

I. About HelpAge India

Help Age India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include Shelter support for destitute elderly, healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

HelpAge India invites bids for “**Telehealth Application Bowser and Android based platform** as per details, terms and conditions given below:

HelpAge India

Request for Quotation (RFQ)

Project: Telehealth Application

HelpAge India, a not-for-profit organization working towards accessible healthcare solutions, is seeking quotations from qualified vendors for the development/customization of a **telehealth platform** optimized for **low-bandwidth regions across India**. The platform must include **secure video calling**, scheduling, recordkeeping, and analytics features suitable for rural and semi-urban settings and is scalable

Scope of Work:

- Designing/deploying a telehealth platform accessible via browser based and mobile/tab
- Supports in-built video and audio calling& text messaging in low-bandwidth settings.
- User authentication and patient record management
- Supports DICOM viewer for X-RAY/CT-Scan/MRI
- Integrated e-Prescription feature
- Hosts a comprehensive dashboard (with useful information / indicators) for users at various levels (National, State, Health Worker, Pharmacist, Doctor) featuring
 - Progress visualizations and charts
 - Mapping of states, districts, and village locations
 - Exportable reports & graphs
- Training and support for field staff and health professionals
- Support for integration with existing platform/ data and HelpAge master dashboard
- Providing necessary handholding and support during operations of the project
- Regular updating of Telehealth Application with necessary patches/updates
- To have an exclusive team for handholding all the States/UTs till the system stabilizes.

Modules

I. Health Worker

- location specifics: State, District, Village (select from mapped list)

- Auto-capture of location, date & time
- Consent

Patient Registration:

- Full Name, Spouse/Father's Name, Gender, Age, DOB
- Complete Address (Village, District, State)
- Mobile Number
- Capture photo and ID

Health screening

- Weight, Temperature, BP, Blood Sugar, Hemoglobin, and other vitals
- Lifestyle history (Alcohol, Tobacco etc.)

Follow-up Patient:

Search Patient by Quique ID or mobile number

Additional Capabilities:

- Upload and download reports
- Upload X-ray or other diagnostics
- Auto-generation of **Unique ID** upon successful registration
- Share data with the doctor and pharmacist upon registration

II. Pharmacist Module

- View prescribed medications
- Dispense medicine from drop down list and batch no.

III. **Doctor Module:**

- Location-based patient profile view
- Call Attend/Decline options
- Access to pre-filled patient information
- **Patient** Chief complaints
- Diagnosis
- Treatment plan (medicine list + dosage + frequency + time)
- Lab test advice
- Diagnosis imaging, Procedure, Allergies
- Recommendations, Referrals

- Prescription auto-generated in PDF format (with doctor's and clinic's name)

Backlog entry and Sync system

The platform must support **offline functionality**. When internet connectivity is Low/unavailable for some time, health workers should be able to continue patient registrations, vitals entry, and consultation notes in offline mode and Pharmacist to dispense the medicine. The system should maintain a **local backlog of entries** which automatically syncs with the central server once connectivity is restored. A **conflict-resolution mechanism** should also be included to avoid duplicate or mismatched records.

Real Time data

The platform should provide **real-time data capture and synchronization** wherever network availability allows. This ensures that doctors, pharmacists, Health worker and Administrator access the most updated patient information instantly. Real-time dashboards should reflect ongoing consultations, medicine dispensation, and patient registrations without delay. In hybrid mode, the system should seamlessly switch between real-time and offline-backlog syncing.

Data center-

The telehealth platform must comply with the **Digital Personal Data Protection (DPDP) Act, 2023** of India.

This includes:

- Processing patient data lawfully with explicit consent.
- Providing clear mechanisms for patients to give, withdraw, or review consent.
- Implementing strict data minimization (collect only necessary data).
- Ensuring secure storage and restricted access to sensitive health records.
- Enabling “Right to Erasure” and “Right to Correction” of patient records where applicable.
- Data Centre should be based in India and DpDp act should be followed by the data security point of View.

UI for Low internet availability-

The user interface must be designed to function seamlessly under **low-bandwidth conditions (2G/3G)**. This means adopting a **lightweight, minimalistic design** with compressed images, optimized code, and deferred loading of non-essential elements. Critical features like patient registration, video/audio calls, and prescriptions should be prioritized in the workflow. The software should be running in low internet connectivity. 10 KBPS to 20 KBPS.

Server Load according to the User-

The platform must be able to handle variable loads based on active users. A **cloud-hosted, auto-scaling architecture** should be adopted. This ensures that resources scale up automatically during peak consultation times and scale down during low-usage periods. Monitoring tools (CPU, RAM, bandwidth usage) must be built into the system.

Browser based application with Android Compatibility

A **Progressive Web Application (PWA)** approach is recommended. It can run directly on any modern browser and be installed on Android devices like a native app. PWAs support offline functionality, push notifications, and camera/microphone access (for video calls). This ensures accessibility across desktops, tablets, and smartphones without maintaining multiple codebases.

Submission Requirements:

1. Company Profile and Relevant Experience
2. Proposed Technical Approach and Timeline
3. Itemized Cost Quotation
4. Support/Maintenance Cost
5. References or Case Studies
6. Previous experience in Telemedicine with resumes

Vendor Requirements:

- Demonstrated experience in health-tech or low-bandwidth application development
- Ability to deliver mobile-first applications
- Prior experience with NGO/social sector projects is preferred

Commercial Proposal – Summary

Item	Description	Period	No. of Days	Unit Price	Total
1. Professional Fees (Designing and development for Application)					
2. Annual Maintenance costs					
3. Training and support Cost					
4. any other Cost					

All the bid needs to be submitted by mail only mail id : Procurement@helppageindia.org by 18th October 2025

II. Terms and conditions

1. The agency can be an individual/HUF/Partnership firm/Company incorporated under the laws of India.
2. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders.
3. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
4. The agency shall bear all costs associated with the preparation and submission of bid.

5. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
6. HelpAge India reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.
7. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
8. Schedule of supply will be provided by HelpAge India while issuing Purchase Order/ email intimation to the selected bidder. In case of delay in supply, penalty will be levied.
9. HelpAge India reserves the right to cancel the contract based on performance without assigning any reason thereof.
10. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
11. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.

12. Documents required to release the payment:

- a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
- b. Documentary proof of the delivery/ service including E-Way Bill, wherever applicable, as per Purchase order

13. Agencies that will be technically qualified would only be considered for opening of financial bids.
14. The bidder is expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required under this RFP or to submit a bid not substantially responsive to this RFP in all respect will be at bidder's risk and shall result in rejection of the bid.
15. The bidder and their respective officers, employees, agents shall observe the highest standards of ethics dividing the bidding process. HelpAge India has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to HelpAge India personnel. Notwithstanding anything to the contrary contained herein, HelpAge India shall reject bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has directly or indirectly or through an agent, engaged in corrupts/fraud tent/coercive/undesirable or restrictive practice in the bidding process.

16. Indemnity

The bidder shall indemnify HelpAge India against all actions, suits, claims and demands brought or made against HelpAge India in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to HelpAge India in consequences to any action or suit being against the selected vendor for anything done or committed to be done in the execution of this contract.

17. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.

18. The bidder is expected to examine all instruction, forms, terms and specification

19. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement. Delivery has to take place in location.

20. All the bid needs to be submitted by mail only mail id : Procurement@helpageindia.org by 18th October 2025

21. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
22. The rates quoted by the agency will be inclusive of all Taxes/Packing and Freight Charges etc. Agency should submit the financial bid as per the Annexure-3: Financial Bid Format.
23. Agency shall bear the Insurance if any taken.
24. The rate quoted by the agency will be valid for 1 year from the award of the contract
25. Items not meeting the specified requirements has to be returned.

Annexure- 1 Technical Bid Format

(To be filled, sign & stamp by Agency)

A

S.No	Particulars	Remarks	Work Experience
1	Experience with HelpAge India/Govt. Agency/NGO/DevelopmentSector	Yes/No	
2	Experience in similar Type of Product/Service supply	Year	

B

S.No	Particulars	Last 3 Year		
		FY 2022-23	FY 2023-2024	FY 2024-25
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)			

C

S.No	Particulars	Top 5 Client List
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		with value (Rs)	
4	Clientele List		

D

S. No.	Particulars	Details (GST & PAN No.)
5	PAN	
6	GST	

HELPAge INDIA

C-14, Qutab Institutional Area, New Delhi-110062

Annexure- 2: Technical Bid Format

Location -: PAN India basis

	SPECIFICATION (TECHNICAL)	AGENCY'S RESPONSE (in brief)
1.	Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India	
2.	The acknowledgement for delivery/services of supply to be submitted as proof along with invoice.	
3.	The agency is capable (as defined in RFP document) and agrees to complete the supply within specified time as agreed upon otherwise penalty clause will be invoked.	
4.	Past experience of the agency in supply of items or similar items, as listed in this RFP. Please give details or provide list of clients to whom similar goods have been supplied.	
5.	Management reserves the right to empanel one or more agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietorship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activities.	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the purchase order: the decision of the HelpAge India shall be final and binding in this regard.	
10.	The final price will remain valid for one year from the award of the Purchase order/ contract	

Please Note:-

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly stamped & signed by the Authorised signatory**
- 3. The form must be submitted on or before due date and time.**

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Annexure-3: Financial Bid Format

We are submitting the below quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.

	SPECIFICATIONS	AGENCY'S REPOSE (Agree/Disagree)
1.	Rates will be inclusive of all Taxes/Levies/Packing and Freight Charges etc.	
2.	TDS as applicable will deduced as per Income Tax Act, 1961	
3.	Payment will be made through cheque / NEFT/ RTGS.	
4.	Duly Certified bills along with signed delivery challan will be submitted for every completed supply on monthly basis.	
5.	Payment shall be made in 30 days after submission of original invoice & proof of delivery of goods at our Head Office at Delhi.	
6.	Penalty clauses will apply as defined in the RFP: the decision of the HelpAge India/Project Management shall be final and binding in this regard	

Annexure-4

To be submitted by bidder/Vendor /Tenderer

(On Rs.10 stamp paper)

This has reference to the RFP dated In response to the RFP, we have submitted our technical & financial bids on.....at your email address
In connection with the above bids, we hereby declare as under: -

- i- That we are neither related to any of your Board Members, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.
- ii- That we have submitted the bids in the name of M/S..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and

related parties.

iii- We undertake that:

- a. All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
- b. All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.

iv- We undertake that

- a. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
 - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
 - c. No Criminal proceeding are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Agency.)
 - d. The firm/company has not been declared insolvent, bankrupt, not in receivership, or being wound up, not have its affairs administered by a court or a judicial officer
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HelpAge India has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

We understand that HelpAge India is not bound to accept any bid received against RFP and HelpAge India has right to reject all or any bid without assigning any reason or giving any explanation whatsoever.