



**अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़
All India Institute of Medical Sciences, Raipur (Chhattisgarh)**

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के लिये बोलीदाताओं/फर्म/एजेंसी/ इत्यादी से प्रस्ताव प्राप्त करने का निमंत्रण है, संविदात्मक तब तक नहीं होगा जब तक औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/फर्म/एजेंसी इत्यादी के साथ एम्स रायपुर के विधिवत् अधिकृत अधिकारियों क द्वारा निष्पादन किया गया है।

Disclaimer

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.

**Tatibandh, G.E. Road, Raipur -492099 (CG),
Tele: 0771- 2577279, 07712971307
Website: www.aiimsraipur.edu.in/www.eprocure.gov.in
Email: store@aiimsraipur.edu.in**



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) में
“Comprehensive Digitization of Paper Medical Records and related
Document management system with required software for MRD Dept.” हेतु
वार्षिक दर अनुबंध हेतु निविदा आमंत्रण सूचना।

**Annual Rate Contract of
"Comprehensive Digitization of Paper Medical Records and related
Document management system with required software for MRD Dept."
At All India Institute of Medical Sciences, Raipur**

CRITICAL DATE SHEET

Published Date	27.06.2019 at 06:00 pm
Bid Document Download / Sale Start Date	27.06.2019 at 06:00 pm
Pre bid meeting	05 .07.2019 at 03:30 pm
Bid Submission Start Date	15 .07.2019 at 10:00 am
Bid Document Download / Sale End Date	25.07.2019 at 03:00 pm
Bid Submission End Date	25.07.2019 at 03:00 pm
Bid Opening Date	26.07.2019 at 03:30 PM

**Tatibandh, G.E. Road, Raipur -492099 (CG),
Tele: 0771- 2577279, 07712971307
Website: www.aiimsraipur.edu.in/www.eprocure.gov.in**

1. Online bids are invited on behalf of the Director, AIIMS, Raipur two bid systems (Technical & Financial) for “Annual Rate Contract of **“Comprehensive Digitization of Paper Medical Records and related document management system with required software”**. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) eprocurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.

The Technical bid should include the detailed specifications of main work and its accessories. All items/works should be numbered as indicated in the **Annexure-I** (Any deviation should be clearly mentioned and supporting document should be submitted).

6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery, CMC & warranty terms etc. whichever is applicable.
10. Relevant literature pertaining to the items/works quoted with full specifications should be uploaded, where ever applicable.
11. Tenderer must provide evidence of having work government hospital / reputed private hospital in India works/work of at least **₹9 lakh** of Digitization of Medical Records for Central Medical Records Section for Digitization of Medical Records of Tender value in the last three years and the copy of the same should be uploaded.
12. The firm should be registered and should have the average annual turnover at least **₹18 lakh** of the bidder in the last three financial years. Copies of authenticated balance sheet for the past three financial years should be uploaded.
13. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
14. The GST registration details may please be furnished.

15. The quantity shown against each items/work is approximate and may vary as per demand of the Institute at the time of placement of order.
16. The bidder must be able to provide the product/items/works within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
17. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director/AIIMS/Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
18. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
19. All disputes shall be subject to Raipur Jurisdiction only.
20. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
21. The Tender/Bid will be opened on Store office at AIIMS Raipur Premises.
 - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
 - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
22. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
23. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

 - i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
 - ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
24. Normal comprehensive warranty/guarantee and CMC (if applicable) shall be applicable to the supplied goods.
25. Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.

26. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
27. **Earnest Money:**
- Earnest money of **₹54,000.00** by means of a Bank Demand Draft/FD/BG a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD/BG may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The used instrument must reach at officer of the Stores Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.
- i) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
 - ii) Tenders without Earnest Money will be summarily rejected.
 - iii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
 - iv) If MSME firm is registered for above tendered items/work, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.
 - (1) Small Industries Corporation (NSIC)
 - v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
 - vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
28. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through **e-mail: store@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.
29. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.

**Stores Officer,
AIIMS, Raipur**

Other Terms & Conditions:

1. Pre-Qualification Criteria:

- a. Bidder should be the manufacturer/authorized dealer/Distributor/Trader/ Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place.
- b. An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded.

2. Performance Security Deposit:

- a. The successful bidder shall have to submit a performance Security Deposit within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31st day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that items/work.
- b. Successful supplier/firm should submit performance security as prescribed in favour of "AIIMS, Raipur" and to be received in the Store Office, 2nd Floor, Medical College Building, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance security deposit FD/DD/ and also performance guarantee bond to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value.
- c. The Performance Security Deposit should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Validity of the performance security bond shall be for a period of 60 days beyond of entire warranty period from the date of issue of installation & commissioning.
- e. After completing of warranty period a fresh BG/DD/FDR of 10% of CMC cost will be submitted by the supplier for performance security against CMC validity of this new BG/DD/FDR will be 60 days beyond CMC period. After submission of new security deposits, old security deposit will be released.

3. Error, Delays and Deductions:

- a. In case of any delay in supplying the desired output in digitization & archiving and software development, on the part of the vendor, the following deductions shall be applicable:
 - Penalty @ 2.5% per month delay shall be charged.
 - In case of delay beyond 4 months no payment shall be made.
- b. Delay in providing documents to the vendor by the concerned department shall not be considered in the calculation of delay. In case of non-availability of pages to be scanned, the firm has to inform the nodal officer in writing.

c. Any variation in mis-match/linking of documents with the desired data while scanning of documents (OR) wrong retrieval of records/ images (OR) non-retrieval of records/images shall be treated as errors and shall be the responsibility of the vendor. In case of such errors,

% of error in pages	Deduction of Amount
Upto 0.5%	Nil
Greater than 0.5% and upto 1%	5%
Greater than 1.0% and upto 2%	10%
Greater than 2.0% and upto 5%	20%
Greater than 5.0%	No payment

- 4. Right of Acceptance:** AIIMS, Raipur reserves 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. AIIMS, Raipur also reserves the rights to accept all the equipment/instruments in the given tender or only part of it in any given schedule without assigning any reason.
- 5. Validity of the bids:** The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.
- 6. Risk Purchase & Recovery of sums due:**
- Failure or delay in work/supply of any or all items/works as per Requisition / Purchase Order, Specification or Brand prescribed in the tender, shall be treated as 'non compliance' or 'breach of contract' and the order in part of full be arranged from alternative source(s) at the discretion of the hospital authority and the difference in price has to be recovered from the tenderer as mentioned elsewhere.
 - The amount will be recovered from any of his subsequent / pending bills or security Deposit.
 - In case the sum of the above is insufficient to cover the full amount recoverable, the contractor shall pay to the purchaser, on demand the remaining balance due.
- 7. Communication of Acceptance:** AIIMS, Raipur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.
- 8. Maintenance of software:** The tenderers must quote for **05 years** for software and other hardware CMC from the date of completion of the satisfactory installation as certified by the stipulated committee/department. The CMC charges shall not be quoted separately otherwise the bid shall be summarily rejected.
- 9. Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Raipur shall have the power to terminate the contract without any prior notice.

10. Force Majeure: If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, exception, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, Raipur party may, at least option to terminate the contract.

11. Breach of Terms and Conditions: In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stand forfeited.

12. Subletting of contract: The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit. The tender is not transferable.

13. Right to call upon information regarding status of contract: The AIIMS, Raipur will have the right to call upon information regarding status of contract at any point of time.

14. Terms of payment:

The payment will be made after satisfactory completion of work only on monthly basis. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved up to the satisfaction of MRD. The vendor has to produce a certificate duly signed on this and the Medical superintendent in AIIMS, RAIPUR shall certify the quantity and quality of the work. However, no payment shall be made for system study, analysis and designing.

15. Goods and Services Tax:

1. GST rates applicable on your quoted items/work may please be confirmed.
2. Please confirm if there any change (Upward/Reduction) in your **Basic Price** structure. And you are also requested to pass the Input Credit as per the following **Anti Profiteering Clause** of GST. **“Upon Implementation of GST. Any reduction in the rate of tax on supply of goods or service or the benefit of input tax credit shall be passed on to AIIMS Raipur by way of commensurate reduction in the prices”**

16. Fall Clause:

1. Prices charged for supplies under Rate Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other State Government/DGS&D/Public Undertaking during the period of the contract.
2. If at any time during the period of contract, the prices of tendered items/works is reduced or brought down by any law or Act of the Central or State government, the supplier shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree

for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the items/work as per quoted rates. This office will not accept any higher rates after wards.

3. If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./DGS&D and Public Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction/ specifications specified in the Purchase order and demonstrate at the their own cost.

17. Arbitration:

If any difference arises concerning this agreement, its interpretation on payment to the made there under, 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 Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS Raipur. 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, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

18. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

19. Rate wise comparison of the quotes will be made and L1* for each item will be determined accordingly. In this context, final decision of the committee will be binding to all and no claim in this regard can be entertained. The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Raipur shall be final.

20. Quantity:

This is rate contract: hence quantity shown in the tender documents is tentative. It may varied (Increase/Decrease) as per demand of the institute at the time of placing order.

21. Option Clause:

Under this clause, the purchaser retains the right to place order for an additional quantity up to a 25-30% of the originally contracted quantity at the same rate and term of the contract, during the currency of the contract.

The period of rate contract is for 1 year which will extended for another years with mutual concerns.

L1* = L1 will be decided on the basis of rate quoted by item.

**Stores Officer,
AIIMS Raipur**

Technical Bid

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) Scanned Copy of EMD Cost must be uploaded.
- b) Please mention that the bidder is Manufacture /Distributor /Dealer / Trader/Supplier relevant document should be uploaded.
- c) In case of distributor/dealer/trader/supplier must be upload tender specific authorization certificate from OEM/ manufacturer (Form C) should be uploaded.
- d) Copy of PAN Card should be uploaded.
- e) Firm/Company registration certificate should be uploaded.
- f) GST registration certificate should be uploaded.
- g) Income Tax Return of last three years should be uploaded.
- h) Tenderer must provide evidence of experience/supplied materials as mentioned in tender document should be uploaded
- i) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- j) "Declaration by the Bidder "(Form B) should be uploaded as mentioned in tender document should be uploaded.
- k) Relevant brochure/catalogue pertaining to the items/works quoted with full specifications etc.(if required)
- l) An undertaking of manufacturer as per serial no. 1b of tender document page no. 06 in case of Distributor /Dealer / Trader/Supplier should be uploaded.
- m) Tenderer must provide a certificate on letter head that proprietor/firm has never been black listed by any organization should be uploaded.
- n) Form A with duly filled by bidder should be uploaded.
- o) Technical Specifications Compliance Report.
- p) Have you previously supplied these items/works to any government/ reputed private organization? If yes, attach the relevant poof. Please provide a certificate on letter head that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. If you don't fulfil these criteria, your tender will be out rightly rejected.

PRICE BID

- (a) Price bid in the form of BOQ_XXXX .xls

PARTICULARS FOR PERFORMANCE SECURITY DEPOSIT

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (CG)

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Security Deposit for Rs.....[10% (ten percent)of the purchase value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Security Deposit is to be submitted within 30 (Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We,.....(name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed..... (Indian Rupees.....only).
- b. This Bank Guarantee shall be valid upto..... (date) and claim period should be six month beyond from the date of validity.
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address:

Form-A

**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS/National Electronic Fund Transfer (NEFT) Mandate Form**

1	Name of the Bidder	
2	Permanent Account No(PAN)	
3	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	
5	Complete Postal Address of the bidder	

FORM-B

Declaration by the Bidder:

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation
4. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

Form-C

MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

To
The Stores Officer,
All India Institute of Medical Sciences Raipur

Dear Sir,

TENDER: _____.

we, _____ who are established and reputable manufacturers of _____, having factories at _____ and _____, hereby authorize Messrs. (Authorised Dealer/Sole Distributor/Supplier) _____ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No. _____ for the above goods manufactured by us. No company or firm or individual other than Messrs. _____ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the conditions of tender for the goods bided for supply against this tender by the above firm.

The authorization is valid up to _____

Yours faithfully,

(Name)

For and on behalf of M/s. _____
(Name of manufacturers)/Principal

ANNEXURE-I

TECHNICAL SPECIFICATION OF DIGITIZATION & SCANNING OF MEDICAL RECORDS DOCUMENTS (Tentative Qty. 30 Lakh Pages)

1. Receiving of discharge case sheets from Medical Record Department
2. Arranging and page numbering to be done as per order of assembling of MRD
3. Scanning of Records & image enhancement & storing image, storing in DVD/Hard Drive disc of MRD & Server room.
4. The temporary storage during the scanning will be the responsibility of the firm. The scanned data to be provided in DVD/Hard Drive.
5. The record should be scanned and returned to MRD within 24 hours. The paper work for receipt and issue of records to be printed/ provided by outsource agency and returning back the case sheet in original in Assembled/ Stapled order to MRD.
6. The scanning will be done in MRD only, But the hardware / Software/ Maintenance/ Manpower will be provided by the outsourcing agency. Only the office will be changed extra space as per tariff.
7. Software for retrieval of Medical records by various parameters viz. Admission No. i.e. MRD No., Demographic profile, ICD-10 code Nos., date/month/year, etc. of scanned documents for searching these parameters either keyword or using a software link. A separate software for retrieval of diagnostic data should be provided with various parameters viz. retrieval of data disease wise, sex wise, age wise, unit wise, geographical wise, etc.
8. The software should be installed at hospital server for easy retrieval.
9. Software for MRD functions i.e. file issue, reports & follow up of records with various departments as and when any other required, training of MRD staff to work on software.
10. Coding and diagnostic indexing of documents, as per ICD-10 coding book of WHO, to be done by man power of outsource agency in the software at MRD/ Server room of this hospital.
11. The key if any for all the above software i.e. scanning & MRD Functions should be given to server room of this hospital for any repair/alteration/corrections/additions, as & when required.
12. The rate quoted should be applicable for further one years. After obtaining successful completion certificate by the Officer in charge of MRD every year.
13. The scanning should be done in the PDF/any latest format.
14. Initially the contract will be awarded for the period of one year extendable till 1 years based on performance & after getting successful completion certification from the CMO in charge of MRD every year.
15. Record ID: auto generated unique ID irrespective of case sheet no.
16. Record Type i.e. IPD case sheet, OPD Case sheet, emergency case sheet, post mortem report, discharge summary, death/ birth certificate etc.
17. Hardcopy Record storage: Rack detail with location.
18. Hardcopy Record Storage: Shelf detail with location.
19. Case sheet owning department unit/ ward.
20. Contact of case sheet that no. of reports, no progress notes pages, no of x-ray etc.

21. Manual Record Status i.e. available, Not traceable, destroyed etc.
22. Need to map with specific keywords. Keyword can be mapped with Operation name, diagnostic, Findings. This can be used for research purpose searching.
23. Access type of case sheet i.e. Restricted, Normal, Confidential etc.

1. Scope of Work

AIIMS, RAIPUR is looking for only turnkey solution providers having Document Management Systems experience and must have undertaken and executed project involving digitization of Hard/Print Copies, integrating with born-digital contents and providing post digitization Digital Solution like retrieval of images/records and to capture and integrate new arrival of digital records.

The activities involved shall be

- **Scanning/quality enhancement/cropping of existing Record/digitization:**

- The documents/pages of different sizes (A4/A3 etc.) are required to be transformed / converted into digital format (both images and/or pdf) and archived with proper indexing for easy retrieval.
- This digitization is a time bound initiative to be accomplished within a period of 1 year.
- The documents have to be digitized within the premises of AIIMS, RAIPUR and no physical document or digitized material shall be allowed to leave the premises at any point of time.
- The original document is fragile and likely to be lost in the near future, extremely valuable documents where re digitization is problematic, requires high quality prints 1:1 - we need as perfect copy as possible -> usually 600 dpi or better 1200 dpi, with lighting and colour calibration (ICC profile), lossless compression

- **Development of application software for – Document Management System:**

- The vendor should have to develop, test, implement and provide a web based application software to be run on intra-net / multi user/ multi-distributed environment with proper security provisions and audit trail for storage and retrieval of records on keys as specified by the MRD.
- The software should also be able to capture and integrate new arrival of digital /non-digital (after scanning) records.
- Sufficient number of copies (five – one original and four photocopies) of software documentation & user manuals shall have to be provided.
- The training of MRD Staff AIIMS, RAIPUR – for six months for one group consisting of up to 20 persons shall be given.

2. Eligibility Criteria (Please provide documentary proof for following with technical bid)

- a) Tender is open to all firms/companies in India, engaged in providing Digitization and Digital Archiving Solution.
- b) The vendor should be registered with Directorate of Service taxes need only apply and the vendor should submit the details of registration of their firm/company, income GST registration & copy of PAN Card, GST.
- c) The vendor should have been certified ISO 9001:2008 or any other Certificate for quality Management.
- d) The vendor should have developed similar web/LAN - GUI based application software on intra-net /multi user/ multi-distributed for any of the Government Departments / Autonomous Bodies / Examining bodies/ Corporate bodies.

- e) The vendor should have at least 5 high speed, high performance, high definition/resolution page scanners of its own – to scan at least 10,000 pages at 600 dpi in two shift basis per day. (Please provide documentary proof of ownership) Since the entire project is to be executed onsite, all infrastructure Hardware-including Desktop computers, UPS, scanners, other equipments (as per requirement), all software and manpower to carry out the work are to be arranged by the vendor at their own cost in MRD premises. AIIMS, RAIPUR shall provide space, Electricity and basic fixtures.
- f) Joint bids or outsourcing or subletting of any nature / third party would not be acceptable.
- g) The vendor should give an undertaking that it has not been black listed by any Government/Autonomous/ Examining Bodies.
- h) Sample images are to be provided in different Modes (Black & White, Color, and Grey Scale) along with the tender in DVD/Hard Disc.

3. Technical Requirements

3.1 Scanning /digitizing / archiving:

- a) The pages to be converted in requisite format will have to be cleaned before scanning.
- b) Numbering of pages has to be done before scanning.
- c) The scanned images should be in TIFF format at early stage and final copy should be in searchable PDF-A file format. The PDF files should be compressed
- d) The output should be of acceptable readability, reasonable accuracy, consistent in term of tone and color reproduction and use neutral common rendering for all images.
- e) The scanner should have minimum of 600 dpi (dot per inch) optical responses or resolutions with [Bit depths: Bit, not less than 8-bit Grayscale, or 24-bit Color (True color)].
- f) Image Enhancement – Basic Enhancement Raster cleaning, De-skew, De-Speckle Cropping & hole removal etc. shall have to be carried out on each images for optimum images clarity.
- g) No cropping is allowed for Raw Image, the entire document has to be scanned for maintaining original size and shape of the document.
- h) The scanning specifications for text support - the production of a scan that can be reproduced as a legible at the same size as the original (at 1:1, even the smallest significant character should be legible).
- i) Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners, platens, and copy MRD will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many documents tend to be dirty and will leave dirt in the work area and on scanning equipment.
- j) The final scanned copy in PDF-A should be legible, with completeness, image

quality (tonality and color), and the ability to reproduce pages in their correct (original) sequence.

- k) Digital images should be created up to a quality level that will facilitate OCR conversion to a specified accuracy level. This should not, however, compromise the quality of the images to meet the quality index.
- l) A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with AIIMS, RAIPUR officials in charge of the project.
- m) The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of documents; remove dust, taking them out of shelves and putting them back at its place etc.
- n) In case of any damage to content, same should be informed to AIIMS, RAIPUR without delay by the vendor.

3.2 Application / Software

a. Development of software

- To develop and implement a web/LAN - GUI based application software on intra-net/ multi user/ multi-distributed / compatible with MRD Network environment with proper security provisions for retrieval of records on keys as specified by the MRD.
- To integrate with LED indicator & electronic motorized compactor the software with web based application for affiliation being operational on-line
- Preferably platform independent

b. The software should be capable of :

- Software must be compatible with E-Office software of NIC.
- Easy storage and retrieval of documents.
- To capture and integrate new arrival of digital / non-digital (after scanning) records
- To index and categorise documents for easy access
- Managing multiple user accounts for access control
- Support from DMS for 50 concurrent users.

c. The software should have the following features

- Scanning
- Storage
- Indexing
- Search & Retrieval
- User access
- Admin Control – creation of Users & Groups, setting privileges and rights on users or on specific documents
- Adequate Security Features with ability to set access controls at multiple levels
- Data Security and unauthorized access protection
- Built-in back up and data recovery features
- Scope for future enhancement

d. The software should have the facilities:

- Independent of hardware
- Ability to access multiple applications concurrently being run by the customer using standard interfaces
- Ability to print reports direct to PC networked printers
- Ability to attach notes / annotations to documents
- Ability to capture digital records – Images, OCR Documents, Emails and attachment
- Custom report capabilities
- Online help and printer User Manuals
- User access.

3.3 Training & Manuals

- a. Documentation: Sufficient number of copies (five- one original and 4 photocopies) of software documentation & user manuals shall be provided by the vendor.
- b. Technical and User Manuals – Both Admin & Users are to be provided
- c. Administrative and user level training are to be provided to the AIIMS, RAIPUR officials for a group of 20 persons (Training the trainer – approach methodology should be adopted).
- d. Training Manuals to be provided.
- e. Develop FAQ

4. Terms & Conditions

- a. The time schedule may be required to be adjusted as per requirements of the MRD and is to be observed strictly as per directions of the MRD from time to time, as the work of scanning and software development is time bound and sensitive.
- b. The vendor shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by the MRD. Each document and data given by the MRD will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the MRD. In case of lapse, the vendor will be fully responsible for the consequences.
- c. The AIIMS, RAIPUR the right to reject any or all the tender without assigning any reasons.
- d. The payment will be made after satisfactory completion of work only on monthly basis. No payment shall be made for the documents not scanned, indexed, merged or uploaded, retrieved upto the satisfaction of MRD. The vendor has to produce a certificate duly signed on this and the nodal officer in MRD) shall certify the quantity and quality of the work. However, no payment shall be made for system study, analysis and designing.
- e. The data/ images shall be the property of the MRD and the vendor will have to supply two copies of the same on DVD/hard drive. (Hard drive/DVD shall be supplied by the MRD. Data/images will not be erased without written permission of the MRD.
- f. The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of pages; remove dust, taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to nodal officer, MRD without delay by the vendor.
- g. In case the digitization work carried out is not according to the specification mentioned in the work order, the work will have to be redone. No extra payment shall be made for this.
- h. The proposed Application solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning.

- i. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc
- j. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository.
- k. Installation of hardware & software:
 - The entire project to be done in MRD premises : All infrastructure Hardware-including Desktop computers, scanners other equipment's, all software and manpower to carry out the work are to be arranged by the vendor at their own cost. The vendor will take back the said equipments upon the completion of the assignment and will ensure complete deletion of data on equipment being taken back. Also, the vendor will install the required software and all other systems and supporting software required to carry out the digitization work along with the team to carry out the digitization and indexing work and transfer the completed work in running condition to requisite media. However MRD will provide the Space, Electricity and basic fixture.

However, the software development shall be done at the vendor's premises.

- The entire work shall be carried out under vendor's custody and the vendor should follow all safety regulations and take all measures to prevent damage/ loss to the documents of the MRD.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be

filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.