

**TENDER**

**Tender No: /2020 –Development of Real time web-based software for Homoeopathic Pathogenetic Trial (Drug Proving) at Central Council for Research in Homoeopathy**

**Online Open Tender enquiry for  
Identification of Service Provider for Design, Development, Maintenance, and  
support of Real time web-based software for Homoeopathic Pathogenetic Trial  
(Drug Proving) at Central Council for Research in Homoeopathy**

**SEPTEMBER 2020**

**SECTION - I**


**Request for Proposal (RFP)**

1. Office of the Central Council for Research in Homoeopathy (CCRH) seeks proposals from agencies to participate in online tender for selection of Service Provider for **“Design, Development, Maintenance and support of Real time web-based software for Homoeopathic Pathogenetic Trial (Drug Proving) at Central Council for Research in Homoeopathy.** The complete scope of the project is detailed below in Section II & III of the document.
2. A firm will be selected under Quality cum Cost Based System (QCBS) Method and procedures described in this RFP
3. The tender document may be downloaded from Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>. The tender document will also be available in <http://www.ccrhindia.nic.in> for information.
4. Bids shall be submitted online only at CPP portal: <https://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted.
5. Bidders are advised to visit the CPP portal regularly to keep themselves updated, as any addendum/corrigendum in the tender will be intimated through the above portal and website only.
6. The Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner.
7. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
8. Tenderers are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer at <https://eprocure.gov.in/eprocure/app>’.
9. The following table provides a quick overview of the key activities and important dates about this RFP.

S.No	Particular	Details
1	RFP Reference	<b>Tender No: /2020</b>
2	RFP issuing Authority	Central Council for Research in Homoeopathy, New Delhi
3	Name of the Project	Development and Maintenance of <b>Real time web-based software for Homoeopathic Pathogenetic Trial (Drug Proving)</b>
4	Cost of Tender Document	Nil
5	Earnest Money Deposit	Rs.50,000/- (Rupees Fifty thousand only)
6	Date of issue of RFP	29.09.2020 3.00 PM
7	Bid Document download date	29.09.2020 3.00 PM
8	Date and time of Pre-bid meeting	05.10.2020 3.00 PM
9	Start date of submission	08.10.2020 3.00 PM
9	End date and time for submission of proposals	21.10.2020 3.00 PM
10	Date of opening of Pre-qualification and Technical Bid	22.10.2020 4.00 PM

11	Declaration of Technical Evaluation	Will be communicated later at Council's website
12	Opening of Financial Bids	Will be communicated later at Council's website
13	Address of communication/Submission of Proposals	Director General Central Council for Research in Homoeopathy 61-65 Institutional Area, Opp. D Block Janakpuri, New Delhi-110058
14	E-mail Id	<b><u>Omverma63@ccrhindia.nic.in</u></b>
15	Contact Person	<b>Dr. O.P. Verma</b> <b>Central Council for Research in Homoeopathy</b> <b>61-65 Institutional Area, Opp. D Block Janakpuri, New Delhi-110058</b>

**Note: In case of any clarification the interested company may write an email to the contact person mentioned above.**

  
 (Hari Om Kaushik)  
 Assistant Director (Admn)  
 CCRH, New Delhi

## **SECTION - II**

### **INSTRUCTIONS TO BIDDERS**

#### **1. Bidder Related Conditions**

- a) The bidder should confirm unconditional acceptance of full responsibility of executing the 'Scope of Work' of this RFP. This confirmation should be submitted as part of the Technical Bid. The bidder shall also be the sole point of contact for all purposes of the Contract.
- b) The bidder shall be responsible for the execution of the scope of work.
- c) The bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- d) The bidder should not have been black-listed by any Central / State / Union Territory Government, autonomous bodies working there under or Public Sector Undertakings. If at any stage of the bidding process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the Central Council for Research in Homoeopathy, the Council shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder.

#### **2. Bid Rejection Criteria**

Even though the Bidders may meet the above qualifying criteria, they may be disqualified if they have:

- a. Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
- b. Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, financial failures etc.
- c. Any change made in the structure or formation of the Bidder after submission of the bid which will have material effect of altering the documents submitted.
- d. Not submitted all requisite supporting documents.

#### **3. Dispute Resolution**

- a. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. 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 thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.

- b. In case of such failure as is referred to above, the dispute shall be referred to an authority chosen by the two parties by mutual agreement for the purpose of the above clause who shall act as the sole Arbitrator for settlement of such dispute.
- c. The Arbitration and Conciliation Act, 1996, shall govern the Arbitration proceedings.
- d. The Arbitration proceedings shall be held in Delhi, India.
- e. The substantive laws of India shall govern the Arbitration proceeding.
- f. The proceedings of Arbitration shall be in English language.

**4. Bidder Evaluation Criteria**

**4.1 Pre-Qualification Criteria**

a. Pre-Qualification Criteria: The interested Bidders should meet the below pre-qualification criterion:

S. N.	Pre-Qualification Criteria	Supporting Documents to be submitted
1	Legal Entity: a) Bidder must be registered with the GST authorities b) Should have a PAN card	(i) Copy of GST Registration Certificate. (ii) Copy of PAN card
2	Manpower Deployment: The Bidder should have employed at least 20 IT Professionals as on bid calling date. The term 'IT professional' means a person with a graduate degree or a higher qualification in Electronics/ Computer/IT from a recognized university has been employed by the company.	Bidder should submit a self - attested certificate by the authorized signatory.
3	Bidders should have minimum Rs. 50 Lakhs Turnover from Software /Website / Portal development in each of last three financial years i.e. 2019-20, 2018-19, 2017-18 (Turnover from supply of Manpower Services, Hardware /IT infrastructure and their associated maintenance services shall not be considered).	Turnover Certificate from CA
4	Bidders should have experience of successful Completion of Design, Development & Maintenance of Web Based Software for any Govt. Dept. (Govt. of India)/State / PSUs/ Universities/ Autonomous Organizations/ Multi-national Companies. The work order value should be 5 Lakhs and above. Bidders with minimum three completed projects within last 5Years is eligible for prequalification. (Excluding any Hardware, manpower and project maintenance Costs.)	Bidder should submit the following: a) Bidder should submit the PO / Work orders. b) Work completion certificates duly signed by the authorized signatory from the Client end.
5	EMD	Proof of EMD For exemption of EMD - exemption certificate(s)

6	Bidder must be registered with NASSCOM	A copy of certificate issued from NASSCOM
7	Proof of authorization for signing on behalf of the Bidder.	Copy of the authorization letter/power of Attorney
8	Blacklisting: The Bidder should not be blacklisted by any Central/State Government, Ministry or Agency for breach of Contractual Conditions as on bid calling date. The Bidder should also not be entangled in any legal disputes with any Govt. / PSU body.	Bidder should submit a self-declaration that it is not black listed and is not in any legal dispute as on the bid calling date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head.

***All service bureaus / agencies must provide a detailed profile of their firm. The company should be registered in India and copy of Certificate of Incorporation / Registration Certificate, PAN Card and GST Registration Certificate duly signed by authorized signatory must be uploaded digitally.***

- b. Bidder must ensure that the IT professional in-charge of development / maintenance of application will be off-site available on call during 9.30 AM to 6 PM during warranty period.
- c. Once the contract is awarded to the Bidder, the composition of the Bidder organization including the ownership and individual stakes in it cannot be changed till completion/extended period including maintenance period.
- d. Bids can be submitted by the Bidder (through Concerned Firm not by partners etc.,) only and all the prequalification and technical criteria to be met by the Bidder with sufficient proof. The bidder shall attach the copy of the authorization letter/power of Attorney as proof of authorization for signing on behalf of the Bidder.
- e. Representations received from the Bidders within 3 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of Financial bids on the issues related to the Financial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.
- f. The Bidder should submit all the required documents with legibility, clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, CCRH reserves it's right in seeking clarification from the Bidder and may disqualify the Bidder for the bidding mistakes, missing documents and for the documents that are not clear.
- g. The Bidder shall have sufficient technical expertise, relevant experience to quote for the project.
- h. Earnest Money Deposit shall be submitted by the Bidder along with the bid. In case of exemption of EMD, Bidder should submit a copy of exemption certificate issued by the concerned authority.

## 4.2 Technical Evaluation Criteria

The Technical proposal evaluation process would focus on the ability of bidder to satisfy technical requirements of the project, quality assurance procedures and ability to meet the project timelines. Technical proposals will be evaluated based on the following criteria:

### TECHNICAL BID EVALUATION

S. No.	Evaluation Criteria	Proof of Document
1	The Bidder should have experience in Development of Web Enabled Application /Portal /Software /Website of value should be 5 lakhs and above for any Govt. Dept. (Govt. of India) / State / Central Government/ PSUs/ Autonomous bodies/ Multi-National Companies in last 5years and have completed minimum of 3 projects in this period.	Bidder should submit the following: a) The PO / Work orders. b) Work completion certificates project-wise duly signed by the authorized signatory from the Client end.
2	Average Annual turnover from IT software/ Website/ Web Portal Development (Turnover from supply of Manpower Services, Hardware /IT infrastructure and their associated maintenance services shall not be considered) for last three Financial Year (2017-18, 2018-19, 2019-20)	Certified copy of CA certificate conforming turnover during the financial year.
3	Bidder must be registered with NASSCOM	A copy of certificate issued from NASSCOM
4	Technical Presentation on Scope Requirement: (i) Understanding of project requirement (ii) Completeness of the solution proposed (Demonstration of Similar Project (iii) Overall Approach and Methodology	Technical Presentation to be made before Committee constituted at CCRH

**Note:** Only bidders who fulfill the Technical Evaluation process will qualify for Financial Evaluation process. Manpower work orders will not be considered for evaluation.

### 4.3 Financial Evaluation Criteria

<b>Component A</b>		
<b>Sl. No.</b>	<b>Particulars</b>	<b>Rate (inclusive of all taxes) in lakhs INR</b>
1	Requirement analysis, Design, Development and testing of software including 1-year warranty (Warranty period of one year starts from the date on which all phases of the contract have been delivered successfully- Year 1) and hosting of application in the Cloud server.	
2	GST	
	<b>Total</b>	

<b>Component B</b>		
<b>Sl. No.</b>	<b>Particulars</b>	<b>Rate (inclusive of all taxes) in lakhs</b>
1	Cost of operation & maintenance (refer Post-warranty) of the portal for Two years (i.e. year 2 and year 3) after completion of 1 year warranty Support	
2	GST	
	<b>Total</b>	
	<b>Total cost Component A+B</b>	

**Important: Selection of vendor and contract is on the basis of Component A+B.**

If the bidder proposes to use any proprietary / COTS software, the same shall be disclosed in the financial bid. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.

### 5. Payment Terms

- a. The payment shall be made only after the Project Delivery.
- b. Post Implementation one year warranty support payment as per agreed quoted cost implication. Payment shall be made after completion of each quarter.
- c. Monthly cost will be calculated by dividing the total cost of the warranty support, by Twelve.



**6. Preparation of Bids**

**a. 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 Tendering Authority shall be in *English* only.

**b. Bid Currency**

Prices shall be quoted in Indian Rupees only.

c. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

d. Conditional tenders shall not be accepted on any ground and shall be rejected straightway.

**7. Clarification of Bidding Documents**

If any clarification is required, the same should be obtained before submission of the bids.

All enquiries / clarifications from the bidders, related to this RFP must be directed in writing exclusively to the contact person notified by in section I above. The only mode of delivering written questions to the aforementioned contact person would be through **email**.

Tendering Authority will endeavor to provide a full, complete, accurate, and timely response to all questions. However, Tendering Authority makes no representation or warranty as to the completeness or accuracy of any response, nor does the tendering authority undertake to answer all the queries that have been posed by the Bidders. No request for clarification from any Bidder shall be entertained after deadline for submission of bids.

**8. Amendment of Bidding Documents**

a. At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document.

b. All amendments as corrigendum will be hosted in the CPP portal as well as the Council's website and shall be binding on all the Bidders.

c. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

**9. Proposal Format and Submission of Bid Procedure**

The Bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates.

The proposal should be prepared in the following three parts containing the documents mentioned in the table below:

S. No.	Item	Reference Form (refer Section V)
<b>A</b>	<b>Envelope – A EMD &amp; Bidder details</b>	
1.	Demand Draft for Earnest Money Deposit (EMD)	Proof of payment of EMD For exemption of EMD - exemption certificate(s)
2.	Bid Proposal sheet	<b>Form 1</b>
3.	Bidder's Authorization Certificate	<b>Form 2</b>
4.	Work Experience Certificate	<b>Form 3</b>
5.	Self-Declaration certificate as required	<b>Form 4</b>
6.	Certificate of Conformity as required	<b>Form 5</b>
7.	Bidder's financial details	<b>Form 6</b>
8.	Declaration	<b>Annexure-IV</b>
9.	Proof of Legal entity	PDF documents of: ▪ GST registration ▪ PAN card
10.	Manpower Deployment: The Bidder should have employed at least 20 IT Professionals as on bid calling date.	Bidder should submit a self –certificate by the authorized signatory.
<b>B</b>	<b>Envelope - B Technical Proposal</b>	
1.	Technical Proposal in the required structure	Form 7
2.	Resumes of key professional staff	Form 8
<b>C</b>	<b>Envelope - C Financial Proposal</b>	
S. No.	Item	Reference Form (refer Section V)
1.	Summary of Costs	Form 9A, 9B

**1. Bid Proposal Sheet**

Bid Proposal sheet (Proforma in Form-1, Section V) duly filled in and signed and complete in all respects.

The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. An Authorization certificate to this effect shall be submitted along with the bid. (Please refer Form-2, Section V for the format).

**2. Bid Prices**

The Proforma of the bid price form is in Form-9A, 9B, Section V. If required, the tendering authority may at a later stage (i.e. after the finalization of contract or at the time of agreement) ask for a component wise breakup of the price.

**3. Earnest Money Deposit**

- a. The Bidders are required to deposit Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty thousand only) in the form of Demand Drafts/Banker's Cheques from any of the Scheduled Commercial Banks in the prescribed format in favor of **Director General, Central Council for Research in Homoeopathy, New Delhi.**
- b. The original documents of EMD, in an envelope, should be posted/couriered to Director General, Central Council for Research in Homoeopathy, 61-65 Institutional Area, D-Block, Janakpuri, New Delhi before the bid submission deadline given in Section I.
- c. Bidders, who are eligible to be exempted from depositing EMD according to Rule-170 of GFRs, 2017, should submit documentary proof (valid exemption certificate) issued by the respective authority.
- d. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:
  - In the case of those Bidders who are not awarded the order, the Earnest Money Deposit (EMD) will be refunded without any interest.
  - EMD of successful Bidders will be returned after they sign letter of acceptance of the work order with CCRH and submit a Security Deposit in the form of a Bank Guarantee (BG).
- e. EMD shall be in Indian Rupees only.
- f. The EMD shall be forfeited:
  - If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
  - In case of a successful Bidder, if the Bidder fails to sign the contract; or fails to furnish the performance security.

**4. Period of Validity of Bids**

- Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected as non-responsive.
- In exceptional circumstances, the CCRH may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.

## **5. Deadline for Submission of Bids**

- a) Bids must be received by the Tendering Authority not later than the time and date specified in the Invitation for bids (Please refer section I) The tendering authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the tendering authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

## **6. Withdrawal of Bids:**

- The Bidder may withdraw its bid after the submission, provided that written notice of withdrawal is received by the CCRH prior to the deadline prescribed for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of EMD.

## **7. Bid Opening and Evaluation of Bids**

Proposals will be reviewed by a Committee of Officers (the "Committee") appointed by the Tendering Authority. Evaluation of the bids will be done in three stages and at the end of every stage shortlisted bidders will be informed of the result. Evaluations will be based on the proposals, and any additional information requested by CCRH. The following is the procedure for evaluation.

### **I. Evaluation of pre-qualification bids**

- a. The documentation furnished by the Bidder will be examined prima facie to see if the technical skill base and financial capacity and other Bidder attributes claimed therein are consistent with the requirements of this project and meet the pre-qualification criteria as specified above in this section of RFP.
- b. The evaluation committee may ask Bidder(s) for additional information, visit to Bidders site and/or arrange discussions with their professional, technical faculties to verify the claims made in bid documentation.
- c. Any proposal not complying with the requirements of the pre-qualification criteria will not be processed further.
- d. To verify the submission of EMD as per the tender.

### **ii(a). Evaluation of Technical bids**

The technical proposals of only those Bidders, who qualify in the evaluation of the pre-qualification proposals, shall be opened. The evaluation of the Technical bids is carried out in the following manner:

- a. The Bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP.

- b. The committee may invite each Bidder to make a presentation to the tendering authority at a date, time and location determined by the Tendering Authority. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the committee and the key points in their proposals.
- c. The committee reviewing the proposals may undertake oral clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the Bidder to state its proposal more clearly.
- d. Depending on the evaluation methodology mentioned in points a, b and c, each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- e. The Bidders who score a technical score of more than 60 marks will qualify for the evaluation in the financial process.

**ii(b). Evaluation Criteria for Technical Bid**

i. The Council defines minimum Technical marks as 70 for qualifying the technical evaluation stage. The Technical evaluation of the bidder/vendor will be done on following criteria:

S.No.	Category	Description	Sub-Category	Max. Marks
1.	Manpower (Team Leaders of each Category of manpower)	1) If same manpower is in position during 30 <sup>th</sup> April 2017 and 30 <sup>th</sup> April 2020 then for Master Degree holder – 10 Marks will be awarded and for Graduate Degree – 6 Marks will be awarded. 2) If different manpower is in position during these dates for Master Degree – 6 Marks will be awarded and for Graduate Degree – 4 Marks will be awarded	Leader for Computer / Software development activity	10
			Leader of the Management Team	10
2.	Previous Works (Software developed for Health Sciences Database)	1) If cost of similar work completed is more by 25% then 9 Marks will be awarded. 2) If cost of similar work completed is more by 50% then 15 Marks will be awarded. 3) If cost of similar work completed is more by 75% then 21 Marks will be awarded. 4) If cost of similar work completed is more by 100% then 40 Marks will be awarded.	Similar works	40

3.	User Acceptance Testing	For each successful UAT 2 Mark will be given. Maximum 10 Marks will be given.	Extensive UAT done at institutes (implementation sites)	10
4.	Security Audit Certification	For each successful project 2 Mark will be given.	Certificate from CERT-IN empaneled agency	10
5.	Annual Turnover (Last 3 Years)	1) If turnover amount is 50-90 Lacs - 10 Marks will be given. 2) If turnover amount is more than 90 lacs - 20 Marks will be given.		20
			Total Marks	100

Supporting documents should be provided by the vendor for above mentioned points. Proper page numbers should be given for all supporting documents.

- ii. The vendor should ensure that the **Fast Healthcare Interoperability Resources (FHIR) R4 Standard** should be adopted for exchanging health care information electronically.
- iii. The Tender will be Awarded to the Bidder who Quotes overall Lowest rate for the above said items and in case two or more firms Quotes the same price, the Tender will be awarded to the firm which has got more experience and qualification. The decision of the Tender committee will be final in this regard.

**ii. Evaluation of Financial bids and Overall Evaluation**

The evaluation of financial bids and final Overall evaluation will be done by adopting the formula in Bidder evaluation criteria.

**8. Clarification of Bids**

During evaluation of bids, the Tendering Authority may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

**9. Contacting the Tendering authority**

- a. No Bidder shall contact the Tendering Authority on any matter relating to its bid, from the time of opening to the time the contract is awarded. If it wishes to bring additional information to the notice of the Tendering Authority, it should be done in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.
- b. Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and forfeiture of his bid security.

**10. Award of Work**

- a. The finalization of the tender will be done by a competent authority on recommendation of committee constituted by the competent authority for this purpose.
- b. The Tendering Authority will award the work to the successful Bidder whose bid has been determined as the lowest evaluated bid provided further that the Bidder is technically eligible.
- c. The Tendering Authority may vary the scope of contract at the time of award. If there is a necessity to varying the scope of contract after the time of award due to some exigent circumstances, it can be resorted to through a change order after obtaining the approval of competent authority.

**11. Tendering Authority Right to Accept / Reject Any or All Bids**

The Tendering Authority reserves the right to accept or reject any bid, or to cancel the bidding process and reject all bids at any time prior to the award of Contracts, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tendering Authority action.

**12. Notification of Awards**

Prior to the expiry of the period of the bid validity, the Tendering Authority will notify the successful Bidder in writing. The Bidder will confirm the same in writing.

**13. Signing of Contract**

After the Tendering Authority notifies the successful Bidder that its bid has been accepted, the CCRH will sign the contract within 15 days as per the Contract Form provided by CCRH.

**14. Performance Guarantee**

Within 15 days after receipt of notification of award of the Contract from CCRH, the successful Bidder shall furnish performance guarantee bond to CCRH, which shall be equal to 10 percent of the value of the contract and shall be in the form of a bank guarantee bond from a Nationalized/Scheduled Bank in the Proforma given in Form-10, Section V.

**15. Post-warranty support offsite for operations, maintenance and modification**

As part of the financial bid, bidders are required to quote for two years (post-warranty) offsite support to undertake operations, maintenance, support, and modification of the application, if the maintenance contract is awarded and the period of maintenance beyond two years may be extended on mutually agreed terms and conditions.

**16. Corrupt or Fraudulent Practices**

The CCRH requires that the Bidders/agency under this RFP observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the CCRH:

- a. Will reject a proposal for award if it determines that the Bidder recommended for award

- has engaged in corrupt or fraudulent practices in competing for the contract in question;
- b. Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
  - c. The past performance of the Bidder will be cross checked, if necessary. If the facts are proven to be dubious the Bidders Proposal will be ineligible for further processing.
  - d. The bidder should submit a declaration as provided in the Annexure-IV of Section VI

#### **17. Decision Taken**

The decision taken by the CCRH in the process of RFP evaluation shall be final.



**Section – III**

**SCOPE OF WORK AND DELIVERABLES**

**BASIC INPUTS FOR UNDERSTANDING OF THIS RESEARCH TRIAL:**

1. Multicentric study: One coded drug sent to more than one drug proving center
2. No. of Drug Proving centers: 08 (may increase or reduce) which are carrying out this research trial in association with Homoeopathic Medical colleges.
3. No. of Colleges getting only Technical support: 03 (may increase or reduce)
4. Each Drug is being given a code number at Nodal office/Hqrs. level, Each Drug proving center has a code number and Each college is given code with the initials of the college.
5. No. of provers to be enrolled at each center for each coded drug should be 15-20. The prover code includes: Code of drug followed by Code of the center and then sequentially the number for each prover will be mentioned. For example: Drug code 134, Center code 06, then the prove code will be 1340601, 1340602...1340615

**MODULES REQUIRED:**

**1. Administrative/Administration Module**

Approvals required From Competent authority for –

- a) Drug Proving Committee
  - i) New Committee
  - ii) Change in any committee member
- b) Proving Associate
  - i) New
  - ii) Change
- c) Consultants
  - i) New
  - ii) Change in any Consultant

**2. Accounts Module**

For generation of bills for the following:

- i) **Consultants** – Honorarium @ Rs. 3000/- per visit
- ii) **Proving Associate** – Honorarium @ Rs. 5000/- per month

- iii) **Drug Proving Committee Members** (Principal, 3 HODs, Special Invitee) – Half day sitting allowance @ Rs. 2000/- once a month as one meeting will be held.
- iv) **Provers** – Proving Allowance @ Rs. 90/- per day to a maximum of Rs. 1500/- per month. The software should be Biometric enabled, so that the marking of attendance and calculation of the amount to be paid to respective person can be verified easily.

### 3. Technical Module

- A) **Execution of the Drug Proving Research Trial as per Protocol**, which includes following steps:
    - i) A URL may be created for each study site/ Drug Proving Center and the same may be displayed on the **Notice board** of the respective Homoeopathic Medical Colleges, inviting the volunteers to participate in this Research programme. The volunteers may open the link and register themselves which will be equivalent to **Applications from volunteers – Form A** – to be filled by the students at the college and other staff i.e. of Homoeopathic background and non-homoeopathic background.
    - ii) **Participation Information Sheet – Form B1** – to be given to Volunteers and received copy to be kept with the Proving Master. As soon as the volunteer will register himself/herself, a unique registration number will be generated and Form B1 can be sent through email to the respective volunteers. In case the volunteer does not have an email id then Form B1 can be sent through a link on the verified mobile number.
    - iii) **Written Informed Consent – Form B2** – The Proving Master at a particular study site will receive the list of the volunteers who have registered and can schedule the visit of the volunteers to fill Form B2. Filled in Form B2 to be uploaded by the Proving Master. (Log in by the Proving Master)
    - iv) **Screening- Form C** with required check points. (Log in by the Proving Master/Proving Associate)
    - v) **PME- Form D** (containing History, opinion of Consultants, lab investigations etc.). (Log in by the Proving Master/Proving Associate/Consultant)
    - vi) **Run-in-period (Form- E, Part- 1, to be filled by the volunteers)**. The volunteers will not be allowed to log-in till they are considered/approved as provers. Thus, the Form E, Part -I in hard copy will be submitted to the Proving Associate/Proving Master and will be uploaded in the software. (Log in by Proving Master/Proving Associate)
    - vii) **PME records – checked** at Nodal Office level. (Log in by Nodal officer/Coordinator)
- Enrolment of Provers:** Copy from PME records only for approved volunteers as Provers.

viii) **Log in id and password will be generated for the Provers.**

ix) **Quota wise records** of each prover for each coded drug: 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> include:

- a) **Drug intake period (Form- E, Part- 2).** (Log in by Provers)
- b) **Observation period (Form- E, Part- 3).** (Log in by Provers)
- c) **Recording of Adverse events (Form G), withdrawal of provers,** reasons for withdrawn etc. if present. (Log in by Proving Master)
- d) **Symptom Elaboration Performa- Form F, Table- 1 and Table- 2** (to be filled by Proving Master/Proving Associate).
- e) **TME (Form D,** same that used during PME).

After finishing records for 1<sup>st</sup> quota, same steps to be repeated for next quota. There will be repetition of steps till all the 5 quotas records are filled in.

- x) **Compilation of proving data** which includes data during drug intake and observation period for each quota. (To be done automatically by the software as per Kent's repertory schema and the format used by the Coordinator)
- xi) **Comparison between PME and TME** w.r.t Symptoms developed [New Symptom (NS), Unexpected worsening of the previously experienced symptom (C-), Unexpected improvement of the previously experienced symptom (C+), Recurrence of a symptom (RS)] and Investigatory findings.

xii) **Statistical analysis part-** Control and verum using SPSS.

B) **Tutorials and FAQs** related to Drug Proving Research Programme.

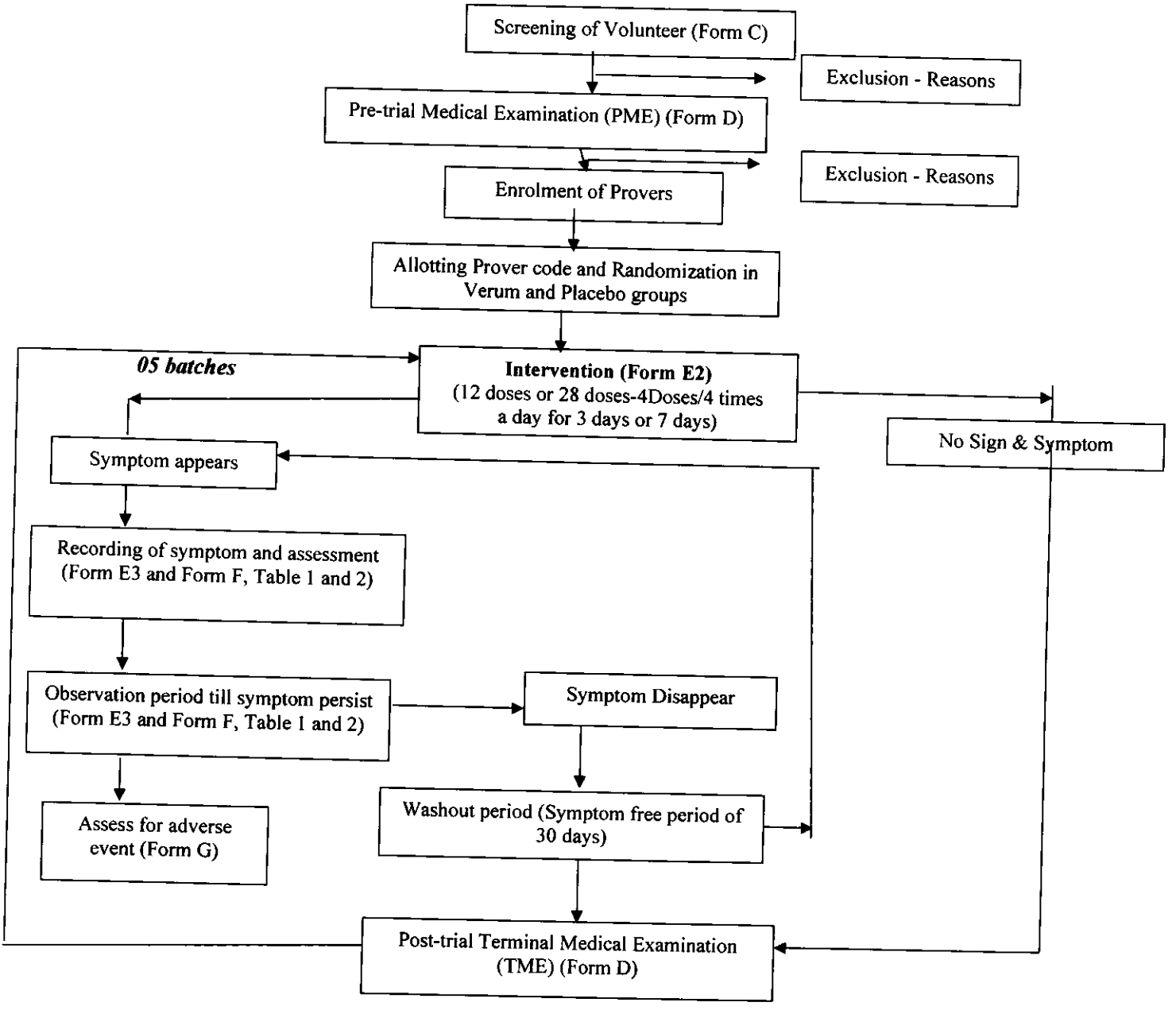
C) **Committee Meetings:**

- i) **At Drug Proving Center:** Drug Proving Committee meeting (Minutes of the meeting to be uploaded by Proving Master) and Institutional Ethics Committee meeting (Approved minutes to be uploaded by Proving Master)
- ii) **At Nodal Office:** Special Committee of HPT (Drug Proving) meeting, Scientific Advisory Board meeting and Ethics Committee meeting (Approved minutes to be uploaded by the Coordinator)

D) **Report Generation:**

- i) **At Drug Proving Center:** Monthly Progress report, Quarterly, Half yearly and Annual report (as per the formats)
- ii) **At Nodal Office:** Monthly DO summary and Annual Report (as per the format)

**Flow chart for proving cycle and study process**



**STEPS:**

1. The software may have a Registration procedure which considers Form A i.e. Application from the volunteers. The volunteer who fills up the registration from his/her email id/mobile number will be considered as it has been signed by them. Next step, Form B1 i.e. Participation Information Sheet should be sent to the respective email ids. The Informed Written Consent will be signed in hard copy and submitted to the Proving Master and will be uploaded in the software.
2. Proving Master/Site Investigator should be provided with a Log-in Id, with the help of which he can log-in the software and can *Screen* the provers using Form- C. Any prover not fulfilling any criteria as per Form- C will be automatically rejected.
3. Those fulfilling all the criteria as per Form- C should undergo PRE-TRIAL MEDICAL EXAMINATION as per Form- D.
4. Consultants should also get a log in id which is biometric enabled.
5. After PME provers;
  - i. Persons who are not found suitable for proving (Due to any abnormality detected by Honorary Consultants and/or in Investigations): They should be rejected but their database should be kept in those of 'Screened volunteers'.
  - ii. Persons who are found suitable for proving: They should be enrolled for proving of coded drug. Data of these volunteers should be automatically reflected under 'enrolled provers'.
  - iii. Allotment of Drug code and Prover's code – To be done by Nodal office (a separate Log-in id is required for this purpose).
6. The Prover's code will work as his user name and a password for logging in the software to be provided, so that he/she can fill all his/her details in 'Form-E, Part- 1, 2 and 3' on his/her own and that too on daily basis. Drug intake period: The provers after being provided with the Investigational Proving substance (coded drug), two doses are to be taken in the presence of the Proving Master/Proving Associate and for rest of the two doses for that day a reminder SMS should be sent automatically to the Provers.
7. Similarly, a unique user name and password is to be provided to the Site Investigator so that they have access to Form- E i.e. Provers day book performa and accordingly fill Form-F, Table- 1 and 2 on a daily basis of each enrolled prover.
8. Provision for uploading of Photograph of the prover both at the time of PME and TME, and also for uploading of photos in relation to skin symptoms produced during proving (for e.g.: ulcers, skin eruptions etc.) and also for uploading sound/voice recordings (for e.g.: for cough etc.)
9. Provision should be made for Principal Investigator/ Nodal Officer for Drug Proving to check Log-in histories of Provers and Proving Associate/ Site Investigator to verify whether the records are filled daily on a day to day basis and give comments whenever required for getting the proving symptoms in appropriate manner.
10. Compilation of proving data during drug intake and observation period.
11. Comparison between PME and TME w.r.t
  - i. Symptoms developed (NS, C-, C+, RS).
  - ii. Investigations.
 This (s.n. 8 and 9) may be done automatically in the software, once the TME records are filled in.
12. Analysis part- Control and verum using SPSS- It will be done at the level of Nodal Office/ CCRH Headquarters with the help of statistical assistant.

**Note: All forms will be shared with the successful bidder during development stage.**