed by the authorized signatory of the bidder.

6.1 Payment Terms

- a. The bidder shall submit the bill/invoices for payment on Monthly Basis along with Time Sheets Jointly Certified by the Project Manager/Lead, Authorised Signatory of the Service Provider and CIO – APNHM/Concerned Official as Nominated by MD NHM.
- b. Bidder shall furnish only the original GST Bill for payment.
- c. Wherever applicable, taxes shall be deducted at source by the AP-NHM.
- d. The Payment will be made on Monthly Basis, As per man month cost quoted in the Price Bid.
- e. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as per the clauses mentioned in RFP.

6.2 Project Duration

- a) The project duration shall initially be for a period of sixty (60) months from the date of signing the contract, with the possibility of extension based on the performance of the Service Provider.
- b) The team has to be deployed immediately after signing the Contract.
- c) The Knowledge Transfer from the existing service provider should be completed within 30 Days from Signing the Contract.
- d) In the event of premature termination or a reduction in scope, a prior notice of ninety (90) days will be provided to the bidder & as at mutually agreed terms.

7. Preparation of Proposals

7.1 Proposal Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

It is responsibility of the bidder to thoroughly study the existing system and understand its architecture, existing issues,

TIA will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7.2 Language

The Proposal should be filled by the bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

8. Procedure for bid submission

8.1 Submission in e-Procurement Portal

The bidders shall submit their response through e-Procurement platform at <https://tender.apecurement.gov.in> by following the procedure given below.

- a. The bidders would be required to register on the e-procurement marketplace <http://www.apecurement.gov.in> and submit their bids online.
- b. The bidders shall submit their eligibility and qualification details, and Technical bid in the online as per standard formats displayed in the e-Procurement website.
- c. The bidders shall upload the copies/ scanned copies of all the relevant certificates, documents, etc. in support of their eligibility criteria/ technical bids and other certificates/ documents in the e-Procurement website.
- d. The bidders shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity.
- e. The bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document.

8.2 Submission of Physical Bids/ Hardcopies

- Not applicable

8.3 Registration with e-Procurement platform

For registration and online bid submission, Bidders may contact HELP DESK of <https://tender.apecurement.gov.in>.

8.4 Digital Certificate Authentication

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

8.5 Deactivation of Bidders

If any Selected bidder fails to submit the original Hard Copies of uploaded certificates/ Documents, original DD towards Processing fee and online Payment Receipt EMD within the stipulated time or if any variation is noticed between the uploaded documents and the hard copies submitted by the bidder, the selected bidder will be suspended from participating in the tenders on Andhra Pradesh e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting selected bidder based on the trigger/recommendation by TIA in the system. Besides this, TIA shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the tender process.

8.6 Tender Document

The Bidders are requested to download the RFP document and read all the terms and conditions mentioned in the RFP document and seek clarification, if any, from TIA. The bidders shall keep track of any changes by viewing the addendum/ corrigendum issued by TIA from time-to-time, on e-Procurement platform or on TIA website. The Department calling for Tenders shall not be responsible for any claims/ problems arising out of this.

8.7 Bid Submission Acknowledgement

The bidders shall complete all the processes and steps required for bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidders. Bidders may also note that the bids for which an acknowledgement is not generated by the e-Procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to TIA for processing the bids. TIA/ APMSIDC will not be responsible for incomplete bid submission by users.

8.8 Number of bids and respondents

No Bidder shall submit more than one (1) bid, in response to this RFP. Sub-contracting is not allowed under this RFP without prior notice and approval from TIA.

8.9 Signing of Communication to TIA

All the communication to APMSIDC including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

8.10 Price Revision

The Cost of resources will be escalated at 5 % of the previous year for every year i.e 12 Months for continuity of the Resources. In-addition, any price revision on account of any addition to scope of work or increase in expenditure on account of change in statutory guidelines can be considered with due justification being provided.

8.11 Applicable Law

The contract shall be interpreted in accordance with appropriate Indian laws and the jurisdiction would be Andhra Pradesh High Court.

8.12 Taxes and Duties

The bidder shall be entirely responsible for all other taxes, duties, license fee, road permits etc. No increase in base rates will be allowed during the period of the contract.

8.13 Ownership and Use of Data

APNHM hold exclusive rights to all data captured by the system. The bidder cannot sell or use data for its own research or benefit without prior approval granted by APNHM.

8.14 Consequences of Termination

The selected Bidder/ Service provider will forfeit the security deposit/ Bank Guarantee.

8.15 Termination for Insolvency

The TIA/ user Department (APNHM) may at any time terminate the Contract by giving written notice to the Tenderer, if the tenderer becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Tenderer, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Tendering Authority.

8.16 Submission of Physical Bids/ Hardcopies

The Bidder shall not be liable for forfeiture of its performance security, penalties, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes, act of god, riots, strikes, change in relevant government policy etc.

If an event of Force Majeure continues for a period of ninety (90) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

8.17 Notices

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by email and confirmed in writing to the other party's last recorded address. A notice shall be effective when delivered or tendered to other party whichever is earlier.

8.18 Binding Clause

All decisions taken by the Tender Inviting Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Inviting Authority, reserves the right:

To vary, modify, revise, amend or change any of the terms and conditions mentioned in Tender Document; or

To reject any or all the tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

8.19 Interpretation of the Clauses

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

8.20 Special Conditions of Contract

Sub-contracting of the is not allowed under this RFP.

Risk Purchase: In case of breach of any of the conditions of the agreement or delay in supply or failure to implement at bidder's own quoted rates, APMSIDC may at its option, take any or all of the actions detailed below:

- Implement/ Purchase from elsewhere on bidder's Risk or Account the entire or the remaining items and services.
- Forfeit either wholly or the part of the service charges/ security deposits.
- Taking of such other action against the bidder including legal action for breach of contract.
- Levy of penalties or withheld payment to the extent of services not provided.

8.21 Warranties & Intellectual Property Rights (IPR)

- During the operations phase from the date of Go-Live, the bidder will implement all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to APMSIDC. Such activity would have to be planned by bidder in such a way that the same results in zero down time for users i.e. ideally to be completed during off business hours).
- Bidder must ensure that they have all necessary licenses, approvals, consents of third Parties/ principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution.
- Intellectual Property in anything developed by the Service Provider specifically and exclusively for APNHM and based on the information or data owned by APNHM, shall vest solely with APNHM. APNHM requires the source code along with administrative passwords of the application mandatorily. APNHM will have the IPR for all the functional processes and process flows therein.

8.22 Resolution of Disputes

APMSIDC/APNHM and the successful bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of

such informal negotiations, TIA/ APNHM and the successful bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.

In case of a dispute or difference arising between APMSIDC/APNHM and the successful bidder relating to any matter arising out of or connected with the agreement, such disputes or differences shall be settled in accordance with the Arbitration and Conciliation Act (Amendment), of India, 2015.

8.23 Amendment of the RFP

At any time prior to the bid submission date, TIA, for any reason, whether at its own initiative or in response to a clarification requested by eligible Bidder/s, may modify the RFP by issuance of an addendum. Such amendments shall be uploaded on the e-procurement website <http://www.apecurement.gov.in> and TIA website through a corrigendum and form an integral part of the e-bid/RFP document. The relevant clauses of the e-bid/RFP document shall be treated as amended accordingly. It shall be the sole responsibility of the prospective bidder to check the above-mentioned websites from time to time for any amendment in the RFP document/s. In case of failure by the bidder to get the amendments, if any, the TIA shall not be responsible for it.

In order to provide the bidders a reasonable time to examine the addendum, or for any other reason, TIA may, at its own discretion, extend the bid submission date.

8.24 Late submission

- The server time indicated in the bid management window on the e- procurement website <http://www.apecurement.gov.in> will be the time by which the e-bid/ proposal submission activity will be allowed till the permissible date and time scheduled in the e-tender.
- Once the e-bid/ proposal submission date and time is over, the bidder cannot submit their e-bid/ proposal.
- The bidders are advised to start the bid submission well in advance so that the submission process passes off smoothly.
- The bidders will only be held responsible if his/her e-bid/proposal is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during the e-bid/proposal submission process.

9. Instructions to the bidder

9.1 General

- a. While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, Bidders must form their own conclusions about the consultancy/legal support required.
- b. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the TIA on the basis of this RFP.
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TIA. Any notification of preferred bidder status by the TIA shall not give rise to any enforceable rights by the Bidder. The TIA may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the APNHM.
- d. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

9.2 Compliant Proposals/ Completeness of Response

- a. Bidders are advised to study all instructions, formats, requirements, appendices, and other information in the RFP documents carefully. Submission of the bid/proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this RFP.
 - ii. Submit the formats as specified in this RFP and respond to each element in the order as set out in this RFP.
 - iii. Include all supporting documentations specified in this RFP.

9.3 Pre-Bid Meeting & Clarifications

9.3.1 Bidder's Queries

- a. TIA shall hold a pre-bid meeting with the prospective bidders as per the schedule and mode of meeting mentioned in the RFP.
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to TIA through email as per the timelines mentioned in the RFP.
- c. The queries should necessarily be submitted in the following format.
- d. TIA shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time will not be entertained.

SN o	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			

9.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by the TIA will endeavour to provide timely response to all queries.
- b. However, TIA makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does TIA undertake to answer all the queries that have been posed by the bidders.
- c. At any time prior to the last date for receipt of bids, TIA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- d. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on TIA website/ APeProcurement Portal.
- e. Any such corrigendum shall be deemed to be incorporated into this RFP.
- f. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, TIA may, at its discretion, extend the last date for the receipt of Proposals.

9.4 Key Requirements of the Bid

9.4.1 Right to Terminate the Process

- a. TIA may terminate the RFP process at any time and without assigning any reason. TIA makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by TIA. The bidder's participation in this process may result TIA selecting the bidder to engage towards execution of the contract.

9.4.2 Processing Fee

- a. The bidders shall pay a non-refundable bid processing fee of INR 20,000/- (Rupees Twenty Thousand only) in the form of online Payable to Managing Director, APMSIDC payable at Vijayawada.
- b. Bids received without bid processing fee shall be summarily rejected.

9.4.3 Earnest Money Deposit (EMD)

- a. The bidder shall pay a refundable Earnest Money Deposit (EMD) of 30,00,000/- (Rupees Thirty Lakh only) online in the e-Procurement portal/ Bank Guarantee (BG). In case of BG, the original BG shall be submitted to the TIA along with the covering letter (hardcopy), within 24 hours of bid closing date & time.
- b. Bids submitted without EMD shall be summarily rejected.
- c. EMD of all unsuccessful bidders would be refunded by TIA within one month from the announcement of successful bidder without any accrued interest on it.
- d. EMD of the successful Bidder shall be returned post submission of Performance Security within 07 days from the date of issuance of LOA/ Work Order.
- e. The EMD may be forfeited,
 - i. if a bidder withdraws or amends or impairs or derogates its bid during the period of bid validity.
 - ii. If the successful bidder fails to sign the contract in accordance with this RFP
 - iii. Termination of contract due to breach of any of the terms and condition of the agreement will entail forfeiture of EMD.

9.4.4 Performance Security

- a. Within 07 days after the receipt of LOA/ Work Order from TIA, the Bidder shall submit Performance Security in the form of bank guarantee from a Commercial bank as per Annexure III, which shall be for an amount of 3 % of Contract Value.
- b. Performance Security should remain valid for a period of ninety (90) days beyond the date of completion of all contractual obligations of the bidder including warranty obligations.
- c. EMD shall be refunded to the successful Bidder on receipt of Performance Security.

9.4.5 Bid Price

- a. Commercial Bid shall be as per the format provided in this RFP. Bid price for evaluation purpose is inclusive of all applicable taxes, duties, other levies and charges etc. All applicable taxes, duties, other levies, and charges etc. shall be required to be mentioned as per the commercial format.
- b. Bidders shall quote for the entire scope of contract on “overall responsibility” basis such that the total bid price covers all the Bidder’s obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services.
- c. Prices quoted by the Bidder shall remain fixed during the entire contract period, subjective to clause (12.10) Price Revision. A bid submitted with an adjustable price

quotation or with incomplete details will be treated as non-responsive and shall be rejected.

9.5 Evaluation process

- a. TIA will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b. The Proposal Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- c. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

9.6 Bid Opening

- a. Bid Opening shall happen as per the details provided under the chairmanship of Proposal Evaluation Committee Chairman or any other officer authorized by TIA, in the presence of such Bidders or their representatives who may be present at the time of opening.
- b. In case the representative of the bidder wants to attend the bid opening physically. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal.

9.7 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 90 days from the date of submission of Tender.

9.8 Tender Evaluation

- a. Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive. If Proposals;
 - i. Are not submitted as specified in the RFP document.
 - ii. Received without the Letter of Authorization (Power of Attorney)
 - iii. Are found with suppression of details.

- iv. Submitted with incomplete information, subjective, conditional offers and partial offers.
- v. Submitted without the documents requested in the checklist.
- vi. Have non-compliance of any of the clauses stipulated in the RFP.
- vii. With lesser validity period
- b. All responsive Bids will be considered for further processing as mentioned below.
- c. TIA will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Proposal Evaluation Committee according to the Evaluation process defined in this RFP document. The decision of the said Committee will be final in this regard.

9.9 Consortiums

Consortiums are not allowed for this engagement. The bidding entity has to be a single entity duly registered under the applicable laws of the country.

9.10 Conditions for Disqualification

- a. Even though the bidder may satisfy the eligibility criteria mentioned in this RFP, the same would be liable to disqualification if it has:
 - i. Made misleading or false representation or has deliberately suppressed the information in the formats, statements and enclosures submitted against the “Eligibility Criteria”.
 - ii. Record of poor performance such as abandoning work, not properly completing contract, or financial failures/weakness etc.
 - iii. The bidder should not be under liquidation, court receivership or similar proceedings and should not be or have been subject to any disciplinary action by any professional body or Hon’ble Court in India or abroad. Suppression of such information may result in disqualification of the bidder.

Annexure I - Formats for Submission of Pre-Qualification Bid

Format 1: Covering Letter

[to be submitted on the letterhead of the bidder]

To,

The Managing Director,

APMSIDC, Vijayawada.

Sub: Submission of Proposal in response to the Request for Proposal (RFP) for “Engaging a Service Provider for Design, Development, Implementation of Mobile and Web Applications for Data Collection, Management, Monitoring, Analytics and Technical Support for Skill Census in the state of Andhra Pradesh”.

Ref

Dear Sir,

1. Having examined the RFP document, I/We, the undersigned, herewith submit our proposal/ bid in response to your <<RFP Ref. No>>; Dt. <<Date>> for “Engaging a Service Provider for Design, Development, Implementation of Mobile and Web Applications for Data Collection, Management, Monitoring, Analytics and Technical Support for Skill Census in the state of Andhra Pradesh”.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.
3. We understand that we shall comply with scope of work and requirements as specified intender terms and conditions completely and there are no deviations/ recommendations of any manner and/or sort and/or kind in this regard from my/our side. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 (Ninety) days from the date of opening of the bid.
4. We would like to declare that we are not involved in any major litigation that may have an impact affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
5. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
7. We understand that you are not bound to shortlist/ accept any or all proposal you receive.
8. We hereby declare that we qualify and fulfil all the eligibility criteria as mentioned in the RFP.

Our correspondence details with regards to this proposal are

SN	Information	Details
1	Name of the bidder	
2	Complete address of the bidder	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
4	Mobile no. of the contact person	
5	Email of the contact person	

Details of Bid Processing Fee and Earnest Money Deposit	
Bid Processing Fee	Earnest Money Deposit
Name of the Bank:	Name of the Bank:
Amount:	Amount:
Online payment Details:	Online payment/ BG Details:

We are enclosing details of our company in the format as given in Format 02.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 2: Brief Profile of the Bidder**Important instructions:**

- 1) It is advised that information sought under this RFP should be filled completely and signed for proposal evaluation and marking purpose.
- 2) The bidder to provide soft copy of the unsigned editable (scanned copy when editable copy is not available) proposal in an encrypted pen-drive which shall be enclosed in the sealed envelope along with the proposal/bid.

[to be submitted on the letterhead of the bidder]

Details of the Bidder		
SN	Item	Details
1.	Name of the Bidder	
2.	Registered Office Address	
3.	Telephone:	
4.	Email:	
5.	Website:	
6.	Legal status of the firm (Public Limited Company/ Private Limited Company/ Partnership/ subsidiary/ Section-8 Company/ Section- 25 Company (Companies Act,1956/ 2013)/ Society/ Trust)	
7.	Details of Incorporation/Registration of the firm	Date: Ref. #
8.	Details of Commencement of Business	Date: Ref. #
9.	Permanent Account Number (PAN)	
10.	GST Registration no.	
11.	ISO 9001 certificate details	
12.	CMMi3 certificate details	
13.	Name & Designation of the contact person to whom all references shall be made regarding this RFP	
14.	Local office details in the state of Andhra Pradesh	
15.	Power of attorney details	
16.	About Organization: <i>Provide a brief description of the firm's background. The brief description should include ownership details, place of incorporation of the firm, objectives of the firm etc.</i>	

Details of the Bidder		
SN	Item	Details

Note:

All the documentary evidence shall be submitted without fail: (As Applicable)

- Registration Certificate/ Certificate of incorporation
- Certificate of commencement of Business issued by the Registrar of Companies.
- GST Registration Certificate
- PAN Number
- Memorandum and Articles of Association.
- Audited balance sheets and profit and loss statements of last 3 FYs duly certified by authorized CA.
- work orders/ project competition certificates/ payment confirmations issued by the sanctioning authority.
- Other supporting documents against pre-qualification criteria shall be submitted duly following the formats mentioned under annexures. No deviation in this regard shall be accepted.
- Candidate details may be verified on random basis and verification outcome may be used for the proposal evaluation purpose.

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 3: Turnover Certificate

[declaration by Chartered Accountant on Letterhead with his/her Signature and Seal]

To whomsoever it may concern

On the basis of audited financial statements, we hereby certify that <<**Name of the Bidder**>> having registered office at <<**Office Address**>> has an average annual turnover of <<**Amount in Figures and Words**>> during last (3) financial years i.e., FY 2021-22, 2022-23, and 2023-24.

The details of annual revenue are mentioned below:

SNo	Financial Year	Annual Revenue of the firm (In INR)	Annual Revenue of the firm in software development, maintenance, implementation including mobile & web-based applications (In INR)	Net Worth (In INR)
3	FY 2021-22			
4	FY 2022-23			
5	FY 2023-24			

Copies of Balance Sheets and P&L Statement are attached.

(Chartered Accountant):

Signature

Name

Registration No

Contact No.

Date

Seal

Format 4: Bidders Experience - Citations Format

(Bidders are advised to furnish the experience details one project per sheet)

SN	Financial Year	Bidder's Response
1.	Name of Bidder entity	
2.	Assignment Name	
3.	Name of Client	
4.	Country	
5.	Contact Details (Contact Name, Address, Telephone Number)	
6.	Approximate Value of the Contract	
7.	Duration of Assignment (months)	
8.	Award Date (month/year)	
9.	Completion Date (month/year)	
10.	Narrative description of the project	
11.	Details of Work that defines the scope relevant to the requirement	
12.	Documentary Evidence attached	

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 5: Self-declaration for not been blacklisted

[to be submitted on the letterhead of the bidder]

To,
The Managing Director,
APMSIDC, Vijayawada.

Sub: Submission of Proposal in response to the Request for Proposal (RFP) for “Engaging a Service Provider for Design, Development, Implementation of Mobile and Web Applications for Data Collection, Management, Monitoring, Analytics and Technical Support for Skill Census in the state of Andhra Pradesh”.

Ref ITC51-20021/14/2024-INFR-APMSIDC; Dt. _____

Dear Sir,

I/We hereby declare that our organization <<**Name of the Organization**>> is having unblemished past record and

Not be insolvent, 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.

Not have, and their directors and officers not have been 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 Design, Development & Implementation contract within a period of five years preceding the commencement of the present RFP process, or not have been otherwise disqualified pursuant to debarment proceedings.

Not blacklisted with any of the Central/State Government/ PSU or any Government agency as on the date of submission of the bid.

APMSIDC shall have the right to take appropriate action against us in case any of the above information is found to be false or incorrect.

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 6: Profile of Proposed Key Personnel

[to be submitted on the letterhead of the bidder]

Bidders to use this format for providing profile of the proposed key personnel to be deployed for the project.

SN	Item	Bidder's Response		
1.	Name			
2.	Specify role to be played in the project			
3.	Name of Organization/ Company			
4.	Number of years with the Current Organization			
5.	Total Experience (in Years)			
6.	Experience in yrs. (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)			
7.	Name of Organization	From	To	Designation/ Responsibilities
8.	Summarized professional experience (Relevant to the Current Project) in reverse chronological order			
9.	From	To	Company/ Project/ Position/ Relevant Functional, Technical and Managerial experience	
10.	Educational Background, Training/ Certification including institutions, % of marks, specialization areas etc.			
11.	Degree	Year of Award of Degree	University	% of marks
12.	I certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.			

	Additionally, I also certify that I shall be available for the entire duration of the contract under this RFP. Enclosed CV in the reference of RFP.
	Signature of staff member Day/Month/Year

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 7: Resources Certificate

[declaration by Head of HR Department on Letterhead with his/her Signature and Seal]

To whomsoever it may concern

We hereby certify that, << >> IT Professionals in Mobile & Web development/
Software Development & Implementation/ system administration/ database administration
on our payroll as on 01/04/2024.

Signature

Name

Contact No.

Date

Seal

Format 8: Local Presence of the Bidder

(To be submitted on the letter head of the bidding firm)

To,

[Date]

The Managing Director,
Andhra Pradesh Medical & Infrastructure Development Corporation .,
Plot No:09, survey number: 49,
IT Park, Mangalagiri,
Guntur District- 522503 - Andhra Pradesh, India

Dear Sir,

This is to notify that, we have the office at _____

having the APGST _____.

OR

This is to certify that the registration for AP GST will be submitted in 30 days from the date of selection of M/s _<Company name>_____ as Service Provider for _____",.

We, understand that any deviation on the submission of AP GST certificate copy will lead to termination from the selection process. If selected, the invoice shall be submitted from the AP local office with AP GST only, otherwise bills will not be processed and returned.

Thanking you,

Yours faithfully,

Signature

Name

Contact No.

Date

Seal

Format 9: Self-Declaration on GO.Ms.12

(To be submitted on the letter head of the bidding firm)

To,

[Date]

The Managing Director,
Andhra Pradesh Medical & Infrastructure Development Corporation .,
Plot No:09, survey number: 49,,
IT Park, Mangalagiri,
Guntur District- 522503 - Andhra Pradesh, India

Sir,

In response to the RFP No. _____
dated _____ for quoting against the RFP in the capacity of of <<Bidder>>,
I / We hereby declare that

Declaration as per GO.Ms.12, Dated 08.06.2015:

Clause 6:

- i. Bidders can submit their bids with self-declarations in respect of the pre-qualification criteria prescribed in the RFP.
- ii. The procuring agency shall evaluate the bids based on the self-declaration and select the successful bidder.
- iii. The successful bidder should submit the documents to prove their pre-qualification as specified in the RFP, within 5 working days from the date of declaration of successful bidder.
- iv. APMSIDC will receive support documentations, verify the compliance with the requirements of the RFP and if they are in order, issue the award notification.
- v. Failure to submit all support documents by the successful bidder within specified time or non-compliance with the self-declaration or non-fulfillment of the pre-qualification criteria specified in the RFP, upon their verification, shall entail forfeiting the EMD and Blacklisting of such bidder for a period of two years. In such cases, the procuring agency may proceed further with the next-ranked bid.

Yours faithfully,

Authorized Signatory_____

Name_____

Designation_____

Company name_____

Format 10: Proposed Methodology and Work Plan

(To be submitted on the letter head of the bidding firm)

To,

[Date]

The Managing Director,
Andhra Pradesh Medical & Infrastructure Development Corporation .,
Plot No:09, survey number: 49,,
IT Park, Mangalagiri,
Guntur District- 522503 - Andhra Pradesh, India

Sir,

In response to the RFP No. _____ dated _____

We understand of the requirements of the project and proposed the following technical solution & Technical Presentation & PoC as follows

- a) Project Understanding & Implementation Methodology
- b) Reporting and Customization Strategy & Proposed System Architecture
- c) Value Additions/ new ideas/ demo
- d) Customizable dashboard
- e) Customizable reports
- f) Any other relevant information

Yours faithfully,

Authorized Signatory_____

Name_____

Designation_____

Company name_____

Annexure II - Formats for Submission of the Commercial Proposal

Format 1: Commercial Proposal Covering Letter

To,
The Managing Director,
APMSIDC, Vijayawada.

Sub: Submission of Commercial Proposal in response to the Request for the Request for Proposal (RFP) for “Engaging a Service Provider for Design, Development, Implementation of Mobile and Web Applications for Data Collection, Management, Monitoring, Analytics and Technical Support for Skill Census in the state of Andhra Pradesh”.

Ref ITC51-20021/14/2024-INFR-APMSIDC; Dt. _____

Dear Sir/Madam,

We, the undersigned, offer to provide the Branding and Publicity services for APMSIDC in accordance with your <<RFP Ref. No.>> and dated <<Date>> and our Proposal. Our Commercial Proposal comprising of all components quoted on the APeProcurement portal. This amount is inclusive of all the taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our bid are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <<90 >> calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing direct tax rates during the time of payment.

2. UNIT RATES

- We have indicated in the relevant formats enclosed the unit rates for the purpose of on account of payment.

3. RFP PRICING

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

4. QUALIFYING DATA

- We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in

this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

- We declare that our Bid Price is for the entire scope of the work as specified in all the Volumes of this RFP and Annexure thereto. Our bid prices are mentioned in the submitted Commercial Bid.

6. PERFORMANCE BANK GUARANTEE

- We hereby declare that in case the contract is awarded to us, we shall submit the Performance Security as specified in this RFP document.

Our Commercial Bid shall be binding upon us subject up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

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

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Name and address of firm with seal:

Format 2: Commercial Proposal

Cost of Services							
SN	Description of Item	No. of Resources	Durati on in mont hs	Cost per unit	Total Cost (in INR)	Applica ble Taxes	Gran d Total Cost
				(in INR)		(in INR)	(in INR)
		(a)	(b)	(c)	(d)=a *b*c	(e) = d*18%	(f)=d +e
	Resources:						
1	Sr.Developer Web	5	60				
2	Jr.Developer Web	3	60				
3	Sr.Mobile Developer	3	60				
4	Jr.Mobile Developer	3	60				
5	Sr. Data Base Programmer	4	60				
6	Jr. Data Base Programmer	2	60				
7	Sr.Front End Developer	2	60				
8	Jr.Front End Developer	2	60				
9	Sr System Administrator	2	60				
10	Jr System Administrator	1	60				
11	Sr Data Base Administrator	2	60				
12	Sr Testing Engineer	2	60				
13	Jr Testing Engineer	1	60				
14	Data Analyst	2	60				
15	Graphic Designer	1	60				
16	Social Media Manager	1	60				
17	Project Lead	2	60				
18	Project Coordinator	2	60				
19	Architect	1	60				
20	District Support Engineers	26	60				
21	Artificial Intelligence & Machine Learning	2	60				
	Grand Total Cost						

Note: The bidder may enter the “Grand Total Cost” - 21(f) amount inclusive of all taxes/ 21(d) & 21(e)=1(f). The detailed breakup sheet is to be attached in the commercials. The price offered/ quoted in the APeProcurement Portal will only be considered for calculation of the Commercial score.

Annexure III - Template for Performance Bank Guarantee

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <<Insert Contract No.>> dated. <<Date>> to provide creative services for <<name of the assignment>> to APMSIDC (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of Bank>> a banking company incorporated and having its head /registered office at <<Address of Registered Office>> and having one of its offices at <<Address of Local Office>> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<<Insert Value>> (Rupees <<Insert Value in Words>> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<Insert Value in Words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs. <<Insert Value>> (Rupees <<Insert Value in Words>> only).
2. This bank guarantee shall be valid up to <<Insert Expiry Date>>
3. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<Insert Expiry Date>> failing which our liability under the guarantee will automatically cease.

Annexure IV - Template for Bank Guarantee

APMSIDC Ref. No.....

Bid Security (EMD) Form

(To be issued by a bank scheduled in India and having at least one branch in Vijayawada)

Whereas..... (Here in after called "the Bidder") has submitted its bid
Dated (Date) for the execution of..... (Here in after called "the Bid")
KNOW ALL MEN by these presents that We of having our
registered office at..... (hereinafter called the "Bank") are bound into the Andhra
Pradesh Technology Service Ltd. (hereinafter called "The APMSIDC") in the sum of
for which payment well and truly to be made to the said APMSIDC itself, its successors and
assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the APMSIDC during the period of bid validity:
 - a. fails or refuses to execute the contract form if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the bid requirement; or
 - c. Submits fake documents.

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

This guarantee will remain in force up to and including 90 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Date:

Signature of the Bank and seal.