NATIONAL INSTITUTE OF SIDDHA
राष्ट्रीय सिद्ध संसथान
Ministry of AYUSH
आयुष मंत्रालय
GOVERNMENT OF INDIA-**भारत सरकार**
TAMBARAM SANATORIUM, CHENNAI -600 047 -ताम्बरम सनटोरियम चेन्नई -600 047
फ़ोन\Tele : 044-22411611 फैक्स\Fax : 22381314
ईमेल: nischennaisiddha@yahoo.co.in वेब :www.nischennai.org

Tender No. NIS/3-89/Computerization of Hospital Services/2017/Vol I **Date:13.04.2017**

TENDER FORM / निविदा प्रपत्र

Computerization of Hospital services by development and deployment of software and hardware accessories

AT
NATIONAL INSTITUTE OF SIDDHA
CHENNAI -600 047

Name & Address of the Tenderer:

E.Mail:

Contact No:

Pre-bid meeting at 2.30 p.m. on 09.05.2017
Last Date of Receipt of Tender at 5.00 p.m. on 18.05.2017
Opening of Technical bid at 2.00 p.m. on 19.05.2017
Opening of Financial bid at 2.00 p.m. on 23.05.2017
Cost of Tender Form : Rs. 1,250 /-

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राष्ट्रीय सिद्ध संस्थान
चेन्नई -600 047

निविदाकर्ता का नाम और पता:

ईमेल:

संपर्क नंबर।:

पूर्व बोली बैठक : **2.30 p.m.** पर **09.05.2017**
निविदा रसीद की अंतिम तिथि **5.00 p.m.** पर **18.05.2017**
तकनीकी बोली को खोलना **2.00 p.m.** पर **19.05.2017**
वित्तीय बोली को खोलना **2.00 p.m.** पर **23.05.2017**
निविदा प्रपत्र की लागत **: Rs. 1,250 /-**

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INTRODUCTION

The National Institute of Siddha (NIS), Chennai is an autonomous organization under the Ministry of AYUSH, Government of India. It is a Centre of Excellence in Siddha system of Medicine. The Institute offers Post Graduate courses and Doctoral research programmes in Siddha, provides health care service in Hospital - OPD/IPD and undertakes research to promote and propagate the Siddha system of medicine.

Health Care Services:

The Hospital attached with the Institute provides Siddha medical care to public and function on all 365 days between 8.00 am and 12.00 noon. The out patient census ranges from 2000 to 2600 everyday. Apart from this, special OPs for various diseases are being run on the afternoon of Monday to Friday between 2.00 p.m. to 4.00 p.m. A 200 bedded hospital provides in-patient care to patients. The hospital is in the process of getting NABH (National Accreditation Board for Hospitals) – accreditation.

I. CONDITIONS OF TENDER

1. Sealed tenders in two bid system, i.e., **Technical bid (Cover - A) and Financial Bid (Cover - B)** sealed in **TWO SEPARATE COVER** and both the sealed covers kept in a single big cover are invited by the Director, National Institute of Siddha, Tambaram Sanatorium, Chennai 600 047 up to 17.00 hours on **18.05.2017** for computerization of Hospital services by development and deployment of software and hardware accessories through tender process to National Institute of Siddha for a period of one year.

2. The prescribed tender document may be downloaded from our website (www.nischennai.org), and also it can be downloaded from Central Public Procurement Portal. The completed Tender document along with a Demand Draft for Rs.1,250/- in favour of the ***"Director, National Institute of Siddha", payable at Chennai*** towards cost of Tender application may be submitted to the Institute. Tenders without cost of Tender will be summarily rejected.

3. Pre-bid meeting will be held at 2.30 p.m. on **09.05.2017.** All the intended tenderers are requested to participate in the pre-bid meeting.

4. EARNEST MONEY DEPOSIT (EMD) Each tender must be accompanied by a deposit for **Rs.1,00,000/-(Rupees One Lakh Only) as EMD** in the form of Demand Draft drawn on any Nationalized Bank in favour of "**The Director, National Institute of Siddha"** payable at **Chennai (should be enclosed in Cover A).** The Demand Draft should be drawn after the date of publication of the Tender Notification. Tenders not accompanied by the EMD shall be summarily rejected. EMD will be returned to the unsuccessful tenderer only after tender is

finalized. The EMD amount of the successful tenderer will be returned after the award of contract and after submission of requisite performance security.

5. A **declaration** has to be furnished as per **ANNEXURE – I.**

6. No tender document will be accepted beyond **17.00** hours on **18.05.2017** National Institute of Siddha will not be held responsible for the postal delay, if any.

7. The tenders will be opened by the Director, National Institute of Siddha or by his nominees at 2.00 p.m. on **19.05.2017** in the presence of the Tenderers or their authorized representatives.

8. The financial bids of those Tenderers who are found to be qualified in technical bid will only be opened subsequently.

9. The decision of the Director, National Institute of Siddha, Chennai-47 will be final in this regard.

10. The resultant contract will be initially valid for one year maintenance and extendable up to a maximum of 3 years by the Competent Authority on the basis of Performance Report submitted by Officers Concerned of NIS on mutual consent by both the parties.

11. COVER- A (TECHNICAL BID)

The Technical Bid for the Computerization services along with following documents shall be furnished separately in Cover-A.

a. Tender Document signed in all pages with seal
b. Demand draft for Rs.1250/- towards cost of Tender document.
c. Demand Draft for Rs.1,00,000/- for Earnest Money Deposit.
d. Copy of PAN Card.
e. Copies of Income Tax return filed for last three Assessment years ie.,2014-2015, 2015-16 & 2016-17. The copies of audited Balance Sheet and Profit and Loss Account for the relevant periods should be enclosed.
f. Experience Certificate for a minimum period of three years (Latest) furnishing the details of clients **(Annexure-II)** and computerization of Hospital Management System for atleast in one Hospital.
g. Proof for Annual Turnover of the Agency for the years 2014-2015, 2015-2016 and 2016-2017 (Last Three years) and turn-over for the value of Rs.50.00 lakhs atleast for the period 2016-17 is essential. Statement indicating Annual Turnover should be furnished in **Annexure-III**
h. Profile about the organization and their service history

i . **The hardware accessories with specifications should be furnished for deployment of the developed software separately otherwise, the tender will be summarily rejected. It should be enclosed in Annexure-IV(i.e. Barcode readers, Printers etc)**

12. COVER B - (Financial Bid): (Should be submitted in a separate sealed cover)

The financial bid should indicate the amount for development of software and deployment

a. The bidder should write the Total Cost for development and deployment of software services and one year annual maintenance of software both in words and figures. In cases of dispute, the amount written in words will be taken as the bid value.

b. The right of acceptance of the tender will rest with the Director, National Institute of Siddha Chennai, who does not bind to accept the lowest tender, and reserves himself/ herself the authority to reject any or all of the tenders received without assigning any reasons whatsoever. Wherever the tender in which any of the prescribed conditions is not fulfilled or incomplete in any respect is liable to be rejected without assigning the reasons. No correspondence shall be entertained in this regard.

II . SCOPE OF WORK AND PROJECT DESCRIPTION

Computerization of OPD/IPD of Ayothidoss Pandithar Hospital services of National Institute of Siddha, Chennai

A. Application Software:
I. OPD - Registration Services:

1) To establish a central Hospital OPD and Special clinic Registration:
   a). For new cases including Referral from outside
   b) Revisits (For follow up a patient revisits the hospital OPD on the prefixed date, relevant identification details are entered in the database and fresh date is put on the old card by stamp. He retains the unique registration number provided on first visit)
   c) Cross Referrals (Research, Dissertation, Multicentric study)

To keep waiting time below 3 minutes per patient for OPD new registration and less than 30 seconds for Revisit patient

(New Registration: – Name, Age, Sex, Address, Mobile No., Aadhaar No., Referral details and economic criteria– Printing of Barcode and pasting in the OP Book)

(Revisits: Entry of OP number or Bar code reading of OP Number)

Barcode is to be generated for new registration and pasted at the first page of book which is to be issued to each new patient like bank pass-book with necessary payment.

(An average of 500 new patients and 2000 Revisit patients expected per day, this may increase to 3000 patients on week-end)

d) Online appointment holder visit – entry with prescribed fee

II. Doctor consultation –Diagnosis, Investigations, Prescription of medicine:

1) Department / Special OP - Main diagnosis, Associated diseases,
2) Laboratory investigations / Main diagnosis, Associated diseases
3) Revisits : Diagnosis / Prognosis / Lab Investigations
4) Medicine prescription

- Entry through Bar code reader, drop-down selection of diseases, lab investigations and prescription – Touch screen entry device

- All data will be entered onto computer based on the entry made by Doctor in the book – Touch screen entry device

III. Investigations:

1) Biochemistry
2) Microbiology
3) Clinical Pathology
4) X-Ray
5) ECG
6) MRI
7) CT
8) USG

- Entry through Bar code reader and printing of payment receipt if any to be paid by patient

- If patient belongs to the payment category, the sample collection module should open only after the payment and necessary entry in the module

- Sample collection will be based on the separate number generation for each sample and necessary bar code may be generated for pasting on the sample collection unit.

- Results of investigations entered onto computer through a barcode reader / sample number and provision for approving authority

- Results of investigations shall also be captured from computerized laboratory investigations equipment wherever applicable

- Printing of laboratory investigation results in a sheet / patient book

IV) Dispensary :

1. Bar code reader

2. Touch screen entry of medicine of dispensation

- Inventory system of medicine stock
- Placing supply order based on buffer-stock
- ABC analysis of stock movement
- Main store and sub-store stock management
- Indent system to Main store, supply of medicine to IPD / Special camps etc
- Printing of daily stock position
- Movement of FIFO stock
- Advance Expiry medicine information
- Budget of Inventory

V) IPD – admission and management

1. Admission in IPD based on referral from OPD, Bed management, payment category
2. Patient details entry on admission with Photograph
3. Printing of gate-pass for Attendant
4. Daily diet, medicine, linen, therapy management, clinical recording
5. Consolidation of Diet and medicine indent
6. Therapy management entry through bed number / IP number
7. Discharge summary printing

- Inventory system of hospital equipment / linen / medicine
- Placing supply order based on buffer-stock
- Daily diet indent to Catering services
- Nominal Register printing
- Search module

VI) Staff duty chart – Doctors / Staff Nurse / Para Medicals

Statistical Reports: to be generated at any time for any given Date/ Week/ Monthly/Annual period

- Statistics for OP-wise, Sex & Age group-wise, New and Revisit patient-wise, Disease-wise, Therapy-wise, Research category

- Top 10 Diseases reported in OPD / IPD

- Daily payment collection at Registration, Laboratory, IPD (Medicine is free of charge)

- Accounting reconciliation process with admin / bank etc

- Patient payment shall be either POS mode or cash

- Bed occupancy details in IPD

- Revisit report for a given year – i.e. Frequency distribution of patients over the number of visits

- Summary of IPD Admission, Discharge and Remaining etc for day-wise

- The modules should be protected and administrator controlled under local network based

- Processed reports shall be placed in the website

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

1. The tenderer shall provide the complete hardware system details, software and the application software considering the existing server, network and software in Annexure-IV.
2. The contractor shall provide application software support for one year for any modification and updation initially; thereafter this will be decided annually. Similarly, the contractor shall be responsible for upkeep and maintenance of all supplied hardware components.

3. The software developed shall be network based and some module web based.
4. The developed source code of application software will be the property of NIS and transferred to NIS control
5. Contractor should provide one Technical person, to be exclusively available in NIS for maintenance of the hardware, software and reports generation
6. Training to NIS staff should be conducted prior to deployment and as and when needed

C. TIME FRAME:

Software development: TWO months from the date of award of contract.
First Testing : One week after the development of Software with focus on entry
Modification of software: One week after the first-testing
Second Testing: One week after the modification with focus on reports
Modification: Updation of software and deployment
Total duration for Development phase is 90 days and thereafter software maintenance for one year.

D. RESPONSE TIME:
The Software implemented must provide for the response time less than 2 seconds for the information stored and less than 5 seconds for queries.

E. UPTIME:
The contractor will provide 99% uptime for the software and rest of the system & Printers during period of contract. The penalty @ 0.1% of value of

the contract, will be imposed per day for uptime less than the specified uptime.

F. ACCEPTANCE TESTING:

An acceptance testing procedure, to be worked out jointly by the contractor and the user, to test individual components and successful integration of all components shall be followed. NIS authorities shall issue the acceptance certificate on successful commissioning of various component of the project viz. Hardware, software, LAN, Cabling, Manpower deployment. The acceptance testing of application software will be based on actual data. Cost of the testing procedure will be borne by the contractor.

G. WARRANTY AND MAINTENANCE BACKUP:

Service support: The contractor shall have well established office and service centers supported by qualified software and hardware maintenance professionals for the maintenance of the hardware and software supplied by them.

III – GENERAL TERMS AND CONDITIONS

1. **PERFORMANCE SECURITY-** The contractor (Successful bidder) will be required to furnish a bank guarantee / FDR in the name of the agency and hypothecated to National Institute of Siddha, Chennai for 10% of the total value of the contract as a Performance Security before commencing the work under the contract. The performance security will remain with the Institute as long as the contract is in force and will remain valid for a period of 60 days beyond the date of completion of all contractual obligations. The security amount is liable to be forfeited fully or in part of, in case of breach of any of the conditions mentioned in the contract agreement. The performance security deposit is refundable on successful completion of the contract.

2. The contractor has to be at the disposal of the Director, National Institute of Siddha for attending and providing any modification of software to cater to the need of hospital service during the contract period in the campus of National Institute of Siddha as per the bids finalized.

3. The maintenance of software deployment may be extended, on the same terms and conditions or with some addition / deletion / modification, for a further specific period mutually agreed upon by the contractor and National Institute of Siddha.

4. The contractor is responsible for complying with all laws / rules relating to ESI, EPF, Minimum Wages Act and all other statutory provisions for any manpower deployed in NIS for deployment and maintenance of software. The Director, National Institute of Siddha shall not be held responsible fully or partly to any of the labour or other disputes that may arise between the contractor and the persons engaged for undertaking the works of National Institute of Siddha.

5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.

6. The contractor will be bound by the details furnished by him/her to this Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be breach of terms of contract making him / her liable for legal action besides termination of contract.

7. The National Institute of Siddha reserves right to terminate the contract during initial period also after giving **a month's prior notice** to the contracting agency. The contractor will not be entitled for any compensation whatsoever in respect of such termination. The contract can be terminated by the Director, National Institute of Siddha for unsatisfactory service. The loss to National Institute of Siddha if any, incurred on account of such termination will be recovered from the contractor. The decision of the Director, National Institute of Siddha shall be final in this regard.

8. Failure to adhere the time frame of software development and deployment will entail a penalty of 1% of the rate quoted for such service for every day. The decision of the Director, National Institute of Siddha in this respect will be final and binding on the contractor.

9. The contractor shall employ his own resources for development of software and assessment of areas of software and linking with existing laboratory equipments for computerization.

10. Behaviour of personnel employed by the contractor shall in no way be detrimental to the administration and Hospital. The contractor shall provide personnel of good character, physically fit, efficient well behaved and conversant with their duties.

IV. AGREEMENT

1. The contractor shall execute an agreement on stamp paper to the value of Rs.100/- (to be paid by the contractor) with the Director National Institute of Siddha, Tambaram Sanatorium, Chennai-47 within 15 days of the receipt of intimation of acceptance of the tender by him. The specimen Form of agreement bond will be supplied by this Institution.

V. LEGAL

1. The Contractor shall also liable for depositing all taxes, levies, cess etc., on account of service rendered by it to the National Institute of Siddha to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
2. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of the Income Tax Rules, as amended from time to time and a certificate to this effect shall be provided to the contractor by this Institute.
3. In case, the contractor fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Institute is put to any loss / obligation, monetary or otherwise, the Institute shall be entitled to get the loss recovered from the contractor.

VI. FINANCIAL

1. The contractor will have to deposit a Performance Security amount of 10% of the Annual Contract value in the form of Bank Guarantee / Fixed Deposit Receipt(FDR) made in the name of the contractor and hypothecated to the National Institute of Siddha, Chennai covering the period of contract. In case, the contract is further extended beyond the initial period, the Bank Guarantee / FDR will have to be renewed accordingly by the contractor.
2. In case of breach of any terms and conditions attached to this contract, the performance security deposit of the contractor will be liable to be forfeited by the Institute besides annulment of the contract.
3. 70% (seventy percent) of contract payment will be released after the completion of test run and satisfactory deployment and the remaining 30% will be proportionately released month-wise.

Director

ANNEXURE – I (DECLARATION)

1. I / We enclose herewith demand draft No./ Bank Name ……. Dated ……. For Rs.1,00,000/- (Rupees One Lakh only) towards Earnest Money Deposit (EMD)

2. I / We bind myself / Ourselves to the conditions prescribed in the tender form.

3. I/ We the tenderer/s agree to have the Earnest Money forfeited in case of my / our failure in full or part to undertake the contract upon the acceptance of this tender.

Signature and seal:

EXPERIENCE - ANNEXURE –II

Proof for the number of projects computerized by the tenderer in the present/ past contracts

Name of Firm:

Software Developed and Deployed	No of Projects			Name of the Institution	Area of computerisation
	2014-15	2015-16	2016-17		

Signature and seal:

ANNUAL TURN-OVER - ANNEXURE –III

The Annual Turnover of M/s. _____ for the past three years are given below and certified that the recognized Statement is true and correct.

Sl.No.	Financial Year	Turn over (In Rupees)
1.	2014-2015	
2.	2015-2016	
3.	2016-2017	
	Total	

Signature and seal:

HARDWARE SPECIFICATIONS - ANNEXURE-IV

S.No.	Equipment	Specifications
1.	Barcode Reader	
2.	Barcode Printer	
3.	Touch Screen entry device for Doctor consultation / Pharmacy	
4.	OPD Book Printer	
5.	Lab Results Printer	
6.	General Reports Printer	

Signature and seal:

FINANCIAL BID - ANNEXURE-IV (COVER-B)

S.No.	Work – nature	Amount – Figures and words
1.	Software development including testing/modification and deployment & Software maintenance for one year	
2.	Hardware for per unit – item-wise	

Signature and seal: