

Expression of Interest

for

e-Health Project



Department of Health & Family Welfare
Government of Kerala.

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DISCLAIMER

The e-Health project is the project being implemented by the Department of Health & Family Welfare (DHFW), Government of Kerala. This Expression of Interest document is being issued on behalf of DHFW, GOVT. OF KERALA from eligible entities for the e-Health solution. This is an independent process and has no impact on the subsequent RFP process.

The sole objective of this document is to solicit Expression of Interest (EOI) from eligible entities. A separate Request for Proposal (RFP) would be issued post the EOI for state wide implementation of e-Health project in all the related healthcare institutions in phased manner under DHFW, GOVT. OF KERALA in the Modern Medicine system.

This document has been prepared on the basis of information that is presently available with DHFW, GOVT. OF KERALA and that which is publicly available. While this document has been prepared in good faith, no representation or warranty, expressed or implied, is or will be made, and no responsibility or liability will be accepted by DHFW, GOVT. OF KERALA or any of their employees, advisors or agents appointed by DHFW, GOVT. OF KERALA as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the EOI.

The technical/implementation solution/Functional requirements information provided in this notice for expression of interest is only indicative in all respects. Relevant technical and solution information to be reflected in detailed scope of work, solution architecture, technical specifications, Bill of materials, etc. shall be provided in the RFP.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities indicated to be carried out by DHFW, GOVT. OF KERALA subsequent to the receipt of the responses are indicative only. DHFW, GOVT. OF KERALA has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project. Also DHFW, GOVT. OF KERALA shall have the right to cancel the whole process without assigning any reason and shall not undertake any financial liability on this.

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Glossary

1	CD	Communicable Disease
2	CHC	Community Health Centre
3	CSC	Common Service Centre
4	DeitY	Department of Electronics & Information Technology, Govt. of India.
5	DHFW	Department of Health & Family Welfare
6	EHR	Electronic Health Record
7	EOI	Expression of Interest
8	HMIS	Health Management Information System
9	IDSP	Integrated Disease Surveillance Program
10	KMSCL	Kerala Medical Supplies Corporation Limited
11	KSWAN	Kerala State Wide Area Network
12	LEP	Leprosy Specialty Hospital
13	LSGD	Local Self Government Department
14	MCTS	Mother and Child Tracking System
15	MSDG	Mobile Service Delivery Gateway
16	NCD	Non Communicable Disease
17	NOFN	National Optical Fibre Network
18	PHC	Primary Health Centre
19	RFP	Request for Proposal
20	SCTIMST	Sree Chitra Tirunal Institute for Medical Sciences and Technology
21	SDC	State Data Centre
22	SRDH	State Resident Data Hub
23	TB	Tuberculosis Specialty Hospital
24	TBC	Tuberculosis Clinics
25	W&C	Women & Child specialty Hospital

1. Purpose of the Expression of Interest

The Department of Health & Family Welfare invites Expression of Interest from eligible entities for integrated e-health solution covering the entire health sector of Kerala who meets the capability requirements as given in Section.5 of this EOI document individually or as a consortium.

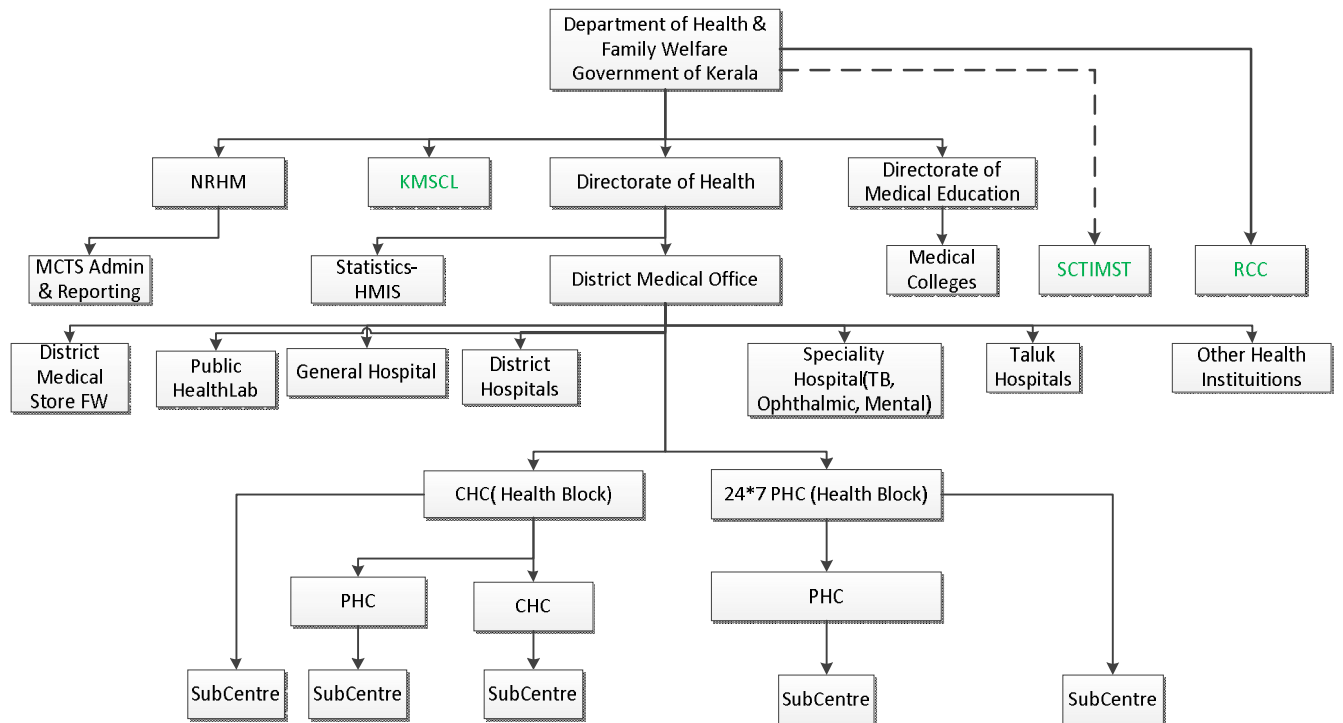
2. Introduction

This e-Health project is implemented by the Department of Health & Family Welfare, Government of Kerala with the help of DeitY, Government of India to capture the demographic data, automate hospital processes and bring all information into a centralized State Health Information system through the network to ensure continuity in health care.

2.1 Introduction of Department:

The Department of Health and Family Welfare is the primary Government entity responsible for Healthcare management in the state. The state has a very high level of penetration of healthcare facilities. The department has been implementing various Central and State government programs intended for improvement of healthcare of its citizens very efficiently and this is reflected in various social and health indicators which are comparable to the western standards. Now the department has also taken care to take IT implementation to the grass root level by providing one PC each down to the PHC level. All field staffs are being trained to use computers. The Department is now all set to take the IT implementation to the next level. The project is proposed to be implemented in Hospitals and Clinics under the Director of Medical Education and Director of Health Services in the Modern Medicine stream. This would cover all Sub Centres, Primary Health Centres (PHC), Community Health Centres (CHC), Taluk Hospitals, District Hospitals, Specialty Government Hospitals and Government Medical College Hospitals.

The organizational structure is given below



2.2 Phases of the Project

The project is going to be implemented in 3 phases.

Phase 1: All the healthcare institutions in Thiruvananthapuram district.

Phase 2: All the healthcare Institutions in Kollam, Malappuram, Kasargod, Alappuzha, Idukki, Ernakulam Districts (6 Districts).

Phase 3: All the healthcare institutions in Kannur, Wayanad, Kozhikode, Palakkad, Thrissur, Kottayam, Pathanamthitta Districts (7 districts).

2.3 Details on Healthcare Institutions

Sub centres: Under PHC/CHC, each Sub-centre is functioning with one Health worker (male and female) for an average population of 5000 people (3000 in Tribal and Hilly area). This does not

have treatment facilities. Health workers shall be given with handheld devices for updating & receiving information.

PHC: Primary Health centres cater to average population of 30000 people (20000 in Tribal and Hilly area). Some of the PHCs are working on 24x7 basis.

CHC: Community Health Centre caters to an average population of 0.8 -1.2 lakh with specified service in medicine, surgery, pediatrics, gynecology and obstetrics and public health.

Following table gives indicative numbers of Allopathic Institutions under the DHS in Kerala district wise

Table1. Details of Allopathic Institutions in Kerala

Sl.No.	District	General Hospital	District Hospitals	Specialty					TBC	Taluk Hospitals	CHC	24 X 7 PHC	PHC	Others	Subcentres
				W&C	MHC	TB	LEP	Others							
1	Thiruvananthapuram	1	2	2	1	2			6	23	7	62	9	499	
2	Kollam		1	1				2	8	17	6	48	2	444	
3	Pathanamthitta	2	1					1	3	13	5	38	1	276	
4	Alappuzha	1	1	1			1	2	7	16	17	39	1	373	
5	Kottayam	1	1				1	2	5	17	13	41		349	
6	Idukki		1					1	4	14	11	29	2	326	
7	Ernakulam	1	1	1				1	11	23	34	41	2	414	
8	Thrissur		1		1		1	1	8	24	11	68	3	503	
9	Palakkad		1	1				1	6	19	11	64	9	530	
10	Malappuram	1	1					2	5	21	21	63	6	595	
11	Kozhikode	1	1	1	1	1	1	1	6	16	7	55		401	
12	Wayanad	1	1					1	2	8	8	13	8	201	
13	Kannur	1	1	1				1	7	10	14	69	2	433	
14	Kasargod	1	1					1	2	9	10	30	3	261	
	Total	11	15	8	3	3	3	2	17	80	230	175	660	48	5605

There are around 1255 healthcare institutions consisting of GH/District Hospital/Taluk Hospital/Specialty hospital/PHC/CHC which will have clinical facilities.

Also there are around 5605 Subcenters with multi purpose health workers.

Following are the indicative bed details of the healthcare institutions

Table2. Bed Details of Allopathic Institutions in Kerala

Healthcare Institutions	No. of Beds
General Hospitals	4866
District Hospitals	4854
Specialty Hospital	5740
Taluk Hospital	9502
Community Health Centers	6527
24X7 Primary Health Centers	3343
Primary Health Centers	2182
T.B. Centers/Clinics	176
Other Institutions	198
Total	37388

Following are the details of the Medical Colleges for the year 2012:

Table3. Details of Medical Colleges in Kerala

Medical College Hospitals	Beds	Inpatients	Outpatients
Thiruvananthapuram	3160	170765	1353060
Alappuzha	1035	50975	710179
Kottayam	1604	76898	857648
Thrissur	1155	61444	680123
Kozhikkode	3325	122820	1734932
Total	10279	482902	5335942

These are the indicative figures. New medical colleges & hospitals are being planned. Generally there seems to be a growth of 20% in every 5-year plan period in Medical College facilities. We can assume similar growth pattern for the public health sector in Kerala.

2.4 Introduction to e-Health Project

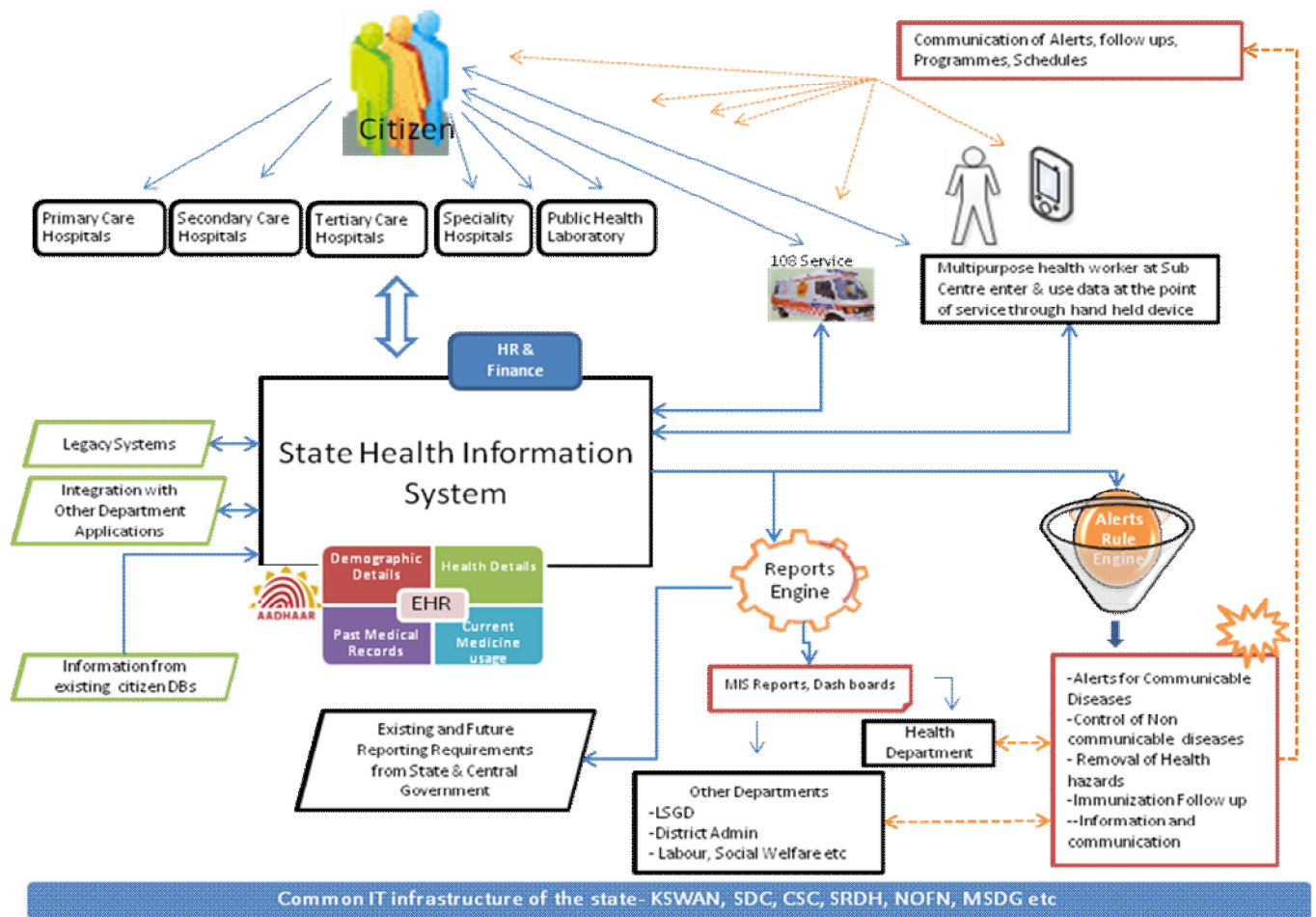


Fig1. Block diagram of e-health Solution.

The objective is to have a Universal healthcare system. This cannot be achieved without having a robust IT enabled management and monitoring system. The envisaged e-health project is an integrated solution covering the entire health sector of Kerala including all the public healthcare institutions and at a later stage to include with private healthcare institutes also. The data collected at all levels of interaction with the system to be captured and linked together to form the State Health Information System database in the State Data Centre. Following are the different components of the envisaged system:

2.4.1 Building up of the Citizen's health database:

The objective is to build up a health database of all citizens across the state. The base data comprising of the basic demographic details shall be provided by the department based on the SRDH (State Resident Data Hub), SECC (Socio Economic & Caste Census) data. This shall be verified & suitably updated by the field level health worker using hand held devices to make comprehensive root level demographic and public health data related to the entire household, mother and child health, ante natal care, family planning, Communicable/Non-Communicable diseases etc. This would update the central database on a real time basis. In turn the system would also provide inputs based on the analysis of the overall data collected to the health workers and assist them to plan field level activities & deliver services effectively to citizens.

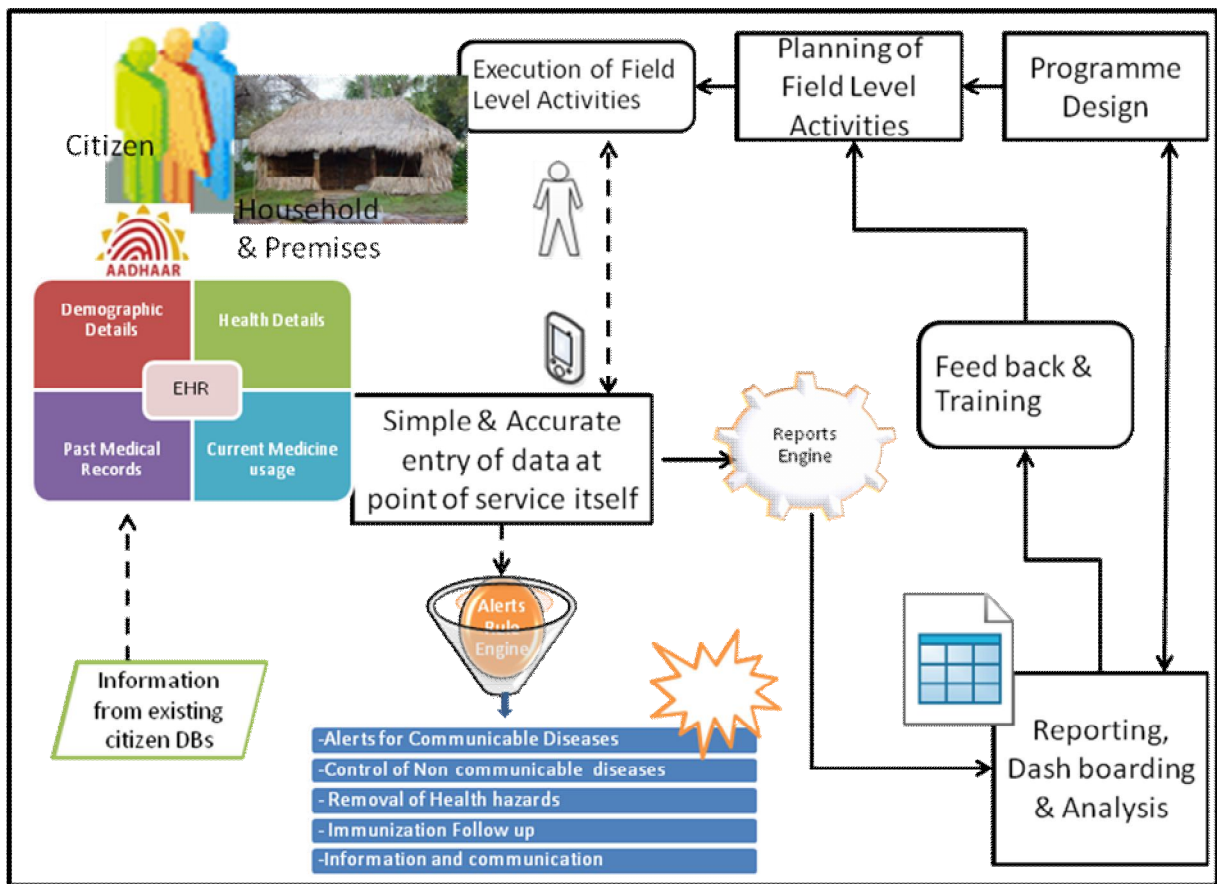


Fig. 2 Block diagram on non-clinical aspects.

2.4.2 IT enabled Integrated Hospital Management System:

The project envisages end-to-end Information Management system automation in all Government hospitals. This should cover all the operations of Registration, OP counter, OP consultation, IP, Pharmacy, Stores, Blood Bank, Discharge etc. This shall create a reliable, secure and dynamically updated database of medical information about citizens in the form of Electronic Medical Record (EMR) of the citizen’s health Database so that continuity of medical care is made easy. Authorized persons in any healthcare institution covered under this project can get access to centralized database to provide continuity in healthcare services to citizen.

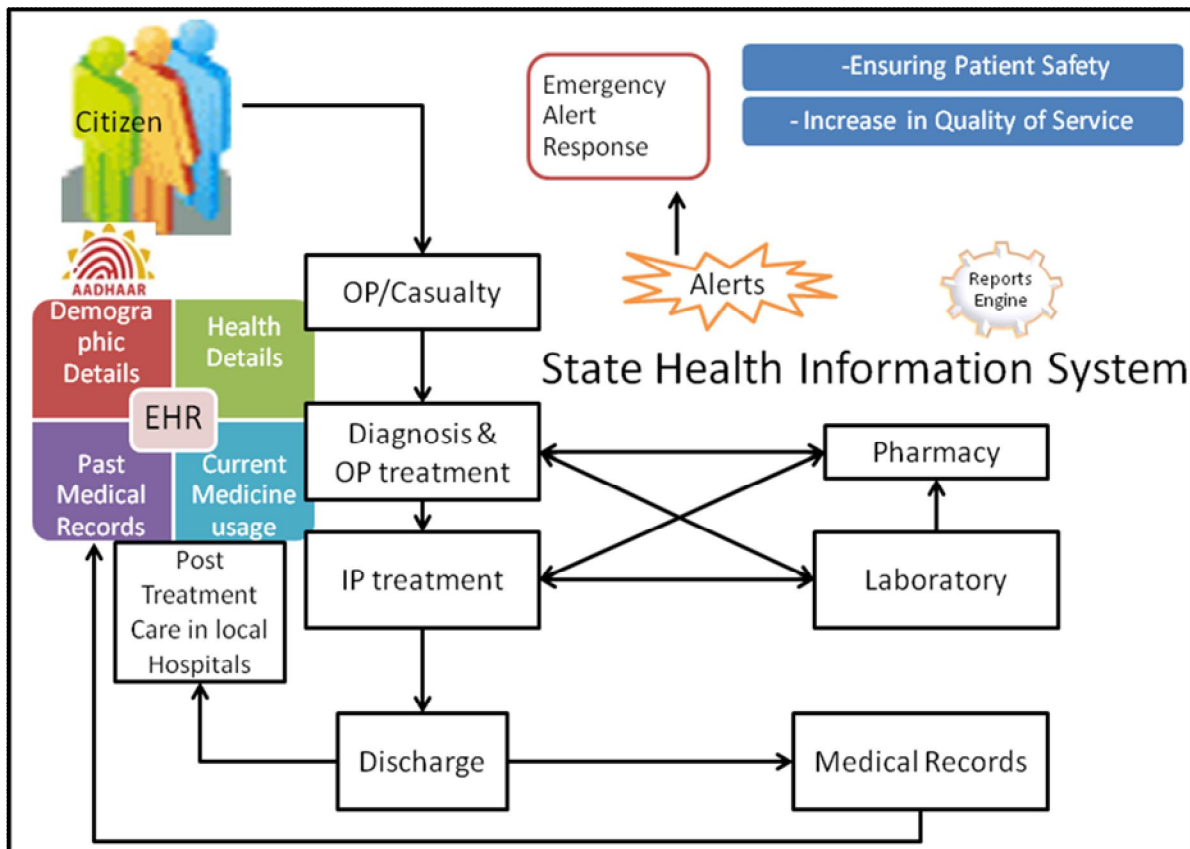


Fig. 3 Block diagram on clinical aspects.

2.4.3 Healthcare MIS system

One of the objectives of the project is to generate meaningful MIS reports from the real time data collected. This Centralized data repository created by the system would be helpful in the Non Communicable Disease control, Disease surveillance, Decision Support System, Alert Mechanisms of SMS/E-mail to all concerned including citizen as the case may be.

3. Broad Scope of work

3.1 Brief Functional Requirements for e-Health

The solution seeks to achieve a set of objectives like increasing efficiency and effectiveness of the functioning of the health sector in Kerala. The solution to be deployed in the State Data Centre (SDC) centrally and the healthcare institutions are going to be connected by way of Kerala State Wide Area Network (KSWAN) and also provided with MPLS VPN for redundant network connectivity. All the healthcare institutions shall be connected through horizontal connectivity to KSWAN through Leased Line or wireless mode. The proposed NoFN till panchayat level shall also become part of this connectivity framework. The Field level health worker shall be given with Handheld devices/Smart phones with GPRS/3G connectivity. The device will have a mobile application to enter data and update the central database and in turn to receive the information, plans & schedules.

The following can be the broad classification of the proposed solution framework.

3.2 Non-Clinical Module

This module should take care of the field level verification & updation of the Demographic data, non-clinical activities in sub centers, primary health centers, community health centers and Post-partum units of medical institutions. Field level health worker at the sub centre maintain various registers manually to monitor with the health related aspect of the citizens under the coverage area.

The solution needs to take care of the following broad activities

- Application to be deployed in the Handheld Devices/Smartphone for the field level health worker to facilitate the updation of the demographic data & health related information.
- The health data generated should automatically flow into the other related systems like MCTS, HMIS, IDSP etc.
- Rationalization of the record keeping activities in the subcentre thus helping in field worker to concentrate more on health related activities.
- Seamless information flow between the field level and the centralized database for effective recording of data, follow-up & monitoring mechanism.
- Alert mechanisms for the follow-up/monitoring of the various health indicators.

3.3 Clinical Module/Hospital Management

This module should take care of the entire clinical/hospital management activities carried out in the entire spectrum of healthcare institutions right across the Medical College hospitals, District/Taluk/General Hospitals, PHC/CHC/Sub centre and other specialized institutions like RCC/TB hospital/PHL/Ophthalmology/Mental Health hospital etc.

The Module should have the indicative features as given below

- Seamless workflow operations between the related sections.
- Centralized web based application for the integrated clinical operation.
- Patient data retrieved from the central database and subsequent updation.
- Seamless integration with the relevant legacy systems.
- Integrated finance module to handle all the financial transactions, fund utilization etc.
- HR module encompassing the Resource allocation, Duty Roaster for clinical/non-clinical healthcare personnel.
- Application should have the ability to have uninterrupted operation even during the brief network outage.
- Alert mechanisms to trigger the citizen or the concerned healthcare personnel based on preset conditions.

3.4 Challenges & Solution Design

Though the project envisages the solution to be deployed with redundant connectivity across the healthcare institutions, there shall be a situation when even the redundancy fails. The solution should be capable of running the critical functionalities even without the connectivity so as to get sync with the central database upon restoration of the connectivity. The critical operations including the workflow at the respective healthcare institution should not get hampered due to the brief period of connection failure.

The proposed solution should be designed in such a way that all the healthcare personnel including doctors should be able to use the system themselves. Generally the doctor gets minimal time for patient interaction, solution should facilitate easier diagnosis & prescription methodology without compromising on the patient care. The solution should have features to enhance the patient safety and quality of service.

The Integrated Solution should be based on web based multi-tiered Service oriented Architecture (SOA) model. The proposed eHealth Application will be built based on the Open

Standards policy of Government of India. Also should conform to the HL7, ICD 10 and other health standards.

4. Instruction to Participants

4.1 Submission of EOI

1. Eligible participants should read this document in detail and assess their capabilities for provision of a total solution before submission of Expression of Interest.
2. Companies/agencies may download the EOI document from the <http://www.aogyakeralam.gov.in> and include in their proposals a demand draft of Rs. 50000 from any scheduled bank, payable at Thiruvananthapuram drawn in favour of State Mission Director, NRHM, along with the response. Failure to do so will result in non-consideration of the proposal.
3. The payment of Rs 50,000 /- (Rupees Fifty Thousand only) for the participation fee in the EOI process is non refundable.
4. Any subsequent corrigenda / clarifications will be made available on <http://www.aogyakeralam.gov.in>. For any queries related to this notice on Expression of Interest, an email/post may be sent to the contact person as mentioned in instruction 14 on or before the seventh day from the date of publication of the Eoi. "[Eoi Query]-e Health Kerala" should be included in the subject line.
5. Interested agencies may submit their Expression of Interest (Eoi) by providing all the necessary documents in English as specified in the response.
6. The Expression of Interest document should be submitted in a sealed cover along with an application duly signed by an authorized signatory and must reach the address mentioned in instruction 14 by 15:00 hours on or before May 31st 2013. Any submission beyond the stipulated time will not be considered. DHFW, GOVT. OF KERALA reserves the right to extend the time period of submission.
7. A softcopy of the EOI should be submitted in a CD/DVD media format in a sealed cover mentioned as part of contact details in instruction 14.
8. DHFW, GOVT. OF KERALA reserves the right to withdraw this Eoi without any financial liability; if it is determined that such action is in the best interest of Government of Kerala.
9. All the information shared by the participants will be held in strict confidence and will not be made public unless directed by court of law.
10. Respondents are requested to submit their responses in the format given below.
 - Covering Letter as per the format provided in Appendix I
 - POA (Power of Attorney) document which authorizes the signatory to sign on the documents on behalf of the company (Prime participant in case of a consortium) should be attached in the format available with the participating agency.
 - Proposal should contain a comprehensive solution document consisting of the Technical Architecture, solution for handling the offline connectivity scenario, data handling capabilities/data sizing.

11. DHFW, GOVT. OF KERALA will constitute a Proposal Evaluation Committee to evaluate the responses of the participants

- The Proposal Evaluation Committee constituted by the DHFW, GOVT. OF KERALA shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may result in non-consideration of the EOI proposal
- Each of the responses shall be evaluated to validate compliance of the participants according to the supporting documents specified in this document.
- The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- The shortlisted participants/consortium shall be called for detailed presentation/meeting in Thiruvananthapuram for which they have to come at their own cost.
- The Proposal Evaluation Committee reserves the right to not consider any or all proposals.

12. Activity Flow the e-health project

Publication of Expression of Interest	T
Last date for receipt of responses	T + 4 weeks
Evaluation of responses and calling the shortlisted Entities for presentation/meeting	T+6 weeks
Preparation of RFP	T+10 weeks
Floating of RFP	T+12 weeks

T: Date of publication of EOI.

DHFW, GOVT. OF KERALA reserves the right to modify these indicative timelines.

14. Contact Details:

- a. Contact Person : State Mission Director, NRHM
- b. Address : e-Health Project Management Unit, NRHM Office, General Hospital Junction, Thiruvananthapuram.
- c. Mail ID : ehealthkerala@gmail.com

4.2 General Instructions

1. The participant/consortium should agree to make presentations related to the information sought in response to this EOI, if so requested by the DHFW, Government of Kerala.

2. The participant/consortium shall bear all the costs for participation in the process including preparation of responses to the EOI and must be ready to undertake this activity on its own.
3. Participants declared by DHFW, Government of Kerala to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. Certificate from the Company Secretary to the effect that the participant (from each member in case of consortium) is not blacklisted/declared ineligible by DHFW, Government of Kerala or Department of Information Technology, Government of Kerala & DeitY, Government of India.
4. Breach of general or specific instructions for bidding, general and special conditions of contract with DHFW, Government of Kerala, or Department of Information Technology, Government of Kerala & DeitY, Government of India during the past 5 years may make a firm ineligible to participate in this EOI process.
5. Any false information provided in the EOI with respect to citations, Projects handled, Office locations or any other information would lead to non-consideration of the participant and other suitable penal actions.
6. DHFW, Government of Kerala reserves its right to subject the participants to security clearances, as it deems necessary.
7. The participant/consortium should comply with e-governance standards prescribed by DeitY, Government of India such as IFEG & W3C for interoperability, WCAG (minimum level A) for accessibility, Master Data standards, GIGW standards for websites. Also latest coding standards and database naming conventions for the relevant technology should be employed.
8. The participant/consortium should comply with health sector standards like HL7, DICOM for interoperability. Also to comply with standards with regards to privacy, security and confidentiality of data in line with international best practices such as HIPAA rules.

5. Capability Requirements:

Participants/Consortiums assessed to be capable of managing the project will only be invited for presentation. However being invited for presentation, does not necessarily qualify them to be called at RFP stage.

S.L No.	Eligibility Criteria
1.	<p>The participating agency must be a single legal entity registered in India as a company under the Company Act, 1956 and must have a Registered Office in India. The company should have been operational in India for at least the last three financial years.</p> <p>Or</p> <p>A consortium.</p> <p>In case of consortium, the Prime participant must be legal entity registered in India as a company under the Company Act, 1956. The Prime Participant should have been in operation for a period of at least three years in India. Proof of the same should be submitted as a part of response to the EoI.</p> <p>In case of a consortium, the Prime participant would need to submit an agreement with the other members of consortium for the contract clearly indicating the division of work and their relationship.</p>
2.	<p>The participants or consortium partner should have experience of successfully delivering large ICT implementations and should fit at least one of the following criteria:</p> <p>a) One large ICT implementation costing not less than the amount equal to Rs.75 crores</p> <p>b) Two projects of similar nature costing not less than the amount equal to Rs.45 crores</p> <p>c) Three projects of similar nature costing not less than the amount equal to Rs.35 crores</p> <p>* This figures are arrived as per Deity Guidelines. But considering the size of e-</p>

	governance contracts, if the committee finds that this will restrict certain entities it can be modified
3	The participant/any of the consortium participant should have experience in large scale integration projects involving scenarios of different databases, platforms, legacy applications etc.
4	The agency (Any participant in case of a consortium) must have a proven and consistent track record of delivering large scale data base applications, managing millions of users, similar to citizen database
5	The agency (Any participant in case of a consortium) must have a proven and consistent track record of successful implementation and maintenance of healthcare solutions to large hospital chains distributed across geographies, having more than 5 branches networked and with 1000 beds in total.
6	The agency (Any participant in case of a consortium) must have a proven and consistent track record of delivering data mining application consisting large volume of data, enabling the client to do predictive analysis and trend analysis
7	The agency (Any participant in case of a consortium) should have experience in integration and implementation of Mobile application development and deployment in large scale project implementation.
8	The participant/any consortium partner should have executed at least one Project in Government with any Central /State Government (s), PSU in India during the last three (3) years for an order value of not less than Rs. 10 crores.

6. Appendices

Appendix I: Covering letter from the Participant

Company Letterhead

[Date]

State Mission Director, NRHM,
eHealth Project Management Unit,
NRHM office, General Hospital Junction,
Thiruvananthapuram.

Reference: Invitation for Expression of interest e-Health project

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EoI for *design, implement and maintain e-Health project*.

Primary and Secondary contacts for our company are:

Name:	Primary Contact	Secondary Contact
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to DHFW, Government of Kerala is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if

selected to do so, for undertaking the work to design, implement and maintain e-Health project.

Also we understand that the department reserves the right to close the engagement without incurring any financial liability, if it is determined that such an action is in the best interest of Government of Kerala. We agree to abide by the conditions set forth in this EoI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this, Day of, **2013**

(Signature)

(In the capacity of)

Duly authorized to sign the EoI Response for and on behalf of:

Sincerely,

[AGENCY'S NAME]

Name

Title

Signature Date

(Name and Address of Company)

Seal/Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am of

....., and that

..... who signed the above response is authorized to bind the corporation by authority of its governing body.

(Seal here)

Date

Appendix II: INDEX OF FORMATS

The responder would be required to provide all the information in forms listed below. All participating firms would be required to furnish required supporting documents as mentioned in the Capability requirements.

Sl.No.	Form
1	Form I: Details of the Organization
2	Form II: Financial Information
3	Form III: Information on Revenue from Implementation of Large ICT projects
4	Form IV: Information on Experience in large scale Integration projects
5	Form V: Information on experience in large scale database applications handling millions of users like citizen services
6	Form VI: Information on Prior Experience in Health Information Systems
7	Form VII: Information on Prior Experience in data mining in large volume of Data.
8	Form VIII: Information on Prior Experience in mobile application development.
9	Form IX: Information on Government Project Experience (one form for each project reference duly certified Client Information by authorized signatory)
10	Form X: Roles of members of a consortium
11	Comprehensive Solution Document

Appendix III: Formats for Responses

Form I: Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	

Form II: Financial Information		
	Revenue (in INR Crores)	Profit Before Tax (in INR Crores)
FY 2011-12		
FY 2010-11		
FY 2009-10		

Form III: Information on Revenue from ICT implementations			
	FY 2011-12	FY 2010-11	FY 2009-10
Revenue from ICT Implementation services (in INR Crores)			

Form IV: Information on Prior Experience in Information on Experience in large scale Integration projects	
Client Information	
Name of the client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant.	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion.	
Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution:	
Other Relevant Information	

Form V: Information on experience in large scale database applications	
Name of client	

Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id Any relevant details about the Client Total number of Employees of the client organization	
Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.	

Form VI: Information on Prior Experience in Health Information Systems	
Name of client	
Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id Any relevant details about the Client Total number of Employees of the client organization	
Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	

Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.	

Form VII: Information on Experience in data mining in large volume of Data.	
Name of client	
Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id Any relevant details about the Client Total number of Employees of the client organization	
Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.	


Form VIII: Information on Experience in mobile application development	
Name of client	
Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id Any relevant details about the Client Total number of Employees of the client organization	

Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.	

Form IX: Information on Government Project Experience (one form for each project reference duly certified Client Information by authorized signatory)	
Name of client	
Country of Client/solution deployment	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number, e-mail id. Any relevant details about the Client Total number of Employees of the client organization (department/ministry/PSU)	
Project Details	
Nature of the Project including the government domain and nature of engagement	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, and any other detail considered significant.	
Present status of the project	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for Upcoming key milestones up to and including the expected date of completion.	

Form X: Roles of members of a consortium			
Sl No	Name	Roles	Responsibilities
1			
2			
3			
4			

Appendix 4: Copy of Advertisement

	<p>Department of Health & Family Welfare Government of Kerala</p>
<p>INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR e-HEALTH PROJECT</p> <p>The Department of Health & Family Welfare invites Expression of Interest from eligible entities for integrated e-Health solution covering the entire health sector of Kerala who meets the capability requirements given in the EOI document individually or as a consortium.</p>	
<p>E-Health project is envisaged by the Department of Health & Family Welfare, Government of Kerala to capture the demographic data, automate hospital processes and bring all information into a centralized State Health Information System through the network, to ensure continuity in health care.</p> <p>Field level health worker using hand held devices, will collect & update comprehensive root level demographic and public health data. In turn the system would provide inputs to the health workers, based on the analysis of the overall data collected and assist them to plan field level activities & deliver services effectively to citizens.</p> <p>Also the project envisages to implement an end-to-end automated Information Management System in all Government hospitals and to create a reliable, secure and dynamically updated database of medical information about citizens in the form of Electronic Medical Record (EMR). Authorized persons in any healthcare institution covered under this project can get access to centralized database to provide continuity in healthcare services to citizen.</p> <p>Another objective of the project is to generate meaningful MIS reports based on the real time data collected. Also Alerts based on analysis of centralized data created by the system would be helpful in the non communicable disease control, disease surveillance, removing health hazards, follow ups and IEC (Information and Communication) activities etc.</p>	
<p>How to get copy of EOI document</p>	<p>Interested Entities, who have proven record in related projects may download the EOI document containing relevant details including broad scope of the project, and capability requirements from http://www.dhs.kerala.gov.in</p>
<p>Last date of submission of EOI 31st May, 2013</p>	<p>The Entities having required capability, experience to undertake the assignment may send their Expression of Interest (EOI) document, duly supported by requisite documentary evidence as prescribed along with a Demand Draft for Rs. 50,000/- as non-refundable processing fee in sealed envelope at the address given below through registered mail or by hand up to 15.00 hours on the 31st May, 2013.</p>

Department of Health & Family Welfare, Government of Kerala

Contact person name and contact details	State Mission Director, e-Health Project Management Unit, NRHM office, General Hospital Junction, Thiruvananthapuram. e-mail ID: ehealthkerala@gmail.com
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