

SUPERINTENDENT
JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR-
812001

Website-www.jlnmchbhagalpur.org

TENDER INVITED FROM ELIGIBLE AGENCY FOR COMPUTERIZED REGISTRATION SERVICES
AND THE INTEGRATING THE SOFTWARE IN VARIOUS DEPARTMENT OF JAWAHARLAL
NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR INCLUDING ICD-10

1	DATE FOR SELLING OF TENDER	upto 27.04.16 (Only Working Day)
2	DATE OF PREBID MEETING	04.05.16 at 11.30am (Chamber of the Superintendent,JLNMCH Bhagalpur)
3	LAST DATE OF RECEIPT OF TENDER	07.05.16 upto 5.00 pm
4	DATE OF OPENING OF TECHNICAL BID	09.05.16 at 12.00pm
5	EMD Amount	Rs 20,000/-(Twenty Thousand only)
6	PLACE OF OPENING OF TENDER	Chamber of the Superintendent, JLNMCH Bhagalpur
7	ADDRESS FOR COMMUNICATION	Superintendent Office, JLNMCH, Mayaganj,Bhagalpur-812001
8	INQUIRY ABOUT TENDER	Hospital Manager-9470003105

The terms and condition available with tender form. The tender form available on mentioned above place and can be download from website www.jlnmchbhagalpur.org. The tenderer attach tender form fees D.D in favor of Superintendent, JLNMCH, Bhagalpur from Nationalize Bank payable at Bhagalpur. The tenderer will have to submit the tender through register post up to the date &time mention above . Tenders receive later than the due date and time will not be considered .

The Superintendent, JLNMCH Bhagalpur reserve the rights to accept or reject any or all tenders without assigning any reason.

Sd/-

Superintendent
Jawaharlal Nehru Medical College
& Hospital, Bhagalpur

Tender Notice

TENDER DOCUMENT FOR COMPUTERIZED REGISTRATION SERVICES AND THE INTEGRATING THE SOFTWARE IN VARIOUS DEPARTMENT OF JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR

OPD,IPD, Pathology, Store(Including Pharmacy & Purchase), MRD(Medical Record Department) is to be computerized on turnkey basis by Outsourcing. The Outsourcing 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 in Bihar for the above said services of Jawaharlal Nehru Medical College and hospital for a period of Two years 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.

1. **QUERIES/ CLARIFICATION**- 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 3 day prior to the last date of submission of Bid at 11AM in the Chamber of the Superintendent . It is essential to appear in Prebid Meeting by the tenderer or their representative otherwise their tender will not be accepted.
2. **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 stationery. 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.
3. **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 technical bid.
4. **GENERAL TERMS AND CONDITIONS**- The following terms and conditions may be read carefully and compiled before submitting the tender.

a. Procedure for submission of Bids:

- i) Technical Bid should be covered in a separate sealed cover super scribing the wording ' Technical Bid' and Names of the Tendere. 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 Name of the Tenderer.

The Technical and Price Bid should be enclosed in separate sealed envelop along with covering letter, list of enclosures and EMD and DD of rupees 500.00 in case of tender form is downloaded from net, must be kept in a single sealed cover super scribed with "Tender for providing computerization of hospital registration services", Due date, and tenderer's name and address.

- b. The price bid should be typed and the rate be quoted in words as well as in figures without any over writing or erasing and if any overwriting,be underneath signed by tenderers.
- c. Covering letter should clearly indicate the list of enclosures.
- d. Each page of the Tender document should be numbered and signed by the tenderer with the seal of the firm.
- e. Tender form are not transferable.
- f. **Earnest Money Deposit (EMD)** -Each tender must be accompanied by a DD from a Nationalize Bank in the name of "Superintendent , JLN MCH Bhagalpur" for Rs. 20,000/- (Twenty Thousand only) as Earnest Money. 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 DD of a nationalized bank for Rs 20,000/- (Twenty Thousand) only in the name of "Superintendent , JLN MCH Bhagalpur" for a period of 25 months from the date of finalization of tender.
- g. The bidder should have reasonable number of operators having computer education qualification under their control and bidder will be required to employ at least 14 persons at the hospital .
- h. The bidder should have adequate technical & financial resources to undertake the contract.
- i. The tenderer shall also provide attested copies of registration number of the firm/commercial tax receipts.
- j. The successful bidder shall pay the wages in accordance with the Bihar State Health Society Rate payments/salary to the employees.
- k. The undertaking as per annexure-III signed by the tenderers must be enclosed with the tender form, failing which the tender shall not be considered.
- l. **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 Vender shall provide a non – judicial stamp Paper of Rs.) 100/- for preparing a Contract Agreement.

m. Penalty Clause :

1. The firm will be bound to develop the application software within Fifteen days 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.
2. Security Deposit shall be forfeited in case of nonimplementation of the contract and the penalty @ of 2 % of contract value for each week shall be levied on the vendor.

n. Terms of Payments: Income tax at source will be deducted from the amount of bill as per prevailing IT rules.

o. Security Deposit : Rs 1,00,000/- (One Lac only)

p. Disputes and Jurisdiction: All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion failing the parties will be free to go to the court at Bhagalpur.

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

r. The firms shall indicate the name of various Government, Public Sector and reputed Private sector organizations for whom they have provided complete solutions of preferably similar projects.

s. Exclusive Right of Hospital Authorities: Superintendent , JLNMC, Bhagalpur has 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.

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

u. Documents to be attached:

1. Earnest Money Deposit for 6 months.
2. Undertaking as per Annexure III
3. Proof of computerization along with LAN/ WAN / networking experience.
4. Registration number of the firm.
5. Certificate of Hardware Configuration as mentioned in the tender document.

Sd/-

Superintendent

**Jawaharlal Nehru Medical College
& Hospital, Bhagalpur**

I. SCOPE OF WORK AND PROJECT DISCRPTION:

Computerized Registration services and the integrating the software in various department of Jawaharlal Nehru Medical College and Hospital.

- Patient Registration – Complete patient detail. OPD / Admission registration and consent form.
- Reception and patient management – Reception enquires and list of vacant beds. Trace location of any patient by ward of bed. Bed occupancy chart for any given date and time.
- OPD Billing – Detailed services availed by patient in OPD. Receipt & Refund Vouchers.
- To establish a central Hospital OPD and Special clinic Registration
annexure I
 - a. For new cases
 - b. Revisits
 - c. Cross Referrals
 - d. Pathology
- Laboratory and imaging reports - Preformatted test for lab and imaging. Auto requisition of test from OPD or IPD billing. Transfer of test report to patient case sheet.
- Medical Record Department & Medical Statistics – ICD-10 Codes with diseases based Analysis. Trace Patient history. Search patient & other record an any field. Diagnosis analysis. MTP, birth control & CR registers.
- IPD billing & cash collection – Instant bills of all admitted patient. Receipt, credit note & refund vouchers. Summarised & detailed bills.
- Inventory / Stock – Purchase details of all hospital items. On the spot assessment of hospital stock. Stock record linked with billing.
- To keep waiting time below 04 minutes per patient for OPD registration.
- To enter diagnoses/disease on the basis of information if provided.
- To analyze and generate daily / monthly / annual and other reports as demanded (annexure II).
- To integrate the software with patient profile as beneficiary of deferent state / central schemes of health department.
- To integrate the software with patient profile as beneficiary of other department schemes.
- Combination reports w.r.t. BPL, rural / urban, age of patient, male/female and religion etc.
- Efficiency reports w.r.t. Different departments of hospital.

- Follow up system for some special diseases like T.B. AIDS etc.
- Report card at the time of discharge displaying her every diagnosis / details and follow up calendar for lactating mother.

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

1. The vendor shall provide the complete hardware@, system software and the application software.
2. The vendor shall provide the stationary and other related stationary and consumable items required. Sample of stationary will be provided by the hospital.
3. The vendor shall provide Trained Manpower each shift The IT assistant must be a graduate with minimum six month course on computers.
4. 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 workload.
5. 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/DVD.
6. The safe custody of the equipment provided by the vender in the hospital shall be the responsibility of the vendor.
7. After the contract period is over the vendor 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.
8. The vender shall take care of License required for 3rd party software used if in his system at his own cost.
9. The software developed shall be web based and Administrial control of the system and application software shall be transferred to Rogi Kalyan Samiti. @ PCs, Server, printers, LAN, UPS etc.

III. Hospital shall provide furnished space and Electricity. System of InternalNetworking 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:

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

d. TIME FRAME:

Software development:	15 days from the date of award of order.
LAN and Hardware installation:	-----Do-----
Testing:	One week after the development of S/w
Implementation:	One week after the testing.

Total duration of Development phase is 30 days.

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

- e. Administrable control of the software shall be networked with the system in Superintendent Chamber.
- f. RESPONSE TIME: The Software implementation must provide for the response time less than 2 seconds for the information stored and less than 5 seconds for queries.
- g. 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.
- h. 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 vendor. Date of contract will begin from date of acceptance testing of application software.
- i. WARRANTY AND MAINTENANCE BACKUP: Service support: The firm shall have well established offices 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 vendor to keep servers up 99% of the time and rest of system at 95% of the time at their own cost. The vendor should stock some of essential items at the site for keeping system up as mentioned above.
- j. The bidding firms must have adequate manpower & bidder will be required to employ at least 14 persons at the hospital.
- k. The IT assistants provided by the vendor shall be well behaved, sweet natured capable of handling public in all circumstances.
- l. **The Firm must provide the following documents along with technical Bid:**
 1. The experience of the firm in the development of relevant medical/hospital applications/ similar projects.

- 2.The bidder should submit a partnership deed in case of a partnership firm, memorandum and. article of association and certificate of registration in case of Private / Public limited company or registered society.
- m. The firm must ensure that the offer is the best and competitive.
 - n. The Hospital authorities shall monitor the project and can ask the vender to replace a service provider found not fit for the said job.

**Superintendent
Jawaharlal Nehru Medical College
& Hospital, Bhagalpur**

HARDWARE CONFIGURATION

Desktop configuration

Intel Dual core or processor 2.9GHz or higher speed , 512cache, Minimum 2 GB DDRS RAM, 500GB HDD, 52X CD ROM or higher, Scroll Logitech / Microsoft /HP/Acer/DELL mouse, Keyboard, 15”color Monitor(HP/Acer/DELL), 10/100 mbps LAN card, suitable SMPS power supply & chassis. Windows 8 professional, MS office 7, application software.

*Note- Work on Complete Intranet Network area for HMIS

Laser printer

All in one printer ,one for each desktop PC, capable of handling print, Xerox and scan with windows 7/Windows 8 drivers.

UPS(*mandatory)

For each PC & Server- 1KVA online UPS (1000VA)

Server configurations

Intel XEON, 2.4GHz or higher, 512 cache, 2 GB DDR3 RAM, 2 TB 7200 RPM/Higher HDD, 52X DVD/ CD- RW, 10/100 mbps LAN, optical scroll Logitech / Microsoft HP/Acer/DELL mouse, Keyboard, 15” color Monitor (HP/Acer/DELL),, Windows server 2008, MS office 2007/Higher, application software.

*Note- Work on Complete Intranet Network area for HMIS

Stationary

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

Annexure I

Hospital OPD registration

1.Registraion of New Caes: 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)

- a. Name, age, sex, Date. Registration number, Specialty dept. and room number etc.
- b. Demographic information and other relevant medical information. Information related with implementation of Govt. schemes
- c. Patient waiting time should not exceed 10 minutes per patient.
- d. 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.

Reports generation

Annexure-II

A-Daily, Monthly and Annual OPD Report.

B-Daily,Monthly and Annual IPD Reports.

C-Daily, monthly and Annual Pathology Report.

D- Report concerning beneficiaries of the schemes.

E- Any other report as demanded.

ANNEXURE III

Subject:-Computerized registration services (OPD, IPD) and Integrating the software with various schemes of State / Central Govt. of health department and department of women and child development etc.

To,
Superintendent,
Jawaharlal Nehru Medical College
and Hospital, Bhagalpur,

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 by me/ us free of cost, in time, to avoid inconvenience.

I/We shall forfeit to the Superintendent, JLN MCH, Bhagalpur 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 Bhagalpur.

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 of the Tenderer
Address of the tenders
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 2 Months.
2. Undertaking as per Annexure III
3. Proof of computerization along with LAN/ WAN / networking experience.
4. Registration number of the firm.
5. Certificate of Hardware Configuration as mentioned in the tender document.
6. Experience Certificate of the same nature of work in Medical College or other Corporate /Big Hospitals of minimum one year.

**TENDER DOCUMENT FOR COMPUTERIZED REGISTRATION SERVICES AND THE INTEGRATING
THE SOFTWARE IN VARIOUS DEPARTMENT OF JAWAHARLAL NEHRU MEDICAL COLLEGE
AND HOSPITAL, BHAGALPUR**

(To be enclosed in tender bid envelop)

1. Cost of tender Rs. 500/-

*Affix duly attested P.P.size
Photograph*

2. Due date for tender _____

3. Opening time & date of tender _____

4. Name, address of Firm/ Agency and Telephone No. _____

.....

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 / TAN of Income Tax Deptt. _____

9. Details of earnest money deposited

a. Amount : _____ Rs. _____ (Rs.in words)

b. FDR No. duly pledged
To Superintendent, JLNMCH, Bhagalpur _____

c. Date of issue of FDR: : _____

d. Name of the issuing authority: _____

10. Any other information.

11. 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 tender)

Name:

Designation:

Address:

Dated:Phone No.:

JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR

Envelope-A

FORM FOR THE TECHNICAL BID

1.	Name of the Tender	
2.	Constitution of the Tenderer (Whether company/Partnership Deed/ Articles of Association/ Bye Laws of the Company /Firm)	
3.	Address (In capital letters only)	
4.	Contacts	
	Telephones Office:	
	Residence:	
	Fax:	
	E-mail:	
	Mobile No.	
5.	Name of the Chief Executive Officer And Telephone No.	
6.	Amount of Earnest Money Deposit	
	DD	
	Amount (In figures)	
	Amount (in words)	
	Serial Number	
	Dated	
7.	Sales tax/Commercial Tax/ VAT/CST no. And PF no.	
8.	Income Tax PAN/GIR No.	
	TECHNICAL INFORMATION	
9.	Available Facilities:	
	No. of Employees on permanent roll	
	Technical Nontechnical (Details as given)	
	Available Infrastructure	
10.	Total number of Pentium-IV computers	

	With minimum 80 GB HDD or above	
11.	Operating System	
12	Number of Laser Printers (20 ppm, 600 dpi or above) Available	
13	Number of additional sets of equipments, if any, proposed to be procured (give details)	
14	Time required to place the equipments on the job	
15	Backup facilities	
16	No. of generators with capacity	
17	Past experience as per eligibility Criteria(details may be given along with documentary evidence)	
18	Work in hand (details to be given) with documentary evidence	

Attach extra sheet wherever necessary.

I/We accept the terms and conditions mentioned in the document.

***Signature of the Tenderer
Address of the tenders
With Stamp***

JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL

Envelope-B

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 Prequalifying 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

FORM FOR THE PRICE BID

1.	Name of the Tender	
2.	Constitution of the Tenderer (Whether company/Partnership Firm etc Partnership Deed/ Articles of Association/Bye Laws of the Company /Firm)	
3.	Address (In capital letters only	
4.	Contacts	
	Telephones Office:	
	Residence:	
	Fax:	
	E-mail:	
	Mobile No.	
5.	Name of the Chief Executive Officer And Telephone No.	
6.	Price Bid for JLN MCH Hospital as per software, manpower, Hardware etc. as mentioned in tender document (Rupees/ Month)	

Attach extra sheet wherever necessary.

I/We accept the terms and conditions mentioned in the document.

***Signature of the Tenderer
With Stamp and Date***

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 Software development and 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.

***Signature of the Tenderer
With Stamp and Date***