2026

Request for Proposal for Empanelment of Agency to provide Digital Health Solutions, Software Development, IT Enabled Services, Cloud Hosting, Data Analytics, Capacity Building and Technical Support Services

RFP NO: IHAT/LKO/2026-27/20261015

Table of Contents

1. INTRODUCTION 3

2. OBJECTIVE 3

3. ABOUT UTTAR PRADESH DIGITAL HEALTH ECOSYSTEM 4

3.1. Foundational Digital Infrastructure 4
3.2. Integrated Healthcare Solutions 5
3.3. Citizen-Centric Digital Services 5
3.4. Data-Based Decision Making Ecosystem 5

4. SCOPE OF WORK 5

5. PAYMENT TERMS AND SCHEDULED 9

6. INSTRUCTION TO BIDDERS 11

6.1. BID DATA SHEET 11
6.2. INTENTIONALLY LEFT BLANK 11
6.3. PROPOSAL PREPARATION COST 11
6.4. INTENTIONALLY LEFT BLANK 12
6.5. PRE-BID MEETING 12
6.6. RESPONSE TO PRE-BID QUERIES AND ISSUE OF CORRIGENDUM 12
6.7. WORK ORDER ALLOTMENT 13
6.8. AMENDMENT OF THE RFP DOCUMENT 13
6.9. BID VALIDITY PERIOD 13
6.10. RIGHTS TO TERMINATE THE PROCESS 13
6.11. LANGUAGE OF BID 14
6.12. SUBMISSION OF BIDS 14
6.13. EVALUATION PROCESS 15
6.14. RIGHT TO ACCEPT/REJECT ANY OR ALL PROPOSALS 15
6.15. NOTIFICATION OF EMPANELMENT, AWARD OF ASSIGNMENT AND SIGNING OF CONTRACT 15
6.16. FAILURE TO AGREE WITH THE TERMS AND CONDITIONS OF THE BID 15
6.17. TERMS AND CONDITION OF THE TENDER 16

8 ELIGIBILITY AND EVALUATION CRITERIA: 16

8.1 ELIGIBILITY & QUALIFICATION CRITERIA ..... **ERROR! BOOKMARK NOT DEFINED.**
8.1.1 CATEGORY BASED ELIGIBILITY 16
8.2 BID SUBMISSION DEADLINE 24
8.3 KEY PERFORMANCE INDICATORS 24

7. BID SUBMISSION FORMS & PROFORMA'S 25

A. FORM 1: LETTER OF TECHNICAL PROPOSAL SUBMISSION FORM ..... **ERROR! BOOKMARK NOT DEFINED.**
B. FORM 2: OUTLINE OF THE RELEVANT EXPERIENCE 26
C. FORM 3: FINANCIAL CAPACITY OF BIDDER 28
Declaration of Category of Participation 29

Abbreviations

Acronyms	Description
RFP	Request for Proposal.
ABDM	Ayushman Bharat Digital Mission.
DVDMS	Drug and Vaccine Distribution Management System.
FPLIMS	Family Planning Logistics Management Information System
RMNCAH+N	Reproductive, Maternal, New-born, Child, Adolescent Health and Nutrition.
NCD	Non-Communicable Disease.
UDSP	Unified Disease Surveillance Platform.
MaNTrA	Maa Navjaat Tracking Application.
UPKSK	UP Ke Swasthya Kendra.
HIS	Health Information System.
E-Vin	Electronic Vaccine Intelligence Network.
U-WIN	Universal Immunization WIN.
VPD	Vaccine Preventable Disease.
VSIMS	VPD Surveillance Information Management System.
HMIS	Health Management Information System.
UPHIR	Unified Public Health Information Repository.
DGMH	Directorate of Medical Health.
DGFW	Directorate of Family Welfare.
DGME	Directorate of Medical Education.

1. Introduction

India Health Action Trust (IHAT) aims at improving public health initiatives by supporting programs nationally and globally through comprehensive technical assistance in program planning, management and monitoring. IHAT has set up a Technical Support Unit (TSU) for the Objective of the engagement is to provide additional capacity and knowledge inputs to meet the above objective

Government of Uttar Pradesh (GoUP) to provide techno-managerial assistance to improve the coverage of key reproductive, maternal, new-born, child health and nutrition (RMNCHA+N) interventions and services in the state from the funding support of Bill & Melinda Gates Foundation (BMGF) through University of Manitoba (UOM), Canada.

IHAT believes that strengthening the existing health system is the best way to achieve sustained health outcomes at scale. It has developed a "theory of change" to guide its support to government in improving these health outcomes, and providing techno-managerial support lies at the core of this approach. IHAT transfers skills and knowledge to partners through embedded techno-managerial support, including hands-on orientation to gap analysis and prioritization; developing standards, systems and processes; monitoring and evaluation; and problem solving.

2. Objective

The objective of this Request for Proposal (RFP) is to invite proposals from eligible and experienced organizations for the empanelment of agencies capable of providing comprehensive Digital Health Solutions, Software Development, IT Enabled Services (ITES), Cloud Hosting, Data Analytics, Capacity Building, and Technical Support Services.

The empanelment aims to establish a panel of qualified service providers that can support the design, development, implementation, integration, operation, maintenance, and continuous enhancement of digital health initiatives. The selected agencies will be engaged on an as-needed basis to deliver innovative, secure, scalable, interoperable, and cost-effective technology solutions aligned with applicable national digital health standards, data security requirements, and industry best practices.

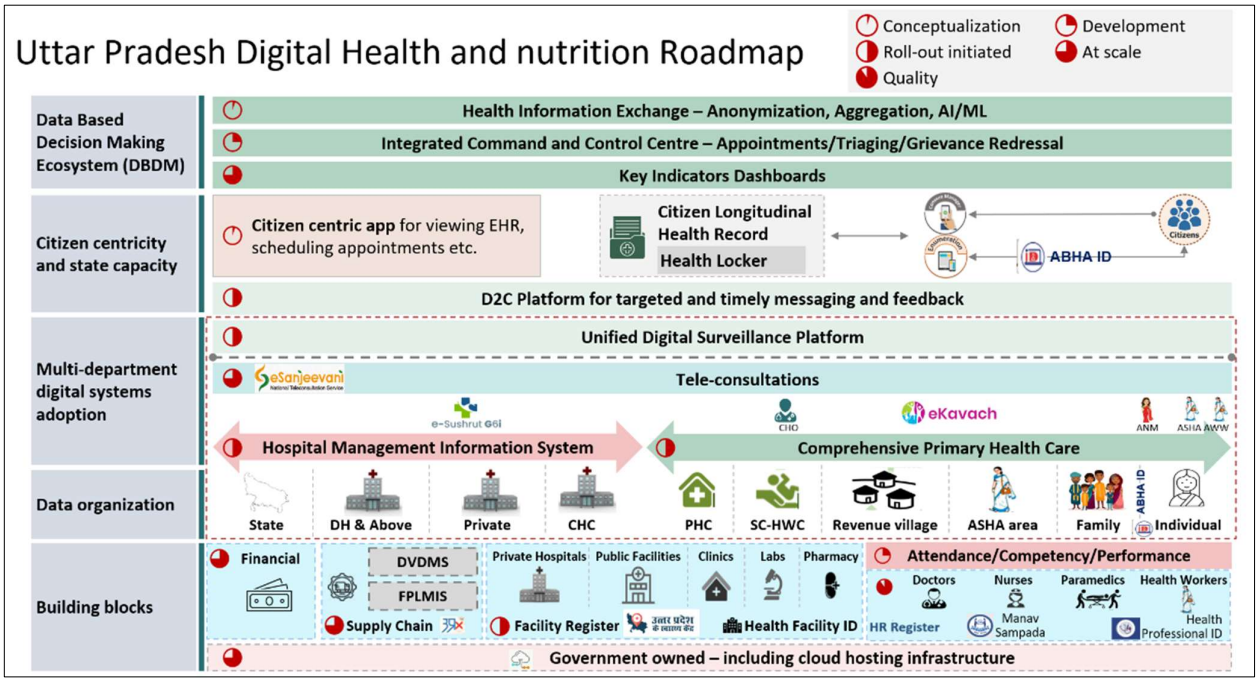
Through this empanelment, the organization seeks to:

- Accelerate the adoption of digital technologies for improved healthcare service delivery and governance.
- Ensure timely availability of specialized technical expertise and implementation support.
- Promote innovation, interoperability, data-driven decision-making, and efficient management of digital health ecosystems.
- Strengthen institutional and human resource capacities through training, knowledge transfer, and technical assistance.
- Facilitate reliable cloud infrastructure, cybersecurity, system maintenance, and ongoing operational support for digital health platforms and applications.
- Establish a transparent, efficient, and standardized mechanism for procuring specialized digital health and IT services for current and future projects.

The empanelment shall serve as a ready pool of competent agencies that can be engaged through project-specific work orders or subsequent procurement processes in accordance with the terms and conditions of this RFP and applicable procurement guidelines.

3. About Uttar Pradesh Digital Health Ecosystem

The Uttar Pradesh Digital Health Ecosystem provides a strategic framework for building a citizen-centric, integrated, and data-driven digital health ecosystem. The roadmap envisions seamless delivery of healthcare services through interoperable digital platforms, enabling secure health information exchange, longitudinal health records, telemedicine, hospital information systems, digital surveillance, analytics, and AI-enabled decision support. It emphasizes the integration of healthcare services across all levels—from community and primary care to tertiary healthcare facilities—supported by robust digital infrastructure, cloud services, standardized registries, and governance mechanisms. The empanelled agencies under this RFP will support the implementation, enhancement, integration, and maintenance of these digital health initiatives in alignment with the State's digital transformation objectives.



3.1. Foundational Digital Infrastructure

The ecosystem will be supported through:

- Government-owned cloud infrastructure
- Secure hosting environments
- Supply Chain Management Systems through DVDMS Portal.
- Financial Management Systems (FAMS).
- Human Resource Information Systems (Manav Sampada)
- Registries in regards to health facility, professionals.

3.2. Integrated Healthcare Solutions

The roadmap envisions end-to-end digitization across the continuum of care, including:

- Hospital Management Information Systems (HMIS) : e-Sushrut, Next-gen
- Comprehensive Primary Health Care (CPHC) : e-kavach for ANMs, ASHAs, CHOs, and other frontline health workers
- Telemedicine and virtual consultations: e-Sanjeevani.
- Digital surveillance systems: Unified Disease Surveillance System

3.3. Citizen-Centric Digital Services

- Ayushman Bharat Digital Mission (ABDM) : Unique Health IDs for Citizen generated from developed applications.
- Digital Health Locker for secure access to electronic health records (EHR) by Citizen through mobile application.
- Longitudinal Health Records linked with ABDM for continuity of care.
- Direct-to-Citizen (D2C) communication platform for personalized health messaging, awareness campaigns, and beneficiary engagement.

3.4. Data-Based Decision Making Ecosystem

- Health Information Exchange (HIE) enabling secure and interoperable exchange of health information.
- Data anonymization, aggregation, and AI/ML-based analytics.
- Integrated Command and Control Centre for health facility operational monitoring and data analysis generated from various portal.
- Executive dashboards for monitoring key health indicators and programme performance.

4. Scope of Work

The selected empanelled agencies shall provide end-to-end support for the design, development, implementation, operation, and maintenance of Digital Health Solutions and associated IT services for the India Health Action Trust (IHAT). The scope of work shall include, but not be limited to, the following:

a. Software Development Services

- Requirement gathering, business analysis, solution architecture, application development, testing, deployment, and maintenance.
- Development of cloud-native, scalable, secure, and high-performance applications.
- Modernization, enhancement, and integration of existing applications and systems.
- Design, develop, customize, deploy, and maintain web, mobile (Android & IOS), and enterprise health applications.
- Develop citizen-centric, provider-centric, and administrative digital health platforms.

b. Data Governance & Master Data Management

- Data quality frameworks.
- Metadata management.

- Data cataloguing and governance.
- Master data management solutions.

c. IT Enabled Services (ITES)

- Application support, helpdesk services, technical assistance, and user support.
- Data entry, digitization, business process management, and operational support services.
- Managed services for IT operations and service delivery.

d. Interoperability with National & State Portals/Datawarehouse

- Integration with ABDM ecosystem, HMIS, LMIS, DVDMS, IHIP, LIMS, e-Kavach, Manav Sampada, etc.
- HL7 FHIR, SNOMED CT, ICD-10/11, ABDM standards implementation.
- API development and management.

e. GIS & Spatial Analytics

- GIS-enabled dashboards.
- Disease surveillance and hotspot mapping.
- Geospatial analytics for public health planning.

f. Quality Assurance & Independent Verification

- Functional testing.
- Performance and load testing.
- UAT support.
- Third-party quality assurance services.

g. Cloud Hosting and Infrastructure Management

- Provisioning, deployment, migration, monitoring, and management of cloud infrastructure.
- Management of compute, storage, networking, backup, disaster recovery, and security services.
- Optimization of cloud resources, performance, availability, and cost.

h. Data Analytics and Artificial Intelligence

- Design and implementation of data warehouses, data lakes, and analytics platforms.
- Development of dashboards, reports, visualization tools, and decision-support systems.
- Application of AI/ML, predictive analytics, and advanced data science techniques for health program monitoring and insights.
- AI/ML solutions, Generative AI applications, chatbots, virtual assistants.
- AI governance, model monitoring, responsible AI implementation.
- OCR, speech-to-text, image analytics, predictive analytics.

i. Cyber Security & Compliance Services

- Security assessment, VAPT, source code review, security monitoring.

- Compliance with ISO 27001, HIPAA (where applicable), DISHA/DPDP Act, ABDM guidelines, CERT-In advisories.
- Security incident response and remediation.

j. DevOps & Platform Engineering

- CI/CD implementation.
- Containerization and orchestration (Docker, Kubernetes).
- Application performance monitoring.

k. Change Management & Adoption Support

- User adoption strategies.
- Communication and outreach support.
- Stakeholder engagement.
- Training and handholding support

l. Capacity Building and Training

- Conduct training programs, workshops, and knowledge transfer sessions for stakeholders.
- Develop training materials, user manuals, standard operating procedures (SOPs), and technical documentation.
- Strengthen institutional capacities for adoption and utilization of digital health technologies.

m. Technical Support and Maintenance

- Provide post-implementation support, application maintenance, bug fixing, upgrades, and enhancements.
- Ensure service continuity through preventive and corrective maintenance.
- Support cybersecurity, compliance, performance monitoring, and incident management activities.

n. Project Management and Advisory Services

- Project planning, governance, monitoring, quality assurance, and risk management.
- Technical consultancy, strategic advisory, solution assessment, and digital transformation support.
- Digital transformation roadmap preparation.
- Business process re-engineering.

The empanelled agencies may be engaged individually or in combination for specific assignments, projects, or work orders issued by IHAT during the validity period of the empanelment. Such assignments may include, but are not limited to, digital health solutions, emerging technologies, digital transformation initiatives, public health informatics, system integration, cybersecurity, artificial intelligence, data governance, cloud modernization, and other related ICT services as may be required by IHAT from time to time during the empanelment period.

o. Responsibilities of the bidder

The empanelled agency shall be responsible for providing the services assigned by IHAT under the respective Contract, Work Order, or Statement of Work (SoW) and shall, at a minimum, undertake the following responsibilities:

1. Execute the assigned work in accordance with the requirements, specifications, timelines, quality standards, and service levels defined by IHAT in the respective Contract, Work Order, or SoW.
2. Deploy qualified, experienced, and competent personnel with the necessary technical and domain expertise required for successful execution of the assignment.
3. Prepare and submit all required project plans, design documents, technical specifications, progress reports, user manuals, training materials, and other deliverables as specified by IHAT.
4. Ensure timely completion of milestones, deliverables, and project activities in accordance with the agreed schedule.
5. Adhere to applicable laws, regulations, standards, guidelines, and policies issued by Government of India, State Governments, regulatory authorities, and other competent bodies relevant to the assignment.
6. Maintain confidentiality, integrity, and security of all information, data, documents, systems, and assets accessed or generated during the course of the assignment.
7. Implement appropriate security controls, safeguards, and best practices to protect information assets from unauthorized access, disclosure, alteration, loss, or misuse.
8. Cooperate and coordinate with IHAT, its representatives, stakeholders, implementation partners, and third-party agencies, as required for successful execution of the assignment.
9. Provide knowledge transfer, training, documentation, handholding support, and capacity-building support, wherever applicable.
10. Promptly address defects, deficiencies, incidents, vulnerabilities, and issues identified during implementation, testing, operations, maintenance, or support periods.
11. Comply with the applicable Service Level Agreements (SLAs), Key Performance Indicators (KPIs), and performance requirements specified in the respective Contract, Work Order, or SoW.
12. Ensure that all deliverables, software, documentation, reports, configurations, source code, and other project artefacts submitted under the assignment are complete, accurate, and free from material defects.
13. Facilitate audits, inspections, reviews, assessments, and monitoring activities conducted by IHAT or its authorized representatives.
14. Obtain and maintain all licenses, permissions, approvals, certifications, and authorizations required for performance of the services, unless otherwise specified by IHAT.
15. Perform any other activities reasonably required for successful completion of the assignment and expressly provided for under the respective Contract, Work Order, or SoW.

5. Payment Terms and Scheduled

Indicative Milestone Schedule for Software Projects (specific application, platform, portal, mobile application, dashboard, data analytics solution, system enhancement, integration, cloud-based solution, AI-based solution, digital health solution, or any other ICT solution)

S.No	Milestone	Indicative Payment (%)
1	SRS, FRS & Project Plan Approval	10%
2	Design & Prototype Approval	15%
3	Development Completion	35%
4	UAT Sign-off & Technical Documents Submission	20%
5	Go-Live & Deployment	10%
6	Warranty/Support Completion	10%

Notes:

- The payment schedule specified in this RFP are indicative in nature and are provided solely for the purpose of informing prospective bidders. The Authority reserves the right to determine and finalize the actual payment terms, milestones, and payment schedule at the time of issuance of the Work Order, based on the scope, nature, value, and specific requirements of the assignment. The selected empanelled agency shall be bound by the payment terms stipulated in the respective Work Order, which shall prevail over the indicative payment terms provided in this RFP.
- IHAT reserves the right to revise, merge, split, add, or remove milestones based on project requirements, provided that the same is mutually agreed and documented in the respective Work Order or SoW.
- Wherever applicable, a Warranty Period shall commence from the date of Go-Live and final acceptance of the Software Solution. During this period, the agency shall rectify defects, bugs, vulnerabilities, and performance issues without any additional cost to IHAT.
- For assignments involving third-party software licenses, subscriptions, API services, or other recurring components, payments may be made separately as specified in the respective Contract, Work Order, or SoW.
- Cloud Infrastructure, SMS Gateway services, Domain Purchase, and other applicable third-party service costs may be borne by IHAT. The applicable payment terms and modalities shall be defined in the respective Contract, Work Order, or Statement of Work (SoW).
- In case of delays attributable to the Agency, the Agency shall take necessary corrective actions to ensure completion of the deliverables. Payments shall be released subject to deduction of necessary KPI/SLA.
- Deliverables shall be deemed complete only after successful review, testing, and written acceptance by IHAT or its authorized representatives.
- For assignments requiring Annual Maintenance Contract (AMC), Operations & Maintenance (O&M), Managed Services, Technical Support Services, or any other post-implementation support services, as specified in the respective Work Order, payments may be made as defined in the respective work order and based on the achievement of agreed Service Levels and Key

Performance Indicators (KPIs) which will also be defined later in the specific assignment work order. The applicability and duration of such services shall be determined by IHAT based on the requirements of the specific project Source code, technical documentation, configuration files, deployment scripts, user manuals, training materials, and other project artefacts, wherever applicable, shall be submitted prior to final acceptance and release of associated milestone payments.

- The final payment milestone may be subject to successful knowledge transfer, handholding support, and submission of all project deliverables as specified in the respective Contract, Work Order, or SoW.
- No financial commitment is implied by this empanelment. Payments shall be made only against specific Contracts, Work Orders, Statements of Work (SoW), or Project Assignments issued by IHAT.
- Payments shall be linked to successful completion and acceptance of deliverables by IHAT or its authorized representatives.
- Depending upon the nature of the assignment, payments may be milestone-based, time-and-material-based, resource-based, output-based, recurring (monthly/quarterly), or a combination thereof.
- IHAT shall release payments upon submission of invoices and supporting documents, subject to certification and acceptance of deliverables.
- Applicable taxes shall be paid as per prevailing statutory provisions. Statutory deductions, if any, shall be made as per applicable laws.
- All payments under the empanelment shall be made in Indian Rupees (INR).
- No advance payment shall be made unless specifically provided for in the respective Contract, Work Order, or Statement of Work (SoW).
- Any penalties, liquidated damages, service credits, or applicable Service Level Agreements (SLAs) in the specific assignment, may be adjusted against payments due to the empanelled agency.
- Subject to satisfactory completion and acceptance of deliverables, IHAT shall endeavour to release payments within forty-five (45) days of receipt of a valid invoice along with all requisite supporting documents. IHAT reserves the right to withhold or defer payment of any disputed amount pending resolution of the dispute.
- IHAT may constitute a Project Implementation Committee (PIC), Project Monitoring Committee (PMC), or any other designated authority for review, monitoring, acceptance of deliverables, and recommendation of payments under specific assignments.

6. Instruction to bidders

6.1. Bid Data Sheet

Sl. No.	Particular	Deadline
1.	Issuance of RFP document	15 October 2026
2.	Pre-bid meeting date	22 October 2026
3	Last date for submission of pre-bid query	24 October 2026
4.	Response to Queries	27 October 2026
5.	Last date and time for bid submission	3 November 2026
6.	Date for opening of technical bids	4 November 2026
8.	Validity of Proposal	Proposals must remain valid for 90 days after the submission date
9.	Address for submission of Bids	India Health Action Trust 404, 4th Floor, Ratan Square, 20-A, Vidhan Sabha Marg, Lucknow, PIN- 226001
10.	Contact Details	procurement@ihat.in

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of a bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications. The response to this RFP should be complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

6.2. Intentionally Left Blank

6.3. Proposal Preparation Cost

The Bidder shall bear all costs and expenses associated with the preparation and submission of its proposal and participation in the empanelment process, including but not limited to costs related to due diligence activities, site visits, meetings, discussions, presentations, clarifications, negotiations, and submission of any additional information or documents requested by IHAT.

IHAT shall not be liable or responsible, in any manner whatsoever, for any costs, expenses, or losses incurred by the Bidder in connection with or arising out of its participation in the empanelment and bidding process, irrespective of the outcome of the process.

All proposals, documents, information, and other materials submitted by the Bidder to IHAT shall become the property of IHAT and may be retained, archived, or returned at IHAT's sole discretion, subject to applicable laws and procurement policies.

6.4. Intentionally Left Blank

6.5. Pre-bid Meeting

Any clarification regarding this RFP or any matter related to the empanelment process may be submitted to IHAT in accordance with the mode of submission and timelines specified in the Bid Data Sheet. Requests for clarification received after the prescribed date and time may not be considered by IHAT.

IHAT reserves the right to issue clarifications, addenda, corrigenda, amendments, or responses to queries at any stage of the bidding process. Bidders are advised to regularly review any such communications issued by IHAT.

IHAT reserves the right, at its sole discretion, to respond to or disregard any query, request for clarification, or representation submitted by any bidder. IHAT shall not be obligated to provide a response or clarification to every query received and may issue clarifications, amendments, or additional information only where it deems necessary for the purposes of this RFP.

Pre-bid queries shall be submitted in the prescribed format provided in this RFP, along with the name and contact details of the Bidder submitting the queries.

S.No	Page No	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)
1					
2					
3					
4					

6.6. Response to Pre-Bid Queries and Issue of Corrigendum

IHAT may organize a Pre-Bid Meeting as specified in the Bid Data Sheet to address queries and seek feedback from prospective Bidders regarding the provisions of this RFP. Responses to pre-bid queries and clarifications, if any, may be issued by IHAT in accordance with the timelines specified in the Bid Data Sheet.

Only duly authorized representatives of the Bidder shall be permitted to participate in the Pre-Bid Meeting. Such representatives may be required to furnish valid authorization and proof of identity for verification purposes. No separate meetings, discussions, or conferences shall ordinarily be conducted for individual Bidders.

IHAT shall make reasonable efforts to provide clarifications to the queries received within the stipulated timelines. However, IHAT does not warrant or guarantee that responses will be provided to every query raised by the Bidders.

At any time prior to the deadline for submission of proposals, IHAT may, for any reason, whether on its own initiative or in response to clarifications sought by prospective Bidders, modify, amend, supplement, or clarify the provisions of this RFP through the issuance of a corrigendum, addendum, or clarification notice.

Any such corrigendum, addendum, or clarification issued by IHAT shall form an integral part of this RFP and shall be binding on all Bidders. Bidders are advised to regularly check the designated procurement portal/website for updates relating to this RFP.

IHAT reserves the right to extend the proposal submission deadline, if considered necessary, to provide prospective Bidders adequate time to take into account any corrigendum, addendum, or clarification issued under this RFP.

6.7. Work Order Allotment

A Work Order (WO) means, a formal assignment issued by the Authority to an empanelled agency for execution of a specific project, assignment, service, or deliverable under this empanelment. The issuance of a Work Order shall be subject to the selection process prescribed by the Authority, including financial competition among the empanelled agencies, wherever applicable. The Work Order shall generally be issued to the empanelled agency determined as the Lowest Bidder (L1) for the respective assignment. The scope of work, deliverables, timelines, payment terms, Service Level Agreements (SLAs), Key Performance Indicators (KPIs), reporting requirements, and other project-specific conditions shall be detailed in the respective Work Order. Each Work Order shall be treated as an independent assignment, and the execution of such assignment shall be governed by the terms and conditions specified therein, read in conjunction with the provisions of this RFP and the empanelment agreement.

6.8. Amendment of the RFP Document

At any time prior to the deadline for submission of proposals, IHAT may, for any reason, whether on its own initiative or otherwise, amend, modify, supplement, or clarify the provisions of this RFP through the issuance of a corrigendum, addendum, or amendment.

All such amendments, corrigenda, addenda, and clarifications shall be communicated through the IHAT website and/or other appropriate means as determined by IHAT. Bidders are advised to regularly visit the IHAT website for updates and notifications related to this RFP.

IHAT reserves the right to revise any dates, timelines, or schedules specified in this RFP, including the proposal submission deadline. IHAT may, at its sole discretion, extend the last date for submission of proposals to provide Bidders with adequate time to consider any amendments or for any other reason deemed appropriate by IHAT.

6.9. Bid Validity Period

i. Bid shall remain valid for the time mentioned in the Bid Data Sheet.
ii. IHAT may request the Bidder(s) for an extension of the period of validity.

6.10. Rights to Terminate the Process

IHAT reserves the right to cancel, withdraw, suspend, modify, or terminate the empanelment process, in whole or in part, at any stage and without assigning any reason whatsoever. IHAT shall not be liable for any costs, expenses, or losses incurred by any Bidder as a result of such action.

Nothing contained in this RFP shall be construed as a commitment or obligation on the part of IHAT to award any contract, issue any work order, enter into any agreement, or engage any Bidder pursuant to this RFP.

Participation in this RFP process does not create any contractual relationship between IHAT and any Bidder. The issuance of this RFP, receipt and evaluation of proposals, empanelment of agencies, or commencement of discussions and negotiations shall not be deemed to constitute a commitment by IHAT to award any assignment or enter into any contract.

IHAT reserves the right to accept or reject any proposal, annul the bidding process, reject all proposals, discontinue discussions or negotiations, or terminate the empanelment process at any time without incurring any liability and without assigning any reason.

The empanelment of an agency shall not guarantee the award of any assignment, project, work order, or minimum volume of business during the validity period of the empanelment.

6.11. Language of Bid

All proposals, correspondence, communications, documents, supporting materials, and other information submitted by the Bidder in connection with this RFP shall be prepared and provided in the English language.

6.12. Submission of Bids

i. The Bidder should submit the bid well before the last date to avoid any inconvenience at the last moment. The Bid submission date and time is mentioned in the Bid Data Sheet of this RFP. The address of IHAT, Name and Address of the Bidder and the RFP Reference Number shall be marked on the envelope. The envelope shall also be marked with a sentence "NOT TO BE OPENED BEFORE THE DATE AND TIME OF ELIGIBILITY & TECHNICAL BID OPENING". If the envelope is not marked as above, IHAT will not assume any responsibility for its misplacement, pre-mature opening etc.

ii. The Bidder is allowed to re-submit the Bid and related Bid documents before the last date of Bid submission and time. The Bid can be re-submitted as many times as required by the Bidder, within the indicated timelines. The last version of the Bid submitted by the Bidder before the Bid submission date and time will be considered for Bid evaluation.

iii. The Bidder is permitted to withdraw his Bid before the last date of Bid submission and time. The bidder should provide the supporting reasons for bid withdrawal and attach the supporting letter to the Purchaser.

iv. Any queries relating to this RFP document and the terms and conditions contained therein should be addressed to the RFP Inviting Authority and the relevant contact person indicated in this RFP.

v. It is mentioned that the Bidder would also be required to submit the following documents offline in one packet which should be addressed to IHAT:

The Bidder would be required to submit these documents in the office of IHAT to the concerned person and address as mentioned above at least two hours before the deadline of submission of the bid as mentioned in the Bid Data Sheet.

6.13. Evaluation Process

The bidder must possess the requisite technical expertise and financial capability necessary to successfully deliver the services sought by IHAT throughout the entire duration of the contract. The proposal submitted by the bidder should be complete in all respects and must fully comply with the requirements, terms, conditions, and specifications prescribed in the RFP document. The evaluation process described in this RFP is intended to provide bidders with an understanding of the methodology that may be adopted by IHAT for assessing proposals. However, IHAT reserves the right to modify, amend, or revise the evaluation process, criteria, or methodology at any stage of the tender process, without assigning any reason and without any obligation to provide prior notice to the bidders.

6.14. Right to Accept/Reject any or all Proposals

IHAT reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for IHAT's action.

6.15. Notification of Empanelment, Award of Assignment and Signing of Contract

Prior to the expiry of the proposal validity period, IHAT may notify the successful Bidder(s) in writing, including through email, regarding their empanelment under this RFP.

Empanelment shall not, by itself, constitute a guarantee of award of any assignment, project, work order, or minimum volume of business. Specific assignments shall be awarded to empanelled agencies through Contracts, Work Orders, Letters of Acceptance (LoA), Statements of Work (SoW), or other appropriate instruments as determined by IHAT.

IHAT may issue a Work Order for any specific assignment, specifying the scope of work, deliverables, timelines, payment terms, service levels, and other assignment-specific requirements.

The contractual obligations relating to a specific assignment shall become effective from the date specified in the Work Order. All timelines for execution, performance, deliverables, and payments shall be reckoned from such effective date unless otherwise specified.

The empanelled agency shall execute the applicable Contract or other required agreement(s) with IHAT within the time period prescribed by IHAT. Failure to do so may result in cancellation of the award of the concerned assignment and such other actions as may be deemed appropriate by IHAT.

6.16. Failure to agree with the Terms and Conditions of the Bid

Failure of the Bidder to accept, comply with, or execute the terms and conditions of this RFP, the empanelment agreement, or any assignment-specific Contract, Work Order, Letter of Acceptance (LoA), or Statement of Work (SoW), as applicable, shall constitute sufficient grounds for cancellation of the empanelment and/or annulment of the award of the concerned assignment.

In such an event, IHAT reserves the right to withdraw the award, cancel the empanelment, and take such other action as deemed appropriate, including awarding the assignment to another eligible empanelled agency or initiating a fresh procurement process, without incurring any liability towards the defaulting Bidder.

6.17. Terms and Condition of the Tender

Bidders are advised to carefully the bid document and other relevant provisions contained in this RFP for the terms and conditions that shall govern the empanelment under it. The successful Bidder(s) shall be required to comply with all applicable contractual obligations, including specific assignment-work order timelines, deliverables, service levels, performance requirements, implementation schedules, support obligations, and other conditions specified in the respective Contract, Work Order, Letter of Acceptance (LoA), or Statement of Work (SoW).

7 Eligibility and Evaluation Criteria:

Note: The bidder shall submit a duly signed Form 3: Declaration of Category of Participation specifying the category under which it is participating in the empanelment process. The eligibility of the bidder and evaluation of the proposal shall be governed by the category declared by the bidder in such declaration. Failure to submit the required declaration along with the bid shall render the proposal non-responsive and liable for rejection

To be eligible for evaluation of its Bid, the bidder shall fulfil the following:

- **Category based Eligibility**

IHAT intends to empanel eligible agencies under different categories based on their financial capacity, organizational experience, relevant project experience, technical capabilities, and resource strength. The category under which an agency is empanelled shall determine the maximum value of individual assignments that may be awarded to such agency during the empanelment period.

A Bidder shall be permitted to participate in only one category under this RFP. The Bidder must fulfil all prescribed eligibility and qualification criteria applicable to the category for which it submits its bid. Submission of bids in more than one category, either directly or through any affiliate, consortium member, subsidiary, or related entity, shall render all such bids liable for rejection.

In case a Bidder submits declarations or bids for more than one category, all such submissions shall be treated as non-responsive and shall be rejected or as may be decided by the IHAT.

The category-wise eligibility criteria may include **organization age, financial standing, relevant project experience, technical resources, net worth, and other applicable parameters** as specified in the following tables

Parameter	Category A	Category B	Category C
Maximum Assignment Value	Up to Rs. 20,00,000/-	Up to Rs. 50,00,000/-	Up to Rs. 99,99,999/-
Organization Age	3 Years	3 Years	3 Years
Average Annual Turnover	Rs. 20 Lakhs	Rs. 50 Lakhs	Rs. 1 Crores
Relevant Projects	1 Project of ₹ 10 lakh	2 Projects of ₹10 Lakhs each	3 Projects of ₹25 Lakhs each
Technical Resources	Minimum 6 professionals	Minimum 10 Professionals	Minimum 20 Professionals
Net Worth	Positive	Positive	Positive

Note: Empanelment in any category shall not guarantee the award of any assignment, minimum business volume, or revenue to the empanelled agency. Each assignment shall be awarded separately in accordance with the provisions of the RFP and the applicable Contract/Work Order/SoW.

- Eligibility criteria for the bidder participating in **Category-A**

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
1	Legal Entity	The bidder, as a single legal entity, must be incorporated and registered in India under any of the following: • A Company registered under Indian Companies Act 1956/2013 • A Limited Liability Partnership (LLP) registered under the LLP Act, 2008. • A Partnership firm registered under Indian Partnership Act 1932.	a) Copy of Certificate of Incorporation. b) GST certificate c) PAN Card d)Any other m supporting document, as may be required
2	Existence of Firm	The bidder must in existence for at least last three (3) financial years i.e., 2023-24, 2024-25, 2025-26 and at the time of bid due date.	Registration/Incorporation documents of the company/firm
3	Financial Standing	The Bidder should have an average annual turnover of at least Rs. 20 lakhs in the last three financial years (FY, 2023-24, 2024-25, 2025-26) specifically from IT Services, IT Enabled Services (ITeS), Software Development, Digital Solutions, System Integration, Cloud Services, Data Analytics, Digital Health Solutions, or related technology services.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
4	Positive Net Worth	The bidder should have a positive net-worth in the last financial year i.e., 2025-2026.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN
5	Technical Capability	The Bidder must have successfully completed at least one project of contract value not less than 10 lakhs in similar nature and scope during the last five (5) Financial year i.e., 2021-22, 2022-23, 2023-24, 2024-25, 2025-26 and as on bid submission end date. ***"Similar Nature"*** shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public-sector/institutional organizations in India.	Contract Agreement/Work order or Completion certificate
6	Resources	The Bidder shall have at least 6 (Six) qualified, experienced, and suitably skilled technical resources on their payroll to undertake and successfully deliver assignments corresponding to the category for which empanelment is sought. The minimum technical resource requirement for each category shall be as follows: The technical resources may include, as applicable, Project Managers, Business Analysts, Software Developers, UI/UX	Certificate from HR on the letterhead of bidder certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement.

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
		Specialists, Database Administrators, Cloud/DevOps Engineers, Data Analysts/Data Scientists, QA/Test Engineers, Cybersecurity Specialists, Technical Support Engineers, and other relevant IT and digital health professionals.	
7	Certifications	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	Copy of valid certification is to be attached
8	Power of Attorney/Authorisation certificate	Power of Attorney/ Authorisation certificate against the authorized official	Bidder to provide Power of Attorney/ Authorisation certificate in name of the authorized official responsible for signing the letters and other documents on behalf of bidder
9	Blacklisting	The bidder should not have been blacklisted by any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India at the time of submission of the bid.	Letter from authorized signatory on the letterhead of bidder regarding non-blacklisting as per format given in the Annexure of the RFP
	Consortium/ JV/Sub-Contract	A consortium / Joint venture is not allowed to bid for this project and during the contract period.	

- Eligibility criteria for the bidder participating in **Category-B**

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
1	Legal Entity	The bidder, as a single legal entity, must be incorporated and registered in India under any of the following: • A Company registered under Indian Companies Act 1956/2013 • A Limited Liability Partnership (LLP) registered under the LLP Act, 2008. • A Partnership firm registered under Indian Partnership Act 1932	a) Copy of Certificate of Incorporation. b) GST certificate c) PAN Card d) Any other supporting document, as may be required

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
2.	Existence of Firm	The bidder must in existence for at least last three (3) financial years i.e., 2023-24, 2024-25, 2025-26 and at the time of bid due date.	Registration/Incorporation documents of the company/firm
3.	Financial Standing	The Bidder should have an average annual turnover of at least Rs. 50 Lakhs in the last three financial years (FY, 2023-24, 2024-25, 2025-26) specifically from IT Services, IT Enabled Services (ITeS), Software Development, Digital Solutions, System Integration, Cloud Services, Data Analytics, Digital Health Solutions, or related technology services.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN
4.	Positive Net Worth	The bidder should have a positive net-worth in the last financial year i.e., 2025-2026.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN
5.	Technical Capability	The Bidder must have successfully completed at least two project of contract value not less than 10 lakhs for each project in similar nature and scope during the last five (5) Financial year i.e., 2021-22, 2022-23, 2023-24, 2024-25, 2025-26 and as on bid submission end date. ***"Similar Nature"*** shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment, operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public-sector/institutional organizations in India.	Contract Agreement/Work order or Completion certificate

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
6.	Resources	The Bidder shall have at least 10 (ten) qualified, experienced, and suitably skilled technical resources on their payroll to undertake and successfully deliver assignments corresponding to the category for which empanelment is sought. The minimum technical resource requirement for each category shall be as follows: The technical resources may include, as applicable, Project Managers, Business Analysts, Software Developers, UI/UX Specialists, Database Administrators, Cloud/DevOps Engineers, Data Analysts/Data Scientists, QA/Test Engineers, Cybersecurity Specialists, Technical Support Engineers, and other relevant IT and digital health professionals.	Certificate from HR on the letterhead of bidder certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement.
7.	Certifications	Bidder shall have at least two of the following certifications: a. CMMI Level 3 or above b. ISO 9001:2015 c. ISO/IEC 27001:2013	Copy of valid certification is to be attached
8.	Power of Attorney/Authorisation certificate	Power of Attorney/ Authorisation certificate against the authorized official	Bidder to provide Power of Attorney/ Authorisation certificate in name of the authorized official responsible for signing the letters and other documents on behalf of bidder
9.	Blacklisting	The bidder should not have been blacklisted by any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India at the time of submission of the bid.	Letter from authorized signatory on the letterhead of bidder regarding non-blacklisting as per format given in the Annexure of the RFP
10.	Consortium/JV/Sub-Contract	A consortium / Joint venture is not allowed to bid for this project and during the contract period.	Self-undertaking

- Eligibility criteria for the bidder participating in **Category-C**

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
1	Legal Entity	The bidder, as a single legal entity, must be incorporated and registered in India under any of the following: • A Company registered under Indian Companies Act 1956/2013 • A Limited Liability Partnership (LLP) registered under the LLP Act, 2008. • A Partnership firm registered under Indian Partnership Act 1932	a) Copy of Certificate of Incorporation. b) GST certificate c) PAN Card d)Any other m supporting document, as may be required
2	Existence of Firm	The bidder must in existence for at least last three (3) financial years i.e., 2023-24, 2024-25, 2025-26 and at the time of bid due date.	Registration/Incorporation documents of the company/firm
3	Financial Standing	The Bidder should have an average annual turnover of at least Rs. 1 crore in the last three financial years (FY, 2023-24, 2024-25, 2025-26) specifically from IT Services, IT Enabled Services (ITeS), Software Development, Digital Solutions, System Integration, Cloud Services, Data Analytics, Digital Health Solutions, or related technology services.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN
4	Positive Net Worth	The bidder should have a positive net-worth in the last financial year i.e., 2025-26.	Certificate issued by a statutory auditor/Chartered Accountant with duly mentioned UDIN
5 5	Technical Capability	The Bidder must have successfully completed at least three project of contract value not less than 25 lakhs for each project in similar nature and scope during the last five (5) Financial year i.e., 2021-22, 2022-23, 2023-24, 2024-25, 2025-26 and as on bid submission end date. ***"Similar Nature"*** shall mean experience in the design, development, implementation, integration, customization, enhancement, deployment,	Contract Agreement/Work order or Completion certificate

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
		operation, maintenance, or technical support of web-based applications, mobile applications (Android/IOS/both), digital health solutions, software solutions, data platforms, dashboards, or other ICT solutions for Government Departments, Government Bodies, Public Sector Undertakings (PSUs), Autonomous Bodies, or other recognized public-sector/institutional organizations in India.	
6	Resources	The Bidder shall have at least 20 (twenty) qualified, experienced, and suitably skilled technical resources on their payroll to undertake and successfully deliver assignments corresponding to the category for which empanelment is sought. The minimum technical resource requirement for each category shall be as follows: The technical resources may include, as applicable, Project Managers, Business Analysts, Software Developers, UI/UX Specialists, Database Administrators, Cloud/DevOps Engineers, Data Analysts/Data Scientists, QA/Test Engineers, Cybersecurity Specialists, Technical Support Engineers, and other relevant IT and digital health professionals.	Certificate from HR on the letterhead of bidder certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement.
7	Certifications	Bidder shall have at least two of the following certifications: CMMI Level 3 or above ISO 9001:2015 ISO/IEC 27001:2013	Copy of valid certification is to be attached
8	Power of Attorney/Authorisation certificate	Power of Attorney/ Authorisation certificate against the authorized official	Bidder to provide Power of Attorney/ Authorisation certificate in name of the authorized official responsible for signing the letters and other

#	Basic Requirement	Eligibility criteria for Bidder	Documents required
			documents on behalf of bidder
9	Blacklisting	The bidder should not have been blacklisted by any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India at the time of submission of the bid.	Letter from authorized signatory on the letterhead of bidder regarding non-blacklisting as per format given in the Annexure of the RFP
	Consortium/ JV/Sub-Contract	A consortium / Joint venture is not allowed to bid for this project and during the contract period.	

Bidder needs to provide the compliance as per Form 4 provided in the RFP

Note: Proposals satisfying the essential conditions will only be considered for further processing. In absence of the proof of the respective supportive document, the proposal will not be considered, (which are mandatory requirements).

7.1 Bid Submission Deadline

Interested agencies are advised to submit their technical proposals (Online only no hard copy/physical submission, if bid received through hard copy/physical submission the bid will be rejected) along with all required documents to IHAT's mail i.e., procurement@ihat.in. Please mention "Request for Proposal for Empanelment of Agency to provide Digital Health Solutions, Software Development, IT Enabled Services, Cloud Hosting, Data Analytics, Capacity Building and Technical Support Services" in the subject line.

7.2 Key Performance Indicators

The Key Performance Indicators (KPIs), Service Levels, deliverables, timelines, and other performance requirements for each assignment shall be specified in the respective Work Order issued to the empanelled agency. The execution, monitoring, acceptance, and payment of such assignment shall be governed by the terms and conditions, including the KPIs, defined in the corresponding Work Order

Bid Submission Forms & Proforma's

Form 1: Outline of the Relevant Experience

Project Title: *(Attach separate sheet for each project)*	
Country: States:	
Name and address of the client:	Duration of the Assignment:
Approx. value of the contract (In current INR):	
Type of Project	Government, semi-government or multilateral organization:
Whether project was dealing in public health	Yes/No
Start Date (month/year):	End Date (month/year):
Team size deployed for the project	
Narrative description of the Project:	
Description of the actual services provided by the staff within the assignment	
Relevance of Assignment	

*Please attach copy of work order/completion certificate for each assignment.

Signature:

Name & Designation of the Authorised Signatory:
Name of Agency:
Address:
SEAL of the Agency:
Date:

The following project experience details to be filled by the Bidders for Technical Evaluation:

Summary of experience in similar projects

S.No	Name of the project	Name of the client	Type of Project (brief scope of project)	Year of commencement of operations	Was project related to public health (Y/N)	Year of end of operations (if any)	Value of Works executing/executed

Form 2: Financial Capacity of Bidder

(To be certified by the statutory auditor)

(In Rs. Lakhs)

FY	Bidder Name	Net Worth	Average Turnover of Three Financial Years Immediately Preceding the Bid (i.e FY, 2023-24, 2024-25, 2025-26)
2025-26			
2024-25			
2023-24			

Signature of Statutory Auditor

Name of Statutory Auditor

Name of Company

Name & address of Bidder's Bankers:

Instructions:

1. The Bidder shall attach copies of the balance sheets, financial statements and Annual Reports in accordance with to the RFP. The financial statements shall:

a) reflect the financial situation of the Bidder

b) be audited by a statutory auditor

c) be complete, including all notes to the financial statements; and

d) Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

Form 3: Declaration of Category of Participation

I/We, _____ (Name of the Bidder), hereby declare that we are participating in this empanelment process under **Category _____** and confirm that we satisfy all eligibility requirements prescribed for the said category, including the applicable minimum turnover criteria.

I/We further understand and acknowledge that our bid shall be evaluated only under the category declared above and that no request for change of category shall be entertained after submission of the bid.

Authorized Signatory

Name: _____

Designation: _____

Name of the Bidder: _____

Date: _____

Place: _____

Seal of the Bidder

Form 4: Declaration for Non-Blacklisting & Non-Conviction

1. I the undersigned, do hereby certify that all the statements made in our bid are true and correct.

2. The undersigned hereby certifies that neither our _____nor any of its Directors/President/Chairperson/Trustee has abandoned any work for the Government of Uttar Pradesh or any other State Government or Government of India during last five years prior to the date of this Bid.

3. The undersigned also hereby certifies that neither our _____nor any of its Directors / President / Chairperson / Trustee have been debarred / blacklisted by Government of Uttar Pradesh, or any other State Government or Government of India for any work,

4. The undersigned further certifies that a Our _____has not been criminally indicted or punished for any offence, nor is/are any criminal case(s) pending before any Competent Court; and/or

   b The Directors / President / Chairperson / Trustee of our _____criminally indicted or convicted of any offence nor is/are any criminal case(s) or pending before any Competent Court.

   C. We have not been found guilty and are not found to be involved in any pending /Ongoing CBI or Criminal Litigations. In ease of any pending /ongoing litigation(s) of the for mentioned nature, involving our _____we agree to declare the same.

5. The undersigned hereby authorize(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary and requested by IHAT, Uttar Pradesh to verify this statement or regarding my (our) competence and general reputation.

6. The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the THAT, Uttar Pradesh.