



Request for Quotation (RFQ): 007-2023-2024

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| Supply of Items: | Supply of Smart Pill Boxes with software |
| RFQ number: | 007-2023-2024 |
| Type of Procurement: | Supply Agreement |
| Type of Contract: | Supply |
| Term of Contract: | Short Term Contract |
| Contract Funding: | Project ACCELERATE, Johns Hopkins University, USA, through YRGCARE, Chennai, India. |
| Proposal shall be only sent to | rfp@yrgcare.org |
| Date of Issue of RFP | 01.09.2023 |
| Last Date for Questions from Bidders | 05.09.2023 |
| Date YRGCARE responds to queries | 07.09.2023 |
| Date Proposal Due: | 13.09.2023 |
| Approximate Date Purchase Order/Contract Issued to Successful Bidder(s) | 01.10.2023 [Subject to approval by the competent authorities] |

Background on ACCELERATE and YRGCARE, Chennai, India

Project ACCELERATE is awarded under the PEPFAR/USAID grant to Johns Hopkins University School of Medicine as prime recipient of the grant. ACCELERATE is implemented by its implementing partner- YRGCARE India to implement all site level activities and other sub-partners – Blue Lotus Advisory and The Fenway institute who provide expertise on digital interventions and sexual minorities and PrEP respectively.

The overarching goal of ACCELERATE is to design, implement and evaluate sustainable novel models of HIV testing and care that support the Indian National Strategic Plan (NSP) for HIV/AIDS and STI 2017-24 aimed at improving access to HIV prevention and treatment services, and social protection schemes among key populations and their families in India.

The ACCELERATE program aims to build upon US government investment in India by providing technical assistance (TA) to National, State, and District HIV/AIDS programs to deliver comprehensive HIV prevention, testing and treatment services to vulnerable populations including key populations (KP), their children and partners. Our core activities include innovative prevention and testing strategies like PrEP, HIVST, index testing, peer navigation and improving treatment and retention through integrated care models, community- based models, private sector engagement etc.

YRGCARE, established in 1993, offers comprehensive HIV care continuum to those at risk and or with HIV. YRGCARE is a pioneering Institution involved in implementation research, program delivery and basic laboratory sciences.

YRGCARE is an implementing partner for Johns Hopkins University, School of Medicine, USA, for the Project ACCELERATE, funded by USAID India.

The final decision to execute a contract is contingent to approval by competent authority.

Purpose of this RFQ, Scope of work and deliverables:

I. Overview

The purpose of this RFQ is to obtain competitive proposals from qualified proposers to supply smart pillbox as per the specifications mentioned in this RFQ.



YRG Care hereby invites bidders to furnish quotations for the following items of supply. Bidders are requested to read the complete RFQ document before submitting the quote.

II. Scope of work

The successful bidder will work closely with YRGCARE to deliver the smart pill boxes in required quantities as per the specifications and bidding terms contained in this invitation and in its Annexures.

ANNEXURES TO THIS RFQ

- Annexure 1 : Specifications**
- Annexure 2 : Bidder Information**
- Annexure 3 : General Conditions of Contract**
- Annexure 4 : Bidder Legal Identity Form**
- Annexure 5 : Price Bid**

III. SPECIFICATIONS (Annexure-1)

1. Smart pill box should be light-weight, made up of medical-grade materials, size must be easy to carry in hand-bags, weather proof, moisture and temperature-resistant.
2. Smart pill box should have compartments to hold medicine supply of 30-60 days.
3. Smart pill box with LCD/LED display for patient communication message, automated reminders.
4. Smart pill box with android based technology platform, with Wi-Fi/Bluetooth/GSM network connectivity is preferred.
5. Once the pill box container is opened, it should connect to the system if the smart pill box is on-line i.e. within GSM network or in case the smart pill box is off-line then it will transfer the data to the smartphone app configured with the smart pill box.
6. The data transfer and data available with the smartphone app should be encrypted to ensure patient confidentiality. This data will be available only to the treating health care professional or their representatives based on the consent provided by the patient.
7. The registration to this application and provision of smart pill box will be done in the project ACCELERATE designated ARTCs or treatment facilities in Telangana, Maharashtra and Delhi as per the approval of the competent authority. The selected agency is expected to provide handhold support, training and create job-aid, patient literacy materials in respective languages taking into considering local needs.
8. A dashboard linked to encrypted data of individual patient, their current registered treatment facility, current ART regimen, date when started and registered with smart pill box, current and historical adherence pattern, notifications related to missing dose and action taken by the facility/field staff, TAT for action taken, escalation of the missed patients to the health care professional/their representatives.
9. An automated due list is generated of those who missed their pills for health care professional/their representatives to follow-up within six hours of scheduled missing dose for all 7 days.
10. Smart pill box system whose backend can be maintained by a lay-provider trained on how to register a facility, register a patient, take consent, upload patient records, able to record patient details by data entry option, able to download the data in xml/excel file, create due lists, edit options.
11. Smart pill box system which are easily configurable and can be customised to add helpline numbers, patient information messages, updates on new regimens etc are preferred.
12. Smart pill box should be MADE IN INDIA and preferably the vendor should be able to manufacture, test and supply pill boxes within 90days once supply order is placed and accepted. In all these processes Project ACCELERATE staff will supervise and manage quality assurance. The bidder should not have any objections to this oversight.
13. The bidders for this RFP should have proof of concept or already tested products. We are not expecting bidders with ideation phase to apply for this RFP. The bidders are required to provide evidence/confirmation of following two points (14&15).
14. The bidder should be open for NIC certification process and software audit that YRGCARE may intend to carry out in future.
15. User should be able to



- a. Pre-set timings for reminders, can snooze the reminders
- b. Pre-set Audio-Visual alarms
- c. Should be able to link smart-phone app with the pill box
- d. Should be able to use the Smart Pill box without smart phone using in-built GSM/Wi-Fi features
- e. Should be able to conveniently manage the pill box without any wear and tear to the pill box

IV. Bidder Information (Annexure-2)

All bidders are expected to provide below information in the given format only. If any of this information is missing, the bid will be ineligible for further evaluation and will be excluded from the evaluation process.

| Information Required | Response with evidentiary details/documents |
|---|---|
| Whether the bidder is a registered company or a consortium in India | Yes/No (if Yes, provide details of the registration copy and board of members details) |
| Whether the bidder has not been blacklisted or declared bankrupt in past? | Yes/No (if No, please share an affidavit) |
| Whether the product, software or hardware are manufactured or supplied or imported from China? | Yes/No (if Yes, please state the details for China Origin) |
| Whether the product is in proof of concept or market ready stage? | Mention relevant information |
| Whether the product is commercially available? | Yes/No (If Yes, provide details of market place, annual sales figure in last FY) |
| Whether any product testing reports available and the product confirms with the required certification as per Indian Law? | Yes/No (If Yes, provide details of certificate, If No, what are your plans) |
| Whether the product has been used in any disease conditions and there are any relevant publications available? | Yes/No (If Yes, provide details) |
| Whether the product is based on open-source software technologies? | Yes/No |
| Whether the product is scalable and easily configurable both at user and health care provider end? | Yes/No |
| Whether the product fulfils below features | |
| <i>Only made up of medical-grade materials</i> | Yes/No |
| <i>size must be easy to carry in hand-bags</i> | Yes/No |
| <i>weather proof</i> | Yes/No |
| <i>moisture and temperature-resistant</i> | Yes/No |
| <i>LCD/LED display</i> | Yes/No |
| <i>3-4 compartments</i> | Yes/No |
| <i>Each compartment can hold 50-60 pills</i> | Yes/No |
| <i>Compartment can hold pill bottles supplied in government ARTC</i> | Yes/No |
| <i>Ability to pre-set reminders</i> | Yes/No |
| <i>Ability to have both audio-visual reminders</i> | Yes/No |
| <i>Ability to connect using GSM, Bluetooth and Wi-Fi to the smart app</i> | Yes/No |
| <i>Has admin features, dashboard, ability to generate due list</i> | Yes/No |
| <i>Ability to re-configure and add helpline connectivity in future</i> | Yes/No |
| <i>Maximum of 90 days for supply when order placed</i> | Yes/No |
| No objection if the RFP does not proceed to contract stage owing to non-availability of approval by the competent authority | Yes/No |
| Bidder has no objection to undergo NIC or software audits preferred by YRGCARE | Yes/No |

**Bidding process:**

- a. This invitation to bid will follow the timeline given above unless otherwise stated.
- b. Bid shall be submitted in English language only via e-mail to rfp@yrgcare.org only not later than 13th Sept 2023.
- c. **Unit Price:** should be all inclusive (packaging, transit insurance, delivery cost etc.)
- d. **Delivery Address:** Exact address is within the city limits of Hyderabad, Pune, Thane, Karimnagar, Rangareddy, New Delhi.
- e. **Payment terms:** Against Invoice after satisfactory delivery. Invoicing shall be only for the deliveries completed.
- f. **Currency:** All quotations should be in Indian Rupees.
- g. **Submission requirements:** The quotes must be given on Vendor's Business letter head duly signed as per the given format in Annexure 2, Annexure 4 and Annexure 5 here given.
- h. Quotes received beyond the deadline will not be considered.
- i. YRGCARE reserves the right to cancel this tender process without assigning any reason before the contracting stage.
- j. **Evaluation criteria:**
 1. Technical Specifications (40%)
 2. Price of Products (60%)

MANDATORY INFORMATION AS ATTACHMENTS:

(Bidders shall mandatorily attach below documents into the bid)

- a. Copy of audited financial statements of last three financial years
- b. References of previous experience in supplying identical or similar products to Government / non-Governmental Organisations/ clients (copy of contract/PO showing the entire gamut of services provided)
- c. Copy of GSTIN registration & PAN
- d. Duly filled & signed Annexures 2, 4 & 5

YRGCARE reserves the right to request additional information from prospective suppliers and reject any or all bids that do not meet the specifications, or when considered to be in the best interest of the agency and/or the people it serves.

V. General Terms & Conditions (Annexure -3)**a. ACCEPTANCE OF THE PURCHASE ORDER:**

This Purchase Order may only be accepted by the Supplier's signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order, as herein specified. Acceptance of this Purchase Order shall constitute a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order, including these General Conditions. No additional or inconsistent provisions proposed by the Supplier shall bind YRGCARE unless agreed to in writing by a duly authorized official of YRGCARE.

b. PAYMENT:

- a. YRGCARE shall, on fulfilment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment within 30 days of receipt of the Supplier's invoice and copies of the shipping documents / delivery challan for the goods specified in this Purchase Order.
- b. Unless instructed by YRGCARE, the Supplier shall submit one invoice in respect of this Purchase Order, and such invoice must indicate the Purchase Order's identification number.
- c. The prices shown in this Purchase Order may not be increased.



c. FITNESS OF GOODS/PACKAGING including SOFTWARES PREFERRED:

The Supplier warrants that the materials, including packaging, conform to the specifications specified hereunder and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Supplier and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

d. INSPECTION:

- a. YRGCARE shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to this Purchase Order; payment for goods pursuant to this Purchase Order shall not be deemed an acceptance of the goods.
- b. Inspection prior to shipment does not relieve the Supplier from any of their contractual obligations.

c. INTELLECTUAL PROPERTY INFRINGEMENT:

The Supplier warrants that the use or supply of the goods under this Purchase Order does not infringe any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend YRGCARE harmless from any actions or claims brought pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

d. RIGHTS OF YRGCARE:

In case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order, and to make delivery of all or part of the goods by the agreed delivery date or dates, YRGCARE may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

- a. Procure all or part of the goods from other sources, in which event YRGCARE may hold the Supplier responsible for any excess cost occasioned thereby.
- b. Refuse to accept delivery of all or part of the goods.
- c. Cancel this Purchase Order without any liability for termination charges or any other liability of any kind on the part of YRGCARE.

7. LATE DELIVERY:

Without limiting any other rights or obligations of the parties hereunder, if the Supplier will be unable to deliver the goods by the delivery date(s) stipulated in this Purchase Order, the Supplier shall (i) immediately consult with YRGCARE to determine the most expeditious means for delivering the goods and (ii) use an expedited means of delivery, at the Supplier's cost (unless the delay is due to Force Majeure), if reasonably so requested by YRGCARE.

8. ASSIGNMENT AND INSOLVENCY:

- a. The Supplier shall not, except after obtaining the written consent of YRGCARE, assign, transfer, pledge or make other disposition of this Purchase Order, or any part thereof, or any of the Supplier's rights or obligations under this Purchase Order.
- b. Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, YRGCARE may, without prejudice to any other rights or remedies, immediately terminate this Purchase Order by giving the Supplier written notice of termination.

9. USE OF YRGCARE NAME OR EMBLEM:

The Supplier shall not use the name, emblem or official seal of YRGCARE without the specific express permission from the authorised official of YRGCARE.



10. PROHIBITION ON ADVERTISING:

The Supplier shall not advertise or otherwise make public that it is furnishing goods or services to YRGCARE without obtaining specific permission from YRGCARE in each instance.

11. SETTLEMENT OF DISPUTES:

- a. **Amicable Settlement.** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Purchase Order or the breach, termination or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in mutually acceptable terms and conditions.

- b. **Arbitration.** Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the Jurisdictional Arbitration Rules then obtaining, including its provisions on applicable law. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

12. OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of YRGCARE has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

Bidder Legal Identity Form (Annexure-4)

[The vendor shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

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| 1. Vendor Name <i>[insert legal name]</i> |
| 2. Year of Registration |
| 3. Registered Office Address (legal address in Country of Registration) |
| 4. Branch Offices (If any) |
| 5. Authorized Representative Information: Name with Designation: Address: Contact numbers: Email Address: |

Seal of the firm should be Affixed.