



अखिल भारतीय आयुर्विज्ञान संस्थान पटना

ALL INDIA INSTITUTE OF MEDICAL SCIENCES PATNA

Inquiry No. AIIMS/Pat/CS/2017/SOFTWARE/7153

Date: 20/12/2017

Invitation of quotation for Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software at AIIMS Patna

Sealed Quotations are hereby invited by the undersigned on behalf of the Director, AIIMS Patna for supply of **Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software** as per terms & conditions mentioned below. The filled quotations along with all required document must reach in the office of the undersigned on or before 27/12/2017 at 15:00 hrs. The Envelope containing the quotation would please be sealed and super scribed as under:-

“Quotation for Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software against enquiry no. AIIMS/Pat/CS/2017/SOFTWARE/7153 ” due on 27/12/2017 15:00 hrs ”

1. Terms & Conditions:

1. Quotation are invited in two bid system (i) Technical Bid & (ii) Financial Bid. The ‘Technical Bid’ will be duly filled and put in the first envelope containing the title ‘Technical Bid for **Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software** against Inquiry No. AIIMS/Pat/CS/2017/SOFTWARE/7153” Due on 27/12/2017 at 15:00 hrs. It should contain full information as required in Annexure A. The ‘Financial Bid’ will be made and put in the second envelope containing the title ‘Financial Bid’. It shall include full information as required in Annexure B. Both bids should be put in the third envelope which should be prominently super-scribed as “**Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software** against Inquiry No.. AIIMS/Pat/CS/2017/SOFTWARE/7153” Due on 27/12/2017 at 15:00 hrs”. Quotation received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.

The quotations received after this deadline shall not be entertained under any circumstances whatsoever. In case of postal delay this Institute will not be responsible.

2. It may be noted that incomplete tender in any respect or conditional tender will not be accepted.
3. **The interested Companies/Firms/Agencies may send their quotation complete in all respect along with Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand Only) in the form of Demand Draft issued in favour of AIIMS, Patna, drawn on any scheduled bank payable at Patna.**
4. All the vendors should also give a brief resume about their firm/company.
5. Terms & Conditions as set out in this Quotation Document shall adhere by the tendering firm. Offers not complying with such terms & conditions shall be ignored /rejected at the discretion of this office.
6. PURCHASER RIGHTS: This Institute reserves the right to reject any quotation/all quotation in full or part thereof without assigning any reasons.
7. While submitting the quotation for this work, the tenderers will be **deemed to have read, understood and accepted** all the terms and conditions stated in the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions, specification of items stipulated in this Tender Enquiry, may be got clarified from this office. Requests for postponing the tender opening date for the same shall not be accepted.

8. The bidder is required to examine all instructions, forms, terms and specifications in the Bid documents. Failure to furnish all or any of the information required as per Bid document or submission of the bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.
9. Document required for submission of tender must be serial numbered and strictly as per prescribed format. Vendors are required to annex the **Description of the Approach, Methodology and Work Plan alone** with Technical Bid in separate sheets with under mention heading.
10. **Technical Approach and Methodology:** - Vendors are required to explain their understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of details of such output. Vendors should highlight the problems being addressed and their importance, and explain the technical approach they would adopt to address them. They should also explain the methodologies propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
11. **Work Plan:** - Vendors should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final technical documents, including reports, drawings and tables to be delivered as final output, should be included here.
12. Quotation document should be signed and stamped by the bidder on each page.
13. Financial Bid will be opened only for those bidders who qualify Technical Bid.
14. No price revision/alteration will be allowed after the receipt of Bid.
15. Vendors are required to submit a list of their client/customer (With complete name, Address of the firm and Telephone number of the contact person therein) along with Technical Bid. **List of projects executed in last 3 years with value of the supply order contract should be provided in a separate letterhead.**
16. In general no overwriting or cutting is permitted in the rate. If found, the quotation shall be summarily rejected. However, except rate all cuttings and over writings must be signed by the authorized person of the firm.
17. Ceiling amount of this quotation will be within 2.5 Lac.
18. Becoming L1 will not be the criteria for awarding of purchase order unless the rates are reasonable & justified. L1 will be decided for the overall value of quotation and not item items wise.
19. RTGS/NEFT details need to be furnished by the supplier with the quotation on the letter head of supplier/firm/agency.

The firm/agency may satisfy the following conditions and attach self-attested copy of the same with the quotation:

 - Firm shall be registered with the Government of Bihar/ Central Government.
 - The firm shall have valid VAT/ Sales Tax No. and IT PAN.
 - **Certificate of non-inclusion in the black list as per given format attached in an Annexure "2" need to be provided on Rs. 100/- stamp paper duly notarized.**
 - Market standing of minimum 3 Years.
20. **Disputes:** -In the event of any dispute or disagreement arising between the contractors and any other department of AIIMS Patna with regards to the interpretation of "Terms & Conditions" of this inquiry, the same shall be referred to the Director, AIIMS Patna whose decision will be final and binding upon the contractor.

(ii) Conditions of Contract

1. The Firm/ Agency/vendor /Developer should at least be in existence for over 3 years in the development of website and should be having an average turnover of at least Rs. 15 lakhs per annum exclusively in said trade only.
2. The Firm/Agency/vendor must have 03 years of their financial statements.
3. The firm must have previous experience in developing/up-grading of software in offices and organizations of the Central Government/ State Government and preferably also in public sector undertakings of the Government of India / State Government and Autonomous.
4. The firm must be 'registered' firm.
5. The firm must have duly allotted PAN and GST Registration number. These numbers must be provided on the bills / tenders submitted by the firm for payment.
6. All rates quoted should be inclusive of all taxes.
7. The firm shall be responsible for the loss/damage of any items while executing the Work order and compensate in full the loss sustained.
8. No advances will be paid to the tenderer.
9. Tendering firm should not in any case be blacklisted from any Govt. Department. If such case is found subsequently, the tenderer is liable for judicial enquiry.
10. Design, Model Developed by the vendor shall be the office property.
11. All reports/ Software including Source Code and Database would be the sole property of this office. The vendor shall not use these anywhere before taking prior permission in writing from competent authority of this office.
12. The vendor should provide under mentioned deliverables in addition to completion of the work as per scope of work:-
 - a. Installation Manual
 - b. System Administration Manual
 - c. User Manual
 - d. Two sets of soft copies of Source Code
 - e. Training as required by the office

(iii) Scope of Work

Institute is running various Server-Client based software with database in MS-SQL and code in VB. User accesses the software after installation of clients on their desktops. The primary goal of the proposed contract is to convert them to browser based utilization with access from anywhere within or outside the institute. Consequently the essential requirements are:

1. Conversion of the desktop software to web based technology.
2. The successful bidder has to do suitable modification and upgradation in the software in discussion with the IT department and other users assigned by the institute.
3. During development phase, additional changes and additions, if needed have to be done within a mutually acceptable limit. Vendor may do a gap analysis beforehand if deemed to be needed for the same.
4. Software should be usable with Internet explorer 8 and above, Mozilla Firefox, Chrome and Safari.
5. GUI should be user friendly and various pages and forms suitable to use in workstations, desktop, tablets, and mobiles including APPLE (Mac, iOS), MICROSOFT (WINDOWS) and GOOGLE (ANDROID) products.

6. The pages have to be responsive design.
7. Software should be suitable to work in keyboard, keyboard-mouse and touchscreen modes.
8. Integrating the various databases of these software into one single database with common login password – system, which has to be integrated with a RADIUS/LDAP server being utilized in the institute.
9. Admin and User Role management is essential.
10. A separate admin panel should be developed.
11. Payment gateway
12. SMS API integration
13. Automated emails to users and customers on predefined functions of the software.
14. Form based template designer for making patient reports in RIS.
15. The primary software application and the database has to be installed at hardware within the institute's premises. Failsafe mechanism, redundancy and data backup have to be provisioned.
16. The necessary hardware configuration needed has to be provided, which the institute would procure and provide to the successful bidder.
17. Institute is running a database based website, aiimspatna.org with mirror at aiimspatna.edu.in. The proposed software has to be linked to the same, as many information like procurement status, advertisements, patient reports, etc are updated regularly on the same.
18. The application may be developed using any technology which serves the above-said purposes. However it has to be developed with latest technology using updated & well established development tools & software. The development approach should conform to the best practices in the website development & maintenance Industry. Vendor has to clearly mention the various tools used e.g PHP, JSP, WPF, .NET etc. Vendor may use any technology serving the purpose, however open-source tools would be preferred.
19. Database software would be provided by the institute, however it possible, vendor should use open-source technology.

PRICE BID FORM

To,
The Faculty-in-charge
Procurement Cell,
AIIMS Patna

Dear Sir,

1. I/We submitted the quotation for Enquiry No. "**Quotation for the Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software at AIIMS Patna against Inquiry No. AIIMS/Pat/CS/2017/SOFTWARE/7153**" due on 27/12/2017 at 15:00 hrs at AIIMS Patna
2. I/We thoroughly examined and understood terms & conditions of contract given in the enquiry document.
3. I/We hereby offer to supply at the following rates. I/We undertake that I/We are not entitled to claim any enhancement of rates on any account during the validity of rate.

Sl. No. (a)	Product with Description (b)	Price per unit (c)	Taxes (Including all taxes @ %.) (d)	Total Amount (e = c + d)	Total Amount (In Words) (f)
1.	<u>Upgradation, Integration, Customisation and Implementation of Radiology Information System (RIS), File Tracking System (FTS), Store Inventory & Purchase Software at AIIMS Patna charges</u>				

(Signature of Authorized Person)

Place:- _____

Name:- _____

Date:- _____

Name of Firm/Company/Agency

(Designation)

Contact Details

AFFIDAVIT
(On Non-Judicial Stamp paper of Rs. 100)

I, _____ Son / Daughter / Wife of
 Shri _____ resident of _____ Proprietor/Director
 authorized signatory of the agency/Firm (M/s _____), do hereby solemnly affirm and
 declare as follows:

1. I am authorised signatory of the agency/firm and is competent to sign this affidavit and execute this quotation document;
2. I have carefully read and understood entire quotation document including all the terms and conditions of the quotation and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my quotation at any stage besides liabilities towards prosecution under appropriate law.
4. I/We further undertake that no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director etc. as individual or against legal entity of the Company /Firm/Agency.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned /suspended/blacklisted business dealings. I/We further undertake to report to the Faculty-in-Charge Procurement Cell, AIIMS, Patna immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the quotation document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.

(Signature of the Bidder)

Date:
 Place:
 Seal of the Agency

Name:
 Designation
 Address:

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Deponent