



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 के 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
“डिजीटाइजेशन ऑफ मेडिकल रिकॉर्ड” हेतु निविदा आमंत्रण सूचना**

**Notice Inviting Tender for
"Digitization of Medical Records" at
All India Institute of Medical Sciences, Raipur**

CRITICAL DATE SHEET

Published Date	16.10.2018 at 10:00 AM
Bid Document Download / Sale Start Date	16.10.2018 at 10:00 AM
Clarification Start Date	16.10.2018 at 10:00 AM
Clarification End Date	20.10.2018 at 06:00 PM
Pre bid meeting	22.10.2018 at 03:30 PM
Bid Submission Start Date	01.11.2018 at 10:00 AM
Bid Document Download / Sale End Date	12.11.2018 at 06:00 PM
Bid Submission End Date	12.11.2018 at 06:00 PM
Bid Opening Date	14.11.2018 at 03:30 PM
EMD Cost	₹45,000.00

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अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़

All India Institute of Medical Sciences, Raipur (Chhattisgarh)

Tatibandh, GE Road, Raipur-492 099 (CG)

Website : www.aiimsraipur.edu.in

Tele: 0771- 2971307, e-mail: store@aiimsraipur.edu.in

S. N.	Name of Works	Qty.	Unit	Period of Completion
1.	Digitization (Scanning, Digital Storing, Indexing and Retrieval etc.) of Medical Record and Related Documents	15,38,461	Pages	45 Days
2.	Medical Record Software	1	No	45 Days

- Online bids are invited on single stage two bid systems for “**Digitization of Medical Records**”. Manual bids shall not be accepted.
- 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.
- Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
- Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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 items/work/equipment and its accessories. All items/works should be numbered as indicated in the **Annexure-I & II** (Any deviation should be clearly mentioned and supporting document should be submitted).
- Manual bid shall not be accepted in any circumstance.**
- 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.
- 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>’.**
- 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 supplied/work government hospital / reputed private hospital/organizations in India similar nature of items/works/work of at least **₹ 7.5 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 **₹15 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/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 bid 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. **A brochure displaying clearly the product/work quality is to be attached with the tender if required.**
28. **The amount mentioned for tender cost on the portal are totally tentative and it should not be submitted as per provision of GFR-2017.**
29. **Earnest Money:**

Earnest money of ₹ 45,000.00 by means of a Bank Demand Draft/ FD, a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD 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)

(2) Directorate of Handicraft & Handloom

- 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.
- 30.** 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.
- 31.** 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 guarantee 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 Guarantee 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. Delivery & Installation: The successful bidder should strictly adhere to the following delivery schedule supply, installation & commissioning should be effected within 45 days from the date of purchase order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter. Otherwise Liquidation Damages will be imposed as per clause no. 4. Purchase order will be placed as required by consignee.

4. Penalty: If the suppliers fails to deliver and place any or all the Equipment or perform the service by the specified date as mention in purchase order, penalty at the rate of 0.5% per week of delayed value of goods subject to the maximum of

10% of delayed goods value will be deducted, afterwards another penalty may be imposed.

- 5. Training and Demonstration (If required):** Suppliers needs to provide adequate training and demonstration at AIIMS Raipur to the nominated person of AIIMS Raipur at their cost. AIIMS Raipur will not bear any training or living expenditure in this regard. The Supplier should arrange for regular weekly visit to the AIIMS, Raipur campus by its technical team and assist in maintenance of the items/work/equipment within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient.
- 6. 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.
- 7. 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.
- 8. 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.
- 9. Installation & Warranty Declaration:** Suppliers must give the comprehensive onsite 05 years warranty required from the date of successful installation of items/work/equipment against any manufacturing defects. In the installation report the model number of instrument and all spares parts/ accessories numbers should be in the line of purchase order. And suppliers must be written in the warranty declaration that “everything to be supplied by us hereunder shall be free from all defects and faults in material, workmanship and shall be of the highest quality and material of the type ordered, shall be in full conformity with the specification and shall be completed enough to carry out the experiments, as specified in the tender document.” If any items/work covered under warranty fails, the same shall be replaced free of cost including all the applicable charges (shipping cost both ways). **Installation must be done within stipulated time period from the date of delivery of the items/work/equipment as specified in the purchase order.**
- 10. 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.

- 11. Guarantee/Warranty, Service, Maintenance:** The tenderers must quote for **05 years** onsite warranty from the date of completion of the satisfactory installation as certified by the stipulated committee. The warranty charges shall not be quoted separately otherwise the bid shall be summarily rejected.
- 12. 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.
- 13. 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.
- 14. 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.
- 15. 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.
- 16. 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.

17. Terms of payment:

17.1 Payment Terms.

Payment shall be made subject to recoveries, if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.

A) Payment for Domestic Goods of foreign original located within India

Payment shall be made in Indian Rupees as specified in the contract in the following manner:

- (a) 70% payment of the contract price shall be paid on receipt of goods in good

condition at the consignee premises and upon the submission of the following documents:

- i) Four copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp.
 - ii) Two copies of packing list identifying contents of each package
 - iii) Certificate of origin and certificate of guarantee and warrantee.
 - iv) Consignee receipt certificate in original issued by the authorised representative of the consignee.
- (b) Balance 30% payment would be made against 'Final Acceptance Certificate' of goods to be issued by the consignees subject to recoveries, if any, either on account of non-rectification of defects/deficiencies not attended by the supplier or otherwise.

18. 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"**
3. In the event of increase in price, detailed justification and supporting evidence may be submitted for our consideration.

19. 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 of 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 Pubic 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.

20. 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.

21. 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.

22. Rate wise comparison of the quotes will be made and **L1*** for each items/work 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.

*L-1 = Total Price of item + CMC (L1 will be decided on Total Price of item FoR AIIMS Raipur + CMC of 5 years)

23. Option Clause:

Under this clause, the purchase 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.

**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
- (b) Comprehensive Maintenance contract – CMC.pdf

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(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 Bank Guarantee 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 Guarantee Bond 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

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**1. (Digitization of Medical Records) (Qty. – 15,38,461 Pages)****TENTATIVE SCOPE OF SCANNING WORK**

1. Comprehensive digitization of paper medical record and related documents of Medical Record Department, AIIMS, Raipur including disassembling of medical record files, scanning of papers, X-ray films, CT Scans and material, storing of digital scans, digital archiving with meta-data, back up of data, reassembling of paper files and other related tasks. The papers and radiographic films to be scanned will be of different shapes and sizes (like A3, A4, half of A4, B5, legal size, ECG paper, etc. and others) and printed/typed or handwritten on both sides as well.
2. Record includes files of last 1-4 years. The vendor shall come up with technical solution for scanning/ digitization of old/brittle record.
3. The process may include:
 - a) Receiving files by the vendor from Medical Record Department (MRD) staff of the All India Institute of Medical Sciences, Raipur, Chhattisgarh.
 - b) Preparing the files for scanning/digitization purpose, i.e. removal of tags, pins, etc.
 - c) Scanning and digital Storing of Data in Scanned form with one additional back up on hard disk drive.
 - d) Blank pages should not be scanned or should be deleted from the scanned document as the case may be.
 - e) Scanning should be in Black and White colour with minimum 300 dpi.
 - f) X-ray, CT Scan, MRI, etc. attached in the medical record should also be scanned and attached at the end of the PDF file.
 - g) Indexing the stored scanned data. Following are the proposed Indexing Parameters:
 - I. Central Registration Number (UHID and IP/CR Number)
 - II. Full Name of Patient
 - III. Father's name
 - IV. Husband's Name (where applicable)
 - V. City / Village
 - VI. District
 - VII. State
 - VIII. Age
 - IX. Gender
 - X. Admission Number
 - XI. Date of Discharge/Death
 - XII. ICD Code
 - XIII. Surgical Procedure Coding
 - XIV. Aadhaar Number
 - XV. BPL/APL
 - XVI. Income wise
 - XVII. Religion
 - XVIII. Consultant Name
 - XIX. Mobile Number

There should be a provision to add any of the field at later stage.

- h) Handing over the paper files back to the authorized staff of MRD i.e. duly stapled (specification of stapler and pins given at **ANNEXURE-II**) in their original condition on daily basis.

- i) Transferring the stored scanned data on server and handing over the scanned data to the authorized staff of MRD on daily basis.
 - j) Providing licensed updated Application Software and specified hardware (i.e. Server and Hard disc for backup) to the Institute at the end of contract period at no extra cost.
 - k) Transferring the stored scanned data on hard disk.
 - l) Software-full support and update as and when released in future.
- 4) AIIMS, Raipur in its discretion, reserves the right to reject or accept any or all the tenderer partly or completely at any time without assigning any reason.
 - 5) Scanning of record should be started from old record and simultaneously from current year. Total numbers of pages are approximately 20 Lakhs \pm 20%.
 - 6) Digitization of the medical record will be executed simultaneously in multiple buildings (upto 7 like AYUSH, Trauma, A-A1 Block, B-B1 Block, C-C1 Block, D-D1 Block Medical College & other).
 - 7) On the issue of privacy of the record, role based access, privacy, security; confidentiality, authentication etc. should be followed as per the policy of AIIMS, Raipur.

TERMS & CONDITIONS

- 1) The vendor furnishing the Technical interest shall have to compile and make an instruction manual for Scanning/digitizing, storing and retrieving operations and the same shall be provided to AIIMS Raipur.
- 2) If the vendor is already doing the Scanning/digitizing work on 'job work basis' in any Government department or any reputed private vendor, then the name of organization, address and telephone number of the same should be provided.
- 3) The vendor shall have to arrange its own staff for the entire scope of work. AIIMS, Raipur would neither bear any expense nor accept responsibility for the same and there would be no relationship of employer and employee between AIIMS, Raipur and the staff of the vendor. Likewise, AIIMS, Raipur shall not be a principal employer of the employees employed by such vendor for the purpose of Employees' Compensation Act.
- 4) The vendor should have its own sufficient infrastructure and qualified professionals at AIIMS, Raipur.
- 5) Employees engaged for the digitization by the vendor must be having I-Card, identification all the time when they are working in the Institute.
- 6) AIIMS, Raipur reserves the right to deny entry into its premises to any staff member of the vendor, if so deemed appropriate by it.
- 7) The vendor will ensure that the staff engaged is disciplined and maintains full decorum of the Institute.
- 8) The successful vendor shall undertake the job of Scanning/digitizing only in the premises of AIIMS, Raipur (i.e. in the concerned buildings as mentioned in the scope of work).
- 9) Continuance of the contract shall be subject to satisfactory performance of the vendor and it may be cancelled at any time without assigning any reason for the same. The decision of the Competent Authority of AIIMS, Raipur in this regard shall be final and binding.
- 10) The vendor may be allowed to do the scanning/digitization work on all working days. The timings and work schedule will be decided, mutually between the vendor and AIIMS, Raipur.
- 11) AIIMS, Raipur will provide the files to the authorized representative of the vendor supervising the Scanning/digitizing work, on day to day basis under proper receipt and it will be the responsibility of the vendor to accomplish the task of scanning/digitization after following all the processes, namely Unbundling, Re-bundling, Super Indexing, Scanning/digitizing, Splitting & Merger, Storing, Retrieval, quality and quantity check, etc.

- 12) It will be the responsibility of the vendor to return the files to AIIMS Raipur staff under acknowledgment in the same shape and condition it was taken (as mentioned in the scope of work).
- 13) The vendor will ensure that the documents/files handed over to it are kept in proper condition and no document is soiled / lost / misplaced / damaged.
- 14) In case the vendor finds any original document which is in not so good condition, it will make its best efforts to take out best scan/ do multiple scans and then put the said data in the relevant database. The original papers shall however be retained in the main file.
- 15) The vendor, after successfully storing the data on its own computer shall transfer the same on Server. The data on vendor's computer shall be deleted permanently. The vendor shall be fully responsible for the proper archiving, storing and retrieval of the Scanned/digitized data for a minimum period of three year after completion of its work on its hardware.
- 16) Complete secrecy, privacy and confidentiality of medical record is required to be maintained by the vendor and its employees. No AIIMS Raipur medical record data shall be stored, transferred, uploaded, archived, or sent to individual(s) /firm(s)/system(s)/device(s) other than as specified in the agreement/terms and conditions. In case of any breach of patient confidentiality/privacy/secrecy, strict legal, financial and administrative action will be taken against the vendor/individuals.
- 17) The vendor shall not be allowed to take away any file / record etc. either in the form of hard copy or soft copy or any other form and the complete work is to be carried out onsite in AIIMS, Raipur premises only.
- 18) The vendor has to develop and supply two copies each of the software products. The vendor has to develop or supply the software specific to AIIMS Raipur needs with water marking.
- 19) The vendor using the integrated software for Scanning / Digitization and Document Management System shall provide its multiuser license to AIIMS Raipur.
- 20) The software module should have multiple accesses with security features. The Applications will be accessed through a role based authentication using encrypted passwords. An audit trail of changes to data in the system shall be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs.
- 21) It shall be the duty of the vendor to have the licensed software updated from time to time and provide all possible assistance / help during the scanning / digitization work.
- 22) Time is the essence of the contract and the vendor shall adhere to the time schedule, contracted page work and deadline as prescribed by AIIMS Raipur for execution of the work.
- 23) On the completion of the work, the vendor shall hand over the latest licensed updated software and also the database and back up to AIIMS Raipur which shall become the property of the Institute for all intents and purposes. The vendor will handover data to MRD officials from time to time as specified elsewhere and will not keep any data in any form with it whatsoever after the completion of work.
- 24) The data is to be stored by way of images in Searchable Portable Document Format (pdf) with adequate resolutions to ensure the readability and ease in retrieval. The images so stored in the database should be properly indexed as per the requirements of AIIMS Raipur and should be capable of adding more images, at later stage if need be, in an old stored file. The data so stored shall be in a non-editable form.
- 25) The database created by the vendor shall be retrievable in Portable Document Format (pdf) by the user.
- 26) AIIMS Raipur in consultation with the vendors will finally decide the retrieval parameters.
- 27) All Scanned/digitized paper files will be stamped and duly signed by the vendor after

digitizing the same indicating that the "PAPER FILE IS SCANNED/DIGITISED AND DULY RECONSTRUCTED" and the vendor will be fully responsible for any loss/damage of any document.

- 28) At the end of every day the vendor will hand over complete Scanned/digitized data to AIIMS Raipur in Server and at the end of every month, the firm will hand over the backup of complete scanned data to AIIMS Raipur in hard disk. The backup data stored in the Hard disk should be in the encryption form with password features for security purposes. The backup data should also be uploaded on main server maintained by the vendor.
- 29) If it is found at any stage that the Scanning/digitizing, Indexing, storing or retrieval has not been done in accordance with the agreed terms and conditions, AIIMS Raipur shall be entitled to withhold further payment of the vendor/ forfeit bank guarantee/ levy penalty as specified and take any other action necessary.
- 30) The staff of AIIMS Raipur will do random checking of the work being done by the vendor and in the event of the vendor not executing or completing the minimum agreed volume of work, AIIMS Raipur may impose suitable penalty as per norms mentioned in tender document, per unfinished page in addition to the recovery of other losses and damages that may suffer, besides terminating the contract and getting the work executed at the cost and responsibility of the vendor. The vendor shall add/replace poor quality scanned images/documents on its own, for which vendor shall not be entitled to get any extra payment.
- 31) AIIMS Raipur shall provide space for work, electrical supply; file racks etc. as per requirement but the vendor will ensure that the space and other facilities provided to it by AIIMS Raipur are not misused in any manner.
- 32) Payment for scanning/digitization work done under the contract shall be made on monthly basis, subject to deductions and penalties and damages, if any, levied and recoverable under the contract for the work done as per agreed terms to the satisfaction of AIIMS Raipur. The vendor will be responsible for liabilities of all kind including local and other taxes.
- 33) The Scanned/digitized record will be the property of AIIMS Raipur. The vendor shall have no right, title or interest in it and shall not use it in any manner. Any violation in this regard will attract appropriate legal action against vendor.
- 34) The system should allow scaling at any point in future.
- 35) The Proposed software should be user friendly with easy to user interface (UI).
- 36) The bidder should give an undertaking in the quotation that they will, if required, be responsible for Cumulative Maintenance of the software. The rates for CMCs of Data Management Software for a period of five years (if there is any) may also be submitted.

Operational Support: Vendor will provide operational support for a period of 5 years, after completion of all scanning and metadata entry of documents. During this phase, the vendor will undertake the following activities:

- Install and maintain Data Management Software application on servers/computers
- Upload all scanned images and metadata
- Provide support to DMS application installed
- The vendor will provide a mechanism to provide this support in such a way that any issue raised by department officials is resolved within 2 working days, from the date of raising the issue.
- The vendor will provide contact numbers, email ids for issue logging.

- 37) Under no circumstances, the medical record documents and other documents shall be changed, mutilated, destroyed or replaced by some other documents.
- 38) The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.

- 39) Check each document/case sheet before its scanning and digitizing, each document of file and the data is to be stored by way of images in Portable Document Format PDF/A with adequate resolutions. The images so stored in the database be properly indexed as per the requirement of AIIMS Raipur and should be capable of deleting / adding more, images, at later stage of need be, in an old stored file. The data so stored shall be in a non-editable form.
- 40) Metadata stores information related to the scanned images. Accurate metadata should be captured for all scanned images, as that becomes the base for all future search and transactions. Metadata entry is done by adding appropriate tags to each scanned document as per the parameters defined by the client.
- 41) Verification of digitized the record for a lot should be done by MRD staff and if the errors found in excess to 0.1% then whole lot should be re-digitized.

Metadata Quality Check

Quality check after metadata entry is very important. Images clearing this QC will lead to submission of the documents to department for acceptance. QC activities in this stage are:

- The vendor should do 100% on screen validation and submit log for 100% QC work done along with QC certificate
 - The vendor should check the documents for the following:
 - i) Whether all required metadata fields have been captured
 - ii) Whether the metadata captured is correct
 - Meta data should be HL-7 compliance
 - The vendor shall generate a report identifying mismatch between the number of documents submitted for scanning and number of documents scanned.
- 42) The authorized representatives of the tenderer after successfully storing the data on their own computer shall transfer the same on the computer/server storage to be provided by AIIMS Raipur along with the documentation, technical and user manual.
- 43) Every document submitted with the tender should be page numbered and properly indexed.
- 44) In the event of termination of Contract, AIIMS Raipur shall be entitled to forthwith forfeit the amount of performance guarantee either full or in part apart from taking such legal remedies as are available in law. The vendor shall thereupon hand over the Judicial and other records, which are in its possession. The vendor shall not be entitled to remove the digitized data, which will be the property of AIIMS Raipur. Interested vendor may send their details in sealed covers subscribing on the top of outer cover as "TECHNICAL INTEREST" Addressed to the Director, AIIMS Raipur, Tatibandh, G.E. Road, Raipur, Chhattisgarh. The Technical Interest will be opened in the office of Stores Officer, 2nd Floor, Medical College, AIIMS Raipur in the presence of vendor or their representatives, who wish to remain present, at 03:00 PM on/...../..2018. AIIMS Raipur.

ANNEXURE-II**2. (Medical Record Management Software) (Qty. – 01 No.)****SPECIFICATION OF THE EQUIPMENT TO BE INSTALLED**

Sr. No.	Items/work Name	Qty.	Configuration
1	Server (Tower)*	1	<ul style="list-style-type: none"> • Six core Intel Xeon (expandable to 2 processors) E5-2620, 2.4 GHz, FSB 1333 MHz (or latest series) • 64 GB DDR3 RDIMM Memory or higher • 256 Kb L2 Cache or higher • 900 GB * 8 Hot Swappable SAS Hard Drives – 10 KRPM or higher • Integrated Hardware RAID 5 SAS Controller • CD RW / DVD Combo Drive • Dual LAN (10/100/1000) Ethernet NIC with asset feature tracking and security management, remote wakeup • Redundant Power Supply • 6 USB, 2 Serial, 1 Parallel Ports • Minimum 3 PCI slots • 101 Keys Keyboard, 2 Button Mouse • 21" TFT / LCD Monitor, 4 port ATEN KVM Switch • 4x4TB Network Storage • OS: Windows Server 2012/Red Hat Linux enterprises, SUS E Linux Enterprise Server, Oracle, Solaris (with license). <p>5 years comprehensive onsite warranty (24 X 7) for above items/works (Hardware and software both) followed by 5 years CMC.</p>
2.	Hard Disc (1 TB)*		Seagate/Western Digital/SCSI/SATA) RAID-5; 1000-15000 RPM
3.	Heavy Duty Staplers		Kangaroo Make No. 1217 or equivalent
4.	Staplers pins		Kangaroo make of following sizes:- 23/8 23/10 23/13 23/15 23/17

*Server and hard discs used for backup will be the property of the Institute.

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.