

**INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES : SHEIKHPURA : PATNA -14**

**TENDER DOCUMENT**

INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES : SHEIKHPURA : PATNA -14 is an autonomous Institute of Govt. of Bihar at Patna. The Institute intends to outsource the computerization, computerized services with qualified manpower initially on a trail basis. The Institute invites offer in two Bid System from experienced companies/firms/agencies for outsourcing the computerization running and maintenance services with manpower at Institute's cash counter (Routine and Emergency) details of the outsourcing work is as follows :-

**Cash Counter (Routine)**

Timing of work	8.30 AM to 4.30 PM
No. of counters	07(Seven) approx. which may increase or decrease.
Services to be provided	All hardware, Software with back up maintenance services with manpower.

**Cash Counter (Emergency)**

Timing of work	24 Hours, 24X365
No. of counters	01(One)
Services to be provided	All hardware, Software with back up maintenance services with manpower.

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

Sl. No.	Description	Unit	Rate per Month
01	Server System with UPS, Laser Printer and Operating System Windows 2000 Server with Visual Studio and SQL.	Each	
02	Node System with Windows 7 Professional, UPS, Laser Printer with Qualified Manpower to carry out the work	Each Node	

To provide better facility to patient it is proposed to provide Computer, Printer, Software and manpower by agency at following points :-

1. Microbiology Department for entering of report of the Department.
2. Biochemistry Department for entering of report of the Department.
3. Pathology Department for entering of report of the Department.
4. Radiology Department for entering of report of the Department.
5. OPD Counter for distribution of report of Ladies and Gents.

**Terms and Conditions**

1. The service provider shall install all the Hardware and Software brand new with required. Certification, no 2<sup>nd</sup> 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. The backup service must be provided within 30 minutes on telephonic receipt of complains.
4. On Cash counter the service providers shall provide competent, capable and qualified manpower to do the work on each counter without any interruption.
5. All maintenance and backup services will be the responsibility of the service provider without any additional charge.
6. The consumables like toner, paper, pen drive and DVD shall be provided by the Institute. The Anti Virus shall be provided by the service provider.
7. The initial agreement for services will be for two years from the date of commencement without any increment and increase in the agreed rate.
8. Payment will be made in the 1<sup>st</sup> week of next month for the work of the previous month.
9. Director reserves the right to accept or reject any or all tenders without assigning any reason.
10. Cost of the tender document Rs. 500/- (Five Hundred) in the form of Demand Draft in favour of Director, IGIMS, payable at Patna must be attached in the offer otherwise offer shall be rejected.
11. The selected outsourcing agency/tenderer 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 25% of the annual value of the work 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 labour laws or 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 in such a manner that it can be expanded or incorporated in future.

**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". 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.

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**TECHNICAL BID**

01	Name and address of Firm/Company/Agency	
02	Date of commencement of Business	
03	Registration No. and other statutory information (Sales Tax, Income Tax (PAN No.) etc.	
04	List of clients and their address where similar nature of work is being/ has been provided by the Tenderer during last five years.	
05	Good performance certificate from minimum two important clients where similar nature of service is being provided by the Tenderer.	

Signature

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**PRICE BID**

01	Rate to be quoted item wise and number wise for manpower and material (Hardware, Software etc.)	
02	Taxes applicable if any	
03		

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Signature