

Request for Proposal (RFP) for Selection of Agency supply of Business Intelligence (BI) Tool and Integration of Health Portals into a Monitoring Dashboard for Health & Family Welfare Department, Government of Gujarat

(RFP # GIL/e-Gov/2026/BISolution dated 27.03.2026)



GeM Bid No: - GEM/2026/B/7339397

Issued by: -

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Definitions

Terms	Definitions
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid Security /EMD	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bid/e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BOM	Bill Of material
Contract/ Procurement Contract	A contract entered-into between the procuring entity and a successful bidder concerning the subject matter of procurement
GST	Goods & Service Tax
GoG	Government of Gujarat
GSDC	Gujarat State Data Centre
GIL	Gujarat Informatics Limited
Incident	"Incident" refers to any event/issue that affects the normal functioning of the services / infrastructure, reported by the Client to the Supplier.
PBG	Performance Bank Guarantee
OEM	Original Equipment Manufacturer
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. Health & Family Welfare Department is the purchaser in this RFP document.
Response Time	"Response time" is the time interval between Client initiated event (e.g., logging of the request) and the bidder-initiated event in response to that stimulus.
RPO	Recovery Point Objective is the maximum allowable time between recovery points.
SLA	Service Level Agreement
UAT	User Acceptance Testing
FAT	Functional Acceptance Testing

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1. Introduction

The Health and Family Welfare Department, Government of Gujarat, seeks to implement a comprehensive Business Intelligence (BI) tool will significantly enhance decision-making capability. This tool will improve data visualization, making complex data more accessible and understandable. By strengthening monitoring and report generation, the department can ensure more accurate and timely insights. The tool will serve a diverse group of stakeholders, including policymakers, program managers, and healthcare providers, by providing insights and advanced analytics to support their roles. This comprehensive approach will enable better resource allocation, policy formulation, and overall healthcare management. Ultimately, the goal is to leverage data-driven insights to improve public health outcomes and operational efficiency.

1 INSTRUCTIONS TO BIDDERS (ITB)

1.1.1 Sources of Funds

a. GIL on behalf of Health & Family Welfare Department, Government of Gujarat is calling the Service Providers (SP) for participate in bid of Business Intelligence (BI) Tool and Integration of Health Portals into a Monitoring Dashboard for Gujarat Health Department

b. The tender process will be done by GIL and the payment for the services mentioned in the said work order will be made by Program Director SRESTHA-G ,

SRESTHA GUJARAT Program office, Commissionerate of Health, medical services, medical education and research from their own sources of funds as per the financial terms and conditions.

1.1.2 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

1.1.3 Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

1.1.4 Governing Language

a. The contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language

1.1.5 Clarification of Bidding Documents

- a. A prospective bidder requiring any clarification of the bidding documents may seek clarification of his/her query on the date indicated on RFP clause of this document. GIL will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the bid of this document. GIL shall hold a pre-bid meeting with the prospective bidders on date & time given in bid.
- b. The Bidders will have to ensure that their queries for pre-bid meeting should reach to Name, Address and email id of the officer mentioned by post or email on (Email: dgmapp-gil@gujarat.gov.in; manager-egov@gujarat.gov.in ; exe1-egov-gil@gujarat.gov.in ; tse1-egov-gil@gujarat.gov.in) or before on date & time given in Bid in Excel format.

Bidder's Request for Clarification			
Name of Organization submitting request		Name & position of Person submitting request:	Address of organization including phone, fax, email points of contact
#	Bidding Document Reference (Clause / page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			

Gujarat Informatics Limited shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the GIL.

1.1.6 Background

The Health & Family Welfare Department, Government of Gujarat, has been consistently working towards strengthening healthcare delivery systems by leveraging the power of Information and Communication Technology (ICT). In alignment with Digital India and state-level e-Governance initiatives, the department aims to modernize public health services, improve data-driven decision-making, and enhance monitoring capabilities across various health programs and schemes.

Gujarat Informatics Limited (GIL), the nodal agency for implementing and managing e-Governance and ICT projects in the state, has played a pivotal role in supporting government departments with the design, development, and implementation of enterprise-level digital platforms and integrated solutions. With increasing digitization of health services and the proliferation of health data across multiple portals, the need for a centralized and intelligent Business Intelligence (BI) system has become imperative.

This RFP is being issued to procure and implement a robust BI Tool and to integrate existing health portals into a unified Monitoring Dashboard. The objective is to enable real-time data visualization, performance tracking, and analytics-driven governance, thereby supporting the department's goal of evidence-based policy formulation and efficient program management. The envisioned solution should be scalable, secure, and user-friendly, catering to the needs of various stakeholders within the health ecosystem.

1.1.7 Fact Sheet

#	Particulars	Details
1.	GeM Tender No:	GEM/2026/B/7339397 dated 27.03.2026
2.	Contract Period	8 (eight) years
3.	Earnest Money Deposit (refundable)	Rs.100,00,000/- (One Crore only) in the name of Gujarat Informatics Limited payable at Gandhinagar (in case of DD) For RTGS; Beneficiary name: Gujarat Informatics Limited, Account No:50200010918090 IFSC Code: HDFC0000190 Bank Name: HDFC Bank Branch address: Sector 16 Gandhinagar For Bank Guarantee Format: Follow 'Form 12'

4.	Last Date and time of Submission of query in GIL	DD.MM.2025 up to 15:00 hrs Note: Proposal must be submitted online on https://gem.gov.in website. If you have any query, then please send us by email on in format as per 1.1.5 dgmapp-gil@gujarat.gov.in ; manager-egov@gujarat.gov.in ; exe1-egov-gil@gujarat.gov.in ; tse1-egov-gil@gujarat.gov.in
5.	Place, date and time for opening of Preliminary bid	DD.MM.2025 up to 1600 hrs. Conference Room, Gujarat Informatics Ltd. Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Gandhinagar
6.	Validity of Tender	180 days.
7.	Contact Person	General Manager (Software Development), Gujarat Informatics Ltd, Email ID: dgmapp-gil@gujarat.gov.in
8.	EMD Exemption	EMD exemption is applicable as per GeM GTC
9	POA	All bidders participating in this bid must submit a board resolution or Power of Attorney authorizing the signatory of the bid, in the format specified in Form-14 of this RFP. Failure to submit the Power of Attorney in the prescribed format shall lead to rejection of the bid.
10	PBG	As per Section 7.4 of RFP

Note:

- 1) The TENDERER reserves all the rights to cancel the process and reject any or all the proposals at any time.
- 2) No contractual obligation whatsoever does arise from the RFP document/process unless and until a formal contract is signed and executed between the TENDERER and the successful proposers.
- 3) The TENDERER disclaims any factual or other errors in the RFP document (the onus is purely on the individual proposers to verify such information) and the information provided therein are intended only to help the proposers to prepare a logical proposal.

1.1.8 Instruction for Submission of Bid Documents

Bidders are requested to submit the bid documents in a **properly indexed and organized sequence** as per the eligibility criteria and prescribed formats/forms mentioned in the RFP. It is highly preferable to submit the bid documents with a clear **index page**, indicating the location of each required document for ease of evaluation.

All documents uploaded on the **GeM portal** must be:

- Clearly visible and legible
- Properly scanned (preferably in color, if applicable)
- Free from any blur, distortion, or cut off content

Please note that **poor-quality scans or illegible documents may lead to rejection** of the respective section or the entire bid during evaluation.

The Financial Bid is to be submitted online only through the GeM portal. However, the original copies of the Earnest Money Deposit (EMD) and the Power of Attorney (PoA) must be submitted physically in a sealed envelope to Gujarat Informatics Limited, Gandhinagar. The envelope should clearly mention the Bid Title, Tender ID, and the Bidder's Name and Contact Details on the cover.

All participating bidders shall be deemed to have read, understood, and agreed to abide by all the terms and conditions specified in this Request for Proposal (RFP), including any and all subsequent amendments, addendums, corrigenda, and responses to pre-bid queries issued by the Purchaser. Submission of a bid shall be considered as an unconditional acceptance of all such provisions.

The Bidder shall submit a duly signed summary and checklist of all documents submitted as part of the bid, clearly indicating the Annexure/Form name, document description, and corresponding page numbers, as per the requirements outlined in this RFP and any subsequent corrigenda or addenda. This checklist must be included at the beginning of the Technical Bid to facilitate verification and ensure completeness of the submission.

1.1.9 Objectives

The primary objectives of this project are:

Data Consolidation: Integrate and consolidate data from multiple health-related systems and databases to create a unified platform for comprehensive analysis.

Data Analytics: Enable data processing and analytics to support timely decision-making.

Dashboard Creation: Develop interactive and customizable dashboards tailored to the specific needs of various user groups within the department for Monitoring, Data analytics, Predictive analytics etc.

Advanced Reporting: Generate automated reports with customizable templates to meet the reporting requirements of the department.

Data Security and Compliance: Ensure that all data handling processes comply with relevant data protection regulations and maintain the highest standards of data security to protect sensitive health information.

Alerts Generation: - To design and implement interactive dashboard tiles and visualizations with integrated rule-based alert generation mechanisms, enabling timely notifications and insights to both beneficiaries and stakeholders based on predefined data conditions and thresholds.

2 Eligibility

2.1 Pre-Qualification Criteria

Sr. No.	Specific Requirement	Documents required
1	Bidders Particulars:	
1.1	<p>The bidder should be an Indian firm -</p> <ul style="list-style-type: none"> • Should be registered under the Companies Act 1956 or 2013 in India or a Proprietorship or partnership or an agency should be a firm/LLP at the time of the bidding • Should have a registered number of, GST, Income Tax / Pan number • Should be in operation in India for a period of at least 5 years as on publication of this RFP. 	<p>The Bidder should submit below documents -</p> <ul style="list-style-type: none"> a) Copy of certification of incorporation issued by competent authority / registration Certificate b) Copy of PAN card c) Copy of GST registration.
1.2	<p>The bidder should have a minimum average annual turnover of INR 100 Crore during the last three financial years (from IT/ITES/software development and analytics services) i.e., 2022-23, 2023-24 & 2024-25 with positive net worth as on 31st March 2025.</p>	<ul style="list-style-type: none"> • Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last three financial years as on 31st March 2025. • Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover of IT/ITES software development and analytics services and net worth for each of the last 3 financial years as on 31st March 2025.
1.3	<p>The bidder should have experience* in implementing BI Tool in any Central/State Government/PSU/Listed Company in India during the past five years from the date of bid submission.</p> <p>(1) One project with the value of at least ₹24 crores, or (2) Two projects, each with the value of at least ₹15 crores, or (3) Three projects, each with the value of at least ₹12 crores.</p> <p>*Experience includes supply, implementation, and maintenance of BI tools, including data integration, data modeling, master data management, data quality & governance, and data visualization through customized dashboards/reports."</p>	<p>The Bidder should submit below document for each Project.</p> <ul style="list-style-type: none"> — Copy of the Work order/Purchase Order. — Completion Certificate / Go-Live/ For ongoing projects awaiting Go-Live, the bidder may submit a UAT Completion Certificate. <p>Certificate issued by the client.</p> <ul style="list-style-type: none"> — Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.) <p>-Additionally Bidder should submit Project Portfolio details with similar scope of works as per Form-8</p>
1.4	<p>The bidder must have at least 1000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 100 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.</p>	<ul style="list-style-type: none"> • PF/ESIC details of all such employees on payroll, and • A self-declaration on its letterhead listing the professionals engaged in relevant roles, including their skills and designations."

1.5	The bidder shall submit valid Manufacturer Authorization Forms (MAFs) not only for the proposed Business Intelligence (BI) solution/tool, but also for any Data Lake and Data Warehouse solutions/tools being proposed and supplied from third-party OEMs.	<p>The MAFs must confirm that the OEMs:</p> <ul style="list-style-type: none"> • Are authorized to supply the proposed tools/technologies. • Will provide necessary technical support and product updates. • Authorize the bidder to use, implement, and integrate their solutions as part of this project. <p>Note: All MAFs must be in original (on OEM letterhead), signed and stamped by authorized signatories, and submitted as part of the bid.</p>
1.6	The Bidder Should have an office in Gujarat. If the bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of issue of work order if (s) he is awarded the work.	The Bidder should submit valid Proof such as registration certificate, latest utility bill, tax certificate, etc. If the bidder is not having his office in Gujarat, the bidder should submit Self-declaration, duly Signed and stamped by the authorized Signatory in format as per Form-6 described in RFP.
1.8	Products or services from vendors sharing land borders with India, such as Alibaba, will not be considered.	The Bidder & OEM must submit land border undertaking as per Form-9 & Form-10 as per RFP respectively
1.9	The service integrator must have been in partnership with all the OEMs of the proposed products for a minimum of three years prior to the bid publication date.	<p>OEM Partnership Authorization Letter / Certificate</p> <p>The three-year prior experience requirement is essential to ensure that the Service Integrator has recent and relevant experience in handling similar projects, including understanding software changes and achieving expected outcomes. In cases of company mergers or acquisitions:</p> <ul style="list-style-type: none"> - If the bidder has relevant experience with the original company and the product continues under the same OEM, the experience will be considered valid. - However, if the product has been taken over by a new company or OEM and the bidder does not have experience with the new product or OEM, this experience cannot be considered. <p>This distinction ensures that the bidder's experience is directly relevant to the product and services being proposed, separate from the OEM's qualifications.</p>
2	BI Tool (OEM) Particulars:	
2.1	The OEM should have average Annual Turnover of INR 250 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as	<ul style="list-style-type: none"> • Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years as on 31st March 2025.

	on 31 st March 2025. OR The OEM should have average Annual Turnover of INR 100 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as on 31 st March 2025.(In case OEM turnover pertains only to BI and data-related products)	<ul style="list-style-type: none"> ● Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover and net worth for each of the last 3 financial years as on 31st March 2025. ● Undertaking on OEM letterhead confirming that the company is exclusively engaged in BI/Data Management products (In case OEM turnover pertains only to BI and data-related products) ● CA-certified statement indicating year-wise BI and Data Management-specific turnover (In case OEM turnover pertains only to BI and data-related products) ● Audited financial statements supporting the above declarations
2.3	The OEM should have executed / implemented BI Tool for min 5 clients in last 5 Years in India as on date of bid submission.	Copy of Work Order / Agreement/Delivery Challan along with Completion Certificate /Go-Live Certificate confirming the customer's name/ The OEM may submit a self-declaration/ certification on official letterhead in lieu of individual client certificates, duly signed by an authorized signatory. (In case of OEM experience, the OEM may provide details of projects implemented through the SI, along with client citations, for the specified period.)
3	Certificates	
3.1	1. The Bidder must have following latest and valid certifications as on date of bid submission - (a) ISO 9001:2015 and ISO/IEC 27001:2022	Copy of latest Valid certificate
3.2	The bidder & OEM should not be blacklisted from any Government / PSU / BFSI / Listed company within India in last 5 Years	Certificate of Undertaking for Non-blacklisting from supplying equipment/software to any Government / PSU / BFSI / Large Enterprise within India in the past.
4	Mandatory Compliance	
4.1	The Bidder must submit a duly sign compliance table on their official letterhead, as per the format specified in annexure 7. The annexure outlines the details of Tools/Software/Licenses proposed by the bidders (not limited to listed items) and specify the minimum mandatory requirement that must be adhered to.	Annexure 7:- Details of Tools/Software/Licences proposed by the bidder(not limited to)- Minimum Requirements which should be complied

Note:

1. All details and the supportive documents for the above should be uploaded in the GeM bid.
2. Any bid failing to meet any of the required above pre-qualification criteria shall be disqualified.
3. A board resolution OR power of attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder.

4. All certificates requested in the RFP should be valid as on date of bid submission.
5. All annexures as sought in this bid should be complete as per the information requested.
6. No Consortium is allowed in this bid.
7. The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the pre-qualification criteria will be called for the presentation cum demonstration Evaluation.
8. Products or services from vendors sharing land borders with India, such as Alibaba, will not be considered. Bidder & OEM must submit land border undertaking as per ATC.

2.2 Technical Bid

The bidders will be called to demonstrate their proposed solution to the Authorities of Tender Evaluation Panel (and potentially other representatives of the Authorities) and GIL. The bidders will have to demonstrate their solution as per the scope defined in the tender document. During demonstration the bidder will be evaluated on below parameters:

- Project Understanding
- Technical Architecture, Approach & methodology
- Service Delivery approach & Quality Assurance
- Risks and Mitigation Plan
- Project Governance, Project Team and Resource Planning
- Demonstration of various use cases as per the scope of work and specification.
- Satisfactory Response to the queries
- Value Added Features

2.2.1 Bid Security/ Earnest Money Deposit (EMD)

2.2.1.1 Bidders shall submit, along with their Bids, EMD of Rs. 1,00,00,000/- in the form of a Demand Draft OR in the form of an unconditional Bank Guarantee by Bank Guarantee (which should be valid for 6 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/Gandhinagar) as per the GR. No. : FD/MSM/e -file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (in the format specified in Format III) and must be submitted along with the covering letter.

OR

Bidders can also submit the EMD with Payment Online through RTGS/internet banking in Beneficiary name Gujarat Informatics Ltd., Account No. 50200010918090, and IFSC Code HDFC0000190, Bank Name HDFC Bank Ltd. Branch address Sector-16, Gandhinagar Branch.

The sealed cover should be super scribe as "EMD for XXXXXXXX" Bidder to submit AFFIDAVIT PHYSICALLY as per the prescribed format (To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs. 300/- duly attested by First Class Magistrate/ Notary public) along with the sealed cover. Bidder who have submitted EMD online has to follow the above process for Affidavit.

- 2.2.1.2** EMD of all unsuccessful bidders would be refunded by GIL within 60 Days on selection of successful bidder.
- 2.2.1.3** The EMD of the successful bidder would be returned upon successful submission of Performance Bank Guarantee as per the format provided in Format 12.
- 2.2.1.4** EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 2.2.1.5** The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- 2.2.1.6** The EMD may be forfeited, In case of a Bidder if:
 - 2.2.1.6.1** The bidder withdraws its bid during the period of bid validity.
 - 2.2.1.6.2** The Bidder does not respond to requests for clarification of their Bid.
 - 2.2.1.6.3** The Bidder fails to co-operate in the Bid evaluation process.
 - 2.2.1.6.4** In case of successful bidder, the said bidder fails:
 - 2.2.1.6.4.1 Fails to sign the agreement in time
 - 2.2.1.6.4.2 Fails to submit performance bank guarantee

2.3 Preparation and Submission of Bid

The Bids shall be submitted latest by the Bid Due Date. The Bidders are required to submit the Bid in 3 (three) parts, viz.:

- (a)** Part 1: EMD or Proof of EMD Exemption/PoA/Non-Black listing Undertaking (Online and hard Copy in Sealed Cover)
- (b)** Part 2: Technical Bid. (Online only)
- (c)** Part 3: Financial Bid (Online only)

Bids documents shall be accepted by the Authority only during office hours on Business Days, up to the Bid Due Date. It is further clarified that the Authority shall have the sole discretion to reject and return Bids which are received by the Authority after the Bid Due Date.

2.3.1 Part 1: EMD or Proof of EMD Exemption/PoA/Non-Blacklisting Undertaking

- 2.3.1.1** Earnest Money Deposit (EMD): A Bidder is required to submit an unconditional and irrevocable bank guarantee or DD or Online as earnest money as applicable in this bid. It is hereby clarified that non-submission of the EMD by a Bidder, along with the submission of the Bid, shall lead to the rendering of that Bid as non-responsive, and accordingly, the Authority shall have the right to reject such Bid.
- 2.3.1.2** PoA :- Bidder should submit physical copy of PoA duly signed and Sealed in Format of Form-14
- 2.3.1.3** Non-Blacklisting: - Bidder should Submit Non Blacklisting Undertaking in Format of Form-4

2.3.2 Part 2: Technical Bid

- 2.3.2.1** A scanned copy of the Technical Bid (including all documentary evidence, required formats and declarations, copy of presentation, etc.) shall be uploaded online. The uploaded document shall be with a cover letter, index page and page numbering.
- 2.3.2.2** If applicable in this bid, the physical submission of technical bid shall be submitted in a bound format, with a cover letter, index page and page numbering. The physical copy should be the replica of the online upload document. The bidder shall also submit the clear and legible scanned copy on pen drive along with the physical copy of the Technical Bid.

2.3.2.3 Following list is provided as the guideline for submitting various important documents along with the bid.

1. Bid Cover Letter
2. Power of Attorney for Authorized Representative
3. Bidder's Particulars as per format shared in RFP.
4. Bidder's Certificate of Registration/Certificate of Incorporation
5. GST Registration and Income Tax Certificate
6. CA certificate and copy of audited financial statements and relevant certificates.
7. Copy of Work Order/Work Completion Certificate/Self Declaration
8. Detailed approach and methodology
9. Proposed Solution Document
10. MAF of all Proposed Tools and Third party software's
11. Updated Technical Bid Formats
12. Signed & Stamped RFP document along with Addenda & Corrigendum, if any
13. Any other relevant document that satisfies the requirement of the bid

2.3.2.4 The agency should submit the best-proposed solution aligned to the scope defined in this RFP. The below mentioned points (as indicative) should be considered in drafting the proposed solution under response.

#	Descriptions
1.	Design and Plan Documents of the Project
2.	Sizing for required infrastructure to Host the digital platform
3.	Installation, Integration and testing of BI Solutions & other Data warehouse solutions
4.	Unpriced BOM for the Project
5.	Manpower Deployment as per RFP
6.	Operation & Maintenance
7.	Plan for handling Change Management (if any)
8.	Any Other Suggestion

2.3.2.5 The Technical Bid must provide the requisite information, as specified in the below-mentioned formats (being annexed in this RFP):

Form 1	Proposal Covering Letter
Form 2	Format for General Information
Form 3	Format for Financial Summary of the Bidder
Form 4	No Blacklisting
Form 5	Not Terminated, Not Being Insolvent or In Receivership or Bankrupt
Form 6	Office in Gujarat.
Form 7	Director and Partners not involved in any criminal offence.
Form 8	Format for Showcasing Experience
Form 9	Format for Land Border on Bidder's Letterhead
Form 10	Format for Land Border on OEM's Letterhead
Form 11	Format for MAF on OEM's Letterhead

Form 12	Bank Guarantee format for Earnest Money Deposit
Form 13	Performance Bank Guarantee
Form 14	Format for Power of Attorney
Annexure-5	Curriculum Vitae (CV) Format
Annexure-6	Details of Tools/Software/Licenses Proposed by the Bidder
Annexure-7	Details of Tools/Software/Licenses Proposed by the Bidder (But not limited to) - Minimal requirements which should be complied

3.1.1.1 The Technical Bid Must Not include any financial information with respect to the Bid. If any financial information is submitted in the technical response document, the bid will be summarily rejected.

3.1.2 Part 3: Financial Bid (to be strictly submitted through online only)

- (a) The Financial Bid shall be submitted by the Bidders substantially in the format specified in section 8.1 (Financial Bid Submission Form) online.
- (b) The Financial Bid should be furnished in the format clearly indicating the Bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.
- (c) The cost should be inclusive of all the taxes, duties, fees, levies, and other charges imposed under the Applicable Law on the Bidder and its personnel.

2.4 Overall Evaluation (LCS Method)

- i. Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.
- ii. Technical demonstration shall be examined by the bid evaluation committee and GSDC/GIL with respect to compliance, completeness and suitability of the solution to the project and only the bids which are complying to the requirements shall be considered as technically qualified.
- iii. Only the bidders, who qualifies the technical demonstration successfully, will qualify for the financial bid evaluation.
- iv. Shortlisted bidder quoting lowest bid value (L1) will be considered for final selection.
- v. If the L1 Bidder is not agreed to execute the project for any reason, Tenderer may call L2 Bidder to match the price of L1. If L2 bidder agree to match the price of L1, tenderer may award the contract to L2 bidder to execute the Project. The same process may be followed for remaining qualified Bidders.

3 Scope of Work

The scope includes the Supply, Installation, Configuration and Technical Support for Business Intelligence Tool (BI Tool) for developing Enterprise Dashboards. The BI tool should be compatible for deployment on bare metal servers, virtualized environments and HCIs.

The goal is to setup a Business Intelligence (BI) tool that features interactive dashboards and reports accessible via web and mobile apps. This tool will analyze data to provide actionable insights, enabling senior officials to make informed, data-driven decisions. By leveraging these insights, the tool aims to enhance the efficiency and effectiveness of their work processes.

Key objectives of the solution are as follows (but not limited to):

- a. Fully Integrated view of key metrics.
- b. Correlation of metrics and data sources at multiple levels.
- c. On-demand, scheduled, and real-time data updates with alerts.
- d. Impactful Visualizations for strategic insights.
- e. Automatic and ad-hoc report generation.
- f. Self-service dashboard/report creation for selected users.
- g. Customizable dashboards/reports for different user segments. (Customizable report may be generated initially. Later on, format will not change frequently.)
- h. Capable of Interactive dashboards/reports as per department functionalities.
- i. Efficient data retrieval from regularly updated sources.
- j. Actionable insights and projections for informed decision-making.
- k. All supplied software licenses should be managed from a single centralized location.
- l. Identity & Access Management with multi-factor authentication.

Identity and Access Management (IAM) will be managed through the Department's in-house developed Karmyogi Portal, under which all enrolled users are authenticated and provided access as per defined roles and privileges.

On-Site Technical Resource:

1. The Bidder / System Integrator (SI) shall deploy the technically qualified resources as specified in the Manpower Deployment Table during the implementation phase, which shall be stationed onsite for execution of the project activities. These resources shall perform tasks including but not limited to project management, technical assistance, solution customization, data management, analytics, visualization and reporting, system administration, user handholding, and BI development guidance.
2. The Bidder / SI may engage and deploy additional technical or development resources, as may be required to fulfill the Scope of Work, project milestones, deliverables, and SLA requirements. Such additional resources may be deployed onsite or offsite, based on the project requirements and operational convenience of the SI, while ensuring timely completion of milestones and compliance with the provisions of the RFP.
3. The bidder shall deploy technically qualified onsite resources who will perform the following tasks (not limited to): project management, technical assistance, solution customization, data management, analytics, visualization & reporting, system administration, user handholding, and BI development guidance. The development team will be stationed onsite/offsite as per completing milestones as per scope of work and requirement of project.
4. However, during the AMC/O&M phase, they may operate offsite, except for the number of BI developers/analysts as specified to remain onsite.
5. At least one of the deployed resources must have prior experience in health data analytics and public health program monitoring to ensure domain relevance and

contextual insight into healthcare datasets and reporting frameworks

Project includes the following components:

3.1 Basic Scope of Work

The implementation of the BI Solution shall include, but not limited to detailed below:

1. The successful bidder shall be responsible for Supply, Implement, Customize, Integrate, Refine, Monitor and Maintain an Innovative and User-Friendly solution for a minimum period of 8 Years
2. The bidder should design the solution with capability for High Availability, Scalability, Security, Redundancy and Fault Tolerance. The bidder is required to propose a scalable solution to meet current data as well as future requirements with an incremental of 20% per year.
3. The selected bidder shall submit detail documentation related to System study, Design, flow, Various Plans to host and operation & maintenance for the entire contract period covering Change Control, Patch management, Updates & Upgrades, supports, etc.
4. The proposed BI solution will integrate and utilize data from various health-related portals as primary data sources. These include, but are not limited to, e-Olakh, TeCHO+, Poshan Tracker, UDISE, HMIS (in future), and other relevant health portals mentioned in Annexure-3. Data tables and datasets from these systems will be used for building dashboards, generating insights, and issuing real-time alerts to support data-driven decision-making
5. The Bidder should undertake a detailed assessment of the functional requirements and formulate the SRS document with complete details on data sources, reporting structure, and user alert mechanisms. This SRS must be submitted within 3 weeks from the date of project kick-off or signing of the contract. However, if the bidder identifies any gaps or requires additional information, they must undertake further efforts such as data analysis, study of existing applications, review of data formats and structures, and integration requirements in conjunction with the proposed solution architecture. Any additional findings discovered during this phase must also be shared with the department in writing within the same timeline or with justified extension (not exceeding 15 additional working days) with prior approval from the department. The bidder shall be entirely responsible for implementation the solution which satisfies all features, functions and performance as described in this document and must comply with all the relevant standards & policies of the Government. Tenderer will share the details with the successful bidder.
6. The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall share the appropriate sizing of Infrastructure required for hosting the solution in each environment along with bid response. The department shall arrange for the required infrastructure at GSDC as per the sizing shared by the bidder along with bid response. (3) In addition, the bidder shall provision and maintain Staging and UAT (User Acceptance Testing) environments at their own cost. The infrastructure and associated costs for these environments shall be borne entirely by the bidder.

Staging and UAT environments must be provided by the SI, as detailed in Annexure-7, Point No. 25 (Architecture Details) in RFP. The Production environment will be provided by the Department/GSDC and hosted on the GSDC private cloud. (GSDC Private cloud with Hyper-V) All other configurations and setup activities are within the scope of the SI.
7. The Bidder shall submit MAF for all components, not limited to hardware's, software's, connectors, etc. supplied under this bid to complete the solution. All components should

be covered under the premium or highest level of support provided by respective OEM. Software license offered by the bidder shall be compatible with the infrastructure components.

8. The bidder shall also host separate instances with training models for minimum 10 nos. of trainees/interns of the department every year. Deploy training models in this environment

UAT and training activities will be conducted in parallel. During the implementation phase, users will be provided training on the UAT environment to enable hands-on familiarization with the system before go-live.

9. The bidder must provide at least 10 Creator and 5000 Viewer licenses from the commencement of the project (i.e., Day One of Go-Live or User Acceptance Test sign-off), with full access to all features, including enterprise deployment capabilities and the ability to create unlimited dashboards/reports with both viewing and editing rights.

These licenses shall be exclusively for Department users. The manpower deployed at onsite or offsite locations shall be provided with separate licenses as required, independent of the above allocation.

The bidder shall ensure that the licenses are provisioned in a way that there is no limitation on critical functionality or data access for authorized users. The composed dashboards must display at least 10 graphical representations to visualize essential health metrics, including but not limited to: Disease surveillance Capacity & resource utilization, Case-specific tracking, Vaccination status, Key health indicators, Program and scheme performance.

10. The solution should support role-based access control (such as Viewer, Creator, Admin) and dynamic scalability to manage users and permissions efficiently. It should allow the department to grant or revoke access privileges dynamically at any point during the contract period, based on roles and responsibilities. Additionally, the solution must provide the capability to enforce data access restrictions at row levels for individual users or user groups to ensure secure and contextual access to information.

11. The bidder shall deploy and maintain all required IT infrastructure (such as: Workstation, Monitor, Keyboard, Mouse, Switches, UPS, Power Extension, Printer (with consumables), etc.) for the working of deployed resources during the implementation and O&M period. during the period of implementation and O&M, all the devices should follow the standard IT security policy and guidelines of the Health Department/DST. Upon completion of the project, the bidder may lift the personnel workstation used by their resource at the site, subject to the approval of the department.

All necessary belongings required for work for the resources deployed onsite as well as offsite may be arranged by the Bidder. Sitting arrangement for onsite resources will be arranged by the Department.

12. The bidder shall identify and remove all duplicate data as part of the data cleaning process. This de-duplication process must be completed within 1 (One) Year from the date of data provision or project commencement. In case of failure to complete the activity within the specified timeline, a penalty shall be applicable as per the terms and conditions mentioned in the RFP.

Nature of Data: The majority of the data originates from various portals of the Health Department and is structured and stored in tabular formats (e.g., databases, spreadsheets, transactional records). There is no unstructured data (such as images, videos, scanned documents, or multimedia content) involved in this scope.

Scope of Cleansing includes but not limited to: - Identification and removal of duplicate

records.

- Standardization of data fields across different datasets.
- Correction of incomplete, inconsistent, or erroneous entries where feasible.
- Ensuring referential integrity across linked datasets.
- Preparation of a clean, deduplicated dataset accessible through the provided APIs.

Dependencies:

- The Department/GSDC will provide API-based data access.
- Any delays in providing access from the Department/GSDC side shall not be considered as a delay attributable to the bidder.
- The bidder must deploy appropriate tools, methodologies, and quality checks to complete the deduplication and cleansing process within the stipulated timelines, once API access is made available.

- 13 The bidder is expected to conduct detailed training to all identified users before FAT (Functional Acceptance Testing). Comprehensive FAT has to be conducted by the bidder and corresponding sign-off should be obtained from the Department on successful completion. Post-Successful FAT, the agency shall provide trainings to all designated staffs of user department for day-to-day access and operation. The agency should adhere to robust security measures to protect sensitive data of the Health Department and meet the compliance with relevant data protection and privacy regulations. The agency shall also be responsible to get the solution audited and certified by Cert-In empaneled agencies before Go-Live and on interval of every six months during the contract period after Go-live. Bidder should fix the observations with suitable remediation to ensure clean and secure system. Bidder should also submit compliance of Security audit with fixes provided to the department. (Periodic audits by CERT-IN empaneled/Approved auditors shall be conducted, and the cost for these audits will be borne by the bidder.)
- 14 The bidder shall ensure that the deployed solution is patched for all vulnerabilities, bug fixes, and security updates, fine-tuned, and performance is optimized during the entire contract period. The bidder may submit patch update and performance reports on a quarterly basis to the department for review and compliance monitoring.
- 15 The department shall retain full ownership of any customization, developed code, or logic created under this project, with complete rights to use, modify, and distribute it. The bidder shall not use or disclose the customized code without the written consent of the department authorities.

BI Tools must be authorised by OEM and provided with enterprise support for entire contract period. Other Third party software Tool may be allowed with fulfilling scope of work & SLA.
16. Approximately 8,000 to 10,000 SMS and 10,000 to 15,000 emails will be sent daily from the portal. The SMS gateway will be procured separately by the Health Department. Since the portal will send a large volume of SMS and emails (exceeding 7,000/day), GSDC policy compliance must be ensured. The bidder may configure the SMS and email gateway and shall be responsible for managing logs related to these communications.
17. The bidder must develop a rule-driven SMS and email alert system to notify specific users and scheme beneficiaries based on predefined data conditions or triggers derived from the dashboards and reports.

As this solution is being developed for the Public Health Department, the rules will primarily focus on generating alerts and notifications for:

- Employees and officials of the Health Department
- Beneficiary citizens under various health schemes and services

The alerts and notifications are to be delivered through multiple communication channels, namely:

- Mobile SMS
- Email
- WhatsApp (including the provision to send documents, wherever applicable)

In addition, the system is expected to support alert and notification triggers linked to Approx. 800–1000 tiles, which are designed to highlight gaps in service delivery. These rules will be responsible for notifying and triggering the appropriate alerts to the concerned stakeholder(s) for timely action.

Bidders should consider that the solution must be scalable, flexible, and configurable enough to accommodate these approx. 800– 1000 tile-based rules along with additional rule types for workflows, notification triggers, and escalation mechanisms.

Department may provide SMS gateway, email facility & WhatsApp service

- 3,000 visual presentation tiles in the form of graphs or tabular data. tiles refer to visual elements or web presentations such as graphs, reports, and KPI indicators displayed on the BI dashboard. (Note: These do not include role-based variations.)
- These 3,000 visual tiles will translate into approximately 400 to 500 distinct web dashboard screens, depending on layout and grouping. (this number is tentative and not fixed) Additional visuals or reports may be added during the O&M phase as new portals or use cases are introduced in the course of continuous development.
- In Implementation phase there are probably 500 dashboard & 3000 tiles/Graphs/Web visual Reports. In respect to overall development, Department can prioritize like Maternal Child Health and immunization. Department may share KPI metrics list at the time of onboarding.
- The portal will integrate with departmental systems via API/data provided by the department.
- Portal may TeCHO+ (with approximately 300 tables), 108 services, and other health portals, the department is now separately developing the HMIS solution, which is expected to include around 800 to 1000 data tables.

Accordingly, the proposed solution must be scalable and capable of handling increased data volume, as the data size is expected to grow once the reserved scope of the HMIS project is finalized and formally notified by the department. Runtime licenses must be provided by the bidder

If required, software and data may be migrated to Government of India servers.

- HMIS data integration with the portal will approximately occur after the first year.
- The department is currently in the process of on boarding an agency for the HMIS solution, and its implementation will take some time. Please include HMIS in the scope
- The department has shared 1400 questions. However, the scope should be defined for 3000+ questions/tiles, as the number may increase during the project tenure— particularly if systems like HMIS or newer GOI portals are implemented.

There are approximately 3000 questionnaires/KPIs shared by the department, which are part of the implementation scope. Any new reports or dashboards that need to be developed for newly introduced portals will be taken up during the O&M phase. No separate change request will be considered for the same.

- There is no migration from one system to another. All databases fields across all DB for portals lists are mentioned in Annexures and identifying duplicates and inconsistencies and pulling into one Central Data lakes required.

a. Performance and Cutting-Edge Technology

1 **Automated:** The solution should fully automate the data pipelines from data ingestion from source systems, through data transformation, to data consumption in the data platform. Additionally, it should identify and document metadata, perform data quality and leakage checks, detect data anomalies, and trigger corresponding alerts. The system should also automatically update data from the source, reducing the need for manual updates, and allow dashboards to refresh on a set schedule or in real-time. (It is not required to update dashboards in real-time except for a few. Other dashboards may be updated once or twice daily, which will not affect overall performance.)

2 **Managed:** The solution must support fine-grained access control and usage frameworks for each data object. It should allow configuration of users and groups, classify data according to sensitivity, and protect data both in transit and at rest.

(Role-based access control and user management will be implemented as part of the solution. i.e. for users associated with the Karmayogi portal, single sign-on (SSO) will be provided through the portal. For external users who are not part of the Karmayogi portal and need to receive SMS or other notifications, we will provide their mobile numbers directly from the system for integration.)

3 **Security and Resiliency:** The data platform solution should ensure resiliency, high availability, data loss prevention, and backup/restore capabilities. It should keep logs of all activities and report any issues identified in these logs. Separate DR site configuration is not required.

4 **Seamless Integration across Environments:** While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by Department/ Health & Family Welfare Department.

The solution must be cloud agnostic and deployable on any cloud platform, including the existing cloud infrastructure in the data center.

The BI tool is not expected to directly query or visualize JSON, XML, or log data without preprocessing. The bidder shall perform necessary preprocessing during data ingestion into the warehouse to create unique identifiers and structure the data appropriately within the data lake. Once the data is properly structured, querying and visualization will be straightforward. Additionally, it is expected that the bidder implement caching mechanisms for dashboards to ensure faster loading and to avoid recreating visualizations each time a user accesses the webpage. To ingest data into the warehouse, preprocessing is required. Create unique identifiers and structure the data properly in the data lake. Once structured, queries and visualizations will be simple. Dashboards should use caching so users get faster responses when opened.

5 **Support for All Data Types:** The platform should efficiently consume and store data in all popular formats, including structured, unstructured, and semi-structured data such as logs, audio, video, clickstream, and IoT data. It should also support health data integration standards such as HL7 and FHIR. All data in portals are structured & No IOT or sensor data there.

6 **Fast and Real-Time Processing:** The data platform should be capable of consuming and processing real-time data streams and providing real-time analytics-based outputs. It should generate reports and dashboards quickly with minimal or no wait time. The system should update data and refresh dashboards as per the period and category defined by the department. Social media feeds are not within the scope.

There is no real-time data processing in the current scope. All data in the Health Department portals are structured. The data will be extracted, de-duplicated, and cleansed, and then processed to create dashboards.

- 7 **Scalability:** Scalability is described in multiple ways. First, scalability in forms of fields - there are around 800 to 1000 of Techo+ & around 1000 fields of HMIS and 600 to 700 fields of others portals in terms of Data structure. Further, scalability in users' terms - there are around 20000 field level workers, around 10000 sub centers, 1500 PHC, 300 CHC, 34 District Health Hospitals, 250 blocks and 19 Medical colleges, HoDs and other organisation of Health & Family Welfare Department who operate these records. All data in the portals are structured, so the volume is not expected to be in the petabyte range.
- 8 **Offline Data Analysis:** The system should be able to analyze data without needing a constant connection to the database.

The data is not required to be downloaded frequently. At GSDC, a backup facility is available, and based on this, the delta data will be downloaded overnight. This process will ensure that the required data is made available without affecting the performance of the production database. The bidder shall utilize this backup/delta data for processing and cleansing activities, and shall not directly query or access the production database to avoid any impact on live operations.

Offline reports shall primarily be static, read-only formats such as PDF or Excel for use in disconnected mode. However, wherever feasible, the BI platform may provide exportable interactive dashboards with basic filter or drill-down capability through cached data, without requiring live server connectivity.

- 9 **User-Friendly BI Tool:** The BI tool should have an easy-to-use interface for viewing, saving, downloading, and scheduling metrics and dashboards without needing programming skills. All data will be sourced from the portal databases after proper data cleansing
- 10 **Modular Design:** The design should be modular, allowing parts to be changed without affecting the whole system.

3.2 Integration of Health Portals

1. Tentative list of Portals for the integration

Tentative list of Portals required to be integrated as a part of project are mentioned in Annexure 3

2. Portal Integration

- a. Develop a comprehensive integration plan to unify the data from all health department portals into a monitoring dashboard.
- b. Integrate APIs and connectors for seamless integration of diverse portals.
- c. Ensure that all integrated portals communicate effectively with the central BI system, allowing for data transfer.
- d. Implement a scalable architecture that can accommodate additional portals or data sources in the future.
- e. Ensure seamless data synchronization and compatibility between the different systems and formats used by the health department portals.
- f. Implement secure data transfer protocols to protect sensitive health information during the integration process.
- g. Structured data and unstructured data classification using appropriate tool to make it usable for reporting.

3.3 Business Intelligence (BI) Layer Development

1. Dashboard Creation

- a. Design and develop a user friendly, interactive and role-based dashboard for visualizing health data.

(All viewers may view the dashboard. The dashboard will display data filtered based on the viewer's geographical domain. Each viewer will see only the data relevant to their assigned geography. For example, a viewer in Jamnagar district will see data pertaining to Jamnagar, and within Jamnagar, a viewer assigned to Kalawad Taluka will see only data for Kalawad. This requires geography-based grouping of facilities, beneficiaries, or people, and the role assignment and data filtration must follow this pattern.)

- b. Customize dashboards for different user roles, such as state level administrators, district health officers and healthcare facility managers up to ASHA worker.

(The provided example use cases should help understanding of the hierarchy: The Health & Family Welfare Department is at the top, under which all Heads of Departments (HoDs) operate. Below them are 34 District Hospitals, 19 Medical Colleges, 250 CHCs, 1500 PHCs, and the field-level staff who report under these units.)

- c. The solution should offer a drag-and-drop interface for creating customizable dashboards. Users should be able to create visualizations such as bar charts, line graphs, heat maps, and geographical mapping (GIS).

Geographical mapping will be used for filtration. Alternatively, the entire organogram can be mapped. However, each user should only be able to view statistics for their assigned jurisdiction. The implementation details can be worked out by the developer.

- d. Include capabilities for drilldown, drill up, and drill across analyses to allow users to explore data from different perspectives.

- e. Solution should automatically generate curative insights and auto charting for users without having to do coding.

- f. Solution should have ability to do keyword based / phrase-based search (Gujarati with standard terafont & English search is preferable) on all the underlying data and multiple fields at the same time to filter the data.

- g. Alert & Notification on key events or threshold

- h. The bidder shall provide facility to share Data through APIs that shall integrate and communicate with different systems and applications. Also, SI/Bidder must ensure that there are no API leaks by incorporating appropriate security measures.

2. Reporting & Analytics

The system must include analytics mechanism capable of processing large datasets with minimal latency. It should support predictive analytics, machine learning algorithms, and AI-driven insights.

The scope primarily involves preparation of dashboards and analytical reports based on structured data provided by the Department. Therefore, the process for model acceptance, explainability requirements, frequency of retraining, or use of Personally Identifiable Information (PII) in modeling is not applicable at this stage.

The key business use cases involve the large-scale service delivery undertaken by the government. In context, this includes carrying out immunizations for every child born

at designated intervals, providing maternal care, and managing treatment for TB patients, including the full course for drug-resistant TB.

The objective is to ensure that individuals follow the expected care trajectory, do not drop out, and attend scheduled sessions. In the case of HMIS, disease outcome prediction is included; however, hospital resource optimization is not within the scope.

Any inbuilt advanced AI/ML modeling capacities would need to be developed by the bidder to predict disease outbreaks and to identify mothers, TB patients, or infants who require immunization or other scheduled intervention.

Functionality of analytics on various metrics:

- a. Solution should offer statistical analysis functionality.
- b. Capability to perform what-if analysis
- c. Forecasting capabilities
- d. Identifying trends and patterns from the dashboards
- e. Ability to provide predictive analytics while being cognizant of the business and product rules.
- f. Ability to predict using predictive Modelling Techniques like Regression algorithm, Scoring, Classification, Groupings, Clustering at the minimum.
- g. Ability to provide time series analyses by predicting patterns and trends in data based on the predefined timescale.
- h. Ability to provide association rules that identify patterns in transaction data for describing which events frequently occur together.
- i. Analyzes data with a geographical component to identify patterns and trends based on location.
- j. Ability to provide vertical predictive analysis for every possible data-stream.
- k. Support for various graphical views including graphs, pie charts, trends, etc.
- l. Support for visualization on geographical maps, for example, to show the performance of various regional branches.
- m. Enable drilldown features in reports to explore detailed data.
- n. Implement automated report generation and scheduling features for regular updates and distribution.
- o. Provide advanced statistical analysis tools to identify patterns and correlations in health data.
- p. System Integrator (SI) may generate reports using ML models. No cost should be included for the development of ML models or complex algorithms.

3. Advanced Reporting Features:

Reports should be generated in various formats (PDF, Excel, Word, etc.) and support scheduled and on-demand report generation. The tool should also support automated report distribution via email or secure web portals.

Reports, dashboards, reports and other analytics content can be printed without requiring additional add-ons or components. Users can print either a portion of a report or the entire thing, with options to fit various page sizes and include headers and/or footers on each page.

3.4 Data Integration and Management

1. Data Consolidation/Data Lake

- Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.

All data are in structured format. Based on the Portal list & Approx Data fields provided, Bidder may assess data size.

- There is no real-time data processing in the current scope. All data in the Health Department portals are structured. The data will be extracted, de-duplicated, and cleansed, and then processed to create dashboards.
- Initial dashboards will be prepared using data already available in the portals. In subsequent periods, incremental data may be appended to update the dashboards.
- Standardize data formats across different systems to ensure compatibility.
- The data lake should comprise of Raw Zone, Curated Zone and Production Zone.
- Implement ELT (Extract, Load and Transform) processes to continuously update and synchronize data from all portals.
- Users from the Health Department are linked with the Karmyogi portal; data from that portal will also be integrated.
- This tender includes the use of health information system (HIS) data, accessible via API and visualized on the portal.
- HMIS (Health Management Information System) data will be incorporated into the BI tool, with a separate 3-month development window allocated for this.
- Bidder may engage dedicated data scientist, such a resource to address any specific use cases or departmental requirements as needed. No additional cost shall be borne by the Department for such engagement.

2. ELT Capabilities

The system should leverage the power of modern data warehouse and support advance ELT process to extract data from various sources, loading it into a target database or data warehouse and transforming it to meet business needs.

3. Data Connectivity

The tool should provide seamless connectivity with existing health systems, including electronic health records (EHR), laboratory information systems (LIS), and financial management systems, System administrative software (SAS). It should support various data formats such as SQL, MySQL, CSV, and JSON and similar others.

4. APIs for Interoperability

The BI tool should offer robust APIs to enable interoperability with other applications and systems within the Health Department.

5. System Architecture

- a. **State Data Centre / Cloud-Based Solution:** The system should be cloud-based, to combine the security of on-premises systems with the scalability of cloud platforms.

The solution is required to be cloud agnostic and shall be deployed on-premise at the GSDC. (The private cloud at GSDC (Gujarat State Data Center) is managed by OBS.)

- b. **Data Warehousing:** The tool should include a robust data warehousing solution that can manage diverse data types such as structured (e.g., RDBMS), semi-structured (e.g., JSON, XML) and unstructured (e.g., image, etc.). The solution should support optimized data lifecycle management, ensuring that data is available when needed. The solution should support ELT (Extract, Load and Transform) processes for efficient data integration.

3.5 System Compliance and Validation

Quality of Data and its Validation

- a. **De-duplication:** Eliminating the identified duplicates. This can be done manually or using automated tools and functions.
- b. **Validation:** Implement automated data validation processes to find the inconsistencies and errors before they enter the BI system, and AI for reducing the need for manual oversight by identifying and correcting common mistakes.
- c. **Data triangulation:** Data triangulation for BI layer in a monitoring dashboard involves integrating and cross verify data from multiple sources and portal. This process ensures data accuracy and reliability leading to more informed decision making.

3.6 User Experience and Accessibility

1. User Role Customization

- a. Define and customize user roles (e.g., state health officers, district administrators, facility managers, State level, Taluka Level, Block Level, Cluster Level) to display the most pertinent data and insights for each role.
- b. Ensure that users can only access data relevant to their role, maintaining data integrity and security.

2. Usability across Devices (should work on mobile, tablets and computer/laptops)

- a. Design the dashboard/reports/visualization to be device Independent, ensuring that it functions seamlessly on mobile devices, tablets, and desktops.
- b. Optimize the user interface for different screen sizes and resolutions to provide a consistent user experience across devices.

3. Interface Support and Accessibility

- a. Design an intuitive and user-friendly interface for the BI-layer portal.
- b. Ensure the dashboard provides easy navigation and accessibility for users with varying levels of technical expertise.
- c. Incorporate interactive elements such as charts, graphs, and maps to enhance data visualization and user engagement.
- d. Define the various user roles (e.g., Admin level, State level, District level, Taluka level, Block level, Medical Officer, ASHA etc.)
- e. Customize dashboard elements to display data and insights that are most pertinent to each user role.
- f. Implement robust access control protocols to ensure data integrity and security.
- g. Drill-down, Drill-up and Drill-across capabilities.

- h. Support for pivot tables and crosstab tables to enable the end-user to view reports in different ways.
- i. The ability for end-users to define their own data ranges as filters. The BI tool must allow individual users to mask/encrypt data loaded into the platform using row- and object-level security to hide protected and sensitive information without coding or scripting.
- j. Ability to drill down directly via the graphical display, for example, click on a location on a map to get a breakdown of Maternal Mortality / Infant Deaths or click on a section of a pie chart to get a detailed breakdown.
- k. Support the creation of infographic data stories. The product should provide a library of illustrative forms to assist with infographic creation.

3.7 Data Security

1. Data Privacy and Control:

- a. Ensure that all data processing occurs within the secure environment of the state data center.
- b. Adhere to national and state level regulations regarding data privacy and protection, ensuring full compliance.
- c. Solution should ensure that residency of the data shall remain in the geographical/ electronic boundary of the purchaser.
- d. Publish only basic and required data on the public domain. i.e., Department Websites etc. based on the prior approval from the authority.
- e. Ensure that required data, whether at rest or in transit, is encrypted using industry-standard encryption algorithms.

2. Data Integrity and Audit

To maintain data integrity, the solution should include mechanisms for monitoring and verifying data consistency across different environments. The proposed solution should detect and alert administrators to any unauthorized data modifications or integrity violations.

To track all data access and modification events, ensuring that any anomalies or breaches are quickly identified, implement role-based access controls to ensure that sensitive health data is only accessible to authorized personnel.

3. Fraud Detection and Ethics Monitoring

- a. Integrate AI algorithms to monitor data for inconsistencies or anomalies that may indicate fraudulent activities or ethical concerns.
- b. Set up alert systems to notify administrators of potential issues, enabling timely intervention.

3.8 Project Governance

1. Project Management

It is the responsibility of bidder to perform the following activities related to Project Management.

- a. **Project Planning:** The bidder is required to prepare and present a detailed project management plan as per the defined scope of work and timelines. The proposed project plan shall include project implementation methodology, work breakdown structure, tasks, activities, resource deployment plan, risk management plan, test plans etc.
- b. **Role of Project Manager:** The project manager shall be responsible for carrying out overall project management activities including but not limited to below:
 - Execute the approved project management methodology
 - Team Management
 - Project Execution and delivery
 - Requirement Traceability Matrix
 - Coordination with stakeholders including officials from client and other appointed/authorized agencies by client
 - Progress monitoring
 - Resource management & utilization
 - Compliance to Standards

3.9 Support during O&M

The bidder shall be responsible for provide support for all the components supplied under this bid, from the date of final acceptance which includes:

- a. **Support Team:** Establish a support team responsible for the ongoing maintenance and upgrade of the system.
- b. **Development:** Development of new reports or changes in existing reports, adding new / customization of dashboard, User maintenance.
- c. **Identity & Access Management:** Implementing multi-factor authentication and managing user access to the BI tool.
- d. **System Monitoring:** Continuous monitoring of the software to ensure optimal performance and quick resolution of any issues.
- e. **Plan for regular updates to the system to incorporate new technologies, improve functionality, and implement emerging health technologies.**
- f. **Defect Resolution:** Fixing any issues or bugs that arise, including those caused by the client.
- g. **Training and Documentation:** Providing training sessions and detailed documentation to help users effectively utilize the software

Performance Monitoring and Scalability:

- a. Implement tools to continuously monitor system performance, identifying areas for improvement.
- b. Conduct regular evaluations to ensure that the system remains aligned with the evolving needs of the Health Department.
- c. **High Availability:** The system must ensure high availability, with minimal downtime. Load balancing, failover mechanisms, and redundancy must be integral parts of the system design.
- d. **Scalability:** The BI tool should be scalable to handle increasing data volumes and users. It should support horizontal and vertical scaling to meet future demands without compromising performance.

Technical Support for the software components supplied by the bidder:

- a. Comprehensive and flexible upgrade coverage during the contract period.
- b. Secure access to online support and self-help with collection of guides, FAQs, tutorials, and knowledge base articles.
- c. Flexible, easy-to-access, responsive, cross- platform support from OEM.
- d. Access to OEM software technical support for designated officials.
- e. Escalation matrix with 24x7 access to support resources. (The bidder must ensure that support resources are available from 9 AM to 6 PM daily without holidays.)
- f. Access to latest versions of Software patch and upgrades of all the software components supplied by the bidder during the entire contract period.
- g. The bidder must set up a system to create and track support tickets for all software and services provided. These tickets, along with any related details and root cause analyses, should be accessible throughout the contract period.

3.10 Technical Resource

The Bidder shall deploy minimum below qualified resources for full time at site during Implementation and O&M. All resource deployment and replacements have to be prior approved by the Authority.

1. As per the manpower details provided in the table below, the specified resources shall be deployed onsite during the implementation phase. Additionally, the Bidder / System Integrator (SI) may engage additional resources as required for development, integration, and other activities in accordance with the Scope of Work. To ensure timely completion of project milestones and adherence to the defined Service Level Agreements (SLAs), the bidder may deploy the required resources in a hybrid mode (onsite/offsite) as deemed necessary.
2. The development team will be stationed onsite. However, during the AMC/O&M phase, they may operate offsite, except for the number of BI developers/analysts as specified to remain onsite.
3. 2.This is a continuous development project. A monitoring consultant will oversee the BI development work. Resource requirement for implementation -phase shall be as per the below table.
4. During the O&M phase, bidder has to deploy resources onsite, referring as per the below table.
5. If any additional resources are required for expert advice or support, SI may engage without any extra cost on project for it.
6. Man-Power mentioned in section 3.10 Technical resources must be deployed onsite. Rest any technical resources required may be arranged offsite.
7. The successful bidder shall be responsible to deploy additional resources (if required) to undertake the implementation and O&M of the solution with no additional cost to the bidder.

Sr#	Particulars of Manpower	Quantity
1	Implementation Phase (onsite)	
1.1	Project Manager	1
1.2	Business Analyst	1
1.3	Subject Matter Expert	1
2	O&M Phase (onsite)	
2.1	Project Manager	1
2.2	Business Analyst	2
2.3	BI Developer	1
2.4	Data Science Expert	1
2.5	Database Expert/DBA	1
2.6	System Administrator	1

3.11 Training and Capacity Building

1. User Training

- a. Develop comprehensive training programs for different user roles for around XX number of users to ensure they can effectively use the BI dashboard and tools. (i) As end user - 5000 Approx. and (ii) Technical user - 10 Approx.

(Approx. number of users of Systems are 5000 from Department, HoDs & District, Taluka level, Medical college staff. Bidder shall provide training to targeted users as per their roles and access rights in both Physical & Online mode. It is preferable to provide training to Department & HoDs in physical mode.)

- b. Provide training materials, including manuals, video tutorials, and live training sessions, to accommodate different learning preferences.
- c. Develop material (manuals, e-learning) which can be provided with the training.
- d.
 - Initial training will be conducted during the UAT phase.
 - Incremental training will follow for new users/admins after the initial rollout.
 - For the first year, training sessions are expected to be once every 15 days.
 - Subsequently, for the next 2–3 years, training sessions are expected to be once every month to once every quarter.
 - The bidder shall provision refresher training during the entire 8-year O&M period as required by the Department.

2. Capacity Building

- a. Build capacity at the district and block levels for around XX number of users to manage and operate the BI system independently.
- b. Offer advanced training for technical staff on maintaining and upgrading the system, including AI and ML components.

3. Feedback Mechanism for Continuous Improvement

- a. Incorporate a simple yet effective feedback mechanism within the dashboard for XX number of users to suggest improvements or report issue.

3.12 Project Monitoring Reports (PMR)

To ensure transparency, accountability, and timely monitoring of the implementation progress, the Selected Agency shall prepare **Project Monitoring Reports (PMR)** throughout the project duration.

1. Preparation Responsibility

- The **Selected Agency / Bidder** shall prepare the PMR in coordination with the deployed Project Manager.
- The Project Manager shall ensure accuracy and completeness of all details before submission.

2. Submission Authority

- PMRs shall be submitted to the **Designated Nodal Officer of the Department** (not below the rank of Deputy Secretary / HoD) through the Department's Project Monitoring Cell.
- A copy shall also be shared with **GIL / Implementing Partner** for record-keeping and validation.

3. Frequency of Submission

- **Fortnightly (every 2 weeks)** during the Implementation Phase (till Go-Live).
- **Monthly** during the O&M Phase.
- **Special PMRs** must be submitted immediately if a major delay, risk, or deviation is identified.

4. Contents of Project Monitoring Report

Each PMR shall include the following details in a **standardized format** approved by the Department:

1. **General Details**
 - Project Name, Work Order Reference, Reporting Period
 - Name of Agency, Project Manager, Date of Submission
2. **Activity / Milestone Status**
 - Planned milestone vs. actual progress (with dates)
 - % completion of each activity
 - Activities completed in the reporting period
 - Activities planned for the next reporting period
3. **Delay / Deviation Details**
 - Any milestone delayed (with reasons & justification from bidder)
 - Days/weeks of delay calculated against approved timeline
 - Impact on overall project plan
 - Department's acknowledgement / decision (penalty, waiver, extension)
4. **Resource Deployment**
 - List of key resources deployed onsite/offsite
 - Resource changes or replacements during reporting period
 - Resource shortfalls (if any)
5. **Issue & Risk Register**
 - Identified issues, risks, dependencies
 - Responsibility (Agency / Department / Third Party)
 - Mitigation action taken / pending
6. **Financial Status**
 - Milestone payment due vs. achieved
 - Penalties (if any) applicable for the reporting period
 - Outstanding dues (if any)
7. **Supporting Evidence**

- Screenshots, test reports, logs, documents submitted during the period
 - Sign-off from Department users for completed activities
8. **Certification**
- Report certified by Project Manager (Agency)
 - Verified and acknowledged by Department Nodal Officer

5. Record Maintenance

- All PMRs shall be maintained both in **soft copy (PDF/Excel)** and **hard copy**, signed by the Agency Project Manager and countersigned by the Department's Nodal Officer.
- PMRs shall form part of the **official project records** and may be used for **audit, payment release, and dispute resolution**.
- The Department reserves the right to call for any additional details at any stage.

3.13 Types of AI/ML Use Cases to be Developed in the BI-Based Integrated Health Dashboard System (Including but Not Limited to the Following)

1. Predictive AI (Operational Forecasting)

Example Applications:

- Lab sample volume prediction
- Emergency department crowd prediction
- etc

Outcome: Better manpower planning, reduced waiting time, optimal resource use.

2. Risk Stratification AI

Example Applications:

- High-risk pregnancy detection
- TB default prediction
- Hypertension complication risk
- Diabetes complication risk
- Etc

Outcome: Targeted interventions and preventive care.

3. AI for Data Quality Monitoring

Example Applications:

- Detect missing data
- Identify unrealistic entries (age 150, discharge before admission)
- Abnormal reporting trends

Outcome: Reliable BI dashboards.

5. Disease Surveillance & Outbreak Prediction

Example Applications:

- Dengue outbreak prediction
- Malaria seasonal forecasting
- Influenza spread modeling
- Heatwave health impact prediction
- ETC

Outcome: Early warning & preventive action.

6. Drug Demand Forecasting

Example Applications:

- Stock-out prediction
- Auto-reorder alerts
- Seasonal demand estimation

- Expiry risk detection
- ETC

Outcome: Zero stock-out, reduced wastage.

7. Resource Allocation Optimization

Example Applications:

- Ambulance placement optimization
- Doctor posting rationalization
- Budget allocation modeling
- Infrastructure planning
- ETC

Outcome: Efficient use of public funds.

8. Population Risk Mapping

Example Applications:

- High-risk TB clusters
- Malnutrition hotspot mapping
- Low immunization area detection
- Maternal mortality hotspot mapping

Outcome: Targeted field interventions.

9. Automated Insight Generation

AI Type: Auto-Analytics Engine

Example:

“ANC coverage in District X dropped by 18% compared to last month.”

Automatically detects:

- Trends
- Outliers
- Correlations

10. AI-Generated Executive Reports

AI Type: Generative AI

- Monthly district performance summaries
- Commissioner-level briefing notes
- Policy recommendation drafts

11. Anomaly & Fraud Detection

Example Applications:

- Duplicate claim detection
- Abnormal billing patterns
- Suspicious procedure frequency
- Phantom admissions

Outcome: Financial control & fraud prevention.

12. Natural Language Query (NLQ)

AI Type: NLP + Generative AI

Users can ask:

“Show top 5 districts with highest maternal mortality rate.”

AI:

- Generates query
- Creates chart
- Provides explanation

4 Software License: -

- The bidder may quote for either of the following license types: Perpetual License with AMC: One-time license cost with Annual Maintenance Cost (AMC) along with ATS for 8 years. Or
- Subscription-Based License: Annual license cost for 8 years. Note: The bidder must clearly mention the type of license being offered. In case of a subscription-based license, the cost should be locked for 8 years with no price escalation.
- Details of Tools/Software/Licenses Proposed by the Bidder: - The bidder shall provide the details of tools/software/licenses proposed for each major component in the solution architecture, clearly specifying whether the tool is Open-Source, Commercial (COTS), or Custom-Built. All proposed tools should meet the scope of work requirements and must be appropriately licensed (perpetual/subscription) as per annexure & format in Section 9.20
The BI tool is required to be OEM-backed with enterprise support throughout the contract period. Other tools and software may be based on the SI-designed architecture, preferably with enterprise support, and must comply with the SLA
- The Bidder shall be solely responsible for procuring and supplying all necessary licenses for software, Business Intelligence (BI) tools, databases, and any other middleware required for the complete and uninterrupted delivery of the defined services. All such licenses must be delivered and activated at the time of infrastructure setup during the implementation phase.
- In the event that an OEM does not offer an 8-year license upfront, the Bidder shall mandatorily submit an irrevocable undertaking from the respective OEM, clearly committing to provide uninterrupted license renewals to cover a minimum of 8 years from the date of initial license activation. Failure to supply such licenses or valid OEM undertakings shall be treated as a material breach of contract, attracting appropriate penalties and/or legal action as per the terms of the agreement.
Choice of OEM may be proposed by SI based on designed architecture. Department only wants fulfillment of the defined Scope of Work.
- Bidder design for solution to ensure the Scope of Work and SLA through preferred enterprise support, and the associated cost shall be included in the bid value.
- System Integrator (SI) to coordinate with OEM to provide maintenance and support for database and other tools and software periodically, as per the Scope of Work and SLA.
- Database maintenance and support activities, including patches, upgrades, performance tuning, and related tasks, are part of the bidder's O&M scope. These are not covered under OEM ATS. The bidder shall be responsible for ensuring all such activities are carried out as required to maintain system performance and compliance with the defined SLA parameters.

5 Service Level Agreement (SLA):

The BI solution shall be a business-critical application and will be used extensively for reporting and various decision making within and outside departments of GOG. The BI Solution shall be managed by dedicated team of experts trained on the system.

The system should be fast and should give quick response. It is expected that the bidder shall design & provision above resources in such a manner that the application when accessed through internet / MPLS WAN should provide fast response. Also, when the user navigates from one page to another page in the application, the response should be almost instantaneous.

If, any degradation in the application response (response is slow), or the user has to wait for some longer time before the application responds and the issues continues for more than 30 min, a trouble ticket shall be booked with the helpdesk/support for the same. The bidder shall then identify the cause of the problem and resolve it at the earliest. If the problem is caused by malfunctioning, poor performance, choking of a hardware / software component, the same shall be rectified / replaced at the earliest. If the problem is caused by any device / component / link, etc., not supplied & maintained by the bidder, the department in coordination with GSDC will try to rectify the problem and no penalties will be imposed on the bidder for the same.

5.1 Definitions

- a) Business Hours of Purchaser is 09:00 hrs. to 18:30 hrs.
- b) Business Days: All Working Days, excluding (2nd Saturdays, 4th Saturdays and all Sundays) and holidays as identified by Purchaser / Government Departments.
- c) Helpdesk should be operational on 24 x 7 basis.
- d) "Availability" means the time for which the services and facilities are available for conducting operations of BI Solution service. Availability is defined as:

$$\frac{\{(Scheduled\ Operation\ Time - Service\ Downtime)\}}{(Scheduled\ Operation\ Time)} * 100\%$$

Severity	Definition
1	Showstoppers involving major failure in the system/solution. There are no usable workarounds available to troubleshoot the problem.
2	Users face severe functional restrictions in the system/solution irrespective of the cause. Workarounds are time consuming.
3	Moderate functional restrictions in the system/solution irrespective of the cause. Has a convenient and readily available workaround. Affects a few users.
4	Requiring cosmetic functional changes. Does not require any workaround. It may include user query/suggestions but has no business impact

5.2 Interpretation & General Instructions

- a) At the beginning of the contract, the SLA parameters and metrics thereof would be established by Purchaser in consultation with the selected bidder which would be reviewed on an annual basis along with the Corrective Action & Preventive Action (CAPA) plan.

- b) SLA parameters shall be monitored on a quarterly basis as per the individual SLA parameter requirements. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and shall invoke penalties.
- c) Penalties are mentioned as a percentage of certain components of cost.
- d) Purchaser can take appropriate action including termination of the contract if –
 - (i) Penalties calculations exceed 20% of the quarterly payment for two consecutive quarter
 - (ii) Penalties calculations in any month exceed 30% of quarterly payment
- e) The Bidder along with the BI solution Provider OEM should support and prepare Root cause analysis (RCA) for all cases of Cyber Security Incidents and shared with Purchaser within defined SLA. Time extension can be granted by the Purchaser depending on the severity of the incident on request of the bidder. For any exceptions or SLA breach beyond the control of the bidder, the bidder may submit the RCA along with a justification, which may be considered by Purchaser. In case the RCA establishes that the breach on SLA was on account of service issues, the bidder would be liable for the applicable penalty.
- f) Root cause analysis (RCA) should be prepared for all cases of Severity 1 incidents causing service unavailability or disruption. The bidder can work with OEM to provide the RCA.
- g) For certain incidents, RCA may be carried out by Purchaser (or Purchaser appointed agency).

The Solution should have its own comprehensive monitoring features. The bidder should use the same tool to do an integrated monitoring of the service levels for the deployed solution.

The bidder needs to carry out real-time monitoring as well as reporting of SLA parameters and will also be required to provide an integrated and automated monitoring report to Purchaser on monthly basis, or as requested by Purchaser. All SLAs to the extent possible should be monitored through the automated tools provided by the bidder.

The minimum service levels that need to be measured and adhered to are detailed below. Bidders can propose to adhere to higher service levels than stated below and additional parameters to strengthen their technical proposal.

The Service Level Agreements have been logically segregated in the following categories:

1. Project Implementation
2. System Availability
3. Incident Reported
4. Patch management / System Upgrade
5. Operations support
6. Change management

SLA treatment shall be based on the root cause analysis and accordingly the SLA treatment shall be given to the ticket for the issue.

5.3 Project Implementation Timeline

The timelines with the list of activity from the date of Contract are given in the table below. "T0" stands for the date of Contract.

Sr#	Activity	Timelines	Cumulative Timeline (Weeks)	Penalty on delay
1.	a) Project Kick-off b) Deployment of Project Manager and other required resources	T1 = T0 + 1 Week	1	₹2,000 per resource per week (or part thereof) of delay for non-deployment of required resources. This penalty is automatic and shall be recorded in project monitoring reports
2.	1. System Study 2. Finalization of Deployment Architecture etc. 3. Submission of Design documents, Project Plans detailing each task with target date for Implementation and O&M	T2 = T1 + 4 Weeks	5	0% In case of delay, bidder must submit written justification. <ul style="list-style-type: none"> • Delay ≤ 2 weeks (with justification) → No penalty. • Delay > 2 weeks (without valid reason) → 0.05% of implementation cost per day of delay (to be deducted from next payable milestone).
3.	Infrastructure setup, security audit, commissioning, and testing of Data Lake, Big Data, and Data Warehouse solutions	T3 = T2 + 5 Weeks	10	Delay ≤ 4 weeks (with justification) → No penalty. <ul style="list-style-type: none"> • Delay > 4 weeks (without valid reason) → 0.05% of implementation cost per day. • Delay beyond 4 weeks → Department may terminate contract & forfeit PBG.
4.	On Premise deployment & FAT of BI Tool with its own architecture including database and other software's to complete the solution as per scope of work	T4 = T3 + 2 Weeks	12	Delay ≤ 4 weeks (with justification) → No penalty. <ul style="list-style-type: none"> • Delay > 4 weeks (without valid reason) → 0.05% of implementation cost per day. • Delay beyond 4 weeks → Department may terminate contract & forfeit PBG.
5.	Data ingestion shall be carried out from various health and related portals such as TeCHO+, e-Olakh, Poshan Tracker, HMIS, UDISE, Dial 108 Emergency Helpline, and Government of India portals including	T5 = T4 + 8 Weeks	20	0.2% of implementation cost per delayed week (per sprint delay), deducted directly from milestone payment. HMIS delay → penalty accrues weekly after 90-day deadline.

	<p>NCD, TB, HWC, and IHIP.</p> <p>The overall scope covers approximately 700 or more data tables. The bidder shall also ensure appropriate data de-duplication and cleansing during the ingestion process to maintain data quality and consistency.</p> <p>Upon official notification by the department regarding the HMIS portal, the bidder must complete data ingestion for HMIS within 90 days from the date of such notification</p>			
6.	<p>Phase 1: - Post Data generation (2,000 Tiles)</p> <p>Start after data ingestion & model stabilization Delivery Target: one sprint on Every 2 weeks – 100 tiles and 10 dashboard screens</p> <p>Assumed grouping: ~10 tiles per screen</p>	T6 = T5 + 40 Weeks	60	0.2% of implementation cost per delayed sprint (2 weeks), deducted directly from milestone payment.
7.	<p>Training to designated users (Admin, Dashboard /Reports creation, exploration and usage training)</p>	T7 = T6 + 2 weeks	62	Governed as per SLA. Delay → Payment withheld until completion.
8.	<p>Onsite Technical Professional with workstations for O&M for support and development of any new dashboard /reports</p>	T8 = T7 + 1 weeks	63	Governed as per SLA (refer Section 5). Non-compliance → deduction from O&M payments as per SLA.
9.	<p>Phase 2:– Post HMIS Data Ingestion (1,000 Tiles) Will begin after HMIS ingestion, which must have started within 90 days of departmental notify to bidders Expected duration: 20 weeks (100 tiles / 10 screens every 2 weeks)</p>	20 Weeks		0.2% of implementation cost per delayed sprint, deducted directly from milestone payment.

Note:

- Part thereof meaning if there is a delay of 9 days in the delivery then the penalty will be calculated as a (9/7) *Penalty Amount.
- The cumulative penalty shall not exceed *10% of the implementation cost value.
- In case of delay in achieving implementation milestones, the Department shall hold the payment corresponding to the delayed milestone instead of imposing a direct penalty. The payment shall be released only after successful completion of the respective milestone.
- However, if any delay occurs due to reasons beyond the bidder's control, such as administrative approval processes, non-availability of data access, or API unavailability, the bidder must formally inform the Department in writing along with valid reasons and justifications.
- Based on the bidder's request and the Department's assessment, the Department may decide not to levy any penalty/withholding for such period of delay. The bidder shall carry out the implementation as per the approved plan. A User Acceptance Test (UAT) shall be conducted prior to Go-Live to ensure all functionalities meet the department's requirements. The Go-Live of the system shall commence only upon successful completion and approval of UAT. The Operation & Maintenance (O&M) period shall begin after a minimum of one (1) month from the Go-Live date, allowing time for initial stabilization and performance monitoring.
- If any dependencies or delay from Central Government/State Department side/GSDC side, timelines may be relaxed and penalty may not be levy after escalation to HOD. Otherwise adhered to milestone.
- dashboards shall be developed and presented to the Department every two weeks (i.e., one sprint). However, it is not mandatory to present all 100 tiles each time; at least 90% of the tiles shall be demonstrated. This demonstration will be considered as a phase-wise UAT and may be conducted simultaneously.
- HMIS portal has been developed by another agency, and it contains approximately 800 to 1,000 data fields. The remaining aspects may be assessed by the System Integrator (SI) based on their experience.
- Training to the targeted users may be provided in physical and digital modes both as per department preference.

5.4 Service and Performance Penalty during O&M

SN	Service Category	Breach Threshold	Penalty Amount
1.	Service Availability	System availability falling below 99.9% in a calendar month	0.5% of the quarterly due payment per hour of system unavailability exceeding the Threshold
2.	Performance Metrics	All general reports exceeding 5 seconds and for reports by complex query exceeding 10 seconds (for all reports developed by the bidder)	1% of the quarterly due payment per incident of response time exceeding the threshold
3.	API Latency	Response time of API build and published by the bidder <ul style="list-style-type: none"> • <100ms for 99.5% of API calls • 100ms to 200ms for 0.5% of API calls 	INR 50,000/- Penalty for each such incident in a quarter
4.	User Concurrency	The platform not able to handle the concurrency of users as defined in the RFP impacting the user experience. (Approximately 5000 viewers may concurrently access Dashboard based on their Rights access. SI may handle Cache for render data promptly.)	INR 50,000/- Penalty for each such incident in a quarter
5.	Security breach including Data Theft	Any incident wherein system components are compromised or	Penalty of Rs 50 Lakhs and legal action as per prevailing

		any case wherein PII (Personally Identifiable Information) data theft occurs	regulatory acts and policies
6.	Security breach including Data Loss	Any incident wherein data loss or corrupted or tampered	INR 10 lakhs for the 1 st incident occurrence and INR 25 lakhs for 2 nd incident occurrence and Contract Termination may be initiated
7.	Availability of Root Cause Analysis (RCA)	Root cause analysis post resolution of incident should be available within 5 days	0.2% of quarterly due payment per day
8.	Data Backup and Recovery	Failure to perform scheduled backups or inability to recover data	2 % of contract value for each missed backup
9.	Resolution Time (Only for Bug fixing)	Time taken by the Service Provider to fix the problem & release the same into the production system Severity Level 1: within 24 hours Severity Level 2: within 7 days Severity Level 3: within 20 days	INR 10000/ incident of lapse in case of Severity Level 1. INR 5000/ incident of lapse in case of Severity Level 2. INR 5000/ incident of lapse in case of Severity Level 3.
10.	Support and Escalation	Exceeding 24 hours for fulfilment of support request or resolution of issues	INR 1000 per ticket per hour exceeding 24 hours
11.	Development	Exceeding the time frame agreed by the Supplier and Government Department	20% of Resource cost required of respective quarter.

5.5 SLAs for Incident Reported

SLA shall be measured quarterly basis for each incident individually from the time of incident reported with the severity of the impact for 24x7x365 operations of BI Solution service and the time taken to resolve the reported incident.

Sr. No.	Target	Service Level	Impact Level
1	For Severity 1, 100% of the incidents should be resolved within 60 minutes of problem reported	% Of incidents with more response time <100% & >=99%	1% of the total Quarterly billing amount
		% Of incidents with more response time < 99% & >= 98%	2% of the total Quarterly billing amount
		% Of incidents with more response time <98%	5% of the total Quarterly billing amount
2	For Severity 2, 100% of the incidents should be resolved within 4 hours of problem reported	% Of incidents with more response time <100% & >=97%	0.5% of the total Quarterly billing amount
		% Of incidents with more response time < 97% & >= 94%	1% of the total Quarterly billing amount
		% Of incidents with more response time < 94%	2% of the total Quarterly billing amount
3	For Severity 3, 100% of the incidents should be resolved within 12 hours of problem reported and	% Of incidents with more response time <100% & >=97%	0.2% of the total Quarterly billing amount
		% Of incidents with more response time < 97% & >= 94%	0.5% of the total Quarterly billing amount

	For Severity 4, 100% of the incidents should be resolved within 48 hours of problem reported.	% Of incidents with more response time < 94%	1% of the total Quarterly CAMC billing amount
4	For all incidents that are marked as Resolved by the Service Provider but are re- opened by the client. This is calculated for all incidents reported within respective Quarter.	% Of reopened incidents <=4	Nil
		% Of reopened incidents <=5 & >4%	0.5% of the total Quarterly CAMC billing amount
		% Of reopened incidents <=6% & >5%	1% of the total Quarterly CAMC billing amount
		% Of reopened incidents >6%	5% of the total Quarterly CAMC billing amount
5	Availability of Root Cause Analysis (RCA)	Post incident has occurred and has been resolved should be Available within 5 days	Within 5 Days no penalty 1. >5 Days & <=10 Days; 0.1% of quarterly payment 2. >10 Days & <= 15 Days; 0.2% of quarterly payment 3. >15 Days; 1.0% of quarterly payment

5.6 SLAs for Patch Management / System Upgrades

All patches for released, to be tested for vulnerabilities, compatibility and any issues that may occur on deployment as defined in Patch Management Process. The patch cycle shall begin from the time of release of patches, testing, approval by purchaser as per change management and patch management processes and deployment on 100% of the target systems (BI and related software, Operating Systems, End-user devices, Network and Security components and tools, etc.). The bidder shall submit a report on the completion of patch activity.

SLA shall be calculated on actual delay time for the complete patch cycles on a quarterly basis for each patch from the date of release of patch by OEM. Detailed process should be discussed with the stakeholders and defined in the Operations Manual.

Patches shall be deployed on 100% of the system based on priority of the patches as per timelines defined below.

SR#	Priority	Timelines for complete Patch Cycle
1	Critical	1 day
2	High	3 days
3	Medium	30 days
4	Low	90 days

#	Target	Service Level	Impact Level/Penalty
1.	Patches shall be deployed on 100% of the system based on priority of the patches as per timelines defined	=100%	Nil
		>= 99% & < 100%	0.2% of the total Quarterly CAMC billing amount
		>= 98% & < 99%	0.5% of the total Quarterly CAMC billing amount

		>= 97% & < 98%	1% of the total Quarterly CAMC billing amount
		< 97%	2% of the total Quarterly CAMC billing amount

5.7 SLAs for Change Management

Sr. No.	Definition & Target	Service Level	Impact Level
1.	Changes as per the change request	100% of successful change implementation as per agreed timelines for each change request	Nil
		Delay in implementation of changes against agreed timelines for each change request	2% of the total Quarterly CAMC billing amount for each week of delay
2.	Unauthorized and un- approved changes done to the system without prior intimation and approval from Purchaser. Changes will be tracked through Configuration Changes and Compliance Monitoring Tool Target: No unauthorized or unapproved or unplanned change	Per unauthorized/ un-approved/un-planned change	5% of the total Quarterly CAMC billing amount

5.8 SLA in breach of Supply of Manpower

1. Availability of the min required manpower should be 100%. The agency has to implement the attendance system and share the attendance report of each person deployed as part of team on monthly basis with the user department.
2. The agency is not allowed to replace those resources whose profile has been submitted at the time of Technical Presentation. Further in the event where the bidder is not able to retain the resources quoted in the bid, then the replacement must be pre-approved. For replacement, a panel consisting of 3 times the number of positions shall be submitted. TENDERER has a right to reject entire panel and seek substitute panel in the same 3 times proportion. Before replacing a resource, minimum two months' time to TENDERER along with panel has to be given to choose the substitution from the panel else penalties and pro-rata deduction in the quarterly fees will be made. We encourage the successful bidder to have a preapproved backup of resources for substitution for each of the positions.
3. Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)
4. Prior Intimated Leave of absence will be allowed: If a resource proceeding on leave or becoming absent is replaced with a resource approved by authority, then such substitution will not be treated as absence.

For every SLA non-compliance reported and proved, there shall be a penalty as given below:

#	SLA	Timelines/ Event	Applicable Penalty
2	Replacement of resources by the agency on formal submission of resignation by the resource in the company.	There should be minimum 15 days overlap between the new deployed resource and the replaced resource.	No penalty- On timely replacement. Rs. 5000/- per resource per day for each day delay from stated timelines.
3	The deployed resources shall not be engaged in any activity other than that assigned by the TENDERER	-	Penalty of Rs. 50,000 per resource may be imposed on breach of SLA. On consecutive breach of 03 times may lead to termination of the contract.
4	Absence without prior approval from the TENDERER and no backup resources arranged at site.	-	Penalty of Rs. 7000/- per resource per day shall be imposed.

5.9 Training

Bidder is expected to provide 10 days training to the client nominated staff within One month from the date of completion of Installation & Commissioning.

SN	Description	Service Level	Penalty
1	Training	15 days training after FAT	<= 2 days delay - No penalty > 2 days delay – Rs. 5000/- per day for delay in start of training

Note:

1. SLA penalties during the operations phase (Post Go-Live) shall be calculated on a monthly basis and will be deducted from the next payment due from Purchaser. Monthly MIS report shall be submitted by BIDDER covering all the key details, KPI's and the SLA compliance of all the functions as per the aforementioned sections.
2. If the SLA penalties during the operations phase (Post Go-Live) calculations exceed 10% of the monthly equivalent billing for three consecutive Quarter then, notwithstanding anything contained herein, the Purchaser may take appropriate action including the termination of the contract and forfeiting of the Performance Guarantee.
3. The Maximum cumulative penalty under SLA will be capped at 10% of the contract cost.
4. Each SLA as mentioned above is independent and accordingly the penalties shall be calculated.

5. Dedicated training provided to all users who have viewer roles after phase 1 for 2 Weeks. And simultaneously, training of Functional acceptance test (FAT) will be carried out in parallel with targeted users.
6. GIL/Department may provide the space and infra for training

6 General Terms

6.1 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of the Bid. The TENDERER will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

6.2 Language of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the TENDERER shall be in English.

6.3 Termination Clause

6.3.1 Termination by the TENDERER:

The TENDERER, reserves the right to suspend any of the services and/or terminate this

- 6.3.1.1** The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings.
- 6.3.1.2** In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project.
- 6.3.1.3** If SLAs are not maintained properly and not provide services as per SLAs, then TENDERER has right to foreclose contract.
- 6.3.1.4** If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price.
- 6.3.1.5** In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- 6.3.1.6** Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default and give the other party an opportunity to correct the default.
- 6.3.1.7** Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.
- 6.3.1.8** During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavour to remedy the default which gave rise to the commencement of such notice period.
- 6.3.1.9** The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- 6.3.1.10** In case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.
- 6.3.1.11** In Case of termination of the bidder, the GIL/the Department of Forest shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.

6.3.2 Consequences of Termination:

- 6.3.2.1** In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- 6.3.2.2** Nothing herein shall restrict the right of Purchaser to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available Purchaser under law or otherwise.
- 6.3.2.3** The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

6.4 Copyright and Intellectual Property Rights

- 6.4.1** The TENDERER shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Bidder has developed for the performance of services under this RFP and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of services under this RFP, and the Bidder acknowledges and agrees that such products, documents and other materials constitute works made for hire for the TENDERER.
- 6.4.2** At the request of TENDERER, the Bidder shall take all necessary steps, execute all necessary documents and generally assist in securing all such proprietary rights and transferring or licensing them to the TENDERER in compliance with the requirements of the applicable law and this RFP.

All IPR in relation to project documents, assets, resources, designs, drawings, estimates, recommendations, source codes, application, etc. shall vest with the TENDERER, and the bidder shall not use any such for any other purpose.

6.5 Resolution of Disputes

- 6.5.1** If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days' notice thereof to the other Party in writing.
- 6.5.2** In the case of such failure the dispute shall be referred to a sole arbitrator or in case of disagreement as to the appointment of the sole arbitrator to three arbitrators, two of whom will be appointed by each Party and the third appointed by the two arbitrators.
- 6.5.3** The place of the arbitration shall be Gandhinagar, Gujarat.
- 6.5.4** The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended.
- 6.5.5** The proceedings of arbitration shall be in English language.
- 6.5.6** The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.
- 6.5.7** The Parties hereto shall submit to the arbitrator's award and the award shall be enforceable in any competent court of law.

6.6 Termination Clause

6.6.1 Termination by the TENDERER:

The TENDERER, reserves the right to suspend any of the services and/or terminate this Agreement by providing 30 days' notice to the bidder.

- 6.6.1.1 The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings.
- 6.6.1.2 In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project.
- 6.6.1.3 If SLAs are not maintained properly and not provide services as per SLAs, then TENDERER has right to foreclose contract.
- 6.6.1.4 If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price.
- 6.6.1.5 In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- 6.6.1.6 Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default and give the other party an opportunity to correct the default.
- 6.6.1.7 Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.
- 6.6.1.8 During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavour to remedy the default which gave rise to the commencement of such notice period.
- 6.6.1.9 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- 6.6.1.10 In case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.
- 6.6.1.11 In Case of termination of the bidder, the GIL/the Department of Forest shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.

6.6.2 Consequences of Termination:

- 6.6.2.1 In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- 6.6.2.2 Nothing herein shall restrict the right of Purchaser to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available Purchaser under law or otherwise.
- 6.6.2.3 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

6.7 Subcontracting or Outsourcing

Sub-letting/contracting of entire work or in part thereof is not permitted.

6.8 Exit Management

6.8.1 Transfer of Assets: -

- a. The selected bidder may continue work on the assets for the duration of the exit management period **which may be a six months' period** from the date of expiry or termination of the agreement, if required by Commissionerate of Health, Gujarat to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- b. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the Commissionerate of Health, Gujarat as desired by the procuring entity during the exit management period.
- c. Commissionerate of Health, Gujarat during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide Commissionerate of Health, Gujarat or its nominated agencies with a complete and up-to-date list of the assets within 30 day of such notice.

6.8.2 Cooperation and Provision of Information during the exit management period: -

- a) The selected bidder will allow Commissionerate of Health Gujarat or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable Commissionerate of Health, Gujarat or its nominated agencies to assess the existing services being delivered.
- b) The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder/authorized partner. Commissionerate of Health, Gujarat or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit Commissionerate of Health, Gujarat or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by Commissionerate of Health, Gujarat or its, nominated agencies to understand the methods of delivery of the services employed by the selected Bidder and to assist appropriate knowledge transfer.

6.8.3 Confidential Information, Security and Data: -

The selected bidder will promptly on the commencement of the exit management period supply to Commissionerate of Health, Gujarat or its nominated agencies the following:

- a. Documentation relating to Intellectual Property Rights.
- b. Project related data and confidential information.
- c. All current and updated data as is reasonably required for purposes of Commissionerate of Health, Gujarat or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by Commissionerate of Health, Gujarat or its nominated agencies; and
- d. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Commissionerate of Health, Gujarat or its nominated agencies, or its replacement

operator to carry out due diligence in order to transition the provision of the services to Commissionerate of Health, Gujarat or its nominated agencies, or its replacement operator (as the case may be).

- e. Before the expiry of the exit management period, the selected bidder shall deliver to Commissionerate of Health, Gujarat or its nominated agencies all new or updated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

6.8.4 Exit Management Plan: -

- a) If applicable, proposed arrangements and plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to Commissionerate of Health, Gujarat or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- b) The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the selected bidder to and approved by Commissionerate of Health, Gujarat.
- d) In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- e) During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- f) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- g) It would be the responsibility of the selected bidder to support new operator during the transition period.

6.8.5 GIL/ Commissionerate of Health, Gujarat, reserves the right: -

- a) To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or
The Department/GIL will not make any variation, modification, revision, or amendment to the terms and conditions of the RFP after the award of the contract. Any changes, if required, shall only be made prior to bid submission through the issuance of a formal corrigendum on the e-tender portal.
- b) To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.
- c) The decision regarding acceptance of tender by GIL/ Commissionerate of Health will be full and final.
- d) Conditional tenders shall be summarily rejected.
- e) Commissionerate of Health is free to phase out the work if it feels it necessary.

7 Payment Terms

The Bidder must accept the payment terms proposed in the tender. The financial offer submitted by the Bidder must be in conformity with the payment terms proposed in the tender. Any deviation from the proposed payment terms would not be accepted. The Purchaser shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the purchaser.

7.1 General

All the Payments shall be made in Indian Rupees, as under:

- a) No advance payments will be made.
- b) Taxes, as applicable, will be deducted /paid as per the prevalent rules and regulations.
- c) The Bidder must submit the invoice raised to the authority with proper supporting.
- d) Any penalties and/or liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective deliverables.
- e) The selected proposer's request for payment shall be made to the purchaser in writing, accompanied with the supporting documents describing, as appropriate, the services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- f) The payment will be made for services availed by the purchaser. The purchaser will not pay or is not bound to pay for services not procured/ availed by them.
- g) Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.
- h) Documents required, whichever applicable along with documents for desired deliverables, to be submitted to the department for Payment (in Triplicate).
- i) Initial training completion certificate signed by nodal officer: This shall be a document mentioning the start and end date of the program, along with information about batch attendance, training material, etc.
- j) GIL reserves the rights to conduct all kind of inspection under the project scope.
- k) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- l) The payment will be done after deducting penalty if any as per this RFP within 30 days of submission of the undisputed invoices raised to client (with all required supporting documents) or receipt of written clarifications on the invoice sought by the purchaser whichever is later, after duly complying all the guidelines of this RFP and subsequent agreement.
- m) Please note Payment shall be released only after execution of Service Level Agreement (SLA) and submission of PBG.

- n) Taxes, as applicable, will be deducted/paid as per the prevalent rules and regulations.
- o) 100% payment of the Perpetual License Fee shall be released after successful supply, installation, configuration, integration, and commissioning of the software, along with submission of valid license certificates and acceptance by the Department/Authorized Authority.
- p) The ATS charges for the Perpetual License shall be payable annually for a period of eight (8) years after completion of the warranty/support period (if applicable). The payment shall be released year-wise at the end of each ATS year, subject to satisfactory performance and submission of the invoice by the service provider.
- q) In case the BI Tool license is on a Subscription Basis, the applicable license cost shall be released as payment upon successful deployment, submission of valid invoice, and completion of FAT (Factory Acceptance Testing), as per bid terms and approval of the Competent Authority.

7.2 Payment Milestone

The scope of work is divided in different areas and the payment would be linked to delivery and acceptance of each area as explained below:

Delivery wise payment milestone: -

Project & payment Milestone as per below table.

Sr#	Activity	Timelines	Cumulative Timeline (Weeks)	Payment (%) of Sr. No. 2 – Cost of Implementation of the Financial Bid Value
1.	a) Project Kick-off b) Deployment of Project Manager and other required resources	T1 = T0 + 1 Week	1	0%
2.	1. System Study 2. Finalization of Deployment Architecture etc. 3. Submission of Design documents, Project Plans detailing each task with target date for Implementation and O&M	T2 = T1 + 4 Weeks	5	0%
3.	Infrastructure setup, security audit, commissioning, and testing of Data Lake, Big Data, and Data Warehouse solutions	T3 = T2 + 5 Weeks	10	10%
4.	On Premise deployment & FAT of BI Tool with its own architecture including database and other software's to complete the solution as per scope of work	T4 = T3 + 2 Weeks	12	Release of Licence Payment quoted in Sr. No. 1 of the Financial Bid shall be made in accordance with the payment terms and

				conditions specified above.
5.	Data ingestion shall be carried out from various health and related portals such as TeCHO+, e-Olakh, Poshan Tracker, HMIS, UDISE, Dial 108 Emergency Helpline, and Government of India portals including NCD, TB, HWC, and IHIP. The overall scope covers approximately 700 or more data tables. The bidder shall also ensure appropriate data de-duplication and cleansing during the ingestion process to maintain data quality and consistency. Upon official notification by the department regarding the HMIS portal, the bidder must complete data ingestion for HMIS within 90 days from the date of such notification	T5 = T4 + 8 Weeks	20	30%
6.	Phase 1: - Post Data generation (2,000 Tiles) Start after data ingestion & model stabilization Delivery Target: one sprint on Every 2 weeks – 100 tiles and 10 dashboard screens Assumed grouping: ~10 tiles per screen	T6 = T5 + 40 Weeks	60	26%
7.	Training to designated users (Admin, Dashboard /Reports creation, exploration and usage training)	T7 = T6 + 2 weeks	62	0%
8.	Onsite Technical Professional with workstations for O&M for support and development of any new dashboard /reports	T8 = T7 + 1 weeks	63	10%
9.	Phase 2:– Post HMIS Data Ingestion (1,000 Tiles) Will begin after HMIS ingestion, which must have started within 90 days of departmental notify to bidders Expected duration: 20 weeks (100 tiles / 10 screens every 2 weeks)	20 Weeks		24%

7.3 Post-Implementation – O&M Phase (7 Years)

Year	Payment (%) of Sr. No. 3 – Cost of O&M of the Financial Bid Value
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Year 1	14%
Year 2	14%
Year 3	14%
Year 4	14%
Year 5	14%
Year 6	14%
Year 7	16%

* Payment milestones will not be based on the number of deployed personnel.

Additional Notes:

- O&M payment is linked to SLA compliance and performance reports.
- Penalty/LDs (as discussed earlier) apply to delays in implementation stage.
- All deliverables shall be reviewed and accepted by H&FWD/COH/SHSRC and third-party reviewers (if any) before payment is processed.
- All payments will be subject to tax deductions as per applicable laws.
- The bidder may coordinate with the respective OEM to align and structure the OEM’s payment milestones in accordance with the overall project payment milestones.
- In case the BI Tool license is on a Subscription Basis, the applicable license cost shall be released as upfront payment upon successful deployment, submission of valid invoice, and completion of FAT (Factory Acceptance Testing), as per bid terms and approval of the Competent Authority.
- In case the BI Tool license is on a Perpetual License Basis, the license cost shall be released at the end of the financial year or as per bid conditions, against submission of valid invoice and subject to successful deployment and FAT completion, and approval by the Competent Authority.

**7.4 Performance bank Guarantee (PBG):-
Performance Bank Guarantee (PBG) for the Contract**

The successful bidder shall submit a Performance Bank Guarantee (PBG) equivalent to **5% of the total Final Contract Value (Final Bid Value)** quoted in the Financial Bid as per the RFP.

The PBG shall remain valid for the entire contract period, including the Implementation and Operations & Maintenance (O&M) phases, and shall be released as per the terms and conditions specified in the RFP upon satisfactory completion of all contractual obligations.

7.4.1 Terms of Submission of PBG: -

- 7.4.1.1** Within defined timeline from the date of issue of LOI/Gem Contract to the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) an amount of INR XX,XX,000/- (Rupees XXXXXXXX XXXXXXXX Only) from a All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no.: FD/MSM/e -file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time.. Delay in submission of valid PBG may attract penalty of INR 5000/- per day. Any Delay beyond 21 days, the TENDERER may terminate the contract and Forfeit the EMD.
- 7.4.1.2** The Performance Security shall be submitted on / or before the date of signing of the Agreement.
- 7.4.1.3** All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder
- 7.4.1.4** The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder. The Performance Security shall be appropriated by the Authority as liquidated damages attributable to the breach or negligence or non-observance of any terms/ conditions of the Agreement by the Selected Bidder.
- 7.4.1.5** The Performance Security shall be forfeited in case the bidder withdraws his competency from the work before or after his tender is accepted & the tenderer does not complete the Contract documents.
- 7.4.1.6** Upon expiry of the Agreement Period, such portion of the Performance Security as may be considered by the Authority as sufficient to cover any incorrect or excess payments made on the bills to the Selected Bidder shall be retained until the final audit report on the account of the Selected Bidder's bill has been received and examined.
- 7.4.1.7** If the Selected Bidder fails to provide the Performance Security within the period specified in the RFP, such failure shall constitute a breach on the part of the Selected Bidder and the Authority shall be entitled to make other arrangements at the risk, cost, and expense of the Selected Bidder and/or forfeit the EMD.
- 7.4.1.8** On due performance and completion of the Agreement Period in all respects, the Performance Security will be returned to the Selected Bidder without any interest, on the presentation of an absolute 'No Demand Certificate' issued by the Authority.
- 7.4.1.9** In Case, If the tenderer terminates the bidder from the service, the performance security of the bidder would be forfeited.

7.5 Payment and Purchasing Authority

7.5.1 Purchasing Authority:

The Purchasing Authority for this RFP shall be-

Program Director SRESTHA-G

SRESTHA GUJARAT Program office
Commissionerate of Health, medical services, medical education and research
Block 4 First floor, Dr. Jivraj Mehta Bhavan,
Sector 10, Gandhinagar-382010

The Purchasing Authority will be responsible for issuing the Purchase Order/Work Order, signing the contract agreement, and overseeing the implementation of the project. The selected bidder shall coordinate with the Purchasing Authority for all contractual matters, including issuance of order, execution of the contract, delivery, installation, and acceptance of goods/services.

7.5.2 Payment Authority:

All payments related to the contract will be processed and released by :-

Program Director SRESTHA-G

SRESTHA GUJARAT Program office
Commissionerate of Health, medical services, medical education and research
Block 4 First floor, Dr. Jivraj Mehta Bhavan,
Sector 10, Gandhinagar-382010

hereinafter referred to as the Payment Authority.

The selected bidder shall raise invoices in the name of [Full Legal Name of the Payment Authority with Designation & Address] after completion of milestones/deliverables as defined in the payment schedule of this RFP. The Payment Authority reserves the right to deduct applicable penalties or taxes as per the terms and conditions of the contract and prevailing government rules.

8 Annexures & Formats

8.1Annexure 1: Format for Financial Bid

(To be submitted online)

This table is just for information explaining how to fill price online, Bidder need to submit quote in following format online only, don't submit it with technical document.

Table A: - Summary of Financial Bid

Sr #	Scope of Deliverables	Qty	Total Amount
1	Cost of Supply of all required Software's & tools to complete the solution as per RFP.(Perpetual or Subscription based)(As per Component A in Table-B)	Lot	XXXX
2	Cost of Implementation & Customization Cost (As per Component B in Table-B) of Project as per Scope of Work detailed in the RFP	1	XXXX
3	Cost of O&M for 7 Years (28 Quarters) (As per Table-C) including operation and maintenance, tools and software licenses, ATC/AMC for the entire project duration. (Total O&M cost as per Component C in Table B)	1	XXXX
Total Evaluated Cost			XXXX

Table B: - Detailed Financial Breakup (CAPEX & OPEX)

Sr#	Particulars of Payment	Measurement Unit	Quantity	Unit Price	Total Price
A	BI Tool License Cost (Perpetual/Subscription as per proposed type)				
A1	Perpetual License Cost (One-time) – Fill ONLY if applicable	Nos	1		
A2	Annual Technical Support (ATS) for 7 Years (Only for Perpetual Model)	Years	8		
A3	Subscription License Cost (Annual Cost × 8 Years) – Fill ONLY if applicable	Years	8		
B	Implementation & Customization Cost				
B1	Customization, implementation, and User Acceptance Testing (UAT) as per the scope defined in the RFP, including manpower deployment during the implementation phase, as specified in Table-D, Sr. No. 1.	Nos	1		
B2	cost breakup for AI/ML use case development as mentioned in Section 3.13 , based on which further requirement assessment and initiation of the same shall be undertaken	Lot	1		
C	O&M Cost				
C1	Quarterly man-month cost for resources, with the total calculated as per Table-C, Sr. No. 2	Quarter	28		

Table D - Manpower Rate Card

Sr#	Particulars of Manpower	Quantity	Unit Price	Total
1	Implementation Phase (Onsite deployment)			
1.1	Project Manager	1		
1.2	Business Analyst	1		
1.3	Subject Matter Expert	1		
2	O&M Phase (onsite deployment)			
2.1	Project Manager	1		
2.2	Business Analyst	2		
2.3	Bi Developer	1		
2.4	Data Science Expert	1		
2.5	Database Expert/DBA	1		
2.6	System Administrator	1		

Note:

- i. The Bidder should read the complete RFP carefully and quote for the price **inclusive of all taxes and duties** in the financial bid. Any changes in Govt. Taxes / Duties would be applicable as on actual at the time of invoice processing.
- ii. **The Bidder / System Integrator (SI) shall strictly ensure that the quoted amount under the Implementation Cost component (Sr. No. 2 of the Financial Bid) shall not, under any circumstances, exceed 50% of the Total Contract Value. Any bid quoting Implementation Cost beyond the prescribed limit shall be liable for rejection.**
- iii. Above table will be used for Commercial Bid evaluation purpose only.
- iv. The financial offer submitted by the Bidder must be in conformity with the payment terms proposed in the tender.
- v. The currency or currencies in which payments shall be made to the selected proposer under this Contract shall be Indian Rupees (INR) only.
- vi. The bidder shall share applicable manpower rates in Table D. Price mentioned in Table D shall be used by the department for procurement of manpower on requirement basis.
- vii. The Bidder shall have to upload the detail BOM with price breakup for all quoted components along with financial bid on GEM. The price breakup should be detailed with Item description, Part/Sub-part code, License type, licensing model, quantity, unit price, total price, etc. of the quoted product.
- viii. All remittance charges will be borne by the selected bidder or proposer.

8.2 Annexure 2: Resource Qualification

Minimum Qualification of the resources:

Sr#	Profile	Education	Work Experience
1	Project Manager	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	Overall 15+ years of experience in large scale and complex project management in Public Sector Should have led at least 2 similar projects
2	Subject Matter Expert	Master's Degree in one of the following fields: Public Health (MPH)/Health Informatics/Healthcare Management OR MBBS with Public Health / community medicine, desirable Health Informatics or monitoring, research experience	Minimum 10+ years of experience in the healthcare sector
3	Business Analyst	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	At least 8 years of experience in documenting business processes, user stories etc.
4	BI Developer	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	At least 8 years of experience in, data Modeling, ETL/ELT, visualization and reporting
5	Database Expert/DBA	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	At least 8 years of experience in developing queries, reports and optimize database performance
6	System Administrator	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	At least 10+ years of experience in IT infrastructure, Virtualization & Containerization, Scripting & Automation, Server Configuration & Hardening
7	Software Developer	B.E./B.Tech/MCA/M.Tech/ M.Sc (IT)	At least 5 to 8 years of experience in java web / enterprise application development

Note: - In addition to meeting the minimum qualification criteria specified for the proposed manpower resources, the bidder shall submit the Curriculum Vitae (CV) of each proposed resource in the prescribed format provided in Annexure-5 of this RFP. The CVs must clearly demonstrate compliance with the required qualifications, experience, and relevant certifications as mentioned in the RFP.

Only those CVs submitted in the specified format shall be considered for evaluation. The bidder shall ensure that all information furnished in the CVs is true and verifiable. Any misrepresentation may lead to disqualification of the bid.

8.3 Annexure 3: Names of Portal (Revised annexure need to be replaced)

List of All Health Department Application				
No	Name of Software	Developed by	Data Field (Approx)	Database Size (Approx)
1	TeCHO+	GOG	800 to 1000	
2	Integrated Health Information Platform (IHIP)-IDSP	GOI		
3	Ayushman Bharat Digital Mission (ABDM)	GOI		
4	e-olakh/CRS	GOG		
5	Special New born care unit(SNCU ONLINE SOFTWARE)	GOI	150	50 GB
6	Pradhan Mantri Jan Arogya Yojna (PMJAY)	GOI		
7	National TB Elimination Program - NIKSHAY	GOI		
8	Non Communicable Disease Portal (NCD)	GOI		
9	Gujarat Epidemic Response Management Information System(GERMIS)	GOG		
10	Next Gen e-Hospital	GOI		
11	Hospital management information system (HMIS) will be developed	GOI	1000	
12	Health Management Information System (HMIS)	GOI		
13	E-Aushadhi	GOG		
14	EMMS (Equipment Maintenance & Management System)	GOG		
15	108 EMRI Green Health Services Formerly GVK EMRI	GOG		
16	Smart Referral System by GVK	GOG		
17	e-Sanjeevni- Telemedicine	GOI		
18	AAM/ HWC Portal	GOI		
19	Electronic Vaccine Intelligence Network (eVIN)	GOI		
20	Aadhaar Enable Biometric System (AEBAS)	GOI		
21	Arogya Sathi (HRMS)	GOG		
22	PRADHAN MANTRI MATRU VANDANA YOJANA (PMMVY)	GOI		
23	PRADHAN MANTRI SURAKSHIT MATRITVA ABHIYAN (PMSMA)	GOI		
24	CoWIN	GOI		
25	Family Planning Logistics Management Information System (FPLMIS)	GOI		
26	Ayushman Bhav	GOI		
27	GUNAK Application	GOI		
28	SaQsham	GOI		
29	Beti vadhaao	GOG		
30	Pradhan Mantri National Dialysis Programme (PMNDP)	GOI		
31	Surakshit Matritva Aashwasan (Suman)	GOI		

32	Training Managemnet Informatin System	GOI		
33	Parichay Portal National Sickle Cell Anaemia Elimination Mission)	GOI		
34	AMB (Anaemia Mukta Bharat)	GOI		
35	SASHAKT (Systematic Assessment of Health Care provider's Knowledge and Training)	GOI		
36	National Tobacco Control Programme (NTCP)	GOI		
37	National Programme Of Climate Change in Human Health NPCCHH	GOI		
38	MMU Portal (PM JANMAN)	GOI		
39	Blindness Control-NPCBVI (National Programme for Control of Blindness & Visual Impairment)	GOI		
40	Mera Aspataal	GOI		
41	National Cold Chain & Management Information System(NCCMIS)	GOI		
42	Choice Selection process for bonded candidates	GOG		
43	National Viral Hepatitis Control Program	GOI		
44	Clinical Establishment Act Portal	GOG		

8.4 Annexure 4: Sample Template

A. BI-Layer Questioner Template

Sr #	Main Heading	Questions/Actionable Insight	Name of Portals	Data Points	Presentation Format (Which type of chart/Table)	Alert for caretaker CHO	Report Type Count	Aggregation/Filters	Alert/Action for CHO	Alert/Action for MO	Alert/Action for THO	Alert/Action for CDHO/PHO
	Patient Characteristics											
	Complaint Behavior / Patient Notifications											
	Slippage in Service/ Official Alerts for the System Strengthening											
	Programme Outcome											
	Predictive Analysis											
		Beneficiaries screened for Hypertension	AAM Portal	NCD Screening Report	Table / Graf	CHO	Top 15 & Lowest 15 CHO's Performance	District, Corporation Report. Facility Type report (SHC, PHC, UPHC, UAAM) Age Wise	Remind CHO through message for 100% Screening of 30+ Population	Remind CHO through message for 100% Screening of 30+ Population in		

										concerned area of PHC		
		Beneficiaries screened for Diabetes	AAM Portal	NCD Screening Report	Table / Graf	CHO	Top 15 & Lowest 15 CHO's Performance					
		Identification of Patients	AAM Portal									
		On Treatment & Follow-Up	AAM Portal									
		Wellness Session/ Activities	AAM Portal									
		Jan Arogya Samiti	AAM Portal									
		Ayushman Arogya Shivar	AAM Portal									

B. Drilldown Capacity

Drilldown Capacity

Note: The subsequent drill down maps can be different in layout and type wise. Some common filters for all reports are as below, more filters can be edited as per the requirements.

1	Region Reports (State, District, Taluka, Village)
2	Age Wise Report (From Age - To Age)
3	Gender Wise Report (Male, Female, other)
4	Department wise Report (Health, Education, ICDS, WCD)
5	Socio-Economic Category/Community
6	Time Period based reports (From date - To date)
7	Facility Type Report (CHC, PHC, SDH, DH, MCH)
8	Hierarchy wise Report (ASHA, FHW/ANM, CHO, FHS/THS, MBBS Doctor, THS, MO, THO, CDHO/PHO)

8.5 Form 1: Proposal Covering Letter

(To be on the Bidder's letterhead duly Signed by Authorized Signatory)

Tender Ref No:

To,
General Manager(Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar.

Ref: RFP for XXXXXXXXXXXXXXXX

Dear Sir,

We (Name of the bidder) hereby submit our proposal in response to notice inviting tender date And tender document no. xxxxxxxxxx Dated: dd/mm/yyyy and confirm that:

1. All information provided in this proposal and in the attachments, is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of proposal, and
4. We are quoting for all the items (including services) as per the price bid format Section-VII as mentioned in the RFP.
5. We the Bidder are not under a declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. We have an office in the state and relevant documents for the same are attached. We undertake that if the local presence is not there in the state, that we shall establish an office at Gandhinagar/ Ahmedabad, within 45 days from the date of the award of contract.
7. Gujarat Informatics Limited may contact the following person for further Information regarding this tender: -
 - a. Name & Designation:
 - b. Full address of office
 - c. Email ID & Contact No.
8. We are uploading our Response to the RFP (Eligibility, technical and financial bid documents) as per the instructions set out in this RFP.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

8.6 Form 2: Format for General Information

S. No	Particulars	Details	Documentary evidence to be included
1.	Name of the Bidder	Name: (Mention the type of entity: Private limited / Partnership/ Proprietorship)	Incorporation Certificate
2.	Country of Registration		Incorporation Certificate
3.	Address of the corporate headquarters and its branch office(s), if any, in India		NA
4.	Date of incorporation and commencement of business	DD/MM/YYYY	
5.	List of current directors		NA
6.	Other key management personnel		Details to be submitted
7.	Brief description of the Company including details of its main lines of business.		Company Profile
8.	Details of the individual (s) who will serve as the point of contact/ communication within the Company:	Name: Designation: Address: Mobile Number: E-Mail Address:	NA
9.	PAN details (Company & Director)		Copy of the PAN card

10.	GST Registration No.		GST registration certificate
11.	ISO & CMMI Certification	Details	Certificates
12.	EPFO	Details	
13.	ESIC	Details	
14.	Balance Sheet/ Profit & Loss/ Audit Reports/ Income Tax Return Submission/ CA Certificate 2022-23, 2023-24, 2024-25	Details	CA certificate from Chartered Accountant / Statuary Auditor
15.	Project (Work Order/ Agreement/ Certificate)	Details	Work order, Agreement, Completion certificate from the client.

Signature

Name: _____

Designation: _____

Company Seal Company _____

Date: _____

8.7 Form 3: Format for Financial Summary of the Bidder

(Same should be furnished by the Chartered Accountant / Statutory Auditor on their letter head)

Average Annual Turnover of the Bidder (from works related to providing Web, Mobile and Software Development)

S. No	Financial Year	Annual Turnover (INR)
1.	FY 2022 – 2023	
2.	FY 2023 – 2024	
3.	FY 2024 - 2025	
	[Average Annual Turnover]	[indicate sum of above divided by 3]

Note: Bidders are required to provide data for last three years ending 31st March 2023. Audited Balance Sheets are also required to be submitted for the same.

UDIN No: _____

Certificate from the Statutory Auditor

Note:

1. The Bidder shall submit audited annual reports (financial statements: balance sheets, profit and loss account, notes to accounts etc.) in support of the financial data duly certified by statutory auditor/s. In case, the company does not have a statutory auditor/s, it shall be certified by the chartered accountant that ordinarily audits the annual financials of the company.

2. Certificate(s) from the statutory auditors specifying the Turnover of the Bidder for FY 2022-23, FY 2023-24 and FY 2024-25. For the purpose of this RFP, net worth shall mean the sum of subscribed and paid-up equity share capital and reserves from which shall be deducted the sum of revaluation reserve, miscellaneous expenditure not written off and reserves not available for distribution to equity shareholders.

8.8 Form 4: No Blacklisting

(To be printed on INR 300/- Stamp Paper)

Date:

To,
General Manager(Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar.

Sir,

In response to the Tender Ref. No. _____ dated _____ for
“(Name of RFP).”, as an Owner/Partner/Director of _____, I/We hereby
declare that presently our Company/Firm _____ is having unblemished record and is
not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular
period of time by any State/ Central Government/PSU.

We further declare that presently our Company/Firm _____ is not blacklisted
and not declared ineligible for reasons other than corrupt and fraudulent practices by any
State/Central Government/PSU on the date of bid submission.

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

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

8.9 Form 5: Not Terminated, Not Being Insolvent or In Receivership or Bankrupt

(To be printed on INR 300/- Stamp Paper)

Date:

To,

General Manager(Software Development)

Gujarat Informatics Ltd.

Block no. 2, 2nd floor, Karmayogi Bhavan,

Sector 10-A, Gandhinagar.

Sir,

In response to the Tender Ref. No. _____ dated _____ for
“(Name of RFP).”, as an Owner/Partner/Director of _____, I/We hereby
declare that presently our Company/Firm _____:

a. has not been terminated by any Government/Semi-Government or Public Authority or Public Institution in India or abroad, before the completion of respective Contract period for which it has executed the project or in process of execution of such project, on account of its poor performance, delay or abandonment of work by it.

b. is not insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not be declared defaulter by any financial institution, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.

c. does not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.

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

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

8.10 Form 6: Set-up Office in Gujarat.

Date:

To,
General Manager(Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar.

Sir,

I/We _____, hereby declare that we have our registered office in Gujarat
at _____.

We have attached _____ as a supporting to the proof of address.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

8.11 Form 7: Director and Partners not involved in any criminal offence.

Date:

To,
General Manager (Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar.

Sir,

I/We _____, hereby declare that our directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax.

8.12 Form 8: Format for Showcasing Experience

Date:

To,

General Manager (Software Development)

Gujarat Informatics Ltd.

Block no. 2, 2nd floor, Karmayogi Bhavan,

Sector 10-A, Gandhinagar.

A. Project Summary Sheet:

Sr.no	Name of the Project	Completion Date	Project Duration	Project Cost	Client Name & Contact number or Email Address
1.					
2.					

Note: Add rows as required

B. Project Citation

(To be submitted for each project as per the table above)

S. No	Aspect	Details
1	Name of the Project	
2	Name of Client	
3	Start Date and End Date	DD/MM/YYYY to DD/MM/YYYY
4	Project Duration	
5	Project Cost	
6	Current Stage	
7	Client Contact Number & Email Address	Yes/No
8	Documentary Evidence being submitted	Choose from <ul style="list-style-type: none"> ▪ Work order ▪ Letter of Invitation / Award

		<ul style="list-style-type: none"> ▪ Agreement ▪ Completion Certificate
9	Project Scope (In Brief)	<Project Scope highlighting all components as asked in this bid>

Note: Each project profile must be duly supported by documentary evidence from the client side like Work Order, Agreement, and Completion Certificate for being considered for marking. Projects without evidence may be rejected. Bidders are advised to highlight relevant sections of the documentary evidence for quick reference of the Authority. Only eligible projects (as per terms & conditions provided in RFP) shall be considered for marking.

In such cases, the bidder may submit a DAC (Client Authorization / Experience Certificate) issued by the respective client. The DAC serves as a formal declaration or authorization from the client permitting the bidder to refer to the project in proposals or evaluations, without disclosing any confidential or proprietary information. Such certificates shall be considered valid proof of experience, subject to verification during evaluation.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax.

8.13 Form 9: Format for Land Border on Bidder's Letterhead

Date:

To,

General Manager (Software Development)

Gujarat Informatics Ltd.

Block no. 2, 2nd floor, Karmayogi Bhavan,

Sector 10-A, Gandhinagar.

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number:

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted products & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____

No	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax.

8.14 Form 10: Format for Land Border on OEM's Letterhead

Date:

To,

General Manager (Software Development)

Gujarat Informatics Ltd.

Block no. 2, 2nd floor, Karmayogi Bhavan,

Sector 10-A, Gandhinagar.

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number:

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted products and our company fulfill all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise, GIL/End user Dept. reserves the right to take legal action on us.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax.

8.15 Form 11: Format for MAF on OEM's Letterhead

Date:

To,
General Manager (Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar.

Ref: Bid Number:

Subject: MAF Authorization.

Dear Sir,

We, M/s XXXXXX Manufacturing make do hereby authorize XXXXXX to submit a bid and sign the contract with you against above mentioned tender.

No:

Bid Number: XXXXX

We authorized the XXXX for the following modules/products:

No.	Item Description	Make	Model	UOM

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back-to-back warranty, maintenance, support services and parts availability etc. for proposed product etc. available for the period of eight years from FAT through M/s. XXXX.

Sign and Stamp of Authorized person.

8.16 Form 12: Bank Guarantee format for Earnest Money Deposit

To,
General Manager (Software Development)
Gujarat Informatics Ltd.
Block no. 2, 2nd floor, Karmayogi Bhavan,
Sector 10-A, Gandhinagar

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: xxxxxxxxxxxxxxxxxxxx for _____ KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2025.

THE CONDITIONS of this obligation are:

The EMD may be forfeited, In case of a Bidder if:

- 1) The bidder withdraws its bid during the period of bid validity.
 - a. The Bidder does not respond to requests for clarification of their Bid.
 - b. The Bidder fails to co-operate in the Bid evaluation process.
 - c. The bidder, fails to furnish Performance Bank Guarantee in time.
- 2) The bidder fails to Sign the contract in accordance with this RFP
- 3) The bidder is found to be involved in fraudulent and corrupt practices

We undertake to pay to the GIL up to the above amount upon receipt of its first written demand, without GIL having to substantiate its demand, provided that in its demand GIL will specify that the amount claimed by it is due to it owing to the occurrence of any of the above-mentioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the GIL and further agrees that the guarantee herein contained shall continue to be enforceable till the GIL discharges this guarantee. The Bank shall not be released of its obligations under these presents by any exercise by the GIL of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the GIL or any other indulgence shown by the GIL or by any other matter or things.

The Bank also agree that the GIL at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and notwithstanding any security or other guarantee that the TENDERER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2025.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &

Its official Address with seal

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. FD/MSM/e -file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time.

8.17 Form 13: Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To,

Program Director SRESTHA-G

SRESTHA GUJARAT Program office

Commissionerate of Health, medical services, medical education and research

Block 4 First floor, Dr. Jivraj Mehta Bhavan,

Sector 10 ,Gandhinagar-382010.

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Agreement dated, (hereinafter referred to as "the Agreement for "RFP for XXXXXXXXXXX" (**Tender No. xxxxxxxxxxxxxxxxxxxx Dated: xx.xx.xxxx**) for the Commissioner of Health, Government of Gujarat.

AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing PROJECT.

1. WHEREAS we _____ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Gujarat Informatics Limited ("GIL") the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to GIL under the terms of their Agreement dated _____.

Provided, however, that the maximum liability of the Bank towards GIL under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GIL in that behalf and without delay/demur or set off, pay to GIL any and all sums demanded by GIL under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GIL to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr. _____.

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of months from the date of its execution. The Bank shall extend the Guarantee for a further period which may be mutually decided by the bidder and GIL.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
- Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or Future, between Bidder and the Bank.

4. The BANK also agrees that GIL at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and

not withstanding any security or other guarantee that GIL may have in relation to the Bidder's liabilities.

5. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GIL or any other indulgence shown by GIL or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

6. This Guarantee shall be governed by the laws of India and the courts of Gandhinagar shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this Day of,2025

Witness

(Signature)

(Name)

(Official Address)

(Signature)

Bank Rubber Stamp

(Name)

Designation with Bank Stamp

Plus, Attorney as per Power of

Attorney No.

Dated:

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at

Ahmedabad/ Gandhinagar) as per the G.R. no.: FD/MSM/e -file/4/2024/2859/D.M.O. Date: 01/05/2025 issued by Finance Department or further instruction issued by Finance department time to time.

8.18 Form 14: Format for Power of Attorney

(To be provided in original on stamp paper of value required under law duly Signed by 'bidder')

Dated:

POWER OF ATTORNEY

To Whomsoever It May Concern Know all men by these presents, we constitute, appoint and authorize Mr./Ms./Mrs. _____ (name and registered office address of the Bidder) do hereby (Name of the Person(s)), domiciled at (Address), acting as (Designation and the name of the firm), as Authorized Signatory and whose Signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for award of Contract "[Name of Assignment]", vide RFP (Tender Document) Document No. dated , issued by Gujarat Informatics Limited, including Signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by Gujarat Informatics Limited or any governmental authority, representing us in all matters before Gujarat informatics Limited, and generally dealing with GIL in all matters in connection with our Proposal for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For (Name, Title and Address)

Accept (Attested Signature of Mr./Ms./Mrs.) (Name, Title and Address of the Attorney)

Notes: To be executed by the Bidder - The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. - Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

8.19 Annexure-5: Curriculum Vitae (CV) Format –

1. Proposed Position

(Only one candidate shall be nominated for each position)

2. Name of Firm

(Insert name of the bidding entity proposing the staff)

3. Name of Staff

4. Date of Birth

5. Nationality

6. Education

(List university/college degrees and other specialized education of the staff member, giving names of institutions, degrees obtained, and dates)

Degree	Institution	Country	Year	Field of Study

7. Membership in Professional Associations

8. Other Training and Certifications

9. Countries of Work Experience

10. Languages

(Rate proficiency from 1 to 5, where 5 = Excellent and 1 = Basic)

Language	Speaking	Reading	Writing
English			
Hindi			
Gujarati			
Other			

11. Employment Record

(Starting with present position, list in reverse order every employment held by the staff member)

From (MM/YYYY)	To (MM/YYYY)	Employer	Position Held	Description of Duties

12. Detailed Tasks Assigned

(List all tasks to be performed under this assignment)

13. Work Undertaken That Best Illustrates Capability to Handle the Tasks Assigned

(Provide information on the assignment, client, location, year, and role. Describe actual work performed that is relevant to the proposed role – max 2 projects.)

Project Title & Client	Location	Duration	Role	Description of Work

14. Summary of Technical Expertise

(Outline specific technical skills related to the assignment, e.g., BI tools, data engineering, project management, etc.)

15. Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications and experience. I understand that any willful misstatement described herein may lead to disqualification or dismissal.

Signature of the Staff Member

Date: _____

Authorized Representative of the Firm
(Name and Signature)

Date: _____

8.20 Annexure 6 :-Details of Tools/Software/Licenses Proposed by the Bidder:

Sr . No.	Solution Component	Tool/Sof tware Name	Type (COT S / Ope n Sour ce / Cust om)	OEM / Provi der	License Model (Perpetual/Subscri ption/Open)	No. of Licen ses Prop osed	Vers ion	Hosti ng Mod e (Guja rat State Data Cent er) (Yes/ No)	Remar ks / Justific ation
1	BI Tool								
2	Data Lake Platform								
3	Big Data Technologies								
4	Data Warehouse Solution								
5	ETL/ELT Tools								
6	AI/ML Libraries/Fra meworks								
7	Others (Specify)								

Instructions to Bidders:

- Fill separate rows for each tool/software being proposed.
- Indicate the type of solution: **Commercial Off-The-Shelf (COTS), Open Source, or Custom-Built.**
- Clearly specify licensing type and scope (user-based, server-based, enterprise-wide, etc.).
- Mention “**NA**” where any solution/component is **not separately required** or is **covered under another proposed tool.**

- If a single solution/tool fulfills multiple components (e.g., a unified platform for BI + Data Lake + ETL), indicate the repeated use in relevant rows and mention this in the "Remarks" column.
- Bidders must ensure that all tools are compatible with the on-premises hosting model and can be deployed at the Gujarat State Data Center.
- Mention if any of the tools are bundled as part of a platform suite.
- If proposing open-source tools, bidder must commit to providing enterprise-grade support.
- The BI tool shall be enterprise grade and supported by the OEM for a minimum of 8 years, corresponding to the contract period. Open-source BI tools will not be considered. However, other tools or software may be open-source, provided they meet the specified performance requirements and comply with the defined SLA terms.

8.21 Annexure 7: -Details of Tools/Software/Licenses Proposed by the Bidder (But not limited to) - Minimal requirements which should be complied:

Sr. No.	Requirement Category	Technical Requirement (As per RFP Scope of Work)	Compliance (Yes/No)	Remarks / Reference to Proposal Section
1	BI Tool Capabilities	Interactive dashboards and reports accessible via web and mobile platforms		
2	BI Tool Capabilities	Customizable dashboards for various user roles with drag-and-drop interface		
3	BI Tool Capabilities	Self-service dashboard/report creation for selected users		
4	BI Tool Capabilities	Role-based access control with row-level data security		
5	BI Tool Capabilities	Integration with SMS/email gateways and support for rule-based alerts		
6	BI Tool Capabilities	Interactive elements like drill-down, drill-up, and drill-across with real-time interactions		
7	BI Tool Capabilities	infographic creation capabilities		
8	Data Integration	Seamless integration with ~55 health portals via APIs and connectors		
9	Data Integration	Support for integration with distributed data sources including RDBMS (Oracle, SQL Server, MySQL, PostgreSQL, etc.) databases but not limited to, flat files (CSV, Excel)		
10	Data Integration	ELT pipelines with real-time, batch, and incremental loads		
11	Data Integration	Data lake with Raw, Curated, and Production zones		
12	Analytics and Reporting	Predictive analytics using Machine Learning techniques with integrated dashboard visualization and alert mechanisms.		
13	Analytics and Reporting	Geographical and demographic analysis		

14	Analytics and Reporting	Printable, exportable reports in formats like PDF, Excel, Word		
15	Analytics and Reporting	Vertical predictive analytics for program/scheme performance		
16	Security & Compliance	Support for multifactor authentication and centralized license management		
17	Security & Compliance	Cert-In audit readiness, quarterly patch updates, and compliance reporting		
18	Security & Compliance	Role-based access with audit trail and alert mechanism.		
19	Security & Compliance	Data de-duplication and triangulation from multiple systems		
20	Security & Compliance	Monitoring of unauthorized data changes and integrity violations		
21	Security & Compliance	Encryption of sensitive fields, masking, and logging access and data use		
22	Architecture	Deployment on GSDC On-premises infrastructure		
23	Architecture	High availability and fault tolerance with appropriate system sizing.		
24	Architecture	Modular design with on-prem compatibility and data lifecycle management		
25	Architecture	Staging and UAT environments shall be provisioned on AWS, Azure, Google Cloud, or MeitY-empaneled CSP (whichever is faster available) with the Department and GIL as primary tenant/owners. All admin credentials shall remain with the Department/GIL, and the bidder will be given sub-user access only with Department approval. The cost of provisioning and managing these environments shall be borne by the bidder.		
26	O&M and SLA	Ticketing system with RCA and SLA compliance monitoring tools		

27	O&M and SLA	Compliance with SLAs for availability, incident response, patch management		
28	O&M and SLA	Automated monitoring of SLAs with monthly reports		
29	Interoperability	APIs and data connectors must allow integration with national systems and upcoming HMIS module		
30	SLA Monitoring	Integration of real-time SLA performance monitoring in the deployed solution		
31	Performance Management	The BI platform must support 3000+ tiles across 500+ web screens and ensure that all general reports load within 5 seconds, while complex query-based reports may take up to 10 seconds (desirable).		