

TENDER DOCUMENT

Indira Gandhi Institute of Medical Sciences, Patna is an autonomous Institute of Govt. of Bihar at Patna. The institute intends to outsource the computerization, computerized services hardware with qualified manpower or hardware without qualified manpower. The Institute invites offer in Two Bid System from experienced Companies/Firms/Agencies for outsourcing the Computerization running and maintenance services at institute. Details of the outsourcing work is as follows:-

I. Registration Counter & Report Counter at OPD

Timing of Work:	8.30 AM to 04.30 PM
No. of Counters:	12 (Twelve) approx. which may increase or decrease
Services to be provided:	All Hardware, Software and qualified manpower to run the Registration counter with backup maintenance services.

II. Cash Counter

Timing of Work:	8.30 AM to 04.30 PM
No. of Counters:	10 (Ten) approx. which may increase or decrease
Services to be provided:	All Hardware, Software and qualified manpower to run the cash counter with backup maintenance services.

III. Laboratory / Radiology

Timing of Work:	8.30 AM to 04.30 PM
No. of Counters:	05 (Five) approx. which may increase or decrease
Services to be provided:	All Hardware, Software and qualified manpower to Transfer Data from Automated Machine like AU-400, Access, E-360, Sysmax and Scanning of Ultra Sound Reports to Server and with backup maintenance services..

IV. Clinician Rooms

Timing of Work:	8.30 AM to 04.30 PM
No. of Counters:	35 (Thirty Five) approx. which may increase or decrease
Services to be provided:	All Hardware, Software with backup maintenance services without manpower. Software should be so friendly that Doctors can operate easily and maintain the patient history, and view the reports which are entered in server from various places.

V. **All Wards with Matron Room**

Timing of Work:	8.30 AM to 04.30 PM
No. of Counters:	11 (Eleven) approx. which may increase or decrease
Services to be provided:	All Hardware, Software and qualified manpower to run the counter with backup maintenance services. Software should be so friendly that Doctors / Nurse can easily access the patients report / history.

VI. **Emergency Counter**

Timing of Work:	Three Shift 06.00 AM to 02.00 PM 02.00 PM to 10.00 PM 10.00 PM to 06.00 AM
No. of Counter:	01 (One) approx. which may increase or decrease
Services to be provided:	All Hardware, Software and qualified 4 manpower to run the counter round the clock 365 days with backup maintenance services. Any Hardware / Software / Manpower problem will have to solve within 10 minute.

VII **Supply of All Type of Stationary and Consumables as per consumption**

Type of Paper for Registration and Renewal Card	A4 Size 100 GSM Bond Paper
Type of Paper for TMR at Cash Counter in Triplicate.	60 Gsm Tri Colour in Triplicate preprinted Computer Continuous Paper Cut at 4"
Type of Paper for All Reports at different counters / Report Counter	A4 Size 70 Gsm Paper.
Report Required at Cash Counter i.e. DCR Summary of DCR in Duplicate.	A4 Size 70 Gsm Paper
Admission and Discharge of Patient In duplicate	A4 Size 70 Gsm Paper
Monthly report required by A/c Section, running on PPP Mode.	A4 Size 70 Gsm Paper
Monthly report required by RCC department	A4 Size 70 Gsm Paper
Any other report required by RTI / Govt.	A4 Size 70 Gsm Paper
All type of Consumables	All type of DMP Ribbon, Laser Printer Toner Cartridge

VIII All Type of Networking

Local Area Network Cabling	Cat6 (Dlink) Cable with RJ45 (Dlink) Connector and switch (Dlink Gigabyte) with electric wiring has to be wired by the Agency at all Places where computer is being installed by the Agency, and the same will be maintained by themselves. Any type of Power extension board will be arranged by the agency.
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IX Charges of Software

Hospital Management Software	<p>HMS Software can run on Approx 100 Computers (Node) at a time.</p> <p>Starting from Patient Registration, Revisit, Renewal, Advance Renewal, Online registration with Bar Code, Cash Collection for Test, Admission, Discharge at OPD and Emergency.</p> <p>It should be easily operated at Director's Chamber, DDA's Chamber, MS Chamber, Clinician Chamber, OPD Counters, Emergency Counter, Cash Counters, Laboratory, Radiology, Wards and Matron Chamber with full security system.</p> <p>To keep the record of Govt. grant / relief fund, Patient Ledger, Outstanding Balance of Govt. Grant / BPL, etc.</p> <p>USG reports and All type of Urine and Blood Test of Biochemistry, Hematology, Microbiology should be automatic transferred from Lab Machine to Server.</p> <p>Data should be kept for Discharged Patient minimum for 10 years.</p>
LIS Software	Auto transfer of result from automated blood best machine to Server & Report will be printed at wards and OPD Report Counter and Emergency Counter, Name of the Machines are AU-400, Beckmen Colter Access, EM360, Sysmex-1800i. Additional Equipment may be incorporated in future.

X Charges of Computer Server

Computer Server	2 pcs of IBM Server with Windows Server 2008 or 2012 Operating System, SQL and Visual Studio. 2pcs of 1KVA Online UPS. 2pcs of HP1020 Laser Printer.
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Terms & Condition

1. The Service Provider shall install all the Hardware and Software brand new with required certification of software. No 2nd hand or refurbished Hardware system and non certified software shall be accepted.
2. Operation of the system, its maintenance and backup breakdown service shall be the sole responsibility of the service provider.
3. Any breakdown service must be solved within 10 minutes from receipt of complains.
4. Service provider shall provide competent, capable and qualified man power to do the data entry work without any interruption at all counter.
5. Service provider shall give onsite training to the one staff of the Institute Employee to manage proper operation of the system and software.
6. All maintenance and backup services will be the responsibility of the Service Provider without any additional charge.
7. The initial agreement for above mentioned services will be for five years from the date of commencement. Same will be renewable if service of service provider is satisfactory.
8. Payment will be made in the 1st week of next month for the work of the previous month, after satisfactory report given by all the department every month.
9. Director reserves the right to accept or reject any or all tenders without assigning any reason.
10.
 - i. Cost of the tender document Rs.1,000/- (One Thousand) in the form of DD in favor of Director, IGIMS payable at Patna must be attached in the with Technical bids otherwise offer shall be rejected.
 - ii. The Firm has to submit EMD @ 2% of the quoted value in the form of DD in favor of Director, IGIMS payable at Patna under separate sealed envelope attached with technical bid.
11. The selected outsourcing agency shall have to enter into an agreement with the Institute detailing all the terms and conditions before actual commencement of the work.
12. The selected agency shall have to deposit security to the tune of Rs.10 Lacs in the form of cash, Bank Guarantee or any other legally accepted financial instrument as per Bihar Finance Rule.
13. All the statutory responsibility related to the deployed manpower by the selected agency as per labor laws, minimum wages to be paid or the other statutory provision shall be the sole responsibility of the Service Provider and Institute shall in no way responsible for it.
14. Software shall be 100% Customized as per IGIMS Running System, No Change will be accepted in Current running System.
15. Any changes / addition in reports required by IGIMS due to RTI / New Report . required by Gov. of Bihar will have to be incorporated within 24 hrs with no extra cost.
16. Any internal day to day circular will have to updated by Floor Manager from immediate effect.

17. Preference will be given to those who have similar type of work experience.
18. Presence at Pre Bid Discussion is must, otherwise tender will be rejected.
19. The terms of conditions of the contract can be altered by mutual consent between the successful bidder and IGIMS Patna provided there is no additional financial effect.
20. Service must be provided by the bidder agency, not through any other agency.
21. It is not mandatory to award the contract merely on lowest quotation basis only, until the bidder made satisfied to IGIMS that bidder is able to provide all the services at 24x7 on maximum 1 % breakdown.
22. The agreement can be terminated by either party by giving 2 month notice in advance. In the case the request for termination of the agreement comes from service provider side and is less than 2 months in writing then security deposit will be forfeited.
23. Agency must be registered in Indian company act 1956 and also be registered in Labour Service Tax, EPF, ESIC and other government department.
24. The contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract shall be fixed or taken in a court at Patna.
25. The Director IGIMS, Sheikhpura, Patna shall levy appropriate penalty for any loss or damage which shall be binding on agencies.
26. The companies has to give an affidavit of not having been blacklisted by any department of state government and GOI.
27. In the event of any dispute which arises with respect to interpretation of any of the clauses of agreement the matter will be referred to the Director, IGIMS, Sheikhpura, Patna whose decision shall be final and binding on both of the parties.

Instruction:-

Offer/Bid should be submitted in separate two Bids (Technical and Price Bid) in the given format both should be kept in two separate envelopes. On each separate envelop "Technical Bid" and "Price Bid" should be clearly mentioned. These two envelopes should then be sealed in one envelop on which details of the Tender Notice, name of work and name of tenderer / Bidder must be clearly mentioned.

Technical Bid

1.	Name of Firm/Agency/Company	
2	Address of Firm/Agency/Company	
	Address of the Office at Patna	
3	Date of Commencement of Business	
4	Telephone Nos/ Fax / Email	
5	Service Tax No. :	
6	Pan No. :	
7	Registration No. of Small Scale Industry	
8	Any Other Statutory Information	
9	List of Reputed Clients and their address minimum of 5 to 10 years of Services.	
10	Minimum Two Good performance certificate from Reputed firm / Govt. / Semi Govt./ Private Sector is must.. Similar type of work experience will be preferred	

(Signature Of bidder)

Price BID

Name and specification of Hardware and Software to be provided:-

1. List of Server and Software

SL No.	Description	Required Item	Qty.	Rental Rate per Month Each	Amount (DxE)	Service Tax (14% of F)	Net Amount (F+G)
A	B	C	D	E	F	G	H
I.	Computer Server	IBM Server with Windows Server 2008 or 2012 Operating System, SQL and Visual Studio. 1KVA Online UPS. HP1020 Laser Printer.	2				
II.	HMS Software	Hospital Management Software to run up to 100 Computers / nodes at a time. As per Serial No. IX	1				
III.	LIS Software	LIS Software To auto transfer of test report from Lab machine to server. As per Serial No. IX	3				
IV.	Database Administrator	To Manage all type of Data at Server	1				
V.	Floor Manager	Floor Manager to Manage all type of running queries from Doctor, Department, Lab, Emergency, Wards and Office .	1				

(Signature Of bidder)

2. List of required Hardware with and without manpower

SL No.	Description	Required Item	Qty.	Rental Rate per Month Each	Amount (DxE)	Service Tax (14% of F)	Net Amount (F+G)
A	B	C	D	E	F	G	H
I.	Registration & Report Counter at OPD	Branded Computers with Licensee Windows 7 Professional Operating System with HP 1020 Laser Printer, UPS and Manpower	12				
II.	Cash Counter	Branded Computers with Licensee Windows 7 Professional Operating System with HP 1020 Laser Printer, UPS and Manpower	10				
III.	Laboratory / Radiology	Branded Computers with Licensee Windows 7 Professional Operating System with HP 1020 Laser Printer, UPS and Manpower	10				
IV.	Clinician Rooms	Branded Computers with Licensee Windows 7 Professional Operating System with UPS	35				
V.	All Wards with Matron Room	Branded Computers with Licensee Windows 7 Professional Operating System with HP 1020 Laser Printer, UPS and Manpower	11				
VI.	Emergency Counter	Branded Computers with Licensee Windows 7 Professional Operating System with HP 1020 Laser Printer, Dot Matrix Printer, UPS and Manpower.	1				
VII.	All Type of Networking with Material and maintenance	Cat 6 Lan networking with required number of switch (Dlink Gigabyte) and electric wiring with material at all Places in the entire hospital where you will install the Computers.	1				

(Signature Of bidder)

3. List of Consumable

SL No.	Description	Required Item	Qty.	Rate per Mon-th	Amount (DxE)	Tax as Applicable FxTax%	Net Amount (F+G)
A	B	C	D	E	F	G	H
I.	Registration (Patient Copy and History Copy i.e two pages) and Renewal Card	A4 Size 100 Gsm Bond Paper	(As per Consumption)				
II.	TMR at Cash Counter in Triplicate.	60 Gsm Tri Colour in Triplicate preprinted Computer Continuous Paper Cut at 4"	(As per Consumption)				
III.	Report Required at Cash Counter i.e. DCR & DCR Summary of DCR in Duplicate Copy.	A4 Size 70 Gsm Paper	(As per Consumption)				
IV.	Admission and Discharge Bill of Patient In duplicate.	A4 Size 70 Gsm Paper	(As per Consumption)				
V.	Monthly report required by A/c Section, running on PPP Mode.	A4 Size 70 Gsm Paper	(As per Consumption)				
VI.	Monthly report required by Different department	A4 Size 70 Gsm Paper	(As per Consumption)				
VII.	Any other report required by RTI / Govt.	A4 Size 70 Gsm Paper	(As per Consumption)				

			ption)				
VIII.	Distribution of all Report of all Laboratory at Report Counter	A4 Size 70 Gsm Paper.	(As per Consumption)				
IX.	Consumables	All type of DMP Ribbon, Laser toner cartridge	(As per Consumption)				

(Signature Of bidder)

Declaration

We hereby solemnly declare that we have submitted all the documents mentioned in bid are true as per my knowledge, we hereby also confirmed that due to non compliance of any documents the offer will be treated as non-responsive.

Sd/-
Director
IGIMS, Patna