

JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

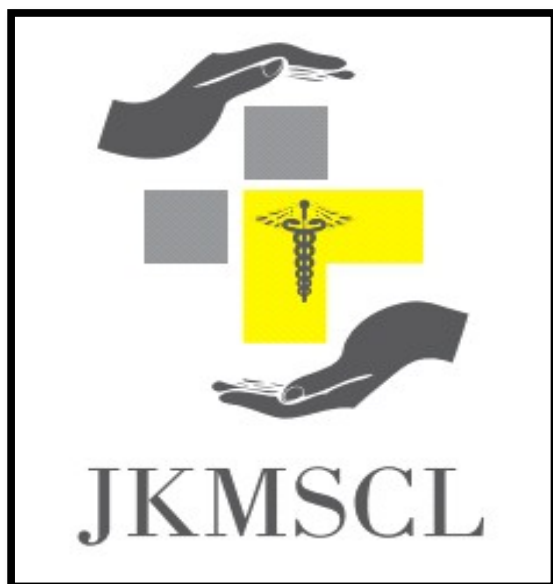
(Public Sector Undertaking of the Government of Jammu and Kashmir)

Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu

Corporate Office: Opposite J&K Motor Garage Deptt near Hajj House Bemina Srinagar

Telephone: 0191-2478842; 191-3510489 (Jammu), 0194-2490662 (Srinagar)

email:mdjkmscl2@gmail.com; **website:** www.jkmsclbusiness.com



REQUEST FOR PROPOSAL

**Tender for Supply, Installation, and Commissioning of an Integrated
Telehealth System with Telemedicine Kit (7 Devices)**

(REFERENCE NO: NIT/JKMSCL/TELE/2026/ 714 DATED: 05/10/2026)

LAST DATE OF SUBMISSION OF ONLINE BIDS: 31.10.2026 upto 1600 hrs

Important Note: *Each page of e-Bid should be properly page marked and indexed. Page Number should be reflected at the bottom of each page. All documents requested in "Annexure-II", should be reflected in the column mentioned against each (Page No. ____). Any deviation may result in rejection of the bid and the bidder shall be solely responsible for the same.*

DISCLAIMER

The information contained in this bid document for proposed procurement or subsequently provided to the Bidder(s), in documentary or any other form by or on behalf of the Jammu and Kashmir Medical Supplies Corporation Ltd. (procuring entity) or any of its employees or advisors, is provided to bidder(s) on the terms and conditions set out in this bid and such other terms and conditions subject to which such information is provided to the bidder.

Whilst the information in this bid has been prepared in good faith and contains general information in respect of the proposed procurement, the bid is not and does not purport to contain all the information which the bidder may require.

Jammu and Kashmir Medical Supplies Corporation Ltd., does not accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed procurement, or makes any representation or warranty, express or implied, with respect to the information contained in this bid or on which this bid is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and liability therefore is hereby expressly disclaimed.

This document is neither an agreement and nor an offer or invitation by the Jammu and Kashmir Medical Supplies Corporation Limited, (hereinafter referred to as "procuring entity") to the prospective bidders or any other person. The purpose of the bid document is to provide interested parties with information to assist the formulation of their proposal/offer. The information contained in this bid document is selective and is subject to updating expansion, revision, and amendment. Each recipient must conduct its own analysis of the information contained in this bid document or to correct any inaccuracies therein that may be in this bid document and is advised to carry out its own investigation into the proposed procurement, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed procurement and seek its own professional advice on the legal, financial, regulatory and taxation consequences of the entering into any agreement or arrangement relating to the proposed procurement.

This bid document includes certain statements, estimates and targets with respect to the procurement. Such statements, estimates and targets reflect various assumptions made by the procuring entity, (and the base information on which they are made) which may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this bid document is, or should be relied on as, a promise, representation, or warranty. Bid document and the information contained therein is meant only for those applying for this procurement, it may not be copied or distributed by the recipient to third parties, or used as information source by the bidder or any other in any context, other than applying for this proposed procurement.

The procuring entity is, its employees and advisors make no representation or warranty and shall have no liability to any person, including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this bid document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the bid document and any assessment, assumption, statement or information

contained therein or deemed to form part of this bid document or arising in any way for participation in this bidding process.

The procuring entity also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this bid document.

The procuring entity may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this bid document.

The issue of this bid document does not imply that the procuring entity is bound to select a bidder or to appoint the selected bidder or bidder, as the case maybe, for the procurement and the procuring entity reserves the right to reject all or any of the bidders or bids at any point to time without assigning any reason whatsoever.

The bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the procuring entity or any other costs incurred in connection with or relating to its bid. All such costs and expenses shall remain with the bidder and the procuring entity shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

Any information/documents including information/ documents pertaining to this bid or subsequently provided to bidder and/or selected bidder and information/documents relating to the bidding process; the disclosure of which is prejudicial and/or detrimental to, or endangers, the implementation of the procurement is not subject to disclosure as public information/documents.



JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD

(Public Sector Undertaking of Govt of Jammu & Kashmir)

Corporate Office: Plot No: 58, Friends Colony, Satyam Road, Trikuta Nagar Jammu

Corporate Office: Opp State Motor Garages Near Haj House, Bemina, Srinagar

Telephone: 0191-2580842, Telefax: 0194-2432008 (Srinagar)

Tender No. NIT/JKMSCL/2026/714

Dated: 05/10/2026

NOTICE INVITING TENDER

On Behalf of Jammu & Kashmir Medical Supplies Corporation Limited, e-bid under two cover system (Technical bid in cover-1 and Financial bid in cover-2) is invited for the **Tender for Supply, Installation, and Commissioning of an Integrated Telehealth System with Telemedicine Kit (7 Devices)** of Union Tertiary of Jammu & Kashmir ;

Detailed tender document may be downloaded at J&K Govt. Portal www.jktenders.gov.in, www.jkmsclbusiness.com. The cost of the tender along with tender processing charges of Rs.10,000/- + 18% GST = 11,800/- (i.e Rupees Eleven thousand Eight Hundred only/-) i.e. Rs.1,000/- + 18%GST= 1180/- (Rupees one thousand one hundred eighty only) as cost of tender & Rs.9,000/- + 18% GST = 10620/- (Rupees Ten thousand Six hundred twenty only) as tender processing charges shall have to be paid either through **NEFT/RTGS only** in the Corporation's Bank Account No. 0373040500000032 maintained at J&K Bank Limited, Branch Medical College Jammu, IFSC Code JAKA0MEDJAM **or by depositing the amount directly into the above Account No.** along with the submission of requisite valid documentary proof.

- **IMPS mode of transfer is not verifiable and hence shall not be entertained as tender fee or tender processing charges. Bidders claiming to submit money through IMPS Mode shall be out-rightly rejected.**
- **DD as mode of payment for cost of tender/tender processing fees/Bid Security shall only be entertained if the same is deposited physically against proper receipt in the Corporate Office of JKMSCL, before the closing due date of e-bid.**
- Physical hard copy of Bid Security in form of FDR/CDR/BG may be submitted to the Corporate Head Office before closing the due date of e-bid. Scanned copy of the same shall be uploaded along with Technical Bid, failing which bid shall be out rightly rejected.
- **The bidders seeking EMD exemption must submit the valid supporting document for the relevant category. Under MSE category only manufacturers for goods and service providers for services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.**
- **Scanned copies of NEFT/RTGS/Bank Transfer/Receipt towards the cost of tender documents and tender processing charges shall have to be uploaded along with Technical Bid, failing which bid shall be out rightly rejected.**
- **Every participating supplier/contractor to mandatorily disclose the Bank account number which is linked with GSTIN at the time of bid submission. No payments shall be released by the Govt. Department/Agency to any other bank account except the one linked with the GST regarding number of the successful bidder"**

Sd/- Managing Director
Jammu and Kashmir Medical Supplies Corporation Ltd.

JAMMU AND KASHMIR MEDICAL SUPPLIES CORPORATION LTD.

(Public Sector Undertaking of the Government of Jammu and Kashmir)

Corporate Head Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu

Corporate Office: Opposite J&K Motor Garage Deptt near Hajj House Bemina Srinagar

Telephone: 0191-2478842; 191-3510489 (Jammu), 0194-2490662 (Srinagar)

(Bid form is non-transferable)

Bid Form for Tender for Supply, Installation and Commissioning of an Integrated Telehealth System with Telemedicine Kit (7 Devices)

Bid Reference: JKMSCL/Tele / 2026/714	Dated: 05.10.2026
Date of publication of e-bid	: 05.10.2026
Start date and time for download of bid document	: 05.10.2026 at
Last date and time for download of bid document	: 29.10.2026 at 1600 hrs.
Pre- bid conference	: 12.10.2026 at 1100 hrs.
Google Code for Pre bid Conference	https://meet.google.com/ypg-vxcm-ayc
Start date and time for submission of online bids	: 05.10.2026 at 1200 hrs.
Last date and time for submission of online bids	: 29.10.2026 at 1600 hrs.
Date and time for online opening of technical bids	: 31.10.2026 at 1100 hrs.
Cost of tender document	: Rs. 1000/-
Tender Processing Fee	: Rs. 9000/-

ADDRESS FOR COMMUNICATION:

**Managing Director or General
Manager, J&K Medical Supplies
Corporation Ltd,**

Address: Plot No. 58, Friends Colony
Satyam Road Trikuta Nagar, Jammu
Bemina Near Haj House- Srinagar
(Kashmir)

Note :

1. The bidder shall have to get themselves updated with the date & time fixed for Pre-bid meeting. After pre-bid meeting necessary changes in bid conditions shall be done with the recommendations of panel of technical experts drawn from the intending department after the approval of the competent authority. Bid should be submitted through e- portal www.jktenders.gov.in after pre-bid meeting including all the clarifications/ modifications/ amendments.
2. Corrigendum/addendum shall be the integral part of terms & conditions of bid which shall be duly signed and attached with the bid document by the bidder.
3. The JKMSCL is not bound to accept the lowest bid and may reject any/part thereof or all bids without assigning any reason thereof.
4. The bidders shall have to submit a **GST No. and valid 'GST'** certificate/returns submitted from the taxation department and the 'PAN' issued by income tax department.
5. It is clarified that the information required in bidding document should be submitted only in enclosed format bidding forms without any change or modification in its formats. Bids submitted with changed or modified annexure / formats shall be rejected.
6. Information of award of contract shall be communicated to all participating

bidders on the website www.jktenders.gov.in www.jkmsclbusiness.com.

7. *If any amendment/clarification is carried out in the bid terms & conditions following pre-bid meeting or any other information, the same shall also be uploaded on the websites mentioned above and the bidders shall keep themselves updated by regularly visiting the website / JK Tenders Portal.*
8. *No representation shall be allowed, accepted and entertained after the Pre-bid meeting (i.e upto 4.00 P.M of Pre-bid date). Bidders are requested to submit their queries/clarifications by or before the date fixed (mentioned above), so that the same can be discussed and clarified during the Pre-bid meeting.*
9. *In case of any default by the bidder, at any stage of tender or subsequent approval by JKMSCL, for a particular items/s, the Disciplinary Committee/ any other committee constituted for the purpose shall be at liberty to take appropriate action as per provisions of Standard Procurement Procedures (SPP) and/ or Policy for Blacklisting of JKMSCL.*

Important Note:

Every participating supplier/contractor to mandatorily disclose the Bank account number which is linked with GSTIN at the time of bid submission. No payments shall be released by the Govt. Department/Agency to any other bank account except the one linked with the GST regarding number of the successful bidder”

The Following Information is Mandatory to be submitted by the suppliers/contractors

Name of the bidder	Bank Name	A/C No. linked with GSTIN	IFSC CODE	BRANCH	STATE/UT

Annexure 'A'

Declaration Form (Notarized)

I/We (Name of Bidder) having our office at (Address of Bidder) declare that I/ We have read all the Terms & Condition of the tender invited by the JKMSCL and agree to abide by all the Terms & Conditions set forth therein.

I/We declare that we are participating in this tender in the capacity of (Company/Firm/Consortium/Trust/Society). I/We enclose valid Acknowledgement/ Memorandum/ IEM/ Registration of Unit/Import license along with Authorization(s) by Foreign Principal (whichever applicable).

I/We further declare that the rates offered by us shall remain valid for a period of one year which will be subject to escalation / variation after one year, as per the Price Escalation/ Price Variation clause mentioned in the tender document. I/We enclosed the following documents as per details given against each:

S. No.	Particulars	Submitted Yes/ No	Page No.
01	Earnest Money Deposit		
02	Documentary evidence regarding Company registered under the Companies Act/ Limited Liability Partnership (LLP) registered under the LLP Act 2008/ Consortium / Trust/Society.		
03	ISO & CE / BIS / USFDA /or any other mandatory certifications as asked, wherever applicable		
04	Average Annual Turnover Statement for Last 3 financial Years of the Company / Firm/ Consortium / Trust issued by Chartered Accountant/competent authority with UDIN (2023-24, 2024-25 and 2025-26).		
05	Copies of Audited Balance sheet & profit / loss account for last three financial years certified by Chartered Accountant of the Indian Subsidiary for 2023-24, 2024-25 & 2025-26 with UDIN.		
06	Copy of the PAN Card of the Bidder with ITR of last three financial years.		
07	Declaration form duly signed & notarized – Annexure- A		
08	Original Tender along with Terms & Conditions / Letter of Acceptance duly signed by the bidder - Annexure-B		
09	Undertaking of Blacklisting & Banning - Annexure C		
10.	Annual Turnover Statement -Annexure D		
11.	Statement of Performance -Annexure E		
12.	Statement of No. of Employee – Annexure F		
13	Pre-Stamp Receipt -Annexure G		
14	Consolidated Contract Completion Report- Annexure-H		
15	Acceptance Certificate / Declaration- Annexure-I		
16	Memorandum of Appeal- Annexure – J		

Date: Place:

Name and Signature of Bidder with Seal

Annexure 'B'

Terms & Conditions of Tender and Contract

Bidder should read these terms & conditions carefully and comply strictly while submitting their tenders. If a bidder(s) has any doubt regarding the terms & conditions mentioned in the tender notice/ catalogue, he shall immediately refer these to the Managing Director (TIA), JKMSCL and obtain clarifications through e-mail at mdjkm scl2@gmail.com or prior to submission of bid. Decisions of the TIA, JKMSCL shall be final and binding on the bidder(s). The clauses of terms & conditions are as follows:

A. General Terms & Conditions:-

1. E-Tender (including both Technical as well as Financial bid) shall be uploaded on the web-portal www.jktenders.gov.in.
 - a. Bidders in the form of a Company incorporated under the Companies Act, Registered societies, Trusts incorporated under relevant laws/ Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; are allowed to bid. Consortium/ JV bids are accepted with maximum 3 members in the Consortium/ JV, wherein one member will act as a Lead member.
 - b. Consortium Agreement should specify the lead partner and joint and severe responsibility of all members.
 - c. Consortium Agreement should be valid and alive till conclusion of the contract under this tender.
2. Bidder should also submit duly attested and notarized copies of following documents in the technical bid:
 - i. In case, bidder is applying as a Consortium / JV, documentary evidence in support of the same specifying the lead partner / member and other partners/ members.
 - ii. Average Annual Turnover Statement for past three financial years certified by the Auditor/ Chartered Accountant.
 - iii. Audited Balance Sheet & Profit & Loss Statement for the preceding three financial year(s).
 - iv. Latest Tax clearance certificate (upto last quarter) from the Commercial Tax Officer of the circle concerned. Bidder shall have to submit all the relevant documents for Sister Concerns/ Group Companies/ Consortium also.
 - v. Bidder shall have to submit all the relevant documents for Sister Concerns/ Group Companies/ Consortium also.
3. Bidder should submit following along with Technical bids:
 - i. Scanned copies of financial instruments viz DDs CDR/ FDR/ Bank Guarantee shall have to be uploaded at the time of bidding. However, these DDs/CDR/ FDR/ Bank Guarantee shall have to be deposited, in original, at the office of Managing Director, JKMSCL, Jammu/ Srinagar before the last date and time of bid submission. Other than these, no document is physically required to be submitted at the time of bidding.

- ii. Undertaking/Declaration- regarding Non- Black Listing & Non-Banning must be submitted on Non Judicial stamp paper of Rs.100/- (Notarized).
- iii. Tender should not be submitted for the services for which the Firm/Company/Trust/Societies has been blacklisted/banned/ debarred/ suspended for any reason whatsoever, in Medical Services either in the past or as on date of bid submission.
- iv. If such Blacklisting/ suspension / ban / debarment is pending (including status-quo) before any Hon'ble Court of Law in India and final decision is pending (including status-quo) then such bidder shall not be eligible for submission of bid, unless the final verdict/ court order has been issued in the favour of the bidder or such Blacklisting/ suspension / ban / debarment order is reversed by the order issuing authority. This also applies to the firm/company for its allied/ sister firms and units.
- v. Bidders are also required to upload renewed/ revalidated documents, wherever applicable.

Note: -

- A. All above mentioned documents duly notarized/attested by Notary public must be submitted. Un-attested/ Un-notarized copies of such document shall not be considered valid and shall liable to get rejected.
 - B. All attested document must be submitted in English language. If documents are not in English, same should be translated in English & attested by authorized translator. Translated copy along with copy of original document must be submitted.
 - C. Bids without following documents shall not be considered responsive:
 - i. Tender Fees and processing fee.
 - ii. EMD
4. Duly filled Financial Bid, (**BOQ only on e. portal**), giving rates for Quoted services shall be submitted.
 5. Financial bid shall be opened only for those Bidders who satisfy the standard criteria laid down in the NIT by JKMSCL on the details furnished by the Bidder in Technical bid, in compliance of Tender terms& conditions.
 6. Tender must be signed by authorized signatory of the bidder which should be supported by a suitable documents establishing the authority of the signatory to sign the bid. In event of a Company, tender must be signed on its behalf by a person holding a power of attorney authorizing him to do so.
 7. Any change in the Constitution of the Firm/ Company/Trust/Society shall be notified forthwith by the bidder in writing to the JKMSCL and such change shall not relieve any former member of the Firm/ Company/Trust/Society from the liability under the contract. No new partner(s) shall be accepted in the Firm by the bidder in respect of the contract unless he/ they agree to abide by all its terms and conditions and submit with the JKMSCL a written agreement to this effect. The contractors receipt for acknowledgement or date of any partner subsequently accepted as above shall bind all of them and will be a sufficient discharge for any of the purposes of the contract.

Earnest Money:

- i. Tender shall have to be accompanied with an Earnest Money Deposit of Rs.01.00 Lakh (Rupees One Lakhs only) without which tender shall not be considered as valid. EMD shall be in the form of CDR/ FDR/Bank Guarantee duly pledged in favor of FA/CAO, JKMSCL. Scanned copies of CDR/ FDR/Bank Guarantee shall have to be uploaded along with Technical bid and shall have to be deposited, in original, at the Corporate office Jammu/ Srinagar of JKMSCL before the last date and time of bid submission. **Earnest Money Deposit in any other form will not be accepted.** The tenders submitted without sufficient EMD shall summarily be rejected.
- ii. **Refund of earnest money:** The earnest money of unsuccessful Bidder shall be refunded soon after finalization of the tender. **Bidder has to produce a Pre stamp receipt.**
- iii. The earnest money/ security deposit lying with the Corporation in respect of other tenders awaiting approval or rejected or on account of contracts being completed shall not be adjusted towards earnest money for the fresh tenders.

Forfeiture of Earnest Money:

The earnest money shall be forfeited when the bidder:

- i. Withdraws or modifies the offer after opening of tender but before acceptance of tender.
- ii. Fails to execute the agreement, if any, prescribed within the specified time or extended time by competent authority on the request of the Bidder.
- iii. Fails to deposit the security money after the work order is given.
- iv. Fails to commence the work order within the time prescribed.
- v. Violates any terms & conditions of the tender document.

Preferential Treatment:

It may be noted that the corporation does not undertake to assist in the procurement of raw material whether imported or controlled as well as restricted and as such the Bidder must offer their rate to execute the work order of the specific items from own quota of stock by visualizing the prospect of availability of raw material needed. Any of the above points if taken, as argument for non-execution /delayed period will not be entertained.

Rates and Comparison of Rates:

Only net rates should be quoted. No Separate free goods or cash discounts should be offered. Rate must be valid for the entire period of the contract and must be offered conforming to the following:

- i. Rates must be offered net only against the specified works. The net rate must be inclusive of all charges including transit insurance and any other levies or duties etc. charge on the product except **GST**. If rates are quoted giving any free goods quantity or cash discounts the same shall not be considered.
- ii. Any surcharge prevailing on the date of submission of the rate must be included in the net rate and should also be shown separately. In the event of any subsequent variation (increase or decrease) in **GST/Surcharge** by the government (State/UT or Central) the same shall be modified accordingly.
- iii. In the event that there are 2 or more bidders having the same value in commercial

bid, the bidder securing highest technical score will be adjudicated as “Best responsive bid” for award of the Project.

- iv. Bidder shall exercise all due diligence at their own level regarding applicability of taxes, duties and fees etc. for the unit of supplies as specified in the tender and accordingly include in their quote. Any additional/extra claims over and above the rates agreed pertaining to taxes, duties and fees etc. shall not be entertained on account of whatever reasons may be.
- v. Bidder shall sign with seal on every page of the tender form and Terms & Conditions in token of his acceptance of all the Terms & Conditions of the tender and return the same along with tender. He should also sign at the bottom of each page of the original tender catalogue, Non-receipt of terms and conditions duly signed with the tender shall render the tender to be rejected.
- vi. Any change or insertion of any other condition or stipulation in the above terms of supplies are not allowed and if so found, shall render the tender to the rejection without notice.

Note:

- a. **Bidder shall not make any change in the BOQ.**
- b. Nomenclature in the Financial Bid should not differ from the original tender catalogue specifications, otherwise tender may be liable to be rejected.

Applicability of Taxes:

Taxes shall be payable, at actual, as applicable.

Demonstrations:

The tenderer shall be asked to demonstrate the technique, procedure and utility of services as per specification of tender document before the technical panel constituted by the JKMSCL to the satisfaction of the panel.

Security Deposit & Agreement:

- i. All firms whose offers are accepted will have to deposit a security equal to five per cent (5%) of the yearly total value of approximate quantity as per tender catalogue in favor of FA/CAO, JKMSCL at the time of agreement, which shall be renewed every year before the expiry of the earlier deposit, until the end of the contract period. The security amount shall in no case be less than the earnest money.
- ii. The earnest money of successful Bidder shall be returned or be adjusted toward Security Deposit (SD) and balance shall be given in the form of CDR/ FDR/ Bank Guarantee favoring FA/CAO, JKMSCL.
- iii. The security deposit shall be refunded after six months from the date of expiry of the contract or satisfactory completion of contract, whichever is later and after satisfying that there are no dues outstanding against the Bidder.
- iv. It is to be noted that previous earnest money/security deposit, on account any previous tenders, even if lying in JKMSCL, shall not be considered towards this contract and therefore fresh security deposit should be furnished.

- v. The work order(s) shall only be placed after deposition of appropriate amount of Security Deposit (SD) and its adjustment orders by the Corporation.
- vi. The department will pay no interest on security deposit/Earnest money deposit.
- vii. Successful Bidders shall have to execute an agreement on a Non Judicial Stamp Paper Rs.100/- (as mentioned in Offer letter) in the prescribed form with the JKMSCL and deposit security for the performance of the contract within **21 days** from the date of acceptance of offer/ LoI communicated to him through e-mail/ fax/ courier, etc. whichever is earlier. However, JKMSCL may condone the delay in execution of contract by the Bidder. The expenses of completing and stamping the agreement shall be paid by the Bidder and the department shall be furnished free of charge with one executed stamped counter part of the agreement.
- viii. The Bidder shall furnish the following documents at the time of execution of agreement:-
 - a. Registration Number and year of registration in case of Company /Firm/Trust/Society registered under relevant laws.
 - b. Address of office, telephone numbers.
 - c. Registration issued by Registrar of Companies, Govt. of India in case of Company(ies) registered under the Companies Act, 1956/ 2013.
- ix. Rate Contract shall remain in force for a period of **Two years** subject to annual review by the Health & Medical Education Department, J&K. Rate Contract may be further extendable by another **One** years, subject to successful satisfactory completion of initial period of Two years. Decision of Health & Medical Education Department, J&K shall be final and binding.
- x. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to forfeiture in full or part by JKMSCL and decision of MD, JKMSCL shall be final.
- xi. The contract for the service can be repudiated at any time by the Managing Director, JKMSCL if the services are not made to the satisfaction of Health & Medical Education Department, J&K after giving an opportunity to the Bidder of being heard and after reasons for repudiation being recorded by him in writing. However, Managing Director, JKMSCL may terminate agreement of rate contract at any time without notice/intimation to Bidder/firm /company/trust/society in public interest.

Work Orders:

- i. Work order shall be placed to the approved bidder only (not Agents/Suppliers/Distributors etc.) *by JKMSCL*, through e-mail/fax/ registered/ speed post. Date of receipt of e-mail/ fax/ registration at post office, whichever is earlier, shall be treated as date of work order for calculating the period of execution of job orders.

- ii. Termination for default: The right to cancel the work orders rests only with the Managing Director, JKMSCL.

Submission of Return and Contract Completion Report:

- a. The firm shall furnish consolidated statement of work executed, in enclosed formats to intending department by 10th of each month duly verified by the consignee(s). Please note that if statements are not submitted in time then the payments may be withheld and the firms shall be responsible for such delay in payments. Firms shall have to submit consolidated statement in duplicate at the end of Rate Contract as well as after expiry of material warranty period (as provided in warranty clause of the contract) to enable the Corporation to examine the case for refund of security money. The consignee shall submit every month verified copy of statements along with his comments to the intending department for monitoring the project.
- b. It shall be the responsibility of the consignee to get registered the complaint of defective performance immediately to the authorities for taking action against the contractor/supplier/firm.
- c. Contractor/supplier shall also be sent by the consignee immediately just after noticing such defects in material/performance in such a manner, so as to reach in the office of the firm immediately and before completion of warranty period.

Terms of Payment:

- a. Payments shall be paid centrally from the JKMSCL Corporate office.
- b. No advance payments shall be made to the approved bidder.
- c. Payment in respect of Capex is released after the installation & successful commissioning of the Capex component as per the NIT Terms.

Operational expenses shall be released on submission of invoices on monthly basis based on performance evaluation reports from Nodal Officers of the concerned Directorate(s).

- d. Payment shall be made by RTGS. Expenses on this account, if any, shall be borne by the firm.
- e. All bills/ invoices should be raised in triplicate in the name of the authority concerned.

Recoveries:

- i. Recoveries of liquidated damages, breakage, rejected articles shall ordinarily be made from bills. Such amount may also be recovered from any other untied dues & security deposits available with department. In case recovery is not possible, recourse will be taken under the law in vogue.
- ii. Any recovery on account of L.D. charges/risk & cost charges in respect of previous rate contracts/work orders placed on them by the corporation, can also be recovered from any sum accrued against this tender after accounting for untied sum or due payment sum lying with corporation against previous rate contracts/work orders. Firm shall submit details of pending amount lying with corporation but decision of Managing Director, JKMSCL regarding authenticity of sum payable shall be final.

Periodic Inspections

The Technical committee constituted for the purpose, if deemed fit, shall carry out periodic inspections at random basis for smooth functioning of the centres/project.

Validity of Tender:

Rate Contract shall remain in force for a period of **Two years** commencing from the date of the signing of the contract subject to annual review by the Health & Medical Education Department, J&K. Terms of tender will be extendable for another One year subject to successful satisfactory completion of initial period of Two years. Decision of Health & Medical Education Department shall be final and binding. The AMC shall be carried by the bidder for next three years after the completion of contract period of two years.

Subletting of Contract:

Subletting or assigning contract to third party is prohibited. In the event of Bidder violating this condition, the Managing Director, JKMSCL shall be at liberty to place the contract elsewhere on the Bidder's account and at his risk. The Bidder shall be liable for any loss or damage, which the Government may sustain in consequence or arising out of such replacement of the contract.

Fall Clause:

- i. The prices charged for the Store supplies under the contract by successful Bidder shall in no event exceed the lowest price at which the successful Bidder sells the stores of identical description to any other persons during the period of the contract. If any time, during the period of the contract, the Bidder reduces the sales price chargeable under the contract, he shall forth with notify such reduction to the MD, JKMSCL and the price payable under the contract of the stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced. It implies that if the contract holder quotes/reduces its price to render similar goods at a price lower than the contract price to anyone in the State at any time during the currency of contract including extension period, the contract price shall be automatically reduced with effect from the date of reducing or quoting lower price for all delivery of subject matter of procurement under contract and the contract shall be amended accordingly.

Modifications

JKMSCL reserves the right to relax or change/ modification in terms and conditions including scope of work in the exigency excluding fundamental changes. In case of such urgency the terms & conditions shall be got approved from the Board of Directors of JKMSCL, J&K as the case may be. However, basic conditions of the agreement shall not be modified.

Right to Accept and Reject any Proposal

JKMSCL reserves the right to accept any bid not necessarily the lowest. The JKMSCL may reject any bid without assigning any reasons and accept bid for all or any one or more of the articles for which bidder has been given or distribute items of stores to more than one firm/supplier.

JKMSCL will have the right of rejection of all or any of the bids without assigning any reason for the same. The right to conclude parallel rate contracts with another firm is also reserved by the Managing Director, JKMSCL.

Award of Contract and Agreement

On evaluation of technical and financial parts of proposal and decision thereon, the selected successful bidder shall have to execute an agreement with the Government within 21 days from the date of acceptance of the bid as communicated to him. This RFP along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance security as mentioned in the proposal above.

MONITORING:

- i) Daily Clinician records by concerned faculty.
- ii) Monthly review by concerned HODs.
- iii) Quarterly Review by Program Manager.
- iv) Any deviation by the approved firm shall be timely acted upon by concerned Administration i.e DHS J/K

ROLE OF Director Health Services Jammu/Kashmir.

Payment:

The payment of the setup of Hardware/software, training & operations etc. shall be funded by the concerned Healthcare institution(s)/Directorate(s). The payment shall be made after verification of invoices by the concerned Nodal Officers duly forwarded by the concerned Healthcare institution(s)/DHS, J/K. Any bill shall be subject to scrutiny by the DHS J/K, J&K at any given point of time. The DHS J?K shall call for any kind of explanation in case of lack of any kind of operations as agreed upon the tender conditions.

Agreement :

The Agreement is to be made between Concerned HODs and the approved bidder.

Responsibility of JKMSCL

JKMSCL shall provide appropriate assistance where required.

Termination/ Suspension of Agreement

- a) Concerned DHS/Healthcare Institution may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - i. Shall specify the nature of failure, and
 - ii. Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- b) Concerned DHS/Healthcare Institution after giving 15 days clear notice in writing expressing the intention of termination by stating the ground/ grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable

opportunity of being heard to the service provider.

- i. If the service provider do not remedy a failure in the performance of his obligations within 45 days of receipt of notice or within such further period as the Government have subsequently approve in writing.
- ii. If the service provider becomes insolvent or bankrupt.
- iii. If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- iv. If, in the judgment of the JKMSCL, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

Grievance/ Appeal:

- a) In case of any dispute, the decision of Managing Director, JKMSCL shall be final and binding. In any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Managing Director JKMSCL, J&K, who will appoint his senior most officer as sole Arbitrator of the dispute, who will not be related to this contract and whose decision shall be final and binding on both the Parties. The Arbitrator shall deal with the grievance expeditiously, as possible and shall Endeavour to dispose it off, within thirty days from the date of its submission.
- b) If the officer designated as Arbitrator fails to dispose of the grievance filed within the period or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the Officer, appointed as Arbitrator, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a Appeal before Final Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the order passed by Arbitrator or of the date of receipt of the order passed by the Arbitrator, as the case may be.
- c) **Appeal not to lie in certain cases**
No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-
 - i. Determination of need of procurement;
 - ii. Provision limiting participation of Bidders in the Bid process;
 - iii. The decision of whether or not to enter into negotiations;
 - iv. Cancellation of a procurement process;
 - v. Applicability of the provisions of confidentiality.

d. Form of Appeal:

- i. An appeal under in the form as annexed along with as many copies as there are respondents in the appeal.
- ii. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- iii. Every appeal may be presented to First Appellate Authority or Final Appellate Authority, as the case may be, in person or through registered

post or authorized representative.

e. Fee for filling appeal:

- i. Fee for filing appeal before final appellate authority shall be Rs. 10,000/- (Rupees Ten thousand only), which shall be 50% refundable, when the case has been proven true.
- ii. The fee shall be paid in the form of bank demand draft only of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

f. Procedure for disposal of appeal:

- i. Appellate Authority upon filling of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - ii. On the date fixed for hearing, the Appellate Authority shall -
 1. Hear all the parties to appeal present before him; and
 2. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - iii. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties free of cost.
 - iv. The order passed under sub-clause (iii) above shall be placed on the J&K State e-Procurement portal www.jktenders.nic.in.
- g. If the bidder wishes to lodge any complaint against the other bidder regarding submission of false documents, information etc., the bidder has to deposit Rs.10,000/- (Rupees Ten Thousand only) in the form of Demand Draft drawn in favor of JKMSCL in terms of deposit. The amount so deposited shall be refunded if after scrutiny the complaint is found to be true. However, if the complaint found to be false and mala-fide, the deposit will be forfeited. No interest shall be paid against this deposit. The complaint must be on letter head bears the signature of the bidder or the authority higher than the bid signatory of the firm.

Compliance with the Code of Integrity and No Conflict of Interest:

Any person participating in a procurement process shall-

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- b) Not misrepresent or omit misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- c) Not indulge in any collusion, bid rigging or any-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- d) Not misuse any information shared between the procuring entity and the bidders with intent to gain unfair advantage in the procurement

- process;
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any part or to its property to influence the procurement process;
- f) Not obstruct any investigation or audit of a procurement process;
- g) Disclose conflict of interest, if any; and
- h) Disclose any previous transgressions with any entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:

Bidders participating in a bidding process must not have a conflict of interest. A conflict of interest is considered to be a situation in which a 2nd party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A bidder may be considered to be in conflict of interest with one or more parties in bidding process if, including but not limited to:

- a. Have controlling partners/shareholders in common; or
- b. Receive or have received any direct or indirect subsidy from any of them; or
- c. Have the same legal representative for purposes of the bid; or
- d. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder or influence the decisions of the procuring entity regarding the bidding process; or
- e. The bidder participates in more than one bid in a bidding process. Participation by a bidder in more than one bid will result in the disqualification of all bids in which the bidder is involved. However, this does not limit the inclusion of the same sub contractor, not otherwise participating as a bidder, in more than one bid; or
- f. The bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the goods, works or services that are the subject of the bid; or bidder or any of its affiliates has been hired (or is proposed to be hired) by the procuring entity as engineer-in-charge/consultant for the contract.
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge / consultant for the contract.

Situations leading to Disqualification of bidders

- i. Direct or indirect canvassing on the part of bidder(s) or their representative(s) shall disqualify their bid
- ii. Bidder may be disqualified, banned or suspended from business during the rate contract if :
 - a. fails to execute a contract or fails to execute it satisfactorily;
 - b. no longer has the technical staff or equipment considered

necessary;

- c. is declared bankrupt or insolvent or its financial position has become unsound, and in the case of a limited company, it is wound-up or taken into liquidation ;
- d. The firm is suspected to be doubtful loyalty to state.
- e. The Anti Corruption Bureau or any other Investigating agency recommends such a course in respect of a case under investigation.
- f. DHS J/K or its authorized representative is prima-facie of the view that the firm is guilty of an offence involving moral turpitude in relation to business dealings, which if established would result in business dealing with it banned.
- g. If any certificate/ documents/ information submitted by the bidder found to be false/ forged/ fabricated/ vexatious or frivolous or malicious appeals or complaints etc. than bidder shall be liable for the appropriate legal action along with disqualification, banning, suspension etc. for limited or unlimited period.
- h. Bidders are required to submit wanted information (if any) based on the facts. If the furnished information by the firm found to misleading or not based on facts disciplinary action against the firm may be taken as to banning concerned item/ items for certain or uncertain period.

Single bidder

Although JKMSCL will do it's best to encourage the participation of multiple parties for the tender, however in the case of a single bidder, Competent Authority can take a decision of awarding the contract due to the nature of the service being that of emergency services and affecting the lives of the citizens of the State.

- No Action on the letter head of the Bidder/firm regarding any complaints against the Corporation will be taken unless the letter head bears the signature of the Bidder or the Authority higher than the bid signatory of the firm.
- i. Any certificate/documents/information submitted by the Bidder found to be false/forged/fabricated etc. than bidder shall be liable for the appropriate legal action along with disqualification, banning, suspension etc. for limited or unlimited period.
- ii. Bidders are required to submit wanted information (if any) based on the facts. If the furnished information by the firm found to misleading or not based on facts disciplinary action against the firm may be taken as to banning concerned item/items for certain or uncertain period.
- The Bidder must sign all the pages of tender document at the below of Terms & Conditions agreeing to abide by all conditions of the tender and accept them in toto.
- by all conditions of the tender and accept them in toto.

38 Jurisdiction:

All actions, legal proceedings and suits arising from or connected to this bid shall be subject to the exclusive jurisdiction of courts in Union Territory of J&K only.

- 39** Extra stipulation or any other condition contrary to the above Tender conditions are not acceptable and may render the tender liable to rejection.

40 Modification / withdrawal of bids

Modification/ substitution/ withdrawal by the bidder in the proposal are permitted only before the closing date and time of submission of bids.

41 Saving Clauses

In the absence of any specific provision in the agreement, the issue will be decided on mutual agreement.

The failure of 2nd party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event:-

- Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
- Has informed the 1st party as soon as possible about the occurrence of such an event.

42 Force Majeure:

- a. As the Services being emergency in nature, the bidder shall not be allowed to suspend or discontinue Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, a suspension of or failure to provide Emergency Services on the occurrence of a Force Majeure event will be an Event of Default and Department may terminate this Agreement without any termination payment being made in respect thereof and take legal action which include blacklisting/debarring of the firm.
- b. On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Department may give instructions to the approved firm including requiring deployment of additional number of HRs, in such circumstances, the firm shall comply with such instructions.

Applicability of Clauses:

All the clauses from 1 to 42 and their annexure, formats & enclosures are applicable for the tendered items and forms an integral part of the RFP.

Sd/-
Managing Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

I/ We have read the above terms and conditions and I/ We agree to abide myself/ ourselves by the above terms & conditions of the tender document.

Signature of Bidder
with seal

Required Proposals	1. A. Technical Bid 2. B. Financial Bid
Pre-Bid conference	Pre-bid conference shall be held to provide clarifications, if any, to the prospective bidders and also collate clarifications from bidders which would be responded to, if required, after due consideration and uploaded on the website. The conference will be held at the Corporate Head Office Jammu/Srinagar.
Language in which proposals should be submitted	English
Single currency for price conversion	Indian National Rupee (INR)
Earnest Money Deposit	Rs.01.00 Lakh (Rupees One Lakhs only) in the form of CDR/ FDR/ BG pledged to the Financial Advisor/CAO,JKMSCL.
Performance Security Deposit	5% of 1 st year operational cost in the form of Bank Guarantee and to be valid up to six months after date of expiry of contract period.
Agreement Period	Rate Contract shall remain in force for a period of Two years subject to annual review by the Health & Medical Education Department, J&K. Rate Contract may be further extendable by another One year, subject to successful satisfactory completion of initial period of five years. Decision of Health & Medical Education Department, J&K shall be final and binding.
Bid validity period	The Proposal shall remain valid for 180 Working Days after the Date of Opening of Technical Bid. Any Proposal, which is Valid for a Shorter Period, shall be Rejected as Non-Responsive. However, the same can be extended with the mutual consent and acceptance of the bidder. The bid validity means that the proposal submitted by the bidder is valid for 180 days before the finalization of the contract

-Sd-

Managing Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

Special Terms and Conditions

1. Earnest Money Deposit, Tender Fees and Processing Fees shall be submitted by or before the scheduled date and time otherwise tender shall out rightly be rejected.
2. **Bidder shall have to quote the rates of OPEX and CAPEX Separately as per the BOQ uploaded.**
3. **Conditional tenders shall not be considered.**
4. The bidder should quote rates in Indian rupees (INR) only and payment shall be made in Indian rupees.
5. All certificates should be valid on the date of submission of tender & issuance of Rate Contract.
6. The cumulative rates for 1st year (CAPEX+OPEX) Shall be calculated for evaluation criteria.
7. The successful bidder have to ensure minimum wages as per the notification issued by the Labor Dept. of J&K Government. Bidder not adhering to the same shall lead to termination of the contract.
8. The key features involved for quoting the rates are :

PRICE BOQ SHEET

S.No.	Item Description	Unit	Qty	Unit Rate without GST (INR)	GST %age (INR)	GST Amount (INR)	Total Amount with GST (INR)
1	<u>CAPEX</u> Supply, installation, and commissioning of an Integrated Telehealth System inclusive of 07 Nos Devices with One Year Warranty Support	HUB (Nos)					
		SPOKE (Nos)					
2	<u>OPEX</u> Onsite Manpower Support at each spoke Site. (01 No) per site	Per month	24 months				
3	AMC Period: Year 01 (Post-Warranty Support)	Nos	01				
4	AMC Period: Year 02	Nos	01				
5	AMC Period: Year 03	Nos	01				

Note :

L1 shall be ascertained after cumulative calculation of the price quoted by the bidder i.e Rates quoted for HUB and SPOKE x No. of locations. The cumulative rates for 1st year (CAPEX+OPEX) and 2nd yr OPEX shall be calculated for ascertaining L bidder.

Sd/-

Managing Director
J&K Medical Supplies Corporation
Ltd.

General Instructions

Before filling up of bid or submission of the tender form, kindly go through these following instructions along with terms & conditions carefully so that your tender is not considered invalid:

1. Detailed 'Request for Proposal' document comprising of the detailed terms & conditions can be downloaded from the website(s) - www.jktenders.gov.in, www.jkmsclbusiness.com.
2. Bids shall have to be submitted strictly as per the Terms & Conditions through e-procurement portal of Govt. of J&K www.jktenders.gov.in.
3. Bidder shall have to submit **Rs.10,000.00 + GST** as specified (Rupees Ten Thousand only) which includes Rs.1,000.00 as cost of tender document and Rs.9,000.00 as tender processing fees, both non-refundable, at the time of bidding as specified above.
 - a. Scanned copies of financial instruments i.e DD/FDR/CDR/ BG etc. shall have to be uploaded along with Technical bid.
 - b. Original DDs, CDR/ FDR/ BG shall have to be deposited, in original, at the office of Managing Director, JKMSCL, Jammu/ Srinagar a day before the last date and time of bid submission.
 - c. Except, DDs and FDR/ CDR/ BG, no document is physically required to be submitted to Corporation.
4. All the Certificates/ License/ Documents which are required shall be complete and updated.
5. **Average Annual Turnover of the last three financial years shall be submitted as specified at Annexure A.** The statement duly audited by Chartered Accountants shall be submitted along with bid failing which bid shall summarily be rejected. Distributors/Suppliers/Agents/Loan Licensees are not eligible to participate in the tenders.
6. A Pre-Bid Meeting shall be held as per critical dates to clarify various issues and to answer questions on any matter that may be raised at that stage. After pre-bid meeting, necessary modifications in tender conditions, etc., if required, can be made and shall be uploaded only on website(s) www.jktenders.gov.in & www.jkmsclbusiness.com. **The same shall neither be published in any newspaper nor be informed individually. Hence, bidders are advised to keep themselves updated through these websites.**
7. Bids shall be submitted after Pre-Bid meeting incorporating the modifications, if any.
8. The authorized signatory* of the firm shall only be entertained to correspondence with the department/ corporation regarding this tender issue.

*Authorized Signatory means a person duly authorized by the competent authority viz., MD/ Chairman/ Proprietor/ Board of Directors/ Partner through Power of Attorney to sign on behalf of the firm/ company/Trust/ Society /Consortium, pledged before the Hon'ble Court of Law.

Tender Inviting Authority & Other Details	
Tender Reference No. and Date	NIT/JKMSCL/
Place of Pre-Bid Meeting	Corporate Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu Corporate Office: Opp. J&K Motor Garage Deptt Near Hajj House Bemina Srinagar
Place of Opening of Technical Bid	Corporate Office: Plot No. 58, Friends Colony Satyam Road Trikuta Nagar Jammu Corporate Office: Opp. J&K Motor Garage Deptt near Hajj House Bemina Srinagar
Tender Form Fees (Non-Refundable)	Rs.1,000.00 (Rupees One thousand only) in the shape of DD drawn with any of the scheduled/ nationalized Bank in favour of J&K Medical Supplies Corporation Ltd. payable at Jammu/ Srinagar.
Tender Processing Fees (Non-Refundable)	Rs.9,000.00 (Rupees nine thousand only) in the shape of DD drawn with any of the scheduled/ nationalized Bank in favour of J&K Medical Supplies Corporation Ltd. payable at Jammu/ Srinagar.
Earnest Money Deposit (EMD) (Refundable)	Rs. 01.00 Lakhs (Rupees One lakh only) in the shape of FDR/ CDR/ BG duly pledged in favour of CAO, JKMSCL
Address for Communication	Managing Director, JKMSCL
Contact Nos.:	0191-2580842, 0191-2581845
e-Mail for enquiries	mdjkmscl2@gmail.com

Note:

Date, Time and Venue of Opening of Financial Bids shall be communicated separately later through appropriate announcement/ update on e-Procurement Portal of Govt. of J&K www.jktenders.gov.in and other websites including www.jkmsclbusiness.com.

Bidders are required to keep themselves updated regarding various amendments/ modifications/ announcements on the portal/ websites. Such amendments/ modifications/ announcements shall neither be published in the newspapers nor be informed individually.

ELIGIBILITY CRITERIA

S.N.	Eligibility Criteria	Supporting Documents
1	The bidder must be an Indian registered company (as specified in Annexure A).	Company Registration Certificate
2	The average annual turnover of the company must be ₹ 50 Crore in the last three financial years (as specified in Annexure A).	Audited Balance Sheets and CA Certificate (must have Membership No., UDIN No.& Date) In case of consortium, the bidder must have minimum average annual turnover of INR 50 Crores during the financial years FY 2023-24, FY 2024-25 and FY 2025-26, in which the lead partner of the consortium must have at least minimum annual average turnover of INR 50 Crore. The cumulative total minimum average annual turnover of consortium members jointly must be Rs. 50 Crores.
3	The bidder must have a positive net worth in the last three financial years.	CA Certificate
4	The OEM must have sold a minimum of 50 Telemedicine Kits.	Copy of Work Order/Agreement
5	The OEM can provide sole authorization to only one bidder against this specific bid reference number.	Must submit a valid proof/ Authorization Certificate
6	The OEM should submit an ABDM certification and should have linked the health records of 10000 Nos with the Ayushman Bharat Health Accounts (ABHA).	ABDM Dashboard Snapshot

Telemedicine Solution – Project Framework & Functional Specifications

1.1.1 Project Model: HUB & SPOKE

This initiative will follow a **HUB & SPOKE architecture**. The number and location of **HUB centers** are attached herewith as Annexure I. In case of any addition/deletion the same will be determined and communicated to the successful bidder during project implementation.

Telemedicine Platform – Core Functional Requirements

The proposed Telemedicine Platform must support the following functionalities:

1. **Staff Information Management** – Capture and store non-clinical details of staff.
2. **User Registration & Profile Management** – For both medical staff and patients.
3. **Workflow Management** – Seamless doctor-patient workflow handling.
4. **Appointment & Live Consultation Scheduling** – Based on department and doctor availability.
5. **Medical History Recording** – Including immunization, disability, surgical history, etc.
6. **Electronic Health Records (EHR)** – Storage and access to medical diagnoses, symptoms, lab tests, etc.
7. **Secure Data Transmission** – Via encrypted communication protocols.
8. **Queue Management System** – For managing patient flow.
9. **Audio/Video Teleconsultation** – High-quality, real-time communication.
10. **Diagnostics & Image Sharing** – Support for CT scans, MRIs, digital prescriptions, and referrals.
11. **Device Output Integration** – Capture video and data from medical equipment.
12. **Compliance with MCI Guidelines** – In line with India's Telemedicine Practice Guidelines.
13. **Data Privacy** – Adherence to the Indian Medical Council Act and applicable data protection regulations.
14. **Role-Based Access & Reporting** – Multi-tiered access control and insightful reporting tools.
15. **Communication & Notifications** – In-app, SMS, and email alerts and reminders.
16. **System Integrations:**
 - ICD (International Classification of Diseases)
 - Seamless Telemedicine App Integration
 - Bluetooth-based integration with seven essential medical devices (as listed below)

1.1.2 Telemedicine Application Integration

The platform should be tightly integrated with national healthcare standards and infrastructure, including:

- **ABDM 3.0 Integration** – Fully compatible with the Ayushman Bharat Digital Mission (ABDM) and HL7 standards.
- **ABHA ID Compatibility** – Patients can link their telemedicine profiles and EHRs with their ABHA ID.
- **ABHA ID Generation** – Through Aadhaar-based identity verification.
- **Seamless Report Access** – Lab reports, CT scans, prescriptions, and diagnoses from verified providers.

- **Unified Patient Identity** – All healthcare benefits and records linked to a unique ABHA number.
- **Hassle-Free Registration** – Eliminating the need for long queues at healthcare centers.
- **Integrated Online PACS** – For diagnostic imaging as part of the telehealth ecosystem.
- **Data Ownership & Confidentiality** – All data remains the sole property of the <End Client>, and strict confidentiality must be maintained.

1.1.3 Telemedicine Kit – Standard Configuration (7 Devices)

Each telemedicine kit must include the following Bluetooth-enabled medical devices:

1. **Digital Blood Pressure Monitor** – With standard cuff.
2. **Pulse Oximeter** – For measuring SpO2 levels and pulse rate.
3. **Digital Thermometer** – For accurate body temperature reading.
4. **Digital Stethoscope** – For auscultation of heart and lung sounds.
5. **ECG Device** – Portable and compatible with the platform.
6. **Fetal Doppler** – For fetal heart monitoring.
7. **General Examination Camera** – High-resolution camera for remote physical examinations.

Technical Specifications – Telemedicine Kit (7 Devices)

Each Telemedicine Kit shall include the following certified medical-grade devices, all integrated via **Bluetooth Low Energy (BLE)** for real-time data transmission to the host telemedicine platform.

Device	Description & Features	Certifications Required	Qty
Digital Stethoscope	- Bluetooth-enabled device for real-time streaming of heart and lung sounds - Supports store-and-forward functionality - Built-in ambient noise reduction, hand tremor, and friction noise filtering - Rechargeable battery with USB charging support	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS + ISO 13485	1
Digital Blood Pressure Monitor	- Non-invasive, oscillometric BP measurement - Supports adult cuff (S/M/L sizes) - Real-time Bluetooth data transfer to host system	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS + ISO 13485	1
Pulse Oximeter	- Finger probe for measuring SpO ₂ and pulse rate - Real-time data streaming over BLE - Built-in display for standalone reading	USFDA Approved / CE Mark (Notified EU Body)	1
Non-Contact	- Infrared thermometer for	USFDA Approved / CE Mark	1

Thermometer	forehead temperature readings - Accurate readings within seconds - BLE data transfer - Rechargeable battery operation	(Notified EU Body) / CE Compliance / BIS + ISO 13485	
Handheld Examination Camera	- High-resolution video capture with auto-zoom - Suitable for dermatology, ENT, and general examinations - Compatible with telehealth systems	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS + ISO 13485	1
Portable ECG Device	- 10-lead, 12-channel simultaneous ECG acquisition - BLE-enabled with patient cable - Built-in filters for baseline stability, muscle tremor, and electrical noise - Lead-off detection	USFDA Approved / CE Mark (Notified EU Body)	1
Fetal Doppler	- Accurate fetal heart rate monitoring - Double LED indicators for signal quality and alerts - Bluetooth-enabled, USB rechargeable - Includes earphone port and accessories for easy use	USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS + ISO 13485	1

Manpower Deployment

To ensure the seamless implementation and ongoing support of the telemedicine initiative, the selected bidder shall provide dedicated and trained manpower as outlined below.

1.1.4 Personnel Deployment Requirements:

- **On-site Telemedicine Operator:**
One **trained and qualified operator** must be deployed at **each site** for the **entire duration of the contract**.
- **Identification & Uniform:**
The bidder shall issue **identity cards and uniforms** to all deployed personnel for proper identification and professionalism.

Project Summary, Scope of Work & Technical Specifications

1.1.5 Project Background

The rapid evolution of Information and Communication Technology (ICT) has significantly transformed healthcare delivery. Integrated Health Solutions (IHS) have emerged as a crucial component in modern healthcare, enabling real-time monitoring of patient vitals and facilitating access to medical services across diverse geographies.

The core objective of deploying IHS is to extend healthcare access to remote and underserved areas by leveraging ICT for diagnosis, treatment, and prevention. These solutions ensure timely and efficient delivery of healthcare services by connecting patients with medical professionals through secure digital platforms.

1.1.6 Scope of Work

The scope includes:

- **Design, development, deployment, and implementation** of Integrated Health Solutions.
- **Training and technical support** for healthcare personnel.
- Provision of **telemedicine services** including tele-consultation, tele-referrals, electronic health records, and secure data storage.
- Integration with existing healthcare infrastructure to enable smooth workflows and data exchange.

1.1.7 Objectives & Key Use Cases

Integrated Health Solutions will serve as a powerful tool to:

- **Connect rural and remote populations** with specialist doctors, ensuring access to quality healthcare.
- Enable **tele-consultation between field health workers and specialists**, especially in difficult terrains and during disaster response.
- Support **healthcare delivery in lockdown zones or areas with restricted access**, during outbreaks and emergencies.
- Assist in **medical triaging** by helping prioritize treatment based on vital parameters.
- Provide **emergency medical aid** during natural disasters, epidemics, or in relief camps.
- Facilitate **tele-psychology** services for individuals experiencing mental health challenges due to isolation, field stress, or prolonged separation from families.
- Reduce **hospital OPD overload** and avoid unnecessary readmissions through remote patient monitoring.
- Enable **specialty care** like tele-dermatology, tele-ophthalmology, and tele-radiology by sharing high-resolution medical images with experts.
- Bridge the gap for **healthcare workers in remote or resource-constrained areas**, improving patient care outcomes.

Proposed Solution Overview

1.1.8 Deployment Model: Hub & Spoke Architecture

The proposed **Integrated Health and Telemedicine Solution** will be implemented using a **Hub & Spoke model**, designed to enhance remote healthcare access and improve service delivery efficiency across the state.

- **Spoke Units:**
Patient-facing operational units will be established at **Primary Health Centres (PHCs)**, **Community Health Centres (CHCs)**, and **Health & Wellness Centres (HWCs)**.
- **Hub Units:**
Doctor consultation units will be stationed at **district hospitals, city hospitals, and referral medical centers**, equipped with telemedicine infrastructure to manage and monitor patient data remotely.
- **Connectivity:**
Communication between hubs and spokes will be facilitated via a **cloud-based telemedicine platform**, integrated with either the **district's optical fiber network** or **Wi-Fi connectivity** provided by local authorities.
- **Scalability:**
The state may establish any number of hubs using its existing IT infrastructure (PCs and LAN). The selected provider shall supply and support the telemedicine software required to enable this model.

1.1.9 Use Case Scenarios:

The Integrated Health & Telemedicine system will support the following real-world scenarios:

1.1.9.1 *Teleconsultation Between Patient (Spoke) and Doctor (Hub)*

- When the local medical officer is unavailable or attending to other patients
- For patients unable to travel due to difficult terrain, lack of transport, or mobility issues
- To reduce hospital crowding, waiting times, and unnecessary readmissions

1.1.9.2 *Follow-Up Consultations*

- Enables follow-up with hospital doctors directly from the patient's location (for secondary consultations)
- Beneficial for **elderly patients, chronic conditions, and palliative care cases**
- Saves time, travel cost, and effort for both patients and caregivers

1.1.9.3 *Specialist Referrals*

- Allows on-site health workers to consult with specialists at tertiary hospitals
- Supports access to disciplines such as **cardiology, neurology, pediatrics**, etc.
- Facilitates urgent expert consultations where time-sensitive medical attention is needed

Solution Components

1.1.10 Integrated Health Solution – Vital Signs Monitoring Kit

The platform will support seamless integration with the following **seven vital sign monitoring devices**:

1. **Blood Pressure Monitor with cuff**
2. **Pulse Oximeter**
3. **Infrared Thermometer**
4. **Digital Stethoscope**
5. **Portable ECG Machine**
6. **Fetal Doppler**
7. **General Examination Camera**

1.1.11 Key Features of the Integrated Health Solution:

1. **Full integration** with the central telemedicine software platform
2. **Bluetooth Low Energy (BLE)** and/or **USB connectivity**
3. **Rugged and durable** design suited for field/public healthcare conditions
4. **Device access can be locked** to specific applications for security
5. **Low power consumption**, with rechargeable **lithium polymer batteries**
6. **No single point of failure** architecture for high system reliability
7. **Preference to indigenous manufacturers** for supply and support
8. **High clinical accuracy and precision** in all vital sign measurements

Medical Devices: Purpose and Specifications

1.1.12 Overview: Purpose of Each Medical Device

Device	Clinical Purpose	Vital Parameters Measured	Applicable Medical Departments
Digital Stethoscope	Detects chest congestion, heart and lung sounds	2	General Medicine
Digital BP Monitor	Measures systolic and diastolic blood pressure (low/high)	1	General Medicine, Cardiology
Pulse Oximeter	Monitors pulse rate and oxygen saturation (SpO ₂); critical for respiratory illnesses like COVID-19	2	General Medicine, Pulmonology
Non-Contact Thermometer	Measures body temperature from the forehead without physical contact	1	General Medicine
Handheld Exam Camera	Enables surface-level inspection of skin, eyes, nose, throat, ear, and oral cavity	5	Dermatology, ENT, Oncology (Upper), General Med.
Portable ECG	Detects cardiac irregularities (ischemia, arrhythmia, heart	1	Cardiology, General Medicine

	block, STEMI)		
Fetal Doppler	Monitors fetal heart rate for prenatal care	1	Gynecology, Pediatrics

1.1.13 Technical Specifications of Devices

1.1.13.1 Digital Blood Pressure Monitor

- **Function:** Non-invasive blood pressure measurement using oscillometric technology
- **Features:**
 - Adult BP cuff included (Small/Medium/Large sizes supported)
 - Bluetooth Low Energy (BLE) connectivity
 - Real-time data transmission
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS and ISO 13485

1.1.13.2 Portable ECG Device

- **Function:** Captures 10-lead, 12-channel ECG signals
- **Features:**
 - Simultaneous acquisition
 - Bluetooth-enabled
 - Lead-off detection
 - Filters for baseline stabilization, muscle tremor, and power-line noise
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body)

1.1.13.3 Non-Contact Infrared Thermometer

- **Function:** Measures forehead temperature quickly without contact
- **Features:**
 - BLE connectivity
 - Rechargeable battery
 - Instant and accurate readings
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS and ISO 13485

1.1.13.4 Digital Pulse Oximeter

- **Function:** Measures SpO₂ and pulse rate
- **Features:**
 - Finger-probe design
 - Built-in display and Bluetooth streaming
 - Low energy consumption
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body)

1.1.13.5 *Digital Stethoscope*

- **Function:** Captures heart and lung sounds for diagnostic use
- **Features:**
 - Bluetooth connectivity with store-and-forward capabilities
 - Advanced noise cancellation (ambient noise, tremors, friction)
 - Rechargeable via USB
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS and ISO 13485

1.1.13.6 *Handheld General Examination Camera*

- **Function:** High-resolution video for dermatological and ENT use
- **Features:**
 - Auto-zoom and microscopic imaging
 - Seamless integration with telemedicine software
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS and ISO 13485

1.1.13.7 *Fetal Doppler*

- **Function:** Tracks fetal heart rate (FHR) during prenatal monitoring
- **Features:**
 - Double LED indicators for FHR signal quality
 - Audio and visual alerts for abnormal readings
 - Bluetooth connectivity, USB charging, and earphone support
- **Certification:**
USFDA Approved / CE Mark (Notified EU Body) / CE Compliance / BIS and ISO 13485

Hardware Specifications

1.1.14 Laptop Specifications

The bidder shall supply laptops meeting or exceeding the following minimum technical specifications:

Specification	Required Configuration
Manufacturing Year	2024 or later
Battery	1 Lithium-Ion Battery (Included & Required)
Wireless Connectivity	Integrated Wi-Fi and Bluetooth
Memory (RAM)	Minimum 64 GB DDR4
Storage	512 GB SSD
Operating System	Windows 10/11 or Ubuntu
Processor	Intel Core i5-1235U or higher, minimum 3.3 GHz
Processor Count	Single Processor
Display	Minimum 14" LED Display (Touchscreen preferred if no significant cost increase)
Graphics	Integrated Graphics with Shared Memory

USB Ports	Minimum 3
Connectivity Ports	USB, HDMI, Ethernet (mandatory)
Input Device	Built-in Keyboard
Bundled Accessories	Laptop, Battery, AC Adapter, User Guide, Manuals
Pre-installed Software	Microsoft Office not required
Warranty	Minimum 1-year onsite warranty from the date of purchase

1.1.15 Printer Specifications

The bidder shall provide **monochrome printers** with the following minimum specifications:

Specification	Required Configuration
Model Year	2024 or later
Functionality	Print (Single Function)
Output Type	Monochrome
Connectivity	USB 2.0 High-Speed Interface, Wi-Fi Enabled
Operating System Compatibility	Windows 10, Ubuntu, Linux, macOS
Print Speed (Monochrome)	Minimum 18 pages per minute (ppm)
Print Resolution	600 x 600 dpi
Supported Paper Size	A4
Paper Thickness Support	64 to 275 GSM
Input Sheet Capacity	Minimum 100 Sheets (A4)
Power Consumption	Operating: 320W; Standby: 1.8W; Sleep: 0.8W (via USB connection)
Special Features	High-Speed Printing
Included Components	Printer, Starter Cartridge, Power Cord
Warranty	Minimum 1-year onsite warranty from the date of purchase

User Scenarios:

Assisted

- Walk-in for direct consultation (without appointment)
- Walk-in for Appointment for online/ assisted consultation
- Walk-in for Consultation against previous appointment

Online

- Online direct consultation (without appointment)
- Online Appointment for online/ assisted consultation
- Online Consultation against previous appointment

Emergency Consultation

Home Consultation

Implementation methodology:

Overview:

- The Solution would be connected through District's Captive Network (a dedicated network) to connect all the identified Dispensary/ Hospital to any hub designated by Union Territory of J&K via a secure mechanism.

- The software solution will be hosted at the <End Client> Data Centre and will be available as Software as a Service to all identified health units.
- The Integrated health solution implementation is envisaged in the Hub and Spoke model.
- The Doctors/ Specialist will connect from various hubs like hospitals or any remote consulting locations with connectivity.
- The Integrated health solution kit will be installed in mutually agreed CHCs & PHCs.
- Each kit will have a trained and qualified technician or (as per agreed timelines, who will be responsible for the data entry/ usage/maintenance along with the authorized user login credentials.
- Training and handholding shall be provided as per mutually agreed timelines.
- Medical Institute can use anonymous data for analytics and do disease surveillance, manage outbreak of pandemic, plan resources such as health workers/ medicines etc.

Implementation Phases:

The phasing of the project activities is divided into five phases and given below:

Phase 1: Readiness, Requirement collection & Study:

This phase will cover the study of Best Practices and incorporate the learnings from the implementations in different parts of the country. Formation and mobilization of project teams who will actively take part in the activities of this project.

Project Initiation

1. Receipt of Work Order from Client
2. Prepare the project initiation note as per the Work Order and initiation meeting
3. Technical & Database department to prepare for deployment of the solution.
4. Prepare & Finalize Master Mandatory Data Templates – Organization Details, Organization Logo, Department Admin User details, User Roles & Privilege Details
5. Define the escalation procedures
6. Identify, onboard / designate the project resources
7. Integrated health solution Kit Preparation and dispatch

Client Readiness

1. Client to identify internal key stakeholders, including Client Coordinator, Cloud/IT Coordinator, Project Monitoring & Reviews Team
2. Arrange and ensure Infrastructure readiness at required sites (Hub and Spoke) such as Computers, Internet Connectivity, LAN, Electricity, Power Backup & Furniture.
3. Ensure availability of data as per Master Mandatory Data Templates and Process Collection Questionnaires.

Phase 2: User Training

1. Training Plan, Agenda & Schedule to be confirmed with the Client
2. Client to identify the users for receiving the training
3. Readiness of Training material like Agenda, Feedback Form etc.
4. Conduct joint training sessions as per schedule for all locations

Phase 3: Application Deployment & Configuration (Go Live)

This phase will involve critical activities such as – Project Understanding, Trainings to team, and Roll Out.

1. Configure the Organization Setup - Organization Name, Locations

2. Bulk upload user data
3. Application Go-Live after installation of systems at each location to be used with telemedicine devices in the kit

Phase 4: Application Software Maintenance: Helpdesk Support

1. Ensure readiness of Helpdesk Setup & tools as per requirement of Helpdesk Team, Release, Mobile / Landline Connections, Helpdesk Communication
2. Release of Online and Telephonic Central helpdesk details to Client
3. Attend to user queries

Phase 5: Project Monitoring and Control

1. The project team and high level committee would monitor the progress and analyse the issues come out of previous phases to rectify the critical areas for smooth implementation of the project.
2. Monitor Progress and Escalations through scheduled Periodic Review Meetings

Training and Capacity Building

Most institutions are inadequately equipped in terms of personnel and the skill-sets needed to handle the host of issues involved. This gap needs to be addressed to handle the challenges that are likely to be faced. Training can either be online or offline.

Offline Training

1. Complete end-to-end training and capacity building support shall be provided if the training is conducted offline.
2. Training Stakeholders/ End Users will be identified for receiving the offline training.
3. Readiness of Training material like Plan, Agenda, Schedule, Feedback Form etc. will be ensured.
4. Joint training sessions for client and internal users of all locations will be conducted as per schedule.

Online Training via Digital Learning Platform

It is proposed that capacity building can be aided by a Digital Learning Platform that should aim at any time anywhere access of learning resources for health and support workers. The Learning Management System will allow

1. Quick animations of processes
2. Comparisons of common methodologies
3. Virtual interactive laboratories, assignments, projects
4. Embed videos, images, documents, presentations
5. Webinar sessions
6. High level engagement
7. Replacement of training guides
8. Integrated health solution kit usability
9. Learner Analytics to understand the learning behaviour of trainees

Manpower Support

Efficient human resource forms an integral part of any project. Bidder shall provide trained manpower support for the successful implementation of the project as per mutually agreed timelines.

The manpower requirements shall be as follows:

1. Trained and qualified operator– (Onsite) 1 per site (for entire duration of 2 years)

Conclusion: The system should ultimately capable of the following:

1. Suitable for Hub & Spoke, Aggregator, Web OPD Models
2. Queue Management suited to different models
3. Provision for different roles like paramedical, medical, patients and their family
4. Invite a specialist for second opinion
5. Personal Health Records for patients
6. Compliance to Health Standards, NDHM Integration-ready
7. Available in SAAS and On-Premise Model
8. Digital Training and Learning Platform for staff

User Scenarios

The Integrated Health Solution will cater to various consultation modes to ensure flexibility, accessibility, and timely healthcare delivery:

1.1.16 Assisted Consultations

- Walk-in consultation without appointment
- Walk-in consultation for online or assisted telemedicine
- Walk-in for a consultation based on a previously scheduled appointment

1.1.17 Online Consultations

- Direct online consultation without an appointment
- Online appointment booking for virtual or assisted consultations
- Online consultation based on a prior appointment

1.1.18 Emergency Consultations

- Telemedicine consultation in critical or emergency situations

1.1.19 Home Consultations

- Remote consultations from the patient's home, eliminating the need to visit the healthcare facility

Implementation Methodology

1.1.20 Overview

The project will be implemented using the **Hub & Spoke** model, with each health unit connected through the **District's Captive Network**, ensuring secure and efficient communication.

- The software solution will be hosted at the <End Client> Data Centre and delivered as **Software as a Service (SaaS)** to all identified health centers.
- The healthcare hubs (usually district or referral hospitals) will connect with multiple spoke locations (health units or clinics) for seamless telemedicine consultations.

- Dedicated operators will be stationed at each spoke to manage the telemedicine kit, ensure data entry, and offer local support.
- All data generated will remain proprietary to the <End Client> and will be managed according to strict confidentiality protocols.
- Anonymized data will be used for public health analysis, resource planning, and managing disease outbreaks.

Implementation Phases

The project will be executed in a structured manner, divided into five key phases as outlined below:

1.1.21 Phase 1: Preparation, Requirements Gathering, and Study

This phase involves analyzing industry best practices and applying lessons learned from other implementations across the country. The project team will be formed and mobilized to actively drive the project forward.

1.1.21.1 Project Initiation

1. **Work Order Receipt:** Acknowledge receipt of the work order from the client.
2. **Project Kick-off:** Prepare a project initiation document and conduct the initiation meeting.
3. **Technical Preparation:** The technical and database teams will prepare for the solution deployment.
4. **Data Template Finalization:** Finalize and prepare mandatory data templates, including organization details, department user roles, and privileges.
5. **Escalation Procedures:** Define escalation procedures for addressing issues.
6. **Team Onboarding:** Onboard and assign project resources as per the project requirements.
7. **Solution Kit Preparation:** Prepare and dispatch the Integrated Health Solution Kit to the designated locations.

1.1.21.2 Client Readiness

1. **Key Stakeholder Identification:** The client will identify internal stakeholders such as the project coordinator, IT coordinator, and project monitoring team.
2. **Infrastructure Setup:** Ensure that the required infrastructure (computers, internet connectivity, LAN, power backup, etc.) is in place at the Hub and Spoke locations.
3. **Data Availability:** Ensure all required data is collected and formatted according to the master templates.

1.1.22 Phase 2: User Training

1.1.22.1 Training Preparation

1. **Training Plan & Schedule:** Confirm the training plan, agenda, and schedule with the client.
2. **Identifying Training Participants:** The client will identify users who will participate in the training.
3. **Training Material Readiness:** Ensure all training materials, including agendas, feedback forms, and schedules, are prepared in advance.

4. **Training Execution:** Conduct joint training sessions for all relevant staff at all locations as per the training schedule.

1.1.23 Phase 3: Application Deployment & Configuration (Go-Live)

This phase involves final preparations for the project launch, including team training and system deployment.

1. **Organization Setup Configuration:** Configure the organization details, including location information and user roles.
2. **User Data Upload:** Bulk upload user data to the system.
3. **Go-Live:** Officially launch the system and ensure all telemedicine devices in the kit are installed and operational at each location.

1.1.24 Phase 4: Ongoing Application Maintenance & Helpdesk Support

1. **Helpdesk Setup:** Ensure the helpdesk infrastructure is in place and fully operational, including mobile/landline connections and communication tools.
2. **Helpdesk Communication:** Provide online and telephone helpdesk contact information to the client.
3. **Query Management:** Address and resolve user queries promptly.

1.1.25 Phase 5: Project Monitoring & Control

1. **Progress Monitoring:** The project team and senior management will monitor the progress of the project, resolving any issues that arise during earlier phases.
2. **Escalation Management:** Conduct periodic reviews to track progress, resolve challenges, and address any escalations that may occur.

Training and Capacity Building

Training is crucial to ensure the success of the project, particularly given the skills gap that many institutions face. The project will offer both online and offline training methods.

1.1.26 Offline Training

1. **Comprehensive Training Support:** Full end-to-end training and capacity-building support will be provided for offline sessions.
2. **Stakeholder Identification:** Identify the key stakeholders and end-users who will receive the training.
3. **Training Material Preparation:** Prepare the necessary training materials, including plans, schedules, and feedback forms.
4. **Joint Training Sessions:** Conduct in-person, hands-on training sessions for both the client and internal users across all locations.

1.1.27 Online Training via Digital Learning Platform

The project will leverage a **Digital Learning Platform** to provide flexible, on-demand training resources. This platform will allow users to access learning materials anytime and from anywhere.

The Learning Management System (LMS) will feature:

1. **Quick Process Animations:** Easily understandable animations that illustrate key processes.
2. **Comparative Methodologies:** Highlight common methodologies and practices for comparison.
3. **Interactive Modules:** Virtual labs, assignments, and projects that engage users actively.
4. **Multimedia Integration:** Embed videos, images, documents, and presentations for better learning.
5. **Webinars:** Host live webinars to discuss important topics and encourage user interaction.
6. **Engagement Tools:** Features designed to boost user interaction and engagement with training materials.
7. **Training Guide Replacement:** Replace traditional training guides with more engaging and interactive content.
8. **Health Solution Kit Usability:** In-depth coverage of the Integrated Health Solution Kit's functionalities.
9. **Learner Analytics:** Track learners' progress, behaviors, and areas needing improvement to tailor future learning sessions.

Manpower Support

To ensure effective project implementation, the following personnel support will be provided:

1. **Trained Operators:** One trained operator per site will be stationed on-site to manage the system and telemedicine equipment for the entire duration of the project (2 years).

Conclusion: System Capabilities

The system is designed to offer comprehensive support for healthcare delivery, equipped with the following capabilities:

1. **Flexible Models:** Suitable for Hub & Spoke, Aggregator, and Web OPD models.
2. **Queue Management:** Tailored queue management to accommodate different operational models.
3. **Role-based Access:** Supports multiple roles such as paramedics, medical professionals, patients, and their families.
4. **Specialist Referrals:** Allows for the seamless invitation of specialists for second opinions or consultations.
5. **Personal Health Records:** A secure, digital repository for patient health information.
6. **Compliance and Integration:** Meets health standards and is ready for integration with the National Digital Health Mission (NDHM).
7. **Deployment Options:** Available as both a SaaS (Software as a Service) and on-premise solution.
8. **Staff Training Platform:** A digital platform to support ongoing training and development of healthcare staff.

Roles and Responsibilities

The bidder will be responsible for delivering an Integrated Health Solution with an Integrated Telehealth System across the designated districts. This includes providing all necessary hardware, software, and telemedicine devices for the Community Health Centers (CHCs) and Primary Health

Centers (PHCs). Additionally, the bidder will supply trained manpower to assist at each CHC and PHC. The following Responsibility Matrix outlines the division of responsibilities:

1.1.28 Responsibility Matrix - Hospital + Dispensary Locations

SN	Tasks	Responsibility
1	Providing a well-illuminated, ventilated, hygienic, noise-free, and private space for telemedicine operations.	1. Hospital: Doctors to occupy this space. 2. Dispensaries: Space for nurses, patients, and attendants. 3. Homes/Camps/Mobile Van Units: Space for doctors.
2	Furnishing of tele-consult rooms, including tables, chairs, dustbins, fans, and ACs.	CMO
3	Disposal of medical and other waste at hospital/dispensary locations.	CMO
4	Ensuring required electricity and power backup for tele-consult rooms. 1. Hospitals: 24/7 electricity with backup for tele-consult rooms. 2. Spokes: Teleconsultation services provided during mutually agreed times.	CMO
5	Ensuring fiber/4G/Wi-Fi internet connectivity with a minimum of 2 Mbps bandwidth for video calls in both uplink and downlink.	CMO
6	Replacement of stolen/damaged infrastructure. The bidder will replace items at actual cost.	Bidder
7	Maintaining a secure database of patient/doctor information and patient records.	Bidder
8	Ensuring safety from theft and damage at hospital and dispensary locations.	CMO
9	Capturing regular feedback from nurses, doctors, staff, and patients.	UT to support, Bidder
10	Data backup and restoration.	Bidder / Client
11	Providing IT support for devices used in hospitals and dispensaries (e.g., computers, printers, laptops, and tablets).	Bidder
12	Providing IT support for devices at hubs (e.g., computers, printers, laptops, tablets) other than provided by Bidder	Client
13	Quick repair or replacement of faulty IT hardware (e.g., computers, printers) provided by Bidder.	Bidder
14	Ensuring compliance with telemedicine government guidelines.	Bidder
15	Using provided equipment according to documented safety and usage manuals, and training provided.	Bidder
16	Data mining and preparation of analytics and management reports.	Bidder

17	Providing helpdesk (call center) support.	Bidder
18	Providing operation and maintenance support and services.	Bidder

1.1.29 Responsibility Matrix - Hospital Locations

S. N	Tasks	Responsibility
1	Doctors at hospital locations to attend telemedicine patients.	Provided by Client
2	Doctors will be available at the console in the earmarked tele-consult room to receive calls during mutually agreed times.	CMO
3	Infrastructure required for conducting teleconsultations, including laptops/computers, headsets, tables, chairs, etc. for doctors.	CMO
4	Client will provide secure storage space for kits, PCs, printers, and other hardware to be distributed to dispensary locations or maintained as spares.	CMO

1.1.30 Responsibility Matrix - Dispensary Locations

S.No	Tasks	Responsibility
1	Operating telemedicine kit and training nurses during the handholding period.	Bidder
2	Providing chairs for telemedicine kit operator, nurse, patient, and patient attendant.	CMO
3	Providing tables for: 1. Telemedicine kit with laptop 2. Paperwork and printer	CMO
4	Ensuring power supply sockets for: 1. Connecting a printer 2. Charging kit items, mobile, and laptop 3. Mandatory earthing for each socket	CMO
5	Replenishing consumables during the contract period of 2 years (provided by the purchaser). 1. Sanitization (sanitizer + wipes) for kits 2. Printer papers and toner 3. Batteries for telemedicine kits 4. ECG gel	Bidder
6	Repair or replacement of faulty bio-sensors during the 2 year contract period. This includes replacing batteries for telemedicine kits.	Bidder
7	Operation of dispensaries for telemedicine facilities during the 2 year contract period.	CMO + Bidder

TIMELINES & PAYMENT SCHEDULE

Project Execution Timeline

The project will follow a structured timeline with clearly defined milestones. The project start date (T0) is considered to be **30 days from the date of issuance of the Letter of Award (LoA)**.

1.1.31 Milestone Schedule:

Milestone Code	Activity	Timeline
T0	Start Date – 30 days post issuance of LoA	–
M1	Delivery and installation of Integrated Health Solution kits at designated healthcare units	T0 + 15 Days = T1
M2	Deployment of trained operators at District TB Centres System testing at all sites Issuance of Go-Live Certificate	T1 + 5 Days = T2
M3	Training and handholding support to local users	T2 + 5 Days = T3
M4	Full-scale operations, ongoing support, and maintenance Continuous presence of trained operators at sites	T3 + 2 Years

Payment Terms & Schedule

The financial compensation for the bidder will be released in phases, linked to project deliverables and operational milestones.

1.1.32 Stage-Wise Payment Structure:

Payment Stage	Description	Payment Terms
Stage 1	Successful deployment, testing, and Go-Live of Integrated Health Solutions at district level	100% of approved item cost
Stage 2	Deployment of trained operators at designated centers	Paid quarterly
Stage 3	Payment for any additional items or services not covered in the above stages	As per applicable rates/schedule

Bid Validity period

The Proposal shall remain valid for 120 Days after the Date of Opening of Technical Bid. Any Proposal, which is Valid for a Shorter Period, shall be Rejected as Non-Responsive. However, the same can be extended with the mutual consent and acceptance of the bidder. **The bid validity means that the proposal submitted by the bidder is valid for 120 days before the finalization of the contract.**

Acknowledgement by Bidder:

- a. It shall be deemed that by submitting the Proposal, the bidder has: -
 - i. Made a complete and careful examination of the RFP.
 - ii. Received all relevant information requested from Department.
 - iii. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of Department or relating to any of the matters stated in the RFP Document.
 - iv. Satisfies himself/ herself about all the matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under.
 - v. Acknowledged that it does not have any Conflict of Interest.
 - vi. Agreed to be bound by the undertaking provided under and in terms hereof.
- b. JKMSCL shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Department..

Bidders shall note the following:

1. Incomplete proposals in any respect or those that are not consistent with the requirements as specified in this RFP or those that do not contain or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
2. Strict adherence to formats, wherever specified, is required.
3. All communication and information should be provided in writing and in English language.
4. All communication and information provided should be legible.
5. No change in/ or supplementary information shall be accepted once the proposal is submitted. However, JKMSCL reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by JKMSCL may be a ground for rejecting the proposals.
6. Proposals shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the RFP, JKMSCL reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
7. Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent

the Bidder in its dealings with JKMSCL. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries. Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the firm.

8. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. JKMSCL reserve the right to vet and verify any or all information submitted by the Bidder as well as right to reject.
9. If any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by JKMSCL, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection and EMD shall be forfeited. Mere clerical errors or bona-fide mistakes may be treated as an exception at the sole discretion of JKMSCL if adequately satisfied.
10. In every specific case, where the Bidder is constrained by statute/ law from fulfilling any specific provision of this document, the Bidder is encouraged to contact Managing Director, JKMSCL.
11. JKMSCL may, in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda. Communication of such extension to the persons who purchased the RFP document shall be made by JKMSCL.

Sd
/-Managing
Director
J&K Medical Supplies Corporation Ltd.
Jammu and Kashmir

“Definitions”

“Affiliate” shall mean a Company that, directly or indirectly,

1. controls, or
2. is controlled by, or
3. is under common control with, a Company developing a Project

“Agreement” shall mean the Contract between the DHS(s) and the service provider in accordance with the provisions of this RFP.

“Bid” Bid shall mean the Technical Bid and Financial Bid submitted by the Bidder, in response to this RFP, in accordance with the terms and conditions hereof.

“Bidder” shall mean Bidding Company, Bidding Registered Society or a Trust submitting the Bid. Any reference to the Bidder includes Bidding Company / Registered Society, Registered Trust, as the context may require”.

“Bidding Company” shall refer to such single company that has submitted the response in accordance with the provisions of this RFP.

“Chartered Accountant” shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

“Company” shall mean a body incorporated in India under the Company’s Act, 1956.

“Conflict of Interest” A Bidder may be considered to be in a Conflict of Interest with one or more Bidders in the same bidding process under this RFP if they have a relationship with each other, directly or indirectly through a common company / entity, that puts them in a position to have access to information about or influence the Bid of another Bidder.

“Department” shall mean Department of Health and Medical Education

“Effective Date” shall mean the date of signing of agreement by both the parties.;

“Financial Closure or Financial Close” shall mean the execution of all the Financing Agreements required for the project and fulfillment of conditions precedents and waiver, if any, of the conditions precedent for the initial draw down of funds for the project.

“Financially Evaluated Company / Entity” shall mean the company / entity which have been evaluated for the satisfaction of the financial requirement set forth herein in the RFP.

“Force Majeure conditions” means any event or circumstance which is beyond the reasonable direct or indirect control and without the fault or negligence of the bidder and which results in bidder’s inability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in part and may include rebellion, mutiny, civil unrest, riot, strike, fire, explosion, flood, cyclone, lightening, earthquake, act of foreign enemy, war or other forces, theft, burglary, ionizing radiation or contamination, Government action, inaction or restrictions, accidents or an act of God or other similar causes.

“Letter of Intent” or “LOI” shall mean the letter to be issued by the JKMSCL, to the Successful Bidder”.

“Project Company” shall mean the company incorporated by the bidder as per the Indian laws.

“Proprietorship firm” shall mean whose owner is an Individual
“Partnership firm” shall mean a firm registered with the Income Tax department and evidenced by a Partnership Deed.

“Registered Society” shall mean a Society registered under the Society Act as well as registered under the Income Tax Act, 1961.

“RFP” shall mean this Request for Proposal along with all formats and RFP Project Documents attached hereto and shall include any modifications, amendments alterations or clarifications thereto.

“RFP Documents” shall mean the documents to be entered into by the parties to the respective agreements in connection with the Service”.

“Selected Bidder(s) or Successful Bidder(s)” shall mean the Bidder(s) selected by the Department, pursuant to this RFP to set up the project and operate professionally managed Service as per the terms of the RFP Project Documents, and to whom a Letter of Intent has been issued.

“Statutory Auditor” shall mean the auditor appointed under the provisions of the Companies Act,1956 or under the provisions of any other applicable governing law.

Annexure – ‘C’

Declaration and Undertaking of Blacklisting

(On Non Judicial Stamp Paper worth Rs.100/- attested by Notary Public & submitted with Technical Bid)

I/We.....(Name of firm) do hereby undertake that

1. We certify that the rates (quoted) are reasonable and lower rates to any one than charge from this institution.
2. We do hereby undertake that our company/firm/Trust/Society is not black- listed/banned/debarred/suspended for any reason whatsoever, in providing Medical Services either inthe past or as on date of bid submission. If such Blacklisting/ suspension / ban / debarment is pending (including status-quo)before any Hon’ble Court of Law in India and final decision is pending (including status-quo) then such bidder shall not be eligible for submission of bid, unless the final verdict/ court order has been issued in the favour of the bidder or such Blacklisting/ suspension / ban / debarment order is reversed by the order issuing authority,

OR

We do hereby undertake that our company/firm/Trust/Society is black-listed/banned/debarred/suspended for _____ in _____ by..._____ (Name of Govt./Deptt.)and required information as below:

- (i.) Cause of blacklisting/banning/Debarring/ Suspension.(ii.) For which item.....:
- (iii.) Period of blacklisting/banning/Debarring/ Suspension.
- (iv.) Latest Status of blacklisting/banning/Debarring/ Suspension.

Signature of Authorized
Signatory

ANNEXURE 'D'

ANNUAL TURNOVER STATEMENT

The average annual turnover of M/s.....(*Name of Firm*)..... and address

.....for the past three years are given below and certified that the statement is true and correct:-

It is further certified that the Annual Turnover Statement has been prepared strictly as per returns filed with Taxation Department for the Financial year 2023-24 , 2024- 25 and 2025-26 and shall be responsible, if any variation/discrepancy is found during evaluation /later stage.

Sl. No. Lakhs(Rs.)	Financial Years	Turnover in
1.	2023-24	
2.	2024-25	
3.	2025-26	
	Total Lakhs	- _____

Average gross annual turnover
Lakhs

Note :

1. To be prepared strictly as per returns filed with the taxation department and should be supported with returns filed for the last three financial years.
2. The turnover should be supported by the balance sheets of the respective years.
3. The Certificate issued by Taxation Department shall also be considered for turn over certification.
4. The Turnover of 2025-26 shall be considered only, If supported by audited balance sheets.
5. **The bid(s) not falling under the Annual Turnover clause shall be out rightly rejected.**

Date
Signature of the bidder

Signature of Auditor/Seal

Chartered Accountant
(Name & Address.)

ANNEXURE 'E'

STATEMENT OF PERFORMANCE

I/We..... (*Name of bidder.....*) do hereby certify that we have supplied / rendered..... (*Name of equipment / Service.....*) as per details given below:-

Financial year	Work order placed by [full address of purchaser with telephone & fax no.]	Order No. and date	Description of work	Date of Completion of delivery		Remarks indicating reasons for late delivery, If any
				As per contract	Actual	
2023-24						
2024-25						
2025-26						

1. It shall be submitted with technical bid and the above information should be verifiable from relevant documents of the bidder.
2. In case of supply of imported item(s), the suppliers may be asked to furnish a certificate and other information to the effect that the firm has completed all the formalities including bill of entries in custom in connection with import of the item in question. (If applicable)

Place:

Dated :

Signature of bidder with Seal

ANNEXURE 'F'

Statement of No. of Employees

(On Non Judicial Stamp Paper worth Rs.100/- attested by Notary Public
&submitted with Technical Bid)

- i. Manpower status and details

(Name)

Signature of Bidder with Seal

Annexure 'G'

Pre-Stamp Receipt under)

(To be submitted with Technical Bid)

We have received FDR/ CDR/ BG No.
.....dated.....for an amount of Rs.01.00 Lakh
(Rupees One Lakh only) towards our Earnest Money Deposit from the Managing
Director, J&K Medical Supplies Corporation Limited, Jammu, J&K submitted in
reference to e-Bid No.: dated:

Signature of Authorized Signatory

Place: Date:

Name of Signatory

Designation with seal

Annexure 'H'

Consolidated Contract Completion Report

To,

Managing Director
J&K Medical Supplies Corporation Ltd.

Name of Firm: M/s

Rate Contract No &Date:

S. No.	Work/ Supply Order		Ordered Qty.			Stipulated date of Completion of supplies /	Actual Supply		Qty. (Services) Remained unsupplied		Date of Expiry of guarantee period	Pending Complaint of defect in material	Remarks/ comments of Consignee or- performance
	No.&Dt.	Amount (Rs.in Lacs)	Consignee	Item / Service	Qty. (in unit)		Actual date of receipt	Quantity (in unit)	Quantity (in unit)	Reasons			
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Name of Item / Service:

Please also comment on comprehensive annual maintenance contract date & present status.

(Signature of Seal of Firm)

NOTE:-

1. Column no.1 to14 are to be filled by firm and shall be submitted to the JKMSCL.
2. The information filled in by firm shall be corrected, completed and verified by Consignee/Purchase Officer, wherever required.
3. Attach separate sheets whenever necessary. Fill the details as applicable.

Annexure 'I'

Acceptance Certificate / Declaration

(On Non Judicial Stamp Paper of Rs.100/-)

I/We M/s represented by its
Proprietor/ Managing Partner/Managing Director having its Registered Office at
..... do hereby declare that–

1. I/we have carefully read all the conditions of e-bid no.Dated including all the amendments and accept all clauses, conditions, any addendum thereof, and descriptions of the RFP document without any change, reservations and conditions;
2. I/We have carefully examined and conform to all the parts of the RFP documents and have obtained all the requisite information affecting this proposal and am/ are aware of all conditions and difficulties likely to affect the execution of the agreement;
3. I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement and the technical aspects as indicated in this RFP;
4. I/ We possess the necessary professional, technical, financial and managerial resources and competence required by the bidding document issued by the JKMSCL;
5. I/We are not insolvent, in receivership, bankrupt or being wound up, not have my/ our business activities suspended and not be the subject of legal proceedings for any of the foregoing reasons;
6. I/We do not have, and our directors, members, trustees, associates, subsidiaries and/or officers not have, been convicted of any criminal offence.
7. I/We do not have a conflict of interest as specified in the bidding document, which materially affects fair competition;
8. the contents at annexure(A) to (I) and other documents are true and correct to the best of my knowledge and nothing has been concealed therein;
9. JKMSCL may forfeit Earnest Money Deposit and or Security Deposit and debar me/ us for a period specifying in orders, if any information/ document furnished by us is proved to be false/ fabricated at the time of inspection and not complying with the terms and conditions of the bid document as presented in e-bid, Annexure and other relevant documents.

Date & Place:

Signature & Seal of bidder

Name & Address:

Note: To be attested by the Notary

Annexure 'J'

Memorandum of Appeal

Appeal no..... of.....

Before the.....(appellate authority)

1. Particulars of appellant:

(i) Name of
the appellant:

(ii) Official
address, if any:

(iii) Residential address:

2. Name and address
of the respondent(s):

(i)

(ii)

(iii)

3. Number and date of the order
appealed against and name and
designation of the
officer/authority that passed the
order(enclose copy), or a
statement of a decision, action or
omission of the procuring entity
in contravention to the provisions
of the Act by which the appellant
is aggrieved:

4. If the appellant proposes to be represented by a representative, the name
and postal address of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Ground of appeal:

.....

.....

.....

..... (supported by an
affidavit)

7. Prayer:.....

.....

Demand Draft of Rs..... ..bearing No.
.....dated
as appeal fees

Place.....

Dated

Appellant's signature

Annexure-K
LETTER OF ACCEPTANCE

M/s.....
.....

Sub: Acceptance of the bid rates for the service

Ref :-Your bid no.dated

1. Service(s) as per schedule enclosed/noted/is/are approved in your favour against the rate(s) quoted by you in the above mentioned bid. According to the terms & conditions of the bid it is necessary to execute an agreement in the prescribed form enclosed, on a non judicial stamp paper of Rs.and furnish the requisite amount of performance security. The amount of performance security calculated on the basis of the approved items and indicative quantity mentioned in the bid from works out to only)
2. The performance security shall be furnished to Jammu and Kashmir Medical Supplies Corporation Limited through bank draft payable at Jammu.
3. All terms and conditions of the bid document shall be an integral part of the contract. You are informed to return the agreement form along with schedule of rates for approved service(s) in duplicate duly filled in and signed by you with signature and addresses of two witnesses below signature at the appropriate place mentioned in the agreement form. The copies of the agreement form must be sent duly completed in all respect along with the amount as mentioned above falling which it will be treated as a breach of the terms and conditions of the bid and it will also be presumed that you are not interested in entering into the contract and approval of the rates shall be cancelled without notice or any reference.
4. The list of approved service(s) may be checked and in case there is any difference between your offer and the approved rates, the same may be intimated immediately, failing which it will be presumed that it is correct as per your offer and technical specification.
5. The firm shall furnish consolidated statement of supplies / services made to JKMSCL by the 10th of the next month as per terms of conditions.
6. Please note that self attested/notarized copies of documents shall be considered valid. If photo copies are submitted, then at the time of signing the agreement, the firm shall bring original documents for confirmation.
7. Also please arrange to furnish the following documents required under the terms and conditions of the bid failing which the agreement will not be executed and the failure would lie at your part
 - (i) **The original copy of bid document signed on each page, which has been uploaded on e-procurement portal.**
8. You are therefore; requested to please complete the above formalities within 21 days from the date of issue of this letter. The duly signed duplicate copy of the agreement will be returned to you for reference.

Encl.: 1. Agreement form
2. Schedule of Rates
3. Any other

-Sd-
Managing Director
Jammu and Kashmir Medical Supplies

Annexure-L

Agreement

This Agreement is executed on this _____ day of _____ 2025 among the following:

- i. The DHS J/K (1st Party) _____ herein after called party of first part) which expression shall, unless repugnant to the context, include its successors and assigns).
- ii. The (2nd Party) _____ through its herein after called party of 2nd part) which expression shall, unless repugnant to the context, include its successors and assigns).

WHEREAS DHS J / K (1st Party) enter into this Agreement with (2nd Party____) having its registered Office _____)

Scope of Work

The scope includes:

- **Design, development, deployment, and implementation** of Integrated Health Solutions.
- **Training and technical support** for healthcare personnel.
- Provision of **telemedicine services** including tele-consultation, tele-referrals, electronic health records, and secure data storage.
- Integration with existing healthcare infrastructure to enable smooth workflows and data exchange.

Objectives & Key Use Cases

Integrated Health Solutions will serve as a powerful tool to:

- **Connect rural and remote populations** with specialist doctors, ensuring access to quality healthcare.
- Enable **tele-consultation between field health workers and specialists**, especially in difficult terrains and during disaster response.
- Support **healthcare delivery in lockdown zones or areas with restricted access**, during outbreaks and emergencies.
- Assist in **medical triaging** by helping prioritize treatment based on vital parameters.
- Provide **emergency medical aid** during natural disasters, epidemics, or in relief camps.
- Facilitate **tele-psychology** services for individuals experiencing mental health challenges due to isolation, field stress, or prolonged separation from families.
- Reduce **hospital OPD overload** and avoid unnecessary readmissions through remote patient monitoring.
- Enable **specialty care** like tele-dermatology, tele-ophthalmology, and tele-radiology by sharing high-resolution medical images with experts.
- Bridge the gap for **healthcare workers in remote or resource-constrained areas**, improving patient care outcomes.

Roles and Responsibilities

The bidder will be responsible for delivering an Integrated Health Solution with an Integrated Telehealth System across the designated districts. This includes providing all necessary hardware, software, and telemedicine devices for the Community Health Centers (CHCs) and Primary Health Centers (PHCs). Additionally, the bidder will supply trained manpower to assist at each CHC and

PHC. The following Responsibility Matrix outlines the division of responsibilities:

1.1.33 Responsibility Matrix – Hospital + Dispensary Locations

SN	Tasks	Responsibility
1	Providing a well-illuminated, ventilated, hygienic, noise-free, and private space for telemedicine operations.	1. Hospital: Doctors to occupy this space. 2. Dispensaries: Space for nurses, patients, and attendants. 3. Homes/Camps/Mobile Van Units: Space for doctors.
2	Furnishing of tele-consult rooms, including tables, chairs, dustbins, fans, and ACs.	CMO
3	Disposal of medical and other waste at hospital/dispensary locations.	CMO
4	Ensuring required electricity and power backup for tele-consult rooms. 1. Hospitals: 24/7 electricity with backup for tele-consult rooms. 2. Spokes: Teleconsultation services provided during mutually agreed times.	CMO
5	Ensuring fiber/4G/Wi-Fi internet connectivity with a minimum of 2 Mbps bandwidth for video calls in both uplink and downlink.	CMO
6	Replacement of stolen/damaged infrastructure. The bidder will replace items at actual cost.	Bidder
7	Maintaining a secure database of patient/doctor information and patient records.	Bidder
8	Ensuring safety from theft and damage at hospital and dispensary locations.	CMO
9	Capturing regular feedback from nurses, doctors, staff, and patients.	UT to support, Bidder
10	Data backup and restoration.	Bidder / Client
11	Providing IT support for devices used in hospitals and dispensaries (e.g., computers, printers, laptops, and tablets).	Bidder
12	Providing IT support for devices at hubs (e.g., computers, printers, laptops, tablets) other than provided by Bidder	Client
13	Quick repair or replacement of faulty IT hardware (e.g., computers, printers) provided by Bidder.	Bidder
14	Ensuring compliance with telemedicine government guidelines.	Bidder
15	Using provided equipment according to documented safety and usage manuals, and training provided.	Bidder
16	Data mining and preparation of analytics and management reports.	Bidder
17	Providing helpdesk (call center) support.	Bidder
18	Providing operation and maintenance support and services.	Bidder

Responsibility Matrix – Hospital Locations

S. N	Tasks	Responsibility
1	Doctors at hospital locations to attend telemedicine patients.	Provided by Client
2	Doctors will be available at the console in the earmarked tele-consult room to receive calls during mutually agreed times.	CMO
3	Infrastructure required for conducting teleconsultations, including laptops/computers, headsets, tables, chairs, etc. for doctors.	CMO
4	Client will provide secure storage space for kits, PCs, printers, and other hardware to be distributed to dispensary locations or maintained as spares.	CMO

Responsibility Matrix – Dispensary Locations

S.No	Tasks	Responsibility
1	Operating telemedicine kit and training nurses during the handholding period.	Bidder
2	Providing chairs for telemedicine kit operator, nurse, patient, and patient attendant.	CMO
3	Providing tables for: 1. Telemedicine kit with laptop 2. Paperwork and printer	CMO
4	Ensuring power supply sockets for: 1. Connecting a printer 2. Charging kit items, mobile, and laptop 3. Mandatory earthing for each socket	CMO
5	Replenishing consumables during the contract period of 2 years (provided by the purchaser). 1. Sanitization (sanitizer + wipes) for kits 2. Printer papers and toner 3. Batteries for telemedicine kits 4. ECG gel	Bidder
6	Repair or replacement of faulty bio-sensors during the 2 year contract period. This includes replacing batteries for telemedicine kits.	Bidder
7	Operation of dispensaries for telemedicine facilities during the 2 year contract period.	CMO + Bidder

TIMELINES & PAYMENT SCHEDULE**Project Execution Timeline**

The project will follow a structured timeline with clearly defined milestones. The project start date (T0) is considered to be **30 days from the date of issuance of the Letter of Award (LoA)**.

1.1.34 Milestone Schedule:

Milestone Code	Activity	Timeline
T0	Start Date – 30 days post issuance of LoA	—
M1	Delivery and installation of Integrated Health Solution kits at designated healthcare units	T0 + 15 Days = T1
M2	Deployment of trained operators at District TB Centres	T1 + 5 Days =

	System testing at all sites Issuance of Go-Live Certificate	T2
M3	Training and handholding support to local users	T2 + 5 Days = T3
M4	Full-scale operations, ongoing support, and maintenance Continuous presence of trained operators at sites	T3 + 2 Years

Payment Terms & Schedule

The financial compensation for the bidder will be released in phases, linked to project deliverables and operational milestones.

1.1.35 Stage-Wise Payment Structure:

Payment Stage	Description	Payment Terms
Stage 1	Successful deployment, testing, and Go-Live of Integrated Health Solutions at district level	100% of approved item cost
Stage 2	Deployment of trained operators at designated centers	Paid quarterly
Stage 3	Payment for any additional items or services not covered in the above stages	As per applicable rates/schedule

Forfeiture of Earnest Money:

The earnest money shall be forfeited when the bidder:

- Withdraws or modifies the offer after opening of tender but before acceptance of tender.
- Fails to execute the agreement, if any, prescribed within the specified time or extended time by competent authority on the request of the Bidder.
- Fails to deposit the security money after the work order is given.
- Fails to commence the work order within the time prescribed.
- Violates any terms & conditions of the tender document.

Preferential Treatment:

It may be noted that the corporation does not undertake to assist in the procurement of raw material whether imported or controlled as well as restricted and as such the Bidder must offer their rate to execute the work order of the specific items from own quota of stock by visualizing the prospect of availability of raw material needed. Any of the above points if taken, as argument for non-execution /delayed period will not be entertained.

Security Deposit & Agreement:

- All firms whose offers are accepted will have to deposit a security equal to five per cent (5%) of the yearly total value of approximate quantity as per tender catalogue in favor of FA/CAO, JKMSCL at the time of agreement, which shall be renewed every year before the expiry of the earlier deposit, until the end of the contract period. The security amount shall in no case be less than the earnest money.
- The earnest money of successful Bidder shall be returned or be adjusted toward Security Deposit (SD) and balance shall be given in the form of CDR/ FDR/ Bank Guarantee favoring FA/CAO, JKMSCL.
- The security deposit shall be refunded after six months from the date of expiry of the contract or satisfactory completion of contract, whichever is later and after satisfying that there are no dues outstanding against the Bidder.

- iv. It is to be noted that previous earnest money/security deposit, on account any previous tenders, even if lying in JKMSCL, shall not be considered towards this contract and therefore fresh security deposit should be furnished.
- v. The work order(s) shall only be placed after deposition of appropriate amount of Security Deposit (SD) and its adjustment orders by the Corporation.
- vi. The department will pay no interest on security deposit/Earnest money deposit.
- vii. Successful Bidders shall have to execute an agreement on a Non Judicial Stamp Paper Rs.100/- (as mentioned in Offer letter) in the prescribed form with the JKMSCL and deposit security for the performance of the contract within **21 days** from the date of acceptance of offer/ LoI communicated to him through e-mail/ fax/ courier, etc. whichever is earlier. However, JKMSCL may condone the delay in execution of contract by the Bidder. The expenses of completing and stamping the agreement shall be paid by the Bidder and the department shall be furnished free of charge with one executed stamped counter part of the agreement.
- viii. The Bidder shall furnish the following documents at the time of execution of agreement:-
 - a. Registration Number and year of registration in case of Company /Firm/Trust/Society registered under relevant laws.
 - b. Address of office, telephone numbers.
 - c. Registration issued by Registrar of Companies, Govt. of India in case of Company(ies) registered under the Companies Act, 1956/ 2013.
- ix. Rate Contract shall remain in force for a period of **Two years** subject to annual review by the Health & Medical Education Department, J&K. Rate Contract may be further extendable by another **One** years, subject to successful satisfactory completion of initial period of Two years. Decision of Health & Medical Education Department, J&K shall be final and binding..
- x. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to forfeiture in full or part by JKMSCL and decision of MD, JKMSCL shall be final.
- xi. The contract for the service can be repudiated at any time by the Managing Director, JKMSCL if the services are not made to the satisfaction of Health & Medical Education Department, J&K after giving an opportunity to the Bidder of being heard and after reasons for repudiation being recorded by him in writing. However, Managing Director, JKMSCL may terminate agreement of rate contract at any time without notice/intimation to Bidder/firm/company/ trust/society in public interest.

Work Orders:

- i. Work order shall be placed to the approved bidder only (not Agents/Suppliers/Distributors etc.) *by JKMSCL*, through e-mail/fax/ registered/ speed post. Date of receipt of e-mail/ fax/ registration at post office, whichever is earlier, shall be treated as date of work order for calculating the period of execution of job orders.
- ii. Termination for default: The right to cancel the work orders rests only with the Managing Director, JKMSCL.

Submission of Return and Contract Completion Report:

- a. The firm shall furnish consolidated statement of work executed, in enclosed formats to intending department by 10th of each month duly verified by the consignee(s). Please note that if statements are not submitted in time then the

payments may be withheld and the firms shall be responsible for such delay in payments. Firms shall have to submit consolidated statement in duplicate at the end of Rate Contract as well as after expiry of material warranty period (as provided in warranty clause of the contract) to enable the Corporation to examine the case for refund of security money. The consignee shall submit every month verified copy of statements along with his comments to the intending department for monitoring the project.

- b. It shall be the responsibility of the consignee to get registered the complaint of defective performance immediately to the authorities for taking action against the contractor/supplier/firm.
- c. Contractor/supplier shall also be sent by the consignee immediately just after noticing such defects in material/performance in such a manner, so as to reach in the office of the firm immediately and before completion of warranty period.

Terms of Payment:

- a. **Payments shall be paid centrally from the JKMSCL Corporate office.**
- b. No advance payments shall be made to the approved bidder.
- c. **Payment in respect of Capex is released after the installation & successful commissioning of the Capex component as per the NIT Terms.**

Operational expenses shall be released on submission of invoices on monthly basis based on performance evaluation reports from Nodal Officers of the concerned Directorate(s).

- a. Payment shall be made by RTGS. Expenses on this account, if any, shall be borne by the firm.
- b. All bills/ invoices should be raised in triplicate in the name of the authority concerned.

Recoveries:

- i. Recoveries of liquidated damages, breakage, rejected articles shall ordinary be made from bills. Such amount may also be recovered from any other untied dues & security deposits available with department. In case recovery is not possible, recourse will be taken under the law invoked.
- ii. Any recovery on account of L.D. charges/risk & cost charges in respect of previous rate contracts/work orders placed on them by the corporation, can also be recovered from any sum accrued against this tender after accounting for untied sum or due payment sum lying with corporation against previous rate contracts/work orders. Firm shall submit details of pending amount lying with corporation but decision of Managing Director, JKMSCL regarding authenticity of sum payable shall be final.

Periodic Inspections

The Technical committee constituted for the purpose, if deemed fit, shall carry out periodic inspections at random basis for smooth functioning of the Project.

Validity of Tender:

Rate Contract shall remain in force for a period of Two years commencing from the date of the signing of the contract subject to annual review by the Health & Medical Education Department, J&K. Terms of tender will be extendable for another One year, subject to successful satisfactory completion of initial period of Two years. Decision of Health & Medical Education Department shall be final and binding.

Subletting of Contract:

Subletting or assigning contract to third party is prohibited. In the event of Bidder violating this condition, the Managing Director, JKMSCL shall be at liberty to place the contract elsewhere on the Bidder's account and at his risk. The Bidder shall be liable for any loss or damage, which the Government may sustain in consequence or arising out of such replacement of the contract.

Fall Clause:

- ii. The prices charged for the Store supplies under the contract by successful Bidder shall in no event exceed the lowest price at which the successful Bidder sells the stores of identical description to any other persons during the period of the contract. If any time, during the period of the contract, the Bidder reduces the sales price chargeable under the contract, he shall forth with notify such reduction to the MD, JKMSCL and the price payable under the contract of the stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced. It implies that if the contract holder quotes/reduces its price to render similar goods at a price lower than the contract price to anyone in the State at any time during the currency of contract including extension period, the contract price shall be automatically reduced with effect from the date of reducing or quoting lower price for all delivery of subject matter of procurement under contract and the contract shall be amended accordingly.

Modifications

JKMSCL reserves the right to relax or change/ modification in terms and conditions including scope of work in the exigency excluding fundamental changes. In case of such urgency the terms & conditions shall be got approved from the Board of Directors of JKMSCL, J&K as the case may be. However, basic conditions of the agreement shall not be modified.

Right to Accept and Reject any Proposal

JKMSCL reserves the right to accept any bid not necessarily the lowest. The JKMSCL may reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bidder has been given or distribute items of stores to more than one firm/supplier.

JKMSCL will have the right of rejection of all or any of the bids without assigning any reason for the same. The right to conclude parallel rate contracts with another firm is also reserved by the Managing Director, JKMSCL.

Award of Contract and Agreement

On evaluation of technical and financial parts of proposal and decision thereon, the selected successful bidder shall have to execute an agreement with the Government within 21 days from the date of acceptance of the bid as communicated to him. This RFP along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance security as mentioned in the proposal above.

MONITORING:

- i) Daily Clinician records by concerned faculty.
- ii) Monthly review by concerned HODs.
- iii) Quarterly Review by Program Manager.
- iv) Any deviation by the approved firm shall be timely acted upon by concerned Administration

ROLE OF Directorate(s) .

Payment:

The payment of the setup of Hardware/software, training & operations etc. shall be funded by DHS J/K to the concerned Healthcare institution(s) after verification by Accounts Officer, and duly forwarded by the concerned Healthcare institution(s). Any bill shall be subject to scrutiny by the DHS J/K J&K at any given point of time. The DHS J/K, J&K shall call for any kind of explanation in case of lack of any kind of operations as agreed upon the tender conditions.

Agreement :

The Agreement is to be made between Concerned HODs and the approved bidder.

Responsibility of JKMSCL

JKMSCL shall provide appropriate assistance where required.

Termination/ Suspension of Agreement

- a) Concerned DHS/Healthcare Institution may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - i. Shall specify the nature of failure, and
 - ii. Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- b) Concerned DHS/Healthcare Institution after giving 15 days clear notice in writing expressing the intention of termination by stating the ground/ grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
 - i. If the service provider do not remedy a failure in the performance of his obligations within 45 days of receipt of notice or within such further period as the Government have subsequently approve in writing.
 - ii. If the service provider becomes insolvent or bankrupt.
 - iii. If, as a result of other than force majeure conditions, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
 - iv. If, in the judgment of the JKMSCL, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

Grievance/ Appeal:

- a) In case of any dispute, the decision of Managing Director, JKMSCL shall be final and binding. In any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Managing Director JKMSCL, J&K, who will appoint his senior most officer as sole Arbitrator of the dispute, who will not be related to this contract and whose decision shall be final and binding on both the Parties. The Arbitrator shall deal with the grievance expeditiously, as possible and shall Endeavour to dispose it off, within thirty days from the date of its submission.
- b) If the officer designated as Arbitrator fails to dispose of the grievance filed

within the period or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the Officer, appointed as Arbitrator, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a Appeal before Final Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the order passed by Arbitrator or of the date of receipt of the order passed by the Arbitrator, as the case may be.

c) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- vi. Determination of need of procurement;
- vii. Provision limiting participation of Bidders in the Bid process;
- viii. The decision of whether or not to enter into negotiations;
- ix. Cancellation of a procurement process;
- x. Applicability of the provisions of confidentiality.

d. Form of Appeal:

- i. An appeal under in the form as annexed along with as many copies as there are respondents in the appeal.
- ii. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- iii. Every appeal may be presented to First Appellate Authority or Final Appellate Authority, as the case may be, in person or through registered post or authorized representative.

h. Fee for filling appeal:

- i. Fee for filing appeal before final appellate authority shall be Rs. 10,000/- (Rupees Ten thousand only), which shall be 50% refundable, when the case has been proven true.
- ii. The fee shall be paid in the form of bank demand draft only of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

i. Procedure for disposal of appeal:

- i. Appellate Authority upon filling of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- ii. On the date fixed for hearing, the Appellate Authority shall -
 - 1. Hear all the parties to appeal present before him; and
 - 2. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- iii. After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties free of cost.
- iv. The order passed under sub-clause (iii) above shall be placed on the J&K State e-Procurement portal www.jktenders.nic.in.

- j. If the bidder wishes to lodge any complaint against the other bidder regarding submission of false documents, information etc., the bidder has to deposit Rs.10,000/- (Rupees Ten Thousand only) in the form of Demand Draft drawn in favor of JKMSCL in terms of deposit. The amount so deposited shall be refunded if after scrutiny the complaint is found to be true. However, if the complaint found to be false and mala-fide, the deposit will be forfeited. No interest shall be paid against this deposit. The complaint must be on letter head bears the signature of the bidder or the authority higher than the bid signatory of the firm.

Jurisdiction:

All actions, legal proceedings and suits arising from or connected to this bid shall be subject to the exclusive jurisdiction of courts in Union Territory of J&K only.

Extra stipulation or any other condition contrary to the above Tender conditions are not acceptable and may render the tender liable to rejection.

Force Majeure:

- c. As the Services being emergency in nature, the bidder shall not be allowed to suspend or discontinue Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, a suspension of or failure to provide Emergency Services on the occurrence of a Force Majeure event will be an Event of Default and Department may terminate this Agreement without any termination payment being made in respect thereof and take legal action which include blacklisting/debarring of the firm.
- d. On the occurrence of any Force Majeure Events or implementation of any disaster management operations or law and order emergencies, Department may give instructions to the approved firm including requiring deployment of additional number of HRs, in such circumstances, the firm shall comply with such instructions.