



NATIONAL INSTITUTE OF MENTAL HEALTH & NEURO SCIENCES
(Institute of National Importance), Hosur Road, Bengaluru – 560 029

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STR-D4/Mobile App/PSW/2020-21

18.09.2020

TENDER NOTIFICATION (TENDER)
(Through NIMHANS website only)

Sealed Tender quotations for the following Equipment/Chemicals/Consumables/Reagents are invited from reputed manufacturer/s or authorized dealers.

Sl. No.	Item Description	EMD (in Rs)	Qty. Reqd.
1	Mobile application for Psychosocial care	11,000/-	01 No.

Downloading of Tender documents from website https://www.nimhans.ac.in	- From 18.09.2020 Onwards
Last date for tender enquiry	24.09.2020 upto 11:00 AM
Tender submission last date and time	02.10.2020 upto 11:00 AM
Technical bid will be opened online by the authorized officer on	03.10.2020 at 03:00 PM in the Registrar Office

Sd/-,
Director

Terms and conditions

1. The bid documents for the above items should be **addressed to “The Director, National Institute of Mental Health & Neuro Sciences, Post Box No. 2900, Hosur Road, Bengaluru –560 029, Karnataka, India”** and should reach Purchase Section on or before the **due date**.
2. The tender bid should be valid for **four months** from the due date. **NIMHANS, Bengaluru will not take any responsibility for any technical issues.**
3. **Earnest Money Deposit (EMD):**
 - 3.1. The (EMD) shall be denominated in Indian Rupees and shall be paid in the e-procurement portal using the following payment modes:
 - a. Credit Card.
 - b. Direct Debit.
 - c. Net Banking
 - d. National Electronic Funds Transfer (NEFT)
 - 3.2. The EMD shall not bear any interest and will be refunded to
 - a. Successful tenderer on receipt of Agreement and Bank Guarantee.
 - b. Unsuccessful tenderer upon finalization of tender bid and award of tender to successful bidder.

- c. All the tenderers if the tendered item is cancelled or retendered.
4. The tender documents and all correspondence's relating to the bid should be in **English language only**.
 5. **Technical bid should comprise of (uploaded copy of documents should be self-attested and stamped) -**
 - 5.1 Brochure/Catalogue and Data sheet of the equipment (Each specification mentioned needs to be marked with corresponding page numbers pertaining to the description)
 - 5.2 Proprietary certificate from the manufacturer mentioning the unique technology or feature/s mentioned apart from the brand name (If applicable).
 - 5.3 Pre requirements required at the installation site (Before submitting the bid, the tenderer should make pre-visit to the installation site and indicate the requirement along with the price bid wherever necessary)
 - 5.4 Delivery Period of the item to be supplied and Time required for installation from the date of purchase order has to be indicated.
 - 5.5 List of Institutes where the equipment has been supplied.
 - 5.6 Copy of GST, PAN, TIN document
 - 5.7 Whether tenderer is manufacturer / accredited agent / sole representative, indicate details of principal's name & address. The offers of tenderer who are not manufacturer or direct authorized agent will be summarily rejected. Sub- distributors will not be accepted.
 - 5.8 Non - blacklisting certification that the firm has not been blacklisted in the past by any government/Private institution and certification for No Vigilance/CBI case pending against the firm/supplier by making an affidavit on non – judicial stamp paper of `10/-.
 - 5.9 Declaration towards acceptance of all terms and conditions should also be provided.
 - 5.10 **Quote must have a compliance report on all the specification points mentioned in the specification sheet.**
 6. **Price Bid should comprise of-**
 - 6.1. **Quotation can be in any currency and should be quoted for delivery upto site i.e. NIMHANS only and should have detailed break up information as per tendered specifications (such as main equipment cost, each article wise/spares rates, taxes, other Government levies, Customs duty, any local agency commission, transportation, delivery of the equipment to the Institute premises, installation and commissioning etc. separately along with total cost) with manufacturers name, License number and name of the brand/make. Tender bids without price bid/quotation will be rejected. If supplier fails to bid for delivery upto site i.e. NIMHANS, bid is liable to be rejected.**
 7. Successful tenderer decision will be made on the basis of base price.
 8. The tender bids (technical and price bid) should be typewritten; every correction in the tender should be initialed along with seal by the tenderer, failing which the tender will be

rejected. All pages of the bid submitted must be signed along with seal and sequentially numbered by the tenderer.

9. The price quoted has to be freezed (i.e. maintained without any change) until 31.03.2020.

10. Evaluation of Bids:-

The technical bid of the tenderer will be evaluated to determine whether

- a. They are complete with respect to specifications.
- b. They are free from computational errors.
- c. The requisite documents have been submitted and properly signed.

11. Tender Opening:

- a. The Technical bids will be unlocked through E procurement portal in the Committee Room, Adjacent to Registrar Chamber, NIMHANS, Bengaluru on the date specified in presence of tenderers or their representatives who choose to attend.

The Tenderers' or representatives who are present shall submit authorization letter along with copy of Photo id proof and shall sign a register evidencing their attendance.

- b. The Financial bid of the technically qualified tenderer/s only will be opened on a notified date. NIMHANS will inform all the Technically Qualified Tenderers through e-tendering system, after decryption of their Financial bid which could be viewed automatically by the respective technically qualified tenderers. In this regard no separate intimation shall be made by the Purchaser.

12. Equipment and its accessories should be covered with minimum warranty period of 5 years for normal or regular wear & tear from the date of complete installation (Ready to use in all respects). In case of software's, the validity of the license key should be clearly mentioned and should have user define provision with option to switch over from one system to other system of the same kind within the validity period. (Only if applicable)

13. Software Updates:

The selected firm for the supply of tendered item should provide free updates of software up to 5 years from the date of complete installation.

14. Supply of spares should be guaranteed for a minimum period of 10 years from the date of supply or from the date of cessation of production of the model for 10 years, whichever is later, at the rates prevailing against payment.

15. Any modification or revision of bids after submission will not be entertained under any circumstances. Conditions such as "subject to the availability of stocks", supplies will be made as and when supplies received from the principles etc., will not be considered under any circumstances.

16. A tenderer having once given a tender bid shall not withdraw it after its acceptance/opening and if does, the EMD paid by the tenderer will be forfeited and the tenderer is liable to make good the loss sustained.

17. If required, the tenderer should demonstrate the quoted model of the equipment at the institute during the technical evaluation, failing which their bid/offer shall be rejected. The tenderer will be intimated that they should get ready for demonstration. No request for extending time for demonstration will be entertained. Failure to demonstrate, their offer will be rejected.

18. The tenderer should supply the circuit diagram and instruction manual of the tendered equipment/s at the time of supply of the equipment.

18. Necessary training / instructions on operation of the system should be given by the qualified engineers of the tenderer firm to NIMHANS technical staff/s at free of cost after completion of the installation.
19. The successful tenderer should immediately submit an acceptance letter duly signed and sealed for the rate/s and offers agreed by both the parties to the Head of the Institution within reasonable time on receipt of the Purchase Order (Agreement Specimen will be enclosed with Purchase order & Stamp duty to be paid by the tenderer). The successful tenderer should also furnish a Bank guarantee only from a Nationalized bank to the extent of 10% of the total purchase order value, valid for 60 days beyond the completion of the warranty period of the equipment, no split period bank guarantee will be entertained. (**If applicable Only**)

In the event of the successful tenderer failed to supply the item/execute the agreement/submit the Bank Guarantee the EMD deposited by them shall stands forfeited.

20. Payment terms:

Payment will be made only after good working condition of the equipment certified by the end user. NO ADVANCE PAYMENT WILL BE ENTERTAINED.

21. Uptime Guarantee:

Penalty Clause for non-functioning of equipment in term of hardship to the patients and financial loss to institute: 95% up time of 365 days (24 hours a day) that is from the day of successful handing over of the whole complex. The company takes the responsibility for the functioning of all the components and equipment, including the third party items supplied and included in the project. The total downtime annually for any reason/involvement of any of the components cannot exceed 5% (all inclusive). Subsequently if downtime exceeds 5% of 365 days, 1% of PO Value will be levied as penalty for every 24 hours of downtime until 7 days from the day of breakdown. If downtime exceeds 7 days the penalty will be 2% of PO Value from the date on which the equipment broke down beyond 5% permissible downtime. In addition to this, warranty period will be extended at double the rate of the downtime period.

22. If, at any time, during the said period, the supplier reduce the said prices of such Materials/Equipment or sales such Materials/Equipment to any other person/organization/ Institution at a price lower than the chargeable, the company shall forthwith notify such reduction or sale to the Director, NIMHANS and the price payable for the Materials supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
23. The losses to NIMHANS, Bengaluru, if any incurred on account of purchase made elsewhere by failure, neglect or refusal on the part of the tenderer to supply according to the terms of agreement will be recovered from them. If any article or things supplied by the tenderer have been partially or wholly used or consumed in the hospital and they are subsequently found to be in bad condition, unsound, inferior in quality or description, not in accordance with samples or otherwise faulty or unit for use, the wholesome of the contract price or price of such articles or things will be recovered from the tenderer. The tenderer will not be entitled for any payment whatsoever, for such articles for infringements of the stipulation of the conditions or for justifiable reasons the contract may be terminated by the Director and the tenderer shall be liable for losses sustained by the NIMHANS on the consequences of the termination which may be recovered from the

EMD/Bank Guarantee or from their invoices due to them. In the event of such amount being insufficient, the balance will be recovered personally from the tenderer.

24. Any corrections/changes in the tender will be uploaded as corrigendum in the NIMHANS and E procurement websites only.
25. If the tender last/opening date falls on any general/government/institute holiday(s), then the successive dates will be postponed by equivalent days of holiday(s), however the time remains unchanged.
26. The Director reserves the right of ordering/not ordering/cancelling/increase or decrease the quantity and to reject any or all tender quotations without assigning any reason. The decision of the Director, NIMHANS, Bengaluru, shall be final in all the controversies that may arise in the matter. Any dispute arising out of this will be subject to the jurisdiction of the Court in Bengaluru.
27. Failure to adhere any of the above terms and conditions the bid(s) may be rejected and EMD may be forfeited.
28. None of the terms and conditions of the supplier shall be applicable to the purchase contemplated hereunder, irrespective of it being attached to any documents to be provided to NIMHANS. Such exercise shall have no meaning and binding effect unless the same is accepted by NIMHANS in writing.

NOTE: Please keep checking the NIMHANS and E-Procurement websites regularly for any further updates.

Sd/-, Director

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DECLARATION
(TO BE UPLOADED BY THE TENDERER)

Sl. No. of the Item :.....
Name of the company (tenderer) :.....

To

**The Director,
National Institute of Mental Health & Neuro Sciences
(Institute of National Importance)
Post Box No. 2900,
Hosur Road, Bengaluru – 560 029**

Dear Sir,

1. I/We hereby submit my/our tender bid for the
2. I/We have remitted the application fee and EMD of ` through Credit Card/Direct Debit/Net Banking/National Electronic Funds Transfer (NEFT).
3. I/We have gone through all terms and conditions of the tender documents before submitting the same.
4. I/We hereby agree to all the terms and conditions, stipulated by the NIMHANS, in this connection including delivery, Installation, Warranty, Penalty etc. All relevant documents and Technical bid are uploaded as per the tender terms and conditions. Any violation in uploading the documents, my/our tender bid may be disqualified.
5. Financial bid is quoted as per tender terms and conditions clause no. 6, failing which it will be presumed that the rates are door delivery price.
6. Tender bids are duly signed (No thumb impression should be affixed).
7. I/We undertake to sign the contract/agreement, if required, within reasonable time from the date of issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the NIMHANS, Bengaluru.

Yours faithfully,

Signature of Tenderer & seal

CHECK LIST
(TO BE UPLOADED BY THE TENDERER)

1	Name & Address of the tenderer	
2	Name & Address of the Manufacturer	
3	Name of the Equipment & Model Quoted	
4	Validity of the Quotation	4 months from the due date
5	a. Delivery Period b. Warranty Period c. Installation Period	5 years
6	Technical Bid (Yes or No against each item)	a. Application Fee submitted
		b. EMD enclosed submitted
		c. Brochure/Catalogue & Data Sheet enclosed
		d. Manufacturer Proprietary certificate enclosed
		e. Pre requirements details enclosed
		f. List of users enclosed
		g. Copy of GST, PAN, TIN document
		h. Distributor authorization letter
		i. Non-blacklisting certification enclosed
		j. Declaration enclosed
7	Financial Bid Submitted (Yes or No against item a & b, currency symbol against item c)	a. Ex-Nimhans equipment cost quoted
		b. AMC & CMC cost after 5 years warranty
		c. Currency in which financial bid is quoted
8	Training provided (Yes or No)	

9	a. Whether after sales, service is available in Bengaluru? If yes, quote b. What is the arrangement for postcontract/ Warranty monitoring of the equipment?	
10	What is the Agency commission payable? If applicable	
11	Details of the EMD Submitted	Transaction No..... for `..... Bank name:
12	Any Other Information (Enclose separately in letter head – Yes/No)	

Signature of Tenderer & seal

Psychosocial Care for Medical Professionals and Health care service providers responding to COVID 19

Introduction:

The goal of this project is to build a mobile application that can be used by all the medical professionals and health care service providers and help them support their mental health and well being through self help materials, videos, 24/7 chat services and whenever needed consultation from experts.

Requirements for the application:

For increasing the well being of the front-line health care workers this will enable health care workers to interact with a central team to get an appointment from the experts who have volunteered to be a part of this.

The functional requirement to develop a mobile app is categorized into 3 types based on

user personas:

- a) Health care workers
- b) Administrator
- c) Volunteers, doctors and psychiatrists

Requirements for Health Care Worker Persona

- The health care workers (user) should be able to download the mobile application either from Apple store or Google stores and install them. But the application should not be open for public. Sharing of the application to be done through LINK shared with them.
- Authentication of the user by registering their mobile number through One Time password followed by registration form with their necessary socio-demographic details inclusive of the type of professional the user is.
- To ensure a valid registration, workplace details with ID to be captured along with a Declaration form.
- Once the registration is complete, a brief tutorial about the working of the application which can be skipped and the user to be taken to a landing page with following tabs:
 - Wellness Center
This will further comprise of two tabs:
 - Self-Help (users can read the questions and answers to get self-help, scroll the page to see the list of questions, and also scroll if the answers are long. Filters should be present based on the Topics)

- Videos (Videos shall be linked to Videos already uploaded in YouTube and it is to be played in line in the mobile application but not to be stored in the Mobile application)
- Video rating (from 1-5) to be provided by the user and same to be captured and recorded. In case of low rating, Feedback option to be provided
- Expert Consultation
 - App shall have the feature to capture the user location by using GPS tracking and notify the user with "Allow app to share your location to identify the nearest expert/consultant"
 - The landing page of this tab shall display 2 options:
 - ◆ Book an appointment with an expert/consultant
 - ◆ To provide feedback on a session with an expert/consultant (inclusive of rating and feedback)
- Self-Assessment
 - User shall be provided with a consent form. In the consent form, user can choose to share personal information like Name, Age, Gender, Phone or remain anonymous
 - User shall then initiate a self-assessment with a set of standard questions
 - Score based feedback and redirecting to self help page along with for e consultation to be provided in case of high scores.
- Chat for e-consultation
 - User should be able to start and end chat session
 - Chat sessions open for more than 2 days should auto end
 - At any time, user should be able to go to previous chat session and provide rating
- User Profile
 - User shall be displayed with the information that was filled at the time of registration form submission
 - User shall add, edit or delete the information

Requirements for Administrator Persona

- The administrator persona can be used by medical professionals, content developers and system administrators. These administrators will provide round the clock support to respond to the health care workers.
- A web based application shall be provided for the administrator persona users for login purpose

- Medical professionals and content developers shall not have access to “Administrator Console” tab which is explicitly defined for System Administrator
- Post login, administrator shall be presented with the options to
 - ◆ upload, edit self help videos
 - ◆ View Chat History
 - ◆ View active messages from health care workers and respond back
 - ◆ View and schedule appointments for health care workers with medical professionals
- The Administrator should be able to make any addition, modification, changes in the content which should be directly reflected in the application

Requirements for the Expert/Consultant Persona

- The expert/consultant persona is designated for volunteers, doctors or psychiatrist experts who provide in person consultation to health care workers.
- A web based application shall be provided for login purpose
- Post login, expert/consultant shall be presented with the landing page where he/she shall have access to submit feedback with the following information:
 - ◆ All prior appointments with health care workers
 - ◆ User credentials to be shared with expert consultant when the appointment is setup

Non functional requirements

- The mobile application should be localized into the following regional languages – Hindi, Marathi, Telugu, Tamil and Bengali
- All data entered through either mobile app or web page needs to be captured, recorded and stored in backend system for further analysis. Reports shall be generated or displayed in dashboard which shall be analyzed further to initiate a follow-up and improve the wellness of the healthcare workers
- All Information captured or recorded in this application is to be kept confidential and adhere to latest data privacy standards
- All information shall be in encrypted format to ensure the security of data
- The mobile application needs an SMS gateways to send OTP to the health care worker at the time of registration or login
- Host the mobile application binaries in iOS and Android play stores in a secured path. The URL for application download shall be sent via message to the health care workers. This way there is a restriction of app downloaded to restricted users

- Backend Infrastructure shall be setup in cloud PaaS and the same shall be managed by a partner on behalf of the customer
- Mobile application shall view user friendly and ease to access



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18.09.2020

TENDER FOR THE SUPPLY OF “Mobile Application Development”

Department	Psychiatric Social Work	Quantity Required	—
END USER CONTACT DETAILS			
Name	Dr. Janardhana N		
Designation	Additional Professor	EMD	As mentioned in Main sheet
Mobile No.	+91- _____		
Office No.	080 – 2699 5238		
Email	janardhannimhans@gmail.com ;		
SL. NO.	SPECIFICATIONS		
01.	A. Mobile Application Development for Providing Psychosocial Care for Health Care Providers of COVID 19: As mentioned in the sheet attached		
	B. _____		

