Tender

For

Software for OPD Services

At

All India Institute of Medical Sciences, Jodhpur

NIT Issue Date   :   **September 07, 2013**

Last Date of Submission :   September 30, 2013 at 03:00 PM.

All India Institute of Medical Sciences, Jodhpur
Basni Phase - II, Jodhpur – 342005, Rajasthan
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Tender – Software for OPD Services

All India Institute of Medical Sciences (AIIMS), Jodhpur, Rajasthan, an apex healthcare institute being established by Parliament of India under aegis of Ministry of Health & Family Welfare, Government of India, invites sealed tenders for supply & installation of the following items at the institute. You are requested to quote your best offer along with the complete details of specifications, terms & conditions.

ANNEXURE 'A'

S.No.	NIT No.	Item Description	Qty	EMD (in Rs.)
1.	Admin/General/246/2013-AIIMS.JDH	Software for OPD Services	1	200000

(Refer Specifications Details as per Annexure-'B')

Quotation should be sealed and superscribed with tender number and address to:

"Administrative Officer
All India Institute of Medical Sciences, Jodhpur
Basni, Phase-II
Jodhpur-342005, Rajasthan".

The sealed quotations should reach the Institute, latest by September 30, 2013 at 03:00 PM and it will be opened on same day at 04:00 PM in the Project Cell, Resident Complex, AIIMS, Jodhpur of the Institute in the presence of the bidder(s) or their authorized representative(s), who will present at the scheduled date and time.

Terms & Conditions:

1. **Earnest Money Deposit:** The bidder shall be required to submit refundable amount as Earnest Money Deposit (EMD) and a non-refundable tender fee of Rs.2000.00 for each NIT by way of demand drafts only as mentioned in Annexure 'A'. The demand drafts shall be drawn in favour of **"All India Institute of Medical Sciences, Jodhpur"**. The demand drafts for earnest money deposit must be enclosed in the envelope containing the technical bid.

   The EMD of the successful bidder shall be returned after the successful completion of contract / order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD shall be liable for rejection.

   The firms who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industrial (SSI) are exempted to submit the EMD (Copy of registration must be provided along with).

2. **Preparation and Submission of Tender** :
   The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. The Technical Bid and the Financial Bid should be sealed by the bidder in two separate Covers "**Technical Bid for Tender for Supply of Software for OPD Services" and "Financial Bid for Tender for Supply of Software for OPD Services**". Both Sealed Envelopes should be kept in a main/ bigger envelope superscribed as "**Tender for Supply of Software for OPD Services** "

3. **Rate:** Rates should be quoted in Indian Rupees (INR) on DOOR Delivery Basis at AIIMS, Jodhpur, Rajasthan, Inclusive of all the Charges, with break-ups as:
   - Basic Cost.
   - VAT /CST as applicable.

- Total Cost (F.O.R at AIIMS Jodhpur).

4. **Validity:** The quoted rates must be valid for a period for 120 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

   In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

5. **Delivery & Installation**: All the Software ordered shall be delivered & installed within 30 days from the date of issue of purchase order. All the aspects of safe delivery, installation and commissioning shall be the exclusive responsibility of the supplier.

   If the supplier fails to delivered, installation and commissioning of the Software on or before the stipulated date, then a penalty at the rate of 0.5 % per week of the total order value shall be levied subject to maximum of 10% of the total order value. The successful tenderer will also provide required training for supplied items at AIIMS, Jodhpur.

   The Software should be manufactured after adoption of latest technology.

6. **Guarantee / Warrantee Period**

   There should be a five year comprehensive warranty for the software and should allow for any modifications to be made free of cost according to the requirements of the growth of the institution, except recoding.

7. **Annual Maintenance**

   The cost of Comprehensive Annual Maintenance for further 5 years after warranty should be included in the bid.

8. **Signing of tender :**

   The tenderer should sign and affix his firm's stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn. NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.

9. **Opening of Tender:**

   The tenderer is at liberty to present either him or authorize not more than one representative to be present at the opening of the tender. The representative present at the opening of the tender on behalf of the tenderer should bring with him a letter of authority from the tenderer and proof of identification.

10. **Sample :**

    i. AIIMS Jodhpur reserves the right to ask the tenderers for submitting the sample of each item for which rates have been quoted, Technically Qualified Bidders may be asked to submit samples along with their quoted items nos. and their firm name without indicating any prices before opening of Financial Bid to AIIMS, Jodhpur for Inspection.
    ii. The sample must confirm to specification given in the tender form.
    iii. Failure to submit sample on specified date & time will result in rejection of the Tender.

11. **Quantity :**

    The quantity of item given in the tender is tentative, which may be increased or decreased as per the institute's requirement.

12. **Uptime guarantee**: The firm should provide uptime guarantee of 95%.

13. **Downtime penalty Clause:**

    b) The principals or their authorized service providers are required to submit a certificate that they have satisfactory service arrangements and fully trained staff available to support the uptime guarantee.

14. **Performance Security:** The supplier shall require to submit the performance security in the form of irrevocable Bank Guarantee (BG) / or Fixed Deposit Receipt (FDR) issued by any Nationalised Bank for an amount equal to the 10% of the order value and should be kept valid for a period of 60 days beyond completion of all the contractual obligation.

15. **Right of acceptance:**

    AIIMS, Jodhpur reserve the right to accept or reject any or all tenders /quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender.

    Any failure on the part of the tenderer to observe the prescribed procedure and any attempt to canvass for the work will prejudice the tenderer's quotation or any tender.

16. **Payment Term:**

    - 90% payment of the total order value shall be released after the successful installation/ commissioning of the ordered Software against the submission of the inspection report.
    - Balance 10% of the order value shall be released after the submission of the performance security.

17. **Right to call upon information regarding status of work:**

    The AIIMS, Jodhpur will have the right to call upon information regarding status of work/ job at any point of time.

18. **Arbitration:**

    If any difference arises concerning this agreement, its interpretation on payment to be made thereunder, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Legal Affairs. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant.

    The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.

19. Signed & stamped compliance sheet of the technical specification of the Software with technical printed literature must be enclosed with the bid.

20. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer.

21. Conditional bid will be treated as unresponsive and it may be rejected.

22. The Institute reserves the right to accept in part or in full or reject any or more quotation(s) without assigning any reasons or cancel the tendering process and reject all quotations at

   any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).

23. **Applicable Law:**

   - The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.

   - Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Jodhpur, Rajasthan, India only.

   - The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jodhpur. The decision of the Arbitrator shall be final and binding on both the partied.
   - Force Majeure: Any delay due to Force Majeure will not be attributable to the supplier.

Annexure-B

Specifications for Software for OPD Services

1. It should have provision for being operated only by login of authorized user.
2. It should have provision for connecting the patient to the pre-registration module through the institutional website.
3. It should have provision for pre-registration of a patient from any location in the country using an internet connection to the OPD, the pre-registration form should be available to the general public.
4. It should have provision for the patient being issued a registration number which can then be used to print the registration card at the registration counter.
5. It should have provision for money deposit at the pre-registration counter.
6. It should have provision for recording the following Data for each patient
    1. Name
    2. Age
    3. Sex
    4. Date of Birth
    5. Occupation
    6. Address including
        1. House Number
        2. Gali/ Mohalla
        3. City Town Village
        4. Police Station
        5. Post Office
        6. District
        7. State
        8. Pin Code
        9. Country Code
        10. Phone type - landline, mobile, pp landline, neighbour landline, Relation landline, Neighbour mobile, Relation mobile
        11. Phone Number
        12. Email id
7. It should have provision for Recording the details of the emergency contact Person for the patient as follows -
    1. Name
    2. Relation - spouse, parent, child, partner, cousin, friend, neighbor, other.
    3. Address including
        1. House Number
        2. Gali/ Mohalla
        3. City Town Village
        4. Police Station
        5. Post Office
        6. District
        7. State
        8. Pin Code
        9. Country Code
        10. Phone type - landline, mobile, pp landline, neighbor landline, Relation landline, Neighbor mobile, Relation mobile
        11. Phone Number

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    12. Email id

    13. It should have provision for generating an SMS for the mobile number of the Emergency contact person when this patient is seen in OPD or admitted (i.e.) the bar code is scanned in any hospital.

8. It Should Have Provision for Recording details of the Care Provider as Follows -
1. Name
2. Address including
   1. House Number
   2. Gali/ Mohalla
   3. City Town Village
   4. Police Station
   5. Post Office
   6. District
   7. State
   8. Pin Code
   9. Country Code
   10. Phone type - landline, mobile, pp landline, neighbor landline, Relation landline, Neighbor mobile, Relation mobile
   11. Phone Number
   12. Email id
3. Care Provider Phone type - landline, mobile, pp landline, neighbor landline, Relation landline, Neighbor mobile, Relation mobile
   1. Phone Number
   2. Email id
9. It should have provision for Generating a Unique ID number for each patient
10. It should have provision for generating a bar code for the unique ID number
11. It Should Have provision for printing a registration card with selected fields
12. It should have provision for issue of duplicate registration card if original card is lost
13. It should have provision for searching the patients
14. It should have provision for generating disease wise statistics according to geographical area in combination with the Diagnosis Module.
15. It should have provision for recording the Insurance status of the patient as follows
    1. Insurance Company
    2. Type of Insurance
    3. Procedures covered
    4. Insurance ID (Alphanumeric)
    5. Organ Donor Status
    6. Episode Type
    7. Episode Number
    8. Encounter Type
    9. Encounter number
    10. Encounter Date complete date from calendar
    11. Encounter Time - hours, minutes, seconds and decimal for fraction of a second
    12. Reason for visit
16. It should have provision for recording the details of the Referring doctor/ Hospital
17. It should have provision for recording the OPD schedules.
18. It should have provision for displaying the names of the consultants in OPD.
19. It should have provision for searching a particular consultant by name or department or specialty.

20. It should have provision for printing OPD tickets.
21. It should interlink with the leave calendar of the faculty and adjust accordingly.

22. It should have provision for messaging when the OPD ticket has expired.
23. It should have provision for realization of OPD ticket charges.
24. It should have provision for displaying cash reports.
25. It should have provision for displaying and printing daily cash book.
26. It should have provision for issue of duplicate OPD tickets
27. It should have provision for patient search.
28. It should have provision for displaying the OPD attendance.
29. It should have provision for renewing OPD tickets
30. It should have provision for reporting OPD and attendance statistics
31. It should have provision to open the patient's medical record.
32. It should have provision for marking the patient as "BPL", "VIP", "Employee" or any other category designated by the institution for free treatment.
33. It should have provision for recording the visit of the patient.
34. It should have provision for scheduling further visits.
35. It should have provision for displaying the current OPD Patient list.
36. It should have provision for writing a new prescription for the patient.
37. It should have provision for printing a treatment card according to the prescription
38. It should have provision for displaying all previous treatment cards of the patient.
39. It should have provision for saving prescriptions.
40. It should have provision for ordering investigations.
41. It should have provision to print the requisition slip for the ordered tests.
42. It should have provision for displaying all investigation results.
43. It should have provision for an admissions panel.
44. It should have a bed selection panel for selecting the bed for admitting that patient.
45. It should have provision for printing an admission slip.
46. It should have provision for uploading all types of records for the patient.
47. It should have provision to refer the patient.
48. It should have provision to display all sent and received references.
49. It should have provision for replying references received from other consultants.
50. It should have provision for uploading investigation results.
51. It should have provision for record access to the reporting consultant.
52. It should have provision for uploading all types of records to the patient EMR
53. It should have provision for uploading and displaying pdf files.
54. It should have provision for uploading and displaying jpeg images.
55. It should have provision for uploading mpeg video files.
56. It should have provision to search for the patient record.
57. It should have provision for direct upload of lab results from machines.
58. It should have provision for record search
59. It should have provision for patient search
60. It should have provision for label printing
61. It should have provision for report uploading
62. It should have provision for record sorting.
63. It should have provision to display the treatment card for that patient.
64. It should have provision to display the immunization card.
65. It should have provision for recording reactions or untoward side effects of any administered medications.

66. There should be a provision for a cash module in the software
67. There should be a provision for printing a category wise cash slip for all paid services.
68. There should be a provision for payment at any cash counter in the hospital.
69. There should be provision for cash counter operator's logins.
70. There should be provision for bar code scanning.

71. There should be a provision for category wise payment.
72. There should be a provision for printable bill display.
73. There should be a provision for partial or complete payment.
74. There should be provision for advances and credit card payments.
75. There should be a provision for printed cash receipts.
76. There should be provision for printing the day cash report.
77. It should have provision for dated cash reports.
78. There should be provision for a Cash Supervisor.
79. There should be provision for the cash supervisor to print all dated cash reports.
80. There should be provision automatic deduction of paid services from advances.
81. There should be provision for realizing credit and debit card payments.
82. There should be provision for making refunds.
83. There should be provision for flagging due payments on the patient record.
84. There should be a service termination due limit to be set by the institution.
85. There should be provision for payment check on services and investigations.
86. It should have provision for refund of tests/ procedures not performed
87. It should have provision for dated cash reports at all levels in categories and department wise distribution.
88. It should have provision for including each and every investigation being performed in the institution with the respective charges
89. It should have provision for addition of any number of investigations in any category with their respective charges
90. It should have provision for ordering of investigations according to department
91. It should have provision for investigation requisition
92. It should have provision for investigation billing
93. It should have provision for investigation partial billing
94. It should have provision for paid and free investigations
95. It should have provision for investigation requests
96. It should have provision for investigation approval
97. It should have provision for investigation and sample label printing
98. It should have provision for clinical details to reporting consultant
99. It should have provision for all reporting formats of the institution
100. It should have provision for provisional and final reports
101. It should have provision for record access to the reporting consultant
102. It should have provision for report uploading to the patient record
103. It should have provision for image uploading from the imaging investigation equipment
104. It should have provision for test uploading from the various platforms
105. It should have provision for range and timeline display
106. It should have provision for out of range flags
107. It should have provision for graphical display of tests.
108. It should have provision for record uploader logins
109. It should have provision for report uploader logins
110. It should have provision for SMS alerts for out of range results

111. It should have provision for intra institution instant messaging. It should have provision for operation by login of authorized user.
112. It should have provision for store and equipment activity online
113. It should have provision for catering to different users in central and peripheral locations.
114. It should have provision for catering to any number of central and peripheral store locations of any category
115. It should have provision for intake stock of all stores medical and non-medical

116. It should have provision to account for stock and equipment acquired by different acquisition processes.
117. It should have provision for automatically updating stock from the intake.
118. It should have provision for inventory management and stock reports
119. It should have provision for issue of prescriptions
120. It should have provision for issue of indents
121. It should have provision to automatically debit issued prescriptions and indents from stock
122. It should have provision for low stock alerts
123. It should have provision for expiry alerts
124. It should have provision for alerts for refrigerated drugs
125. It should have provision for debiting stock which has been rendered unusable due to any reason such as breakage, damage to sealed packing, pest attack, expiry etc.
126. It should have provision for online indents
127. It should have provision for receiving indents
128. It should have provision for intake of equipment by different acquisition processes
129. It should have provision for indent of equipment of all kinds
130. It should have provision for issue of indented equipment online
131. It should have provision for recording AMC of equipment
132. It should have provision for accessories supplied with various equipment
133. It should have provision for consumables supplied with various equipment
134. It should have provision for acquisition of consumables online
135. It should have provision for indicating out of stock items
136. It should have provision for replacing condemned equipment
137. It should have provision for issuing consumables on indent
138. It should have provision for generating reports of all equipment and consumables as required
139. It should have provision for uploading all hard copy documents related to stores and equipment intake and processing with each transaction.
140. It should have provision for searching of store items
141. It should have provision for searching for equipment items
142. It should have provision for generating inventory reports for each individual store point and for the institution collectively.
143. It should have provision for tracking biomedical waste from the point of generation till the point of disposal
144. It should have provision for tracking individual waste bags according to waste type
145. It should have provision for recording the weight of different types of waste at the point of generation
146. It should have provision for creating BMW generation sites at any point in the hospital which will be taken account of the system
147. It should have provision for noting the name of the carrier
148. It should have provision for noting the site of waste generation
149. It should have provision for noting segregation
150. It should have provision for generating site wise waste generation reports

151. It should have provision for generating category wise waste generation reports
152. It should have provision for catering to several categories of users
153. It should have provision for noting prices of recyclable items
154. It should have provision for creating any number of recyclable items
155. It should have provision for noting sale of recyclable items
156. It should have provision for generating reports of total item wise sales
157. It should have provision for generating reports of total sales
158. It should have provision for monitoring by officer in-charge

159. It should have provision for identification of bags of each category.
160. It should have provision for creating free categories by the administrator
161. It should have provision for disabling all payment points if free category or BPL check box is checked.
162. It should have provision for uploading relevant documents certifying the BPL or free category status.
163. It should have provision for approval of the BPL/ free category status by competent authority before any free services are provided.
164. It should have provision for alteration of BPL/ free status if there is any change in the same for the patient
165. It should have provision for ANC card
166. It should have provision for recording immunization schedule
167. It should have provision for adverse reaction reporting
168. It should have provision for leave calendar
169. It should have provision for record transmission to an authorized user in another institution.
170. It should have provision for editing prescriptions
171. It should have provision for editing investigations
172. It should have provision for OPD Administrator
173. It should have provision for common record uploader for all OPD departments (more than one login
174. It should have provision for common report printing counter for all departments
175. It should have provision for edit options in prescriptions
176. It should have provision for edit option in investigations
177. It should have provision for printing of all reports from a single department for an individual patient on a single page
178. It should have provision for the consultant to view the documents uploaded to the record by the record uploader.
179. It should have provision for refund reports within date range
180. It should have provision for cash reports of individual counters within date range
181. It should have provision for cash report for registration within date range
182. It should have provision for cash report for OPD within date range
183. It should have provision for cash report for investigations within date range
184. It should have provision for department wise cash report within date range
185. It should have provision for patient reports within date range
186. It should have provision for differentiating pending and completed reports.
187. Super-users in every department to manage OPD services according to exigencies arising on a day to day basis.
188. The software should be constructed on an open access platform
189. It should have provision for seamless connection to existing faculty and other institutional modules.

190. It should have provision for expandability of each service component to accommodate IPD and all further additions to services, users, facilities, logistics and materials without any extra cost.
191. It should have provision for mission criticality assessment which will be held during the demonstration.
192. It should have provision for modification by remote access to avoid operational delay
193. It should have provision to provision to add OPD with all services at a peripheral center also.

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Annexure-C

Inviting of sealed quotations for Supply, Installation and Commissioning of Software for OPD Services at AIIMS, Jodhpur.

TECHNICAL BID

Name of Firm/Contractor/Supplier	
Complete Address & Telephone No.	
Name of Proprietor/Partner/Managing Director/Director.	
Phone & Mobile No.	
Name and address of service centre near by Jodhpur.	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	
PAN No. (enclose the attested copy of PAN Card)	
Service Tax No. (enclose the attested copy of Service Tax Certificate)	
VAT No. (enclose the attested copy of VAT Certificate)	
Whether the firm has enclosed the Tender Fees	
Whether the firm has enclosed the Bank Draft/Pay Order/Banker's cheque as Earnest Money Deposit as per Annexure 'A'	
Whether the Firm/Agency has signed each and every page of Tender/NIT	
Any other information, if necessary	

Authorized signatory of the bidder with seal.

Annexure-D
Financial Bid

(To be submitted on the letterhead of the company / firm separately for item)
A.

S.No.	Item Description	Qty	Rate	Vat/ Tax	Amount (in Rs.)
1	Software for OPD Services	1			

1. I/We have gone through the terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.
2. No other charges would be payable by the Institute.

(Authorized signatory of the bidder with seal)