



राष्ट्रीय गतिशील दिव्यांगजन संस्थान

National Institute for Locomotor Disabilities (Divyangjan)

(दिव्यांगजन सशक्तिकरण विभाग, सामाजिक न्याय एवं अधिकारिता मंत्रालय, भारत सरकार)

Department of Empowerment of PwDs (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India

B.T. ROAD, BON-HOOGHLY, KOLKATA-700090

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ENQUIRY NO: N.I.T. No- COMU-SYS/644/DIR/2002/NIOH/PT-IV(11)

Dt:08.12.2017

REF: INVITING OF ONLINE QUOTATIONS THROUGH WWW.EPROCURE.GOV.IN FOR THE Expression of Interest (EOI) on maintenance & Development of Hospital Automation System.

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NOTICE INVITING EOI

The EOI is invited from reputed and bonafide & resourceful Institutions/Firms/Vendors/ having expertise in AMC of Hospital Management system Software based on .NET and SQL Server 2008 R2 in. The applicants should follow the prescribed format as given below which will be evaluated by a technical committee and the final selection will be made as per their quotation for this EOI.

1	Name of work	Expression of Interest (EOI) on maintenance & Development of Hospital Automation System. (Module name- PRESCRIPTION GENERATION, ASSESSMENT CLINIC, INDOOR WARD, MINOR OT, DIAGNOSTIC SERVICE, PHYSIOTHERAPY, OCCUPATIONAL THERAPY, PROSTHESIS & ORTHOSIS, ORS, SWU, VCU, ACADEMIC, MONEY RECEIPT) of National Institute for Locomotor Disabilities (Divyangjan), B.T.Road, Bon-Hooghly, Kolkata 700090.
2	Contract Period	1 year from the date of acceptance of the work order.
3	Earnest Money	Rs. 11000.00/- only shall be in the form of Bank Draft/Pay order in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED", payable at Kolkata.
4	Cost Of Tender Paper	Cost of Tender Paper: Rs.500.00(Rupees Five hundred only) in favor of "NATIONAL INSTITUTE FOR ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata, in the form of DD/Pay Order/Cash is to be submitted before bid opening date in below mentioned address: "National Institute for Locomotor Disabilities (Divyangjan), (erstwhile NIOH),B.T.Road, Bon-Hooghly,Kol-90

GENERAL INSTRUCTION AND TERMS & CONDITIONS

1. Eligibility Criteria:

The EOI is invited from reputed and bonafide & resourceful Institutions/Firms/Vendors/ having expertise in AMC of Hospital Management system Software and domain knowledge in .NET and SQL Server 2008 R2. The applicants should follow the prescribed format as given below which will be evaluated by a technical committee and the final selection will be made as per their quotation for this EOI.

The authorization of the agencies/service providers should be valid on the last date of sale of tender paper. In case only the last date of sale of tender paper is extended, the authorization of service provider should be valid on the original date of sale of tender paper. In case both the last date of receipt of application and sale of tender paper are extended, the authorization of agency should be valid on either of the two dates i.e., original date of sale of tender paper or on the extended date of sale of tenders.

The Firm/Company/enterprise intending to submit the tender should have well established servicing facility in Kolkata.

The Firm/Company/enterprise intending to submit the tender should have the experience of successfully carrying out the similar kind of Hospital Management s/w AMC work within the last three years ending November, 2017.

The Firm/Company/enterprise intending to submit the tender should have undertaken at least one similar work #, in the previous three years. The documentary proof (i.e., copy of work order along with the satisfactory servicing report from client) along with details of the clients/organizations served (with contact details), dully signed by the officer-in charge of that particular client's organization should be enclosed with the tender.

Similar type of work means the work of Operation & Maintenance/Maintenance/Non-Comprehensive AMC & Development of Hospital Automation System / Software in a year (for 12 months) under a single order /contract during last three years ending November' 2017.

The completion certificates must clearly indicate:

- i. The duration of the AMC.
- ii. Nature of work.
- iii. The satisfactory completion certificate.
- iv. Value of Work

2. Earnest Money Deposit:

The tenderer should have to submit Rs. 11000.00 in the form of Bank Draft/Pay order in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata. All Tenders must be accompanied with earnest money deposit as indicated above. Tenders without EMD will be summarily rejected. No interest will be paid for EMD.

3. Performance Guarantee:

The successful tenderer will be required to furnish performance guarantee of 10% (ten percent) of the tendered amount, within 7 days from the acceptance of the tender. The EMD submitted by the successful tenderer will be adjusted with the Performance Guarantee. The rest of the amount of this guarantee shall be Demand Draft of any scheduled bank/Pay order of any scheduled bank in favour of "NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED" payable at Kolkata. The Performance Guarantee shall be released after satisfactory completion of AMC period & all the contractual obligations.

4. Rejection of Tender:

If any document furnished during submission of the tender paper is found false, incorrect or misleading even after opening of tender, the tender may be declared cancelled.

The Calcutta High Court at Kolkata will only be the jurisdiction to deal with and decide on any dispute whatsoever arising out of this tender.

The Authority of this Institute reserves the rights to reject any of or all the tenders without assigning any reason thereof.

5. Renewal of the contract:

After expiry of the AMC of one year, the agency/contractor may be required to provide AMC services for subsequent year also which can be extended further on satisfactory performance of the previous year of the contract, 1(one) month before the completion of the running contract. However, NILD, Kolkata reserves the right to enter into AMC for another year on the same terms and conditions provided the services rendered by the bidder are satisfactorily. If so, then the agency will have to furnish the performance guarantee of 10% (ten percent) of the offered amount. The renewal of the AMC is totally subjected to the approval of the competent authority of this Institute.

6. The rates of AMC shall be inclusive of all taxes, duties octroi, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and GST, complete in all respects, valid for a period of one year from the date of award of contract. The rate quoted by the tenderer should be valid 3 months from the date of submission of the tender.

7. The tenderer shall take into account basic price, cost of labour, T&P, taxes as applicable, conveyance / cartage etc. before quoting the rates. No extra claim what so ever in this regard shall be entertained.

8. PAYMENT TERMS AND CONDITIONS:

The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS and any other tax as applicable as per prevailing rates will be deducted before making the payment. Quarter shall mean three months.

The maintenance charge quoted by the agency per item is on yearly basis inclusive of all taxes like GST etc. and levies applicable. No escalation of prices shall be permitted on any ground.

The AMC premium will be released quarterly at the end of each quarter on production of bill and certification of satisfactory services, by the I.T-in-charge, NILD, Kolkata.

Additional terms & Conditions

1. The rates shall be inclusive of GST. Even if, there is any variation of these during the contract period, the rate shall remain unchanged and no additional payment can be made in this regard.
2. the agency/firm shall be provide 1 (one) qualified S/W developer shall be made available on regular basis (from 8.30 AM to 5.00 PM in all working days) for carrying out the preventive maintenance of OPD works and sort out day to day problems. The firm/agency must provide the S/W developer on any special circumstances in holidays and beyond the office hours.
3. The S/W developer should be very polite while providing services with Institute officials and should have knowledge to writing & submit of all maintenance and up gradation related reports as & when asked. He should suggest latest information about Software services for providing better & quality services in this Institute.
4. The Institute reserves the right to reduce or increase the number of modules offered for maintenance & up gradation contract during the AMC. In case contract is given for higher number of modules, than the proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced.
5. In case, your S/W developer is found, not up to the mark and not able to work properly, he will have to be replaced as per the instruction of the Institute. There will be sufficient penalty, if found any delay/fault of services as per scope of work and terms & conditions.
6. The Institute will have the liberty to discontinue the contract at any time by giving one month's notice without assigning any reasons
7. In case, the Agency/Firm want backing out during the contract period without any explicit consent of the Institute, he will be liable to forfeiture of security deposit.
8. The agency / firm shall not sublet the annual maintenance contract to any other agency/company / firm.
9. The agency/firm will not have any legal right to proceed against the NILD in the event of late payment or any, due to unforeseen reason.
10. If the complaint is not attended or not got resolved in 24 hours, penalty shall be imposed @ 5% of monthly maintenance charge.
11. A Preventive Maintenance/Performance Report signed by the each user would be submitted to this Institute of every month in the prescribed format by the agency failing which quarterly payment will not be released to the agency/firm.
12. Whenever during the period of the Maintenance of work, the service of the agency/firm is found to be any unsatisfactory performance/violating of the terms & conditions governing, this office reserves the right to terminate the contract immediately without any compensation.
13. At the time of expiry/termination of work order, all the module under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The agency shall provide services for at least 15 (Fifteen) working days from the date of expiry/termination of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any module which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the office.

**Director
NILD,KOLKATA**

ANNEXURE-2

CHECKLIST OF SUBMITTING DOCUMENTS (TO BE FILLED BY THE TENDERER)

SL.NO:	THE FOLLOWING DOCUMENTS TO BE UPLOADED	MARK, 'YES', 'NO' or 'NA', Where applicable
1	Complete signed tender document.	
2	DD/Pay order of Rs.500.00 in favour of “NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED” payable at Kolkata.	
3	Earnest Money Deposit amounting to Rs.11000.00/- only in the form of Bank Draft/Pay order in favour of “NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED” payable at Kolkata.	
4.	The documentary proof of at least one similar work, undertaken in any of the previous three years (i.e., copy of work order along with the recent servicing report/satisfactory report from client) along with details of the clients/organizations served (with contact details).	
5. 6	Self attested Photocopy of Registration Certificate of GST Self attested Photocopy of PAN Card	
7	Self attested Photocopy of Partnership Deed (in case of Partnership firm must be submitted)	
8	Self attested photocopy of Trade License	
9	Any other document submitting by the tenderer, to be mentioned here.	
10	Validity of tender – 03 Months	