अखिल भारतीय आयुर्विज्ञान संस्थान(छत्तीसगढ़) रायपुर ,

All India Institute of Medical Sciences, Raipur (Chhattisgarh)

Tatibandh,

Raipur-492 099 (CG)

क्रमांक /No. AIIMS/R/CS/MRD/19/50/LPC   दिनाँक: 02/05/2019

Notice for inviting Quotation for Comprehensive Digitization of Paper Medical Records and Related Documents for Medical Record Department at AIIMS Raipur.

कोटेशन सुचना
QUOTATION NOTICE

Sealed quotations are invited from intending registered Stockiest/ Distributors having GST/ relevant documents for **Comprehensive Digitization of Paper Medical Records and Related Documents** for Medical Record Department at AIIMS, Raipur should be submitted to Medical College Building, 2nd Floor, Gate no. 05 office of Store Officer up to 3:00 pm on **8th May 2019**, item description as per detailed bellow.

स. क्र. S. N.	सामग्री का विवरण Description of Item	मात्रा Qty.	HSN Code	ब्रांड Make/ Brand/ Model	इकाई दर Unit Rate Per Page	कर GST in %	कर सहित इकाई दर Unit Rate with GST	कुल रकम Total Price in ₹.
1.	Comprehensive Digitization of Paper Medical Records and related document management system with required software. विनिर्देश: (Specification): **as per Annexure-I**	4,16,666 Pages						

नियम एवं शर्तें:
Terms & Condition:

1. Rate should be mentioned in word and figures both.
2. Taxes/GST, if any (Should be clearly mentioned).
3. Work Schedule – within 30 days from the date of issue of PO.
4. No any additional documents related to this NIQ will be entertained after opening of NIQ.
5. Price should be F.O.R. Destination basis (MRD).
6. LD @ 0.5% of delayed supply per week or part of week for delay of supply of material subject to maximum up to 10% of delayed supply should be deducted.
7. Quotation No/Name and Due date of opening must be written on top of the envelop.
8. 100% payment against satisfactory completion of work only.
9. No claim will be entertained regarding interest on any payment.
10. Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.

11. No payment shall be made for rejected stores. Rejected equipment's must be removed by the supplier within two weeks of the date of issue of rejection advice at their own cost & replace immediately. In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without notice.

12. **Brand and make should be clearly mentioned in offer as well as tender/quotation specific authorization may be submit with the offer/Bid.**

13. GST rate applicable on your quoted item may please be confirmed. HSN code for each item should be clearly mentioned.

14. 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".

15. The GST registration details may please be furnished.

16. AIIMS Raipur reserves the right to place the order for full or part quantity to one or more items.

17. Warranty: Five years.

18. RTGS detail required for payment purpose.

19. No part supply of part payment will be entertained.

20. Validity of offer should not be less than 90 days.

21. Supply, installation and commissioning will be done by firm (if applicable).

22. The quantity shown in above requirement column are totally tentative, it can be increase and decrease at the time of placement of purchase order.

भंडार अधिकारी
एम्स रायपुर (छ.ग.)

TECHNICAL SPECIFICATION OF DIGITIZATION & SCANNING OF MEDICAL RECORDS DOCUMENTS.

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 infrastructure & Electricity will be provided by the hospital.
7. Software for retrieval of Medical records by various parameters viz. Admission No. i.e. MRD No. UHID No., IP/CR No. Demographic profile, ICD-10 code/Clinical Procedure coding Nos. Mobile No./Phone No. 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, department 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 scanning should be done in the PDF/any latest format.
13. Record ID: auto generated unique ID irrespective of case sheet no.
14. Record Type i.e. IPD case sheet, OPD Case sheet, emergency case sheet, post mortem report, discharge summary, death/ birth certificate etc.
15. Hardcopy Record storage: Rack detail with location.
16. Hardcopy Record Storage: Shelf detail with location.
17. Case sheet owning department unit/ ward.
18. Contact of case sheet that no. of reports, no progress notes pages, no of x-ray etc.
19. Manual Record Status i.e. available, Not traceable, destroyed etc.
20. Need to map with specific keywords. Keyword can be mapped with Operation name, diagnostic, Findings. This can be used for research purpose searching.
21. 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.
  ➢ 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.

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

a. 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.

b. 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 fers 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

c. 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. 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:

l. 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.