

CHACHA NEHRU BAL CHIKITSALAYA
(Affiliated to Maulana Azad Medical College)
GEETA COLONY, DELHI-110031.
(Govt. of NCT. of Delhi)

Tender Document

Ph: 22041715, 22042749

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COST OF THE TENDER FORM: Rs.500/-(Five hundred only)

NAME OF THE GROUP: Computerized OPD registration services

GROUP NO.:- 19

1) SEALED TENDERS

Sealed Tenders are invited on behalf of Dean MAMC from the registered private firms/agencies having at least one branch office in Delhi for the computerization of OPD Registration Services in Chacha Nehru Bal Chikitsalaya, Geeta Colony, Delhi. The firm must apply separately for each group with earnest money as mentioned.

1. **ISSUE OF TENDERS** :-Tenders documents will be available for sale from 17-10-2008 to 17-11-2008 between 10.00 hrs to 13.00 hrs on all working days at Purchase Section, Administrative Block, Chacha Nehru Bal Chikitsalaya, Geeta Colony, Delhi It can be down loaded from website www.cnbc.delhigovt.nic.in. In case the tender form is downloaded, a demand draft of Rs.500/- in favour of Dean, Maulana Azad Medical College, New Delhi is to be enclosed along with the prequalification bid.
2. **CLOSING DATE**:- The sealed tenders, complete in all respects, signed with stamp of the firm on each page, should be dropped in the prescribed tenders box placed in the Purchase branch, Administrative Block, Chacha Nehru Bal Chikitsalaya, Geeta Colony, Delhi, latest by 19-11-08 up to 1:00 PM. Delayed and late tenders i.e. the tenders received after the due date and time will not be accepted.

A pre-bid meeting will be held on 06-11-2008 at 11:00 AM in the office of the Medical Superintendent. Any clarification sought should be submitted to the Purchase officer at least three days prior to the date of meeting.

OPENING OF TENDERS:- Tender will be opened on 19-11-08 at 2:00 PM.

The tender must be submitted in two parts.

- (A) **A technical bid.**
- (B) **Price bid.**

1. The two bids must be submitted in two separate sealed envelopes. Clearly marked as per Technical bid & price bid and must be put in the single envelop marked as tender for providing Computerization of Hospital OPD Registration Services.

2. The Technical bid will be opened 19-11-2008 at 2:00 P.M in the office of Medical superintendent of this hospital by a tender opening committee constituted for this purpose in the presence of tenderers or their authorized representatives who are present.
3. Tender not confirming to the essential requirements, as per check list will be rejected and no correspondence thereof shall be entertained whatsoever.
- Price bid of only those tenderers shall be opened who are found qualified at the technical stage. Time and Date for opening of price bid shall be fixed and intimated to the qualified tenderers in technical bid.

Period of contract shall be two year from the date of award of the rate contract which is extendable for another one year on mutual consent subject to satisfactory performance. The tenderers are advised to visit the hospital premises to assess the scope of services to be provided, before submitting tenders.

Bids submitted must be unconditional and no communication will be made till the finalization. There shall be no post – tender negotiation except in case of negotiation with the lowest tenderer. The Dean MAMC and Director CNBC reserves the right to accept or reject any or all the tender without assigning any reason thereof.

(K.K. KALRA)
Medical Superintendent.
Chacha Nehru Bal Chikitsalaya
Geeta Colony, Delhi-110031.

CHACHA NEHRU BAL CHIKITSALAYA
(Affiliated to Maulana Azad Medical College)
GEETA COLONY, DELHI -110031
(GOVT. OF N.C.T. OF DELHI)

Computerization of Hospital OPD Registration Services

NAME OF THE GROUP: COMP-OPD

I.

OPD Registration of 216 Bedded CHACHA NEHRU BAL CHIKITSALAYA is to be computerized on turnkey basis by out sourcing. The out-sourcing will include provision of hardware, software, networking, stationery and manpower. It will be on "built own and operate" (BOO) basis.

Sealed tenders are invited from the registered private firms/agencies having at least one branch office in Delhi for the computerization of OPD Registration Services of above said hospital for a period of one year from the date of award of the contract on "built own and operate basis". The same can be extended to one more year on mutual agreement.

I ISSUE OF TENDER:

Tenders will be available for sale on Payment of Rs.500/- (Five hundred only) from the Purchase section, Chacha Nehru Bal Chikitsalaya, Geeta Colony, Delhi-110031 from 17-10-2008 to 17-11-2008 on all working days up to 1.00 PM.

II CLOSING DATE:

The tender complete in all aspects, duly signed by authorized person/ persons and stamped on each page, should be put in the tender box placed at Purchase section, Chacha Nehru Bal Chikitsalaya, latest by 19-11-08 up to 1.00PM.

Tenders received after the deadline shall not be entertained.

III QUERIES/CLARIFICATIONS

In order to clarify any points related with the clauses or scope of work/services to be performed under the contract, a pre-bid meeting is scheduled on 06-11-2008 at 11.00 AM in the office of Medical superintendent. Any clarification sought may be submitted to Purchase section atleast three days prior to the pre-bid meeting

There shall be no post tender negotiations except in case of negotiations with lowest tenderer.

IV OPENING OF TENDER:

The tender submitted shall be opened on 19-11-2008 at 2.00PM in the Office of Medical superintendent, Chacha Nehru Bal Chikitsalaya.

VI TECHNICAL BID:

The Technical committee constituted for this purpose shall recommend the technical bids found eligible for further consideration. Tenderers must submit technical proposal for Hardware, power back up system, System software, application software, Networking, manpower deployment and stationary.

The Technical bid shall consist of the following components:

I) Proposal for the

- a) Suggested Hardware and system software
- b) Application Software Development
- c) Suggested Networking
- d) Manpower deployment
- e) Power back up system
- f) Stationery items
- g) Maintenance of Hardware & software, LAN etc.

II) Support documents for items mentioned in General & Technical terms & conditions of the tender.

VII **PRICE BID :**

The Price bid shall contain nothing else except the price quotes as per format given in the tender form. Price bid of only those tenderers shall be opened who are found qualified at the pre qualification stage. Time & Date for opening of Price Bid shall be fixed and intimated to the qualifying tenderers in Pre-qualifying bid. The Technical Committee shall consider and decide the lowest offer and award the contract accordingly.

Bids submitted must be unconditional and no communication will be made till the finalization.

Note: Technical bids and the price bids will be opened by the committee designated for the work

A. GENERAL TERMS AND CONDITIONS

The following terms and conditions may be read carefully and complied with before submitting the tender.

1 PROCEDURE FOR SUBMISSION OF BIDS: (To be submitted in duplicate)

- i) Technical Bid should be covered in a separate sealed cover super scribing the wordings 'Technical Bid' and Tender Group No. and Name of the Tenderer. **Please note that prices should not be indicated in the technical bid otherwise the bidder would deemed to be automatically disqualified.**
- ii) Price Bid should be covered in a separate sealed cover super scribing the wordings '**Price bid**' and **Tender Group No. and Name of the Tenderer.**

The Technical and Price Bid should be enclosed in separate sealed enveloped. These along with covering letter, list of enclosures and EMD must be kept in a single sealed cover super scribed with Tender Group No., Due date, Item and tenderers name and address.

- 2 The bid should be typed/ handwritten and the rate be quoted in words as well as in figure without any over writing or erasing.
- 3 Covering letter should clearly indicate the list of enclosures.

4 Each page of the tender should be numbered and signed by the tenderer with the seal of the firm in binded form

5 Tender forms are not transferable.

6 **EARNEST MONEY DEPOSIT (EMD):**

I. Each tender must be accompanied by a Fixed Deposit Receipt from a Nationalized Bank in the name of Dean, MAMC, N - Delhi 110002 for Rs 25,000.00 (Rupees Twenty five thousand) only as Earnest Money. No cheques / Postal orders / Money Order/Bank Guaranty / Cash payment will be accepted. The EMD may be forfeited if the successful tenderer fails to accept the contract. The successful bidder shall be required to submit a performance guarantee in the form of a Fixed deposit receipt of a nationalized bank for Rs 25,000 only in the name of Dean Maulana Azad Medical College, New Delhi for a period of 26 months from the date of finalization of tender.

II. Govt. of India Depts. and Undertakings (Central and State PSU's are alone exempted from submitting the Earnest Money.

7 The bidder should have at least 10 graduate/post graduate IT Assistant having computer education qualification under their control for the last at least six months.

8. The bidder should have adequate technical & financial resources to undertake the contract. The company should have minimum turnover of 10 lakhs from software development / data entry services.

9 The tenderer shall also provide attested copies of Registration number of the firm/ License No. under Contract Labour Act/ Provident Fund Account No . ESI No. allotted by the respective authority.

11. The successful bidder shall pay the wages in accordance with the Minimum Wages Act 1948 (amended from time to time) payments/salary to the employees before the representative of the Department through cheque only.

10 UNDERTAKING:

The undertaking as per annexure-IV signed by the tenderers must be enclosed with the tender form, failing which the tender shall not be considered.

11 PRICES/RATES:

- 1) The bidder should quote firm prices/rates inclusive of CESS/VAT, all taxes, lease/rental/hiring taxes, duties, octroi, all permits and other Levies, Works Contract Tax, personnel tax, corporate Tax etc,(except service tax) as applicable for the contract. The service tax if any shall be paid on production of service tax registration number. Rate should be inclusive of and in accordance with the provision of Minimum Wages act, contract Labor Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Leave, uniform Allowance etc.
- 2) The rates quoted should be certified as the lowest quoted for any Govt. or Private hospital in India. If the rate of any item is reduced due to any reasons during the validity of the tender, the tenderer should intimate the hospital authorities of reduced rates immediately and should charge reduced rates instead of rates quoted.
- 3) The Vender shall provide a non – judicial stamp Paper of Rs. 100/- for preparing a Contract Agreement.

13 PENALTY CLAUSE:

- i) The firm will be bound to develop the application software within one month from the date of award of order / contract, failing which apart from blacklisting the vendor; the hospital authorities reserve the right to get the work done from any other software development vendor at the sole risk and cost of the vendor.
- ii) Security Deposit shall be forfeited in case of non-implementation of the contract and the penalty @ of 2 % of contract value for each week shall be levied on the vendor.

14 TERMS OF PAYMENTS:

Income tax at source will be deducted from the amount of bill as per prevailing I.T. Rules.

15 SECURITY DEPOSIT:

As mentioned condition No. 6 of the Tender.

16 DISPUTES AND ARBITRATION:

All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion failing which the matter shall be referred to the Arbitrator as appointed by the LG. Governor, Delhi. Courts at Delhi / New Delhi shall have jurisdiction in connection with any dispute / litigation arising out of this contract.

17 TECHNICAL COMMITTEE:

The decision of Technical committee constituted by the authorities will be final on all technical aspects of the contract.

- 18** The firms shall indicate the name (along with address and date of supply) of various Government, Public Sector and reputed Private sector organizations for whom they have provided complete solutions of preferably similar projects.

19 EXCLUSIVE RIGHT OF HOSPITAL AUTHORITIES :

Dean, M.A.M.C. has the full and Exclusive right to accept or reject any or all the tenders without assigning any Reason and also to cancel the award of contract at anytime.

- 20.** After the opening of the tender, there will be no Correspondence between the firm and Hospital authorities till the tenders are finalized.

21 DOCUMENTS TO BE ATTACHED:

Before submitting the tender, tenderer shall check the list of documents mentioned hereunder.

- 1.** Earnest Money Deposit for 6 months.
- 2.** Undertaking as per Annexure IV
- 3.** Copy of Service tax registration certificate and proof of filing income tax return.
- 4.** Statement of Annual turnover/Balance sheet for last three years duly certified by Chartered Accountant.
- 5** Proof of past experience in computerization of hospitals/ other similar projects minimum for one year.
- 6** Proof of computerization along with LAN/ WAN / networking experience.
- 7** Registration number of the firm.
- 8** License number under Contract labour (R&A) Act

- 9** The Bidder to Submit copy of the partnership firm or copy of memorandum and Article of Association along with certificate of registration in case of Private or Public limited company or registered society.
- 10** Certificate of Hardware Configuration as mentioned in the tender document.

7. Proposal for the

1. suggested Hardware and system software requirement
2. Application Software Development
3. Suggested Networking
4. Manpower deployment
5. Power back up system
6. Stationary items
7. Maintenance of Hardware & software, LAN etc.

Medical Superintendent
Chacha Nehru Bal Chikitsalaya

**TENDER FORM FOR PROVIDING COMPUTERISATION OF
HOSPITAL OPD REGISTRATION SERVICES IN
CHACHA NEHRU BAL CHIKITISALAYA**

1. Cost of tender Rs. 500/-

Affix duly attested

P.P. size

photograph

of the tenderer

2. Due date for tender _____

3. Opening time & date of tender _____

4. Name, address of Firm/ Agency and Telephone wNo.

5. Registration number of the Firm/ Agency _____

6. Name, Designation, Address and Telephone No. _____

Of Authorized person of Firm/Agency to deal with _____

7. Please specify as to whether tenderer is a sole

a. _____ b. _____

Proprietor/partnership Firm Name, address/

And Telephone No. of Director/ partners

Should be specified.

c. _____ d. _____

8. PAN of Income Tax Deptt.

9. License No. under Contract Labor (R&A) Act _____

10. Details of earnest money deposited

- a. Amount :Rs. _____ (Rs.in words)
- b. FDR No. duly pledged
To the President of India : _____
- c. Date of issue of FDR: : _____
- d. Name of the issuing authority: _____

11. Confirm your organisation employs :

- a) 20 or more than 20 employees
- b) Less than 20 employees.

12. In case your organisation employs more than 20 employees, same should fulfill PF &ESI requirements.

- a) PFRegistration No.given by :
PF Commissioner
- b) ESI Registration No.given by :
ESI Director.

13. Any other information.

14. Declaration by the contractor:-

This is to certify that I / We before signing this tender have read and fully understood all the terms and conditions and instruction contained herein and undertake myself / ourselves abide by the said terms and conditions.

(Signature of Tenderer)

Name:

Designation:

Address:

Dated:

Phone No.(O) :

I SCOPE OF WORK AND PROJECT DISCRIPTION

Computerization of Hospital OPD Registration Services to

- To establish a central Hospital OPD and Special clinic Registration ^{annexureI}
 - I. For new cases
 - II. Revisits
 - III. Cross Referrals
- To keep waiting time below 10 minutes per patient for OPD registration
- To enter diagnoses/disease on the basis of information if provided
- To analyze and generate daily / monthly / annual reports (annexure II)

II HARDWARE,SYSTEM SOFTWARE,NETWORKING AND IT TECHNICAL ASSISTANTS.

- i) The vendor shall provide the complete hardware@, system software and the application software.
- ii) The vendor shall provide the stationary and other related stationary and consumable items required. Sample of stationary will be provided by the hospital.
- iii) The vendor shall provide Trained Manpower each shift
The IT assistant must be a graduate with minimum six month course on computers.
- iv) Number of computers and manpower will be such so as to keep waiting time below 10 minutes per patient. The vendor shall determine the requirements based on work load ^{annexureII}
- v) The vendor shall ensure secure Data and backup of the same always available on demand. Backup should reside in the Hard disk as well as on CD.

f. The safe custody of the equipment provided by the vender in the hospital shall be the responsibility of the vender.

g. After the contract period is over the vender can remove hardware, software developed and power back up system installed by the vender. However database generated will be the property of the Hospital and vender shall handover the same in good condition to the hospital authorities in usable form.

a. The vender shall take care of License required for 3rd party software used if in his system at his own cost.

b. The software developed shall be web based and Administrial control of the system and application software shall be transferred to Medical Superintendent, C.N.B.C.

@ PCs, Server, printers, LAN, UPS etc

III Hospital shall provide furnished space and Electricity. System of Internal Networking wiring exists in the hospital but the vender shall explore its usefulness and if required shall arrange the same at his own cost.

A. TECHNICAL TERMS AND CONDITIONS

1. Hardware installed should be of standard quality and Configuration (as per specification sheet attached)
2. Vendors shall quote cost on monthly basis as per format given in the tender form.

3. UPGRADATION:

In case any new technology is introduced during the phase of installation the same must be incorporated at the same price within the same terms of contract.

4 TIME FRAME:

. **Software development:** one month from the date of award of order.

. **LAN and Hardware installation:** -----Do-----

. **Testing :** One week after the development of Software

. **Implementation:** One week after the testing.

Total duration of Development phase is 45 days.

No payment shall be made to the vender during development phase.

5. Administrable control of the software shall be with the Medical Superintendent. For this purpose PC in the office of Medical Superintendent shall also be networked with the system used for OPD registration.

6 RESPONSE TIME:

The Software implemented must provide for the response time less than 2 seconds for the information stored and less than 5 seconds for queries.

7 UPTIME:

The firm will provide 99% uptime for the servers and 95% up time for rest of the system & Printers during period of contract. The penalty to be imposed for uptime less than the specified uptime will be deducted from the security deposit.

8 **ACCEPTANCE TESTING:**

An acceptance testing procedure, to be worked out jointly by the vendor and the user, to test individual components and successful integration of all components shall be followed. Hospital authorities shall issue the acceptance certificate on successful commissioning of various component of the project viz. Hardware, software, LAN, Cabling, Manpower deployment The acceptance testing of application software will be based on actual data. Cost of the testing procedure will be borne by the vender. Date of contract will begin from date of acceptance testing of application software.

9 **WARRANTY AND MAINTENANCE BACKUP:**

Service support: The firm shall have well established office and service centers supported by qualified software and hardware maintenance professionals for the maintenance of the hardware and software supplied by them. It is sole responsibility of the vender to keep servers up 99% of the time and rest of system at 95% of the time at their own cost. The vender should stock some of essential items at the site for keeping system up as mentioned above.

10 The bidding firms must have adequate manpower & experience and must submit a list of projects handled by the firm/being handled by the firm of National or International repute.

11 The IT assistants provided by the vender shall be well behaved, sweet natured capable of handling public in all circumstances.

12 **The firm must provide the following documents along with technical bid.**

- The experience of the firm in the development of relevant medical/hospital applications/ similar projects.
- The bidder should submit a partnership deed in case of a partner ship firm, memorandum and. article of association and certificate of registration in case of Private / Public limited company or registered society.

13 The firm must ensure that the offer is the best and competitive.

- 14 The vendor shall not assign, in whole or part, its obligation to perform under the contract without the written permission from C.N.B.C. authorities. Such assignments/ subletting shall not relieve the vendor of any Obligation, duty or responsibilities under the contract.
15. The Hospital authorities shall monitor the project and can ask the vender to replace a service provider found not fit for the said job.

Medical Superintendent
CNBC

Hardware configuration:

Desktop configuration

Intel Pentium IV or processor 2. 4GHz or higher speed , 512cache, Minimum 1 MB RAM, 40GB HDD, 52X CD ROM or higher, Scroll Logitech / Microsoft mouse, Keyboard, 15"color Monitor, 10/100 mbps LAN card, suitable ATX power supply & chassis. Windows XP professional, MS XP office, application software.

Dot Matrix Printer/Laser printer

24 pins, 300 cps 80 col dot matrix printer one for each desktop PC, capable of handling 4 part forms (1 original+ 3 copies) with windows98/Me / XP/Vista drivers.

UPS

For each PC	700 VA, line interactive
Server	1KVA online UPS

Server configurations

Intel Pentium IV; 2.4GHz or higher, 512 cache, 512 MB DDR RAM, 40 GB SCSI 10000 RPM HDD, 48X CD- R, 10/100 mbps LAN, OEM optical scroll Logitech / Microsoft mouse, Keyboard, 15" color Monitor , Windows XP professional , MS XP office, application software.

Stationary

- OPD card material as per sample attached.
- It should be preprinted as sample attached.
- Reports on standard computer paper.

D PRICE SCHEDULE

Lump Sum cost for Preparation of New OPD card:

Rates in Rupees Per New OPD card :
(Rates should be quoted in both figures and words)

The bidder should quote firm prices/rates inclusive of CESS/ VAT, all taxes, lease/ rental/ hiring taxes, duties, octroi, all permits and other Levies, Works Contract Tax, personnel tax, corporate Tax etc, (except service tax) as applicable for the contract. The service tax if any shall be paid on production of service tax registration number.

Prices based on New OPD card should take care of Comprehensive cost of the total project components hardware, software, power backup, maintenance etc.. This should include supply of stationary, Printer ribbon/toner etc. This should include cost of Manpower deployed. Number of Revisit data entry & Cross referrals (Total month wise cost of the project to be projected on the basis of new OPD cards generated during that month).

Annexure I

Hospital OPD registration

1. Registration of New cases:

Following information will be entered and printed on a pre printed OPD card for each patient visiting the hospital OPD for treatment / consultation. (Sample card enclosed)

Name, age, sex, Date. Registration number, Specialty dept. and room number etc.

Demographic information and other relevant medical information.

Patient waiting time should not exceed 10 minutes per patient.

The software should be able to identify and issue previous (same) OPD registration number to any patient coming repeatedly to the hospital on the basis of name, age, sex, father's name and area/locality during a calendar year.

2. For follow up a patient revisits the hospital OPD on the prefixed date, relevant identification details are entered in the database and fresh date is put on the old card by stamp. He retains the unique registration number provided on first visit.

3. Cross referrals : one patient may require one or more Consultant's opinion from different dept.

II. Reports generations as per format attached.

Report Format**Annexure II****Daily OPD Report**

Date

Number of Patients attended	New	Old	Total
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Number of cross referrals

Monthly OPD Report

Number of Patients attended	New	Old
Total		

Age & Sex Distribution

Age Group	Male	Female
Total		

< 1year

1-5 year

> 5year

Total

Number of Cross Referrals

Area Frequency

Specialty OPD Frequency

Number of Referral to LNH / Other Hospital

Number of patients advised admission

Annual OPD Report

Same as above

Any other report as required time to time.

Estimated Work load

- a) Average new card generated during year 2008 ranges from 8000-12000)
- b) Reports in duplicate daily / monthly / annual as per formats attached.
- c) Registration timings
 - Morning OPD 8.30AM – 12.00PM (weekdays)
 - 8.30AM – 11.30AM (Sat)
 - Evening clinics 1.30PM – 300PM (weekdays)

Old patient (Revisits) constitute approx. 40 – 50%

ANNEXURE IV

TENDER ENQUIRY NO: 19

NAME OF THE GROUP: Computerized OPD registration services

DUE ON: 19-11-2008

To,

The Medical Superintendent
Chacha Nehru Bal Chikitsalaya
Govt. of NCT of Delhi

Sir,

The undersigned certify that I/We have gone through the terms and conditions in the tender documents and undertake to comply with them. The rates quoted by me/us are valid and binding on me/us for acceptance for the period w .e. f.

I/ We understand that it is my/our responsibility to provide comprehensive warranty/ Guaranty during period of contract as per the tender terms and conditions. And it is my/our responsibility to import/export any spares/replacement, repairable items free of cost during the comprehensive warranty period.

The articles/items shall be of the best quality and kind as per the specifications/requirement of the Council. Any article on being found of inferior quality, it shall be replaced be me/ us free of cost, in time, to avoid inconvenience.

I/We shall forfeit to the Lt. Governor of Delhi, the security deposit submitted by me/ us should and delay occur on my/our part or failed to supply the articles at the appointed place and time, the said officer may purchase them from any other sources and deduct the extra amount, if any paid in connection therewith the bill submitted by me/ us or earnest money deposited by me/ us.

I/we declare that my/our firm has not been blacklisted/ debarred by any of the Govt. Hospital/ Institutions.

I/We undertake that the rate are at par/ not higher than as quoted to other Govt. Hospital/ Institution. Particularly that falling under the jurisdiction of Govt. of NCT of Delhi.

I/We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.

Schedule of each page (s) signed

Name(s) of the Tenderer(s)

Address of the tenders (s)
With stamp.

DOCUMENTS TO BE ATTACHED: (Check List)

Before submitting the tender, tenderer shall check the list of documents mentioned hereunder.

1. Earnest Money Deposit for 6 Months.
2. Undertaking as per Annexure IV
3. Copy of Service tax registration certificate and proof of filing income tax return.
4. Statement of Annual turnover/Balance sheet for last three years duly certified by Chartered Accountant.
5. Proof of past experience in computerization of hospitals/ other similar projects minimum for one year.
6. Proof of computerization along with LAN/ WAN / networking experience.
7. Registration number of the firm.
8. License number under Contract labour (R&A) Act
9. The Bidder to Submit copy of the partnership firm or copy of memorandum and Article of Association along with certificate of registration in case of Private or Public limited company or registered society.
10. Certificate of Hardware Configuration as mentioned in the tender document.