



Ref : J-11082(001)/AIIMS BBSR/MRD/20-21/02

DEPT OF S&P
AIIMS BHUBANESWAR

E-TENDER

for

SCANNING, DIGITISING
AND ARCHIVING OF
MEDICAL RECORDS

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Bhubaneswar, (Odisha) – 751 019

Website: www.aiimsbhubaneswar.edu.in

E-TENDER DOCUMENT

Name of the e-Tender: SCANNING, DIGITISING & ARCHIVING OF MEDICAL RECORDS at MRD AIIMS, Bhubaneswar.

Notice Inviting E-Tender

E-Tender No. 11082/001/AIIMSBSR/MRD/20-21/02

Dated - 12 Apr 2021

1. The Director, AIIMS Bhubaneswar, invites E-Bids in Two Bid System (i.e. Technical and Financial Bid) from eligible Firms / Companies on line through E-procurement solution portal of AIIMS Bhubaneswar (<https://www.tenderwizard.com/AIIMSBSR>) on mutually agreed terms and conditions and satisfactory performance **SCANNING, DIGITISING & ARCHIVING OF MEDICAL RECORDS at MRD AIIMS, Bhubaneswar** as per the Specifications mentioned in Technical Bid. Validity of e-Tender is **180 days**.

2. **The Bidder is required to examine all instructions, terms and conditions, forms, and specifications in the bidding document.** The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. **The bid should not be conditional.** Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

3. **PROCUREMENT OF ITEMS/ SERVICES THROUGH NON-GEM**

As per the Circular No. F.6/182019-PPD issued by Ministry of Finance, Dept of Expenditure dated **23 Jan 20** regarding procurement of goods/ services through Non GeM, bidders are required to submit documents for the same.

(a) Bidders to submit the GeM registration details that they are already registered in GeM as the category of the product is not available in GeM, they are not able to participate in it. It is mandatory to submit the relevant documents as supporting evidence.

(b) An undertaking is also to be given in company letter head that **"Such already registered suppliers should be boarded on GeM as and when the item or service gets listed on GeM"**.

4. **EXEMPTION OF EMD/ REDUCTION IN PERFORMANCE SECURITY**

As per the Circular No. F.9/4/2020-PPD issued by Ministry of Finance, Dept of Expenditure dated **12 Nov 20** regarding procurement of goods/ services.

(a) **For broader participation of bidders** due to present situation due to pandemic **"EMD"** is exempted from submission of Bid Security during **Tendering/ Bidding**. Further, in lieu of **Bid Security (EMD)**, bidders to sign **"Bid Security Declaration"** accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.

(b) In case of **"Performance Security"** as per Ministerial guidelines the Performance Security is reduced from **05 to 10 % as per GFR 2017 to 03 %**.

5 The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 and revised order dated 04 Jun 2020 of MoC&I (DIPP), Govt. of India and the condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification. The latest GoI guidelines regarding Public Procurement (Make-in-India) vide letter No. Z-28018/67/2017-EPW Dated 24-06-2020, Z-28015/14/20-Proc-I (EPW) Dated 28/07/2020 and Z-28015/14/2020-Proc-I(EPW) Dated 12-10-2020.

6. **Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.**

7. The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Bhubaneswar will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

E-Tendering Portal:

<https://www.tenderwizard.com/AIIMSBSR>

For E-tendering Queries contact Representative of ITI Limited (Bhubaneswar).

Email: twhelpdesk614@gmail.com **or** twhelpdesk404@gmail.com , **Mob:** 07377708585 /011-49424365.

E-TENDERING SCHEDULE

Name of the e-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

Date of availability of E-Tender document in the AIIMS BBSR E-Tendering Solution portal	As per e-Tendering Portal of AIIMS Bhubaneswar www.tenderwizard.com/AIIMSBBSR , www.aiimsbhubanewar.nic.in and CPP Portal www.eprocure.gov.in for downloading/ participating
Last Date of downloading/participating in the E-Tendering Solution for this E-Tender	As per e-Tendering Portal of AIIMS BBSR https://www.tenderwizard.com/AIIMSBBSR
Date, Time & Place of submission of indicated desired Hard Copies in the Sealed Envelope	As per e-Tendering Portal of AIIMS, Bhubaneswar https://www.tenderwizard.com/AIIMSBBSR in the Tender box kept in the Office of the Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar - 751019 (Odisha)
Date, Time & Place of Opening of Technical Bid	The Technical Bid will open online as per the schedule given in the https://www.tenderwizard.com/AIIMSBBSR In case the Scheduled date is declared Holiday the tender shall be opened on next working day.
Tender Document Cost payable to AIIMS Bhubaneswar	To be downloaded from website hence no cost applicable.
E-Tendering Solution processing fee for providing online participation support & necessary DSC Certificates to Vendor for participate in Online E-Tender process	As applicable and displayed on https://www.tenderwizard.com/AIIMSBBSR and payable to www.tenderwizard.com directly by the prospective Tenderer.
EMD	-NIL- Bidder has to submit an undertaking as per the format attached at Annexure - <u>VIII</u>

Schedule of Tender

Issue / Publishing Date	:	Dt. 12 Apr 2021
Pre-Bid Conference	:	Dt. 22 Apr 2021 , at 11:00 PM
Last date and time of submission of e-tender	:	Dt. 06 May 2021, at 11:00 AM
Date & time of opening of e-Tender	:	Dt. 06 May 2021, at 12.00 PM
Amount of Earnest Money Deposit (EMD)	:	-NIL-
Venue	:	All India Institute of Medical Sciences Bhubaneswar – 751019

Earnest Money Deposit (Bid Security):

Item No.	Description	Qty.	EMD (Rs.)
1.	Scanning, Digitising and Archiving Medical records	80 Lakh appx	-NIL-

6. The bidder needs to submit **Bid Security Declaration (Annexure-VIII)** as per OM No.F.9/4/2020-PPD dated 12 Nov. 2020 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance and its legible scanned copy must be uploaded in the E-Tendering Solution and Hard copy of the Declaration should be submitted along with Technical Bid in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block, AIIMS Bhubaneswar -751 019 on or before the Date and Time of Submission of e-Bid.

7. Further, to enjoy the benefits as per Public Procurement Policy of MSEs Order, 2012, the firms/ units registered as MSME vendor, declaration of UAM (Udyog Aadhar Memorandum) number by the vendor on CPPP is mandatory.

08. The condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. **Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.**

CLARIFICATION OF BIDDING DOCUMENTS

10. The Tender Inviting Authority shall not be responsible for individually informing the prospective bidders for any notices published related to this bid. Bidders are requested to browse e-Tender portal or website of the Tender Inviting Authority for information/general notices/amendments to bid document etc. on a day to day basis till the bid is concluded before submission of bid.

11. A prospective bidder requiring any clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. spo@aiimsbhubaneswar.edu.in & stokee_tapan@aiimsbhubaneswar.edu.in & sp_helpdesk@aiimsbhubaneswar.edu.in The purchaser will respond in writing (through e-mail) to any request for clarification, provided that such request is received not later than 10 (ten) days prior to the deadline for submission of bids.

12. **All the prospective bidder shall attend the Pre-Bid Conference at Board Room, Academic Block, AIIMS, Bhubaneswar on 20 Apr 2021 at 1100 PM. Changes, if any, may be incorporated in the bidding document after the Pre-Bid Conference and will be uploaded on our official website as "Corrigendum". Therefore, bidders are requested to submit their bids accordingly to revise changes after PBC, if any. No press advertisement will be made for corrigendum.**

Amendments in Bidding Documents

13. At any time till 7 (seven) days before the deadline for submission of bids, the AIIMS Bhubaneswar may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. AIIMS, BBSR shall not be responsible to notify the amendments to individual bidders. All amendments by the AIIMS, BBSR till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders.

**Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar**

Terms of Two Bid System:

The tender shall be submitted in 2 (Two) parts online:

- (a) **Technical Bid**: On line submission of all required documents.
- (b) **Financial Bid**: The Financial Bid shall be submitted online. The financial Bid of bidders, who qualify at Technical Bid Evaluation, will be opened thereafter.
- (c) **Manual Submission of Following Document in original**: The following documents are to be sent to Sr. Procurement-cum Store Officer, AIIMS, Bhubaneswar- 751019, separately in a sealed envelope superscripted as: e-Tender for **Scanning, Digitising and Archiving of Medical records at AIIMS, Bhubaneswar**. The sealed envelope should reach on or before the last date & time of submission of e-Tender online.
 - (i) **Bid Security Declaration** in lieu of EMD as per given format in the tender document at **Annexure-VIII**
 - (ii) Undertaking for acceptance of all Terms & Conditions as per **Annexure- I**.
 - (iii) Notarised affidavit on Indian Non-judicial stamp paper of ₹.10/- as per **Annexure-II**
 - (iv) Technical Literature/ Catalogues & documents that are technically relevant and supportive to the bid.
 - (v) Manufacturers Authorisation certificate in case of authorised distributor of OEM as per **Annexure- III**.
 - (vi) The statement of deviation (Parameter wise) from the tender technical Bid Specification - (**Annexure-IV**)

Technical Bid (Specification)

Name of the e-Tender: For Scanning/ Digitizing/ Archiving Medical Records of MRD Section at AIIMS Bhubaneswar.

TECHNICAL SPECIFICATION:

SECTION – A: TENTATIVE SCOPE OF SCANNING WORK

1. Comprehensive digitization of paper medical record and related documents of Medical Record Department, AIIMS, Bhubaneswar 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. The page size for scanning may vary from legal A3/A4A/A5 and various other sizes are 9"x11", 10.5"x16", 11.5"x17", 15"x20" etc. However, 95% of pages shall be A4 size.
2. The tenderer shall **Scan, digitizing, indexing, bookmarking, archiving the record using the state-of-the-art equipment** at the Medical Record Department of AIIMS, Bhubaneswar, Odisha, in the space made available to the tenderer for this purpose. The confidentiality of Medical Records should not be breached at any point of time during this process.
3. The tenderer must own scanning/digitizing machine(s) which they will have to install and operate at The Medical Records Department of AIIMS Bhubaneswar.
4. Imparting of adequate training to the staff of The Administration and The Medical Records Department of AIIMS Bhubaneswar for (1) archival (scanning and storing) (2) retrieval and printing.
5. Record includes files of last 8 years. The vendor shall come up with technical solution for scanning/ digitization of old/brittle record.
6. The process may include:
 - a) Receiving files by the vendor from Medical Record Department (MRD) staff of the AIIMS, Bhubaneswar.
 - b) The documents may be improper order, vendor shall arrange all the document as per check list in consultation with MRO. Preparing the files for scanning/digitization purpose, i.e. removal of tags, pins, etc. Scanning and digital Storing of Data in Scanned form with one additional back up on hard disk drive.
 - c) Blank pages should not be scanned or should be deleted from the scanned document as the case maybe.
 - d) Scanning should be in Black and White colour with minimum 300dpi.
 - e) X-ray, CT Scan, MRI, etc. attached in the medical record should also be scanned and attached at the end of the PDF file.
 - f) 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 Admissions
- XII. Date of Discharge /LAMA/ Death
- XIII. Doctors' orders
- XIV. Operation / Procedure done
- XV. ICD Code
- XVI. Surgical Procedure Coding
- XVII. Aadhaar Number
- XVIII. BPL/APL
- XIX. Income wise
- XX. Religion
- XXI. Consultant Name
- XXII. Mobile Number

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

- g) Handing over the paper files back to the authorized staff of MRD i.e. duly stapled in their original condition on daily basis.
- h) Transferring the stored scanned data on server and handing over the scanned data to the authorized staff of MRD on daily basis.
- i) 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.
- j) Transferring the stored scanned data on hard disk.

7. Scanning of record should be started from old record and simultaneously from current year. **Total numbers of pages are approximately 80,00,000 (Eighty Lakh).**

8. Digitization of the medical record will be executed in MRD only

9. **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, Bhubaneswar.**

SECTION B –TECHNICAL REQUIREMENTS

1. Scanning / Digitizing / Archiving:

- (a) The pages to be converted in requisite format will have to be cleaned before scanning.
- (b) The scanned images should be in TIFF format at early stage and final copy should be in PDF/PDF-A file format. The PDF files should be compressed.
- (c) The output should be of acceptable readability, reasonable accuracy, consistent in term of tone and colour reproduction and use neutral common rendering for all images.
- (d) The scanner should have minimum of 300 dpi (dot per inch) optical responses or resolutions with [Bit depths: Bit, not less than 8-bit Grayscale, or 24-bit Colour (True colour)].
- (e) Image Enhancement – Basic Enhancement Raster cleaning, De-skew, DE Speckle Cropping & hole removal etc. shall have to be carried out on each image for optimum images clarity.

(f) No cropping is allowed for Raw Image; the entire document has to be scanned for maintaining original size and shape of the document.

(g) The scanning specifications for text support - the production of a scan that can be reproduced as a legible at the same size as the original (at 1:1, even the smallest significant character should be legible).

(h) Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners, platens, and copy MRD will have to be cleaned on a routine basis to eliminate the introduction of extraneous dirt and dust to the digital images. Many documents tend to be dirty and will leave dirt in the work area and on scanning equipment.

(i) The final scanned copy in PDF/PDF-A should be legible, with completeness, image quality (tonality and colour), and the ability to reproduce pages in their correct (original) sequence.

(j) A file-naming scheme database - should be established prior to capture. The same shall be done in consultation with AIIMS officials in charge of the project.

(k) The vendor shall be responsible for preparing the documents for scanning/digitization purpose, i.e. cleaning of documents; remove dust, taking them out of shelves and putting them back at its place etc.

(l) In case of any damage to content, same should be informed to AIIMS without delay by the vendor.

2. **Cleaning:** The vendor shall be responsible for preparing the documents for scanning/digitization purpose,

- (a) Cleaning of pages
- (b) Remove dust
- (c) Skew/De-skewing
- (d) De-speckling
- (e) Cropping of Images

taking them out of shelves and putting them back at its place, paging etc. In case of any damage to content, same should be informed to nodal officer, MRD without delay by the vendor.

3. **Bookmarking :**

- (a) Tagging of pages with visit encounter like Discharge, Nurse Chart, Admission etc.
- (b) This will be discussed with MRD and final Tag list will be prepared
- (c) A maximum of 12 tag will be maintained

4. **Indexing :**

- (a) Preparation of XLS files with required fields
- (b) A maximum of 15 fields will be maintained
- (c) The ICD/Procedure code will be entered in the XLS file by the vendor.
- (d) The codes should be written on the case sheet or provided by the MRD.

5. **Retrieval Software :** The software should be capable of:

- (a) Software must be compatible with E-Office software of e-Sushrut C-DAC's
- (b) Easy storage and retrieval of documents.
- (c) To capture and integrate new arrival of digital / non-digital (after scanning) records
- (d) To index and categories documents for easy access
- (e) Managing multiple user accounts for access control
- (f) Support from DMS for 50 concurrent users.

6. The software should have the following features:
- (a) Indexing
 - (b) Search & Retrieval
 - (c) User access
 - (d) Admin Control – creation of Users & Groups, setting privileges and rights
 - (e) Adequate Security Features with ability to set access controls at multiple levels
 - (f) Data Security and unauthorized access protection
 - (g) Built-in back up and data recovery features
 - (h) Scope for future enhancement
7. The software should have the facilities:
- (a) Independent of hardware
 - (b) Ability to access multiple applications concurrently being run by the customer using standard interfaces
 - (c) Ability to print reports direct to PC networked printers
 - (d) Ability to capture digital records – Images
 - (e) Custom report capabilities
 - (f) User access.
 - (g) Need to map with specific key words (Key word can be mapped with disease name, diagnostics, Findings. This can be used for Research purpose searching.
8. **Storage :**
- (a) Scanned Images to be uploaded in to server after quality check.
 - (b) Two copies will be maintained of the scanned images, one in the server and another in the external hard disk provided by the AIIMS
 - (c) The data/ images shall be the property of the MRD and the vendor will have to supply two copies of the same on DVD/hard drive. (Hard drive/DVD shall be supplied by the MRD Data/images will not be erased without written permission of the MRD.
9. The vendor using the integrated software for Scanning / Digitization and Document Management System shall provide its multiuser license to AIIMS Bhubaneswar.
10. 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.
11. 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 and it will be integrated our existing e-sushruta software.
12. 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 Bhubaneswar for execution of the work.
13. 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 Bhubaneswar 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.
14. 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 Bhubaneswar 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.

15. The database created by the vendor shall be retrievable in Portable Document Format (pdf) by the user.

16. The system should allow scaling at any point in future.

17. The Proposed software should be user friendly with easy to user interface (UI).

18. **The bidder will be responsible for Cumulative Maintenance of the software for a period of five years inclusive of all cost. There will be a Monthly visit by the representative of the L-1 bidder to check any difficulties arises in next 05 Years.**

19. 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:

- (a) Install and maintain Data Management Software application on servers/computers
- (b) Upload all scanned images and metadata
- (c) Provide support to DMS application installed
- (d) 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.
- (e) The vendor will provide contact numbers, email ids for issue logging.

20. The DMS should have the following features: -

- (a) At least 50 concurrent users over the internet /intranet.
- (b) Meta data creation using comprehensive data entry templates should be possible.
- (c) Allowing creation of users & user groups.
- (d) DMS should be Unicode compatible.
- (e) DMS should allow multiple user access level and authorization of users depending on roles.
- (f) DMS should provide comprehensive statistics to evaluate the usage of digital repository.
- (h) Single interface search for faster access.
- (i) Allows customization to provide for organizational needs.
- (i) It should provide facility to append additional data i.e. new scanned image to files already scanned in databases which would be scanned further in future. It should add such new documents with proper indexing in correct sequence as defined by MRD section, AIIMS Bhubaneswar.
- (k) User friendly interface.
- (l) Documents of any format like PDF should be supported.

21. Apart from above functionalities, tenderer should have readily available security provision for below mentioned functionalities. Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files.

- (a) These PDF files should be easily searchable on metadata using standard pdf viewer search facility on the local computer.

22. The Company shall ensure that Archiving is in 'read only' mode, and that its scanning equipment and storage media are tamper-proof and shall not permit additions/ insertions/copying/ deletions / omissions / alterations in the scanned and stored data. The equipment's installed in The Medical Records Department of AIIMS Bhubaneswar shall be used exclusively for the purpose of scanning, storing, retrieving and web hosting (software)the data of The Medical Records Department of AIIMS Bhubaneswar and no for other purpose. The Company shall generate (comma-separated value) based csv file containing tagged / indexed key fields.

23. It shall be the duty of the tenderer to have the licensed software updated from time to time and provide all possible assistance/help during the scanning/digitization work.
24. The successful tenderer shall compile and make an Instruction Manual for scanning/digitizing, storing and online retrieval operations and the same shall be provided to The Medical Records Department of AIIMS BHUBANESWEAR for use of its staff for carrying out the operation of future scanning/digitizing and retrieval.
25. 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.
26. 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.
27. **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:
28. The vendor should do 100% on screen validation and submit log for 100% QC work done along with QC certificate
29. The vendor should check the documents for the following:
- (a) Whether all required metadata fields have been captured
 - (b) Whether the metadata captured is correct
 - (c) Meta data should be HL-7 compliance
30. The vendor shall generate a report identifying mismatch between the number of documents submitted for scanning and number of documents scanned.

EXPERIENCE

1. The vendor should have past 3 years' experience in 500 bedded Government Hospital / PSU Hospitals.
2. The vendor should have completed **digitizing/ archiving / bookmarking / indexing in any Government Hospital / PSU Hospitals i.e., about 50.00 Lakh records per year.** (the name of organization, address and telephone number of the same and satisfactory work performance certificate should be provided in the Performance Statement).
3. The bidder must be in the field of Software development/ IT enabled services business for at least 10 years.

SPECIAL TERMS & CONDITIONS

1. The vendor must be the full owner of full proposed Software and must have a right to make such changes to it as required by Hospital to suite its needs.
2. The vendor should provide demonstration of software for the compatibility with existing e-sushruta HIMS system of AIIMS Bhubaneswar without any additional cost to the buyer. It should be included in the price in the digitizing/ archiving / bookmarking / indexing of the documents.
4. The completion of work should be within six months from the date of commencement of the

work otherwise a penalty of 0.5% of the remaining work will be charged as a delay work. All the documents digitizing/ archiving / bookmarking / indexing in the system will be checked on a weekly basis from the register of MRD vis-à-vis soft copy generated by the successful bidder in the system.

4. The vendor shall have to arrange its own staff for the entire scope of work. AIIMS, Bhubaneswar would neither bear any expense nor accept responsibility for the same and there would be no relationship of employer and employee between AIIMS, Bhubaneswar and the staff of the vendor. Likewise, AIIMS, Bhubaneswar shall not be a principal employer of the employees employed by such vendor for the purpose of Employees' Compensation Act.

5. The vendor should have its own sufficient infrastructure and qualified professionals for deployment at AIIMS Bhubaneswar for accomplishment of the assigned work.

6. Employees engaged for the digitization by the vendor must be having I-Card, identification all the time when they are working in the Institute.

7. AIIMS, Bhubaneswar reserves the right to deny entry into its premises to any staff member of the vendor, if so deemed appropriate by it.

8. The vendor will ensure that the staff engaged by it is disciplined and maintains full decorum of the Institute.

9. The successful vendor shall undertake the job of Scanning/digitizing only in the premises of AIIMS, Bhubaneswar (i.e. in the concerned buildings as mentioned in the scope of work).

10. 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, Bhubaneswar in this regard shall be final and binding.

11. 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, Bhubaneswar.

12. AIIMS, Bhubaneswar 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.

13. It will be the responsibility of the vendor to return the files to AIIMS Bhubaneswar staff under acknowledgment in the same shape and condition it was taken (as mentioned in the scope of work).

14. 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.

15. 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.

16. 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 years after completion of its work on its hardware.

17. Complete secrecy, privacy and confidentiality of medical record is required to be maintained by the vendor and its employees. No AIIMS Bhubaneswar 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.

18. 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, Bhubaneswar premises only.

19. 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 Bhubaneswar needs with watermarking.

20. 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.

21. At the end of every day the vendor will hand over complete Scanned/digitized data to AIIMS Bhubaneswar in Server and at the end of every month, the firm will hand over the backup of complete scanned data to AIIMS Bhubaneswar 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.

22. 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 Bhubaneswar shall be entitled to withhold further payment of the vendor/ forfeit bank guarantee/ levy penalty as specified and take any other action necessary.

23. The staff of AIIMS Bhubaneswar 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 Bhubaneswar 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.

24. AIIMS Bhubaneswar 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 Bhubaneswar are not misused in any manner.

25. The Scanned/digitized record will be the property of AIIMS Bhubaneswar. 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.

26. **Coding & Diagnostic Indexing and Procedure codes of document is to be done by manpower of the said agency in the existing pattern followed by the hospital (as per ICD-10 & ICPM of WHO). The coder should be appointed by the said firm after he /she is interviewed by the MRD authorities.**

27. Under no circumstances, the medical record documents and other documents shall be changed, mutilated, destroyed or replaced by some other documents.

28. The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.

29. 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 Bhubaneswar 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.

30. Verification of digitized record for a lot should be done by the MRO and if the errors found in

excess to 0.1% then whole lot should be re-digitized.

31. 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 Bhubaneswar along with the documentation, technical and user manual.

32. Every document submitted with the tender should be page numbered and properly indexed.

33. The scanned PDF should be IP number wise, if the document is casualty CR No. / UHID or Manual Register number wise followed for easy retrieval or search for the document in consultation with MRO.

Name, Signature & Seal of the Bidder

Technical Bid (Eligibility Criteria):

The Scanned copies of the following Mandatory documents to be uploaded on e-Tendering Portal in the following format :

Sl no.	Details / Particulars	Uploaded (Yes/No)	Page No
1	(To be Mentioned in the Letter head of the Firm). 1. Name & Address of Bidder with phone number, email-id. 2. Specify whether a Proprietorship / Partnership firm/ Company 3. Name of Proprietor /Partner/Managing Director/Director.		
2	Name, address & designation of the authorized person for signing the bid documents. (Authorization should be made in Letter head of the Organisation)		
3	Name, Address, Phone & Fax No. of Branch Office at Bhubaneswar or nearby, if any.		
4	PAN No. (enclose the attested copy of PAN Card)		
5	GST Registration Certificate showing clearly GST no. of the firm		
6	Income Tax return for the last Three years (2018-19, 2019-20 & 2020-21).		
7	Annual Turn Over for last Three Financial Years (2018-19, 2019-20 & 2020-21). (Duly signed by Chartered Accountant along with Annual Financial Statements) (Note: the condition of prior turnover and prior experience may be relaxed for start-ups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality& Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.)		
8	Bid Security Declaration in lieu of EMD as per given format in the tender document.		
9	Firms registered with NSIC (for said work) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate).		
10	Whether the firm is a Registered firm under MSEs, SSI or NSIC (attach copy of certificate). MSME registered bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME. Whether declaration of UAM number by the bidder on CPPP has been made or not.		
11	Undertaking for acceptance of all Terms & Conditions in original (Annexure-I) .		
12	Notarised affidavit as per Annexure –II on Indian Non-Judicial Stamp Paper of ₹.10/- that (If you don't submit the affidavit, your tender will be out rightly rejected.)		
13	Whether the details quoted is as per specification, if not, The statement of deviation (Parameter wise) from the tender technical specification must be enclosed. - (Annexure-IV)		
14	Have you previously undertaken this work in any government / reputed private organization? If yes, list of Major Customers may be given on a separate sheet and proof of previous satisfactory completion, if any. Experience of similar work in 500 bedded Hospital in last three years. (Annexure - V)		
15	Unique GeM Seller Id. (Enclose self attested copy of relevant document provided by GeM) N.B. <i>The bidder who is not registered with GeM at the time of submitting the tender needs to submit an undertaking on firm's letter head that GeM seller Id. will be provided at the time of award</i>		

	<i>of contract positively failing which their bid will be treated null & void and contract will be dealt suitably.</i>		
16	The said work under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. of India, therefore bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.		
17	Manual Submission of Documents		
18	Certification – ISO 9001, 27001 & BIS		
19	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :		
20	Any other information, if necessary		

FINANCIAL BID :

1. The Rates are to be quoted in the given format as per “**Annexure- “VI”**”.
2. The Rates are to be quoted for all work like Scanning/ Digitizing/ Archiving, Cleaning, Bookmarking, Indexing inclusive of labour charges and GST (*Both Percentage and Numerical calculation against each item to be mentioned*). No separate rate to be quoted for Retrieval Software (it may be tailor made or from open sources) to be provided by the bidder which should be functional for at least 10 years from installation. The bidder will have to provide after sale service/ trouble shooting during guarantee period of 10 years for the software without any extra cost to the institute.
3. The rates should be quoted in Indian Rupees in figure as well as in words only.
4. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
5. After due evaluation of the bids, Institute will award the contract to the responsive Bidder who has quoted the Lowest Price in all categories/maximum out of five categories.

Sr. Procurement-cum Store Officer
AIIMS Bhubaneswar

GENERAL TERMS AND CONDITIONS :

1. The validity of the Bid Tender Document shall be for 180 days from the date of opening of the bid.
2. Tenders should be quoted by the original manufacturer (OEM) recommended authorised distributor or selling agent of a particular firm, who shall submit a current authority letter in support of the same from the original manufacturer concerned in the format given at “**Annexure-III**”.
3. Bidders are required to quote strictly as per specification. Deviation if any to specification must be brought out clearly giving deviation statement in “**Annexure-IV**”.
4. Additional features if any should be listed separately in the offer.
5. The work required to be undertaken as per the buyer under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications and particulars contained/ mentioned in the clauses hereof. The purchaser will be entitled to reject the said work as may be discovered not to conform to the said description and quality.
6. The Bidder should state categorically whether they have fully trained technical staff for undertaking the above said work.
7. The supplier further warrants that the works undertaken as per the contract shall have no defect arising after the completion of task and also as per the AIIMS, Bhubaneswar specifications) or workmanship and will provide support service to MRD Section in case of emergency and problem entangled during implementation of the software after work is completed.
8. **FALL CLAUSE:**
 - (a) If at any time during the execution of the contract, the Manufacture/Distributor/Dealer reduces the sale price or sells or offers to sell such service, as are covered under the contract, to any person/organization including the purchaser or any department of Central Government or any department of AIIMS Bhubaneswar/PSUs at a price lower than the price chargeable under the contract during the Current Financial Year, he shall forthwith notify AIIMS, Bhubaneswar.
 - (b) The necessary difference amount about such reduction or sale or offer of sale to the purchaser and the price payable under the contract for the stores supplied after the date of coming into force of such reduction or sale or offer of sale shall stand correspondingly reduced and deposited to AIIMS Bhubaneswar by the Bidder or AIIMS Bhubaneswar will deduct from the pending bills/Performance Security Deposit to recover the loss to the Government.
9. **SCHEDULE OF WORK:**
 - (a) The firm will be bound to start the work within 30 (Thirty) days from the date of PO/SO. Thereafter suitable action as deemed fit, will be initiated. The hospital will recover the general damages or extra expenditure incurred in the risk purchase at the risk and cost of bidder and amount paid in excess shall be deducted from their pending bills. The above shall be in addition to forfeiture of Bid Security and black listing of the firm depending upon the circumstances of the default/merit of the case.

(d) The work is to be completed within six months of commencement of the work.

(c) If the supplier fails to complete the work on or before the stipulated date, then Late Delivery charges at the rate of **0.5% per week** or part there of shall be levied subject to maximum of **10% of the total order** value. Purchaser may also resort to termination of the Supply Order & even Tender at any time after expiry of the allowable period for execution of the work.

(c) Part/Partial work completion certificate will not be accepted and may be decided after PBC.

(d) The Director, AIIMS Bhubaneswar has full authority to consider the performance of bidder and they should submit a latest performance certificate from any other Govt. Hospitals/Institutions/PSUs to testify the proper dealing & performance related to the said work.

10. **PAYMENTS:**

(a) 70% payment of the total order value shall be released after the successful Installation & Commissioning of the ordered software and submission of the work completion Report against furnishing of Performance Security & execution of Contract Agreement.

(b) Balance 30% of the order value shall be released after one month of satisfactory Performance of the Software & digitisation and retrieval of records to be furnished by the user department of AIIMS, Bhubaneswar.

(c) For processing the payment, the supplier has to submit three copies of Invoice along with receipted challan copy, Installation Report duly counter signed by the user department and other relevant papers etc.

11. **PERFORMANCE SECURITY DEPOSIT: -**

(a) The successful Bidder will be liable to deposit **3%** of value of the Contract/ Purchase Order as Performance Security Deposit in favour of "AIIMS Bhubaneswar" by way of "Irrevocable Performance Bank Guarantee" or FDR (duly endorsed in favour of AIIMS Bhubaneswar) from a Nationalised /Commercial Bank.

(b) The Performance Security should be valid for **14 months**, which is refundable after 02 months of successful running of Software and scanning, digitizing, archiving and verification of Records in terms of the tender by the Technical Committee and trial run for another six months..

(c) The Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

12. **DISPUTES AND ARBITRATION: -**

All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion, failing which the matter will be referred to an arbitrator who will be appointed by the Director, AIIMS Bhubaneswar for arbitration for settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment, whose decision shall be binding on the contracting parties.

13. **POWER TO IGNORE MINOR DEVIATION: -**

AIIMS, BBSR reserve the right to ignore any trivial nature of deviation in tender documents as decided by the Competent Authority while processing the tender. The Institute may also seek any clarification / documents to substantiate the claim of the bidder at the later stage if felt necessary. However, the bidder cannot claim it as a matter of right and will be bound to comply the Terms & Conditions of the

Tender without citing the ground of trivial deviation / seeking of the clarification/ documents in support of the cancellation of his/ her bid.

14. LAW GOVERNING THE CONTRACT AND JURISDICTION.

The contract shall be governed under Indian Contract Act 1872 and instructions thereon from the government of India. The Court of Bhubaneswar shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

15. OTHERS: -

(a) After due evaluation of the bid, Institute will award the contract to the responsive Bidder who has quoted the lowest price for the said work.

(b) The Bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency/ies without prior written consent of the Director, AIIMS Bhubaneswar. If it is found that the firm has given sub-contract to another agency, the contract shall stand cancelled & the performance security deposit of such Bidder shall be forfeited by AIIMS Bhubaneswar.

(c) The AIIMS Bhubaneswar shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the Supplier Agency during the course of their performing the duties to this office in connection with purchase order/supply order for supplying/installation/ commissioning of ordered Equipment/ Accessories/ Items at AIIMS Bhubaneswar.

16. Debarment from bidding.

(i) A bidder shall be debarred if he has been convicted of an offence-

(a) under the Prevention of Corruption Act, 1988; or

(b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

(ii) A bidder debarred under sub-section (i) or any successor of the bidder, shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.

(iii) A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.

(iv) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.

17. Code of Integrity:

No official of the bidder shall act in contravention of the codes which includes

(i) Prohibition of :

(a) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or other wise to influence the procurement process.

(b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.

(c) Any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.

- (d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - (e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - (f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - (g) obstruction of any investigation or auditing of a procurement process.
 - (h) making false declaration or providing false information for participation in a tender process or to secure a contract.
- (ii) Disclosure of conflict of interest.
- (iii) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause with any entity in any country during the last three years or of being debarred by any other procuring entity.
- (iv) The purchaser will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

The Director, AIIMS Bhubaneswar (Odisha, India) has the full and exclusive right to accept or reject, increase or decrease the order quantity, any or all the terms of the tender without assigning any reasons thereof and also to cancel the supply at any time without assigning any reason.

Seal & Signature of Bidder

E-TENDERING INSTRUCTIONS TO BIDDERS

General:

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in this Tender Document. Submission of Online Bids is mandatory for this Tender. E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers / Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, AIIMS BHUBANESWAR has decided to use the portal www.tenderwizard.com/AIIMSBBSR, <https://eprocure.gov.in> or www.aiimsbhubaneswar.nic.in

Instructions:

1. Tender Bidding Methodology:

Two Stage Online Bidding

2. Broad outline of activities from prospective Bidders:

- (a) Procure a Class III Digital Signature Certificate (DSC)
- (b) Register on the e-Procurement portal www.tenderwizard.com/AIIMSBBSR
- (c) Create Users on the above portal
- (d) View Notice Inviting Tender (NIT) on the above portal
- (e) Download Official Copy of Tender Documents from the above portal
- (f) Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, BBSR
- (g) Bid-Submission on the above portal.
- (h) Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Technical Part
- (i) Post-TOE Clarification on the above portal (Optional) – Respond to AIIMSBBSR's Post-TOE queries.
- (j) Attend Public Online Tender Opening Event (TOE) on the above portal - Opening of Financial Part (Only for Technical Responsive Bidders)
- (k) For participating in this tender online, the following instructions are to be read carefully.
- (l) These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

3. Digital Certificates:

For integrity of data and authenticity / non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration:

To use the Electronic Tender portal www.tenderwizard.com/AIIMSBBSR, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis-à-vis Authorised Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable (i.e. Rs.2000 +GST as applicable).

Note: After successful submission of Registration details and Annual Registration Fee, please contact to the Helpdesk of the portal to get your registration accepted/activated.

- (a) The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
- (b) Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However it shall be sole responsibility of bidder that the uploaded documents remain legible.
- (c) It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
- (d) The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

5. Bid submission

The entire bid-submission would be online on the Tender wizard portal i.e. <https://www.tenderwizard.com/AIIMSBBBSR>

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
- (ii) Submission of information pertaining to Bid Security/ EMD.
- (iii) Submission of signed copy of Tender Documents/Addendums.

6. The TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned/Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required to establish compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.

The FINANCIAL PART shall consist of Electronic Form of Financial Main Bid and Financial Bid Annexure, if any. Scanned copy of duly filled price schedule as **Annexure** are to be uploaded.

Processing Fee : Firm have to pay processing fee (i.e. 0.1% of ECV+ GST as applicable (min.750/- & Max Rs.7500/- + GST as applicable) through online (Credit card/ Debit Card/ Net Banking), When participating in the e-Tender.

Offline Submissions:

The bidder is requested to submit the following documents offline to **The Sr. Procurement-cum Store Officer, AIIMS, Sijua, Bhubaneswar (Odisha) – 751019** on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (name of the tender), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. EMD-Bid Security in Original, in shape of FDR/BG only pledged in favour of AIIMS, Bhubaneswar, **valid for a period 180 days**
2. Documents as Per NIET

Public Online Tender Opening Event (TOE)

The e-Procurement portal offers a unique facility for 'Public Online Tender Opening Event (TOE). Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal provides a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and / or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Important Note: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e-procurement / e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMSBBBSR by the bidders in time, then AIIMSBBBSR will promptly reschedule the affected event(s).

Other Instructions :

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the home page.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
2. Register your organization on the portal well in advance of your first tender submission deadline on the portal
3. Get your organization's concerned executives trained on the portal well in advance of your first tender submission deadline on the portal
4. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc)

While the first three instructions mentioned above are especially relevant to first-time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be imparted by the ASP, M/s. ITI, Bhubaneswar, if required, before participation in the online tendering.

For any further assistance, please contact Mr Swadesh Kumar Bal (07377708585/ 09776823641), Helpdesk-011-49424365, ITI email ID for mailing communication:- twhelpdesk404@gmail.com /twhelpdesk680@gmail.com/ twhelpdesk614@gmail.com

Please see annexure enclosed: - Annexure-I to VII

S/N	Particulars	Annexure Ref.	Refer Page
1	Undertaking for Compliance of All Tender Terms & Conditions mentioned in this Tender Document	Annexure- I	25-26
2	Criminal Liability Undertaking	Annexure- II	27
3	Manufacturers Authorisation Certificate for Software	Annexure- III	28
4	Deviation Statement Form	Annexure- IV	29
5	Performance Statement Form	Annexure- V	30
6	Financial Bid (PART -I)	Annexure- VI	31
7	Performa of performance Guarantee/Bank Guarantee bond	Annexure- VII	32
8	EMD Undertaking		

**Sr. Procurement-cum Store Officer
AIIMS, Bhubaneswar**

Name of the E-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

UNDERTAKING

FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER DOCUMENT

**To,
The Director,
AIIMS Bhubaneswar,**

Sir / Madam,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/We undersigned hereby bind myself/ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR, ODISHA-751019 to supply the approved awarded Software/ other items in the approved prices to AIIMS Bhubaneswar.
3. The t/Instruments/Apparatus shall be brand new, of the best quality and of the kind as per the requirement of the institution. The decision of the Director, AIIMS Bhubaneswar, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/We undertake to arrange for a demonstration of the Software/ other items, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of our bid. Cost of such demonstration shall be borne by me/us.
5. I/We hereby undertake to supply the Software/ other items during the validity of tender as per directions given in supply order within stipulated period positively.
6. I/We undertake that the items supplied are as per Make/ Model /Catalogue/ technical literature description.
7. If I/We fail to supply the Software/ other items in stipulated period, necessary action can be taken by the Director, AIIMS Bhubaneswar who has full power to compound or forfeit the Bid Security/ Security deposit.
8. If it is deemed necessary to change any article on being found of inferior quality, it shall be replaced by me/us free of cost in time to prevent inconvenience.
9. Performance security of **3%** of the cost of the supply value shall be deposited by me/us in the form of FDR/Irrevocable Bank Guarantee in favour of All India Institute of Medical Sciences, Bhubaneswar on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director, AIIMS BBSR valid for **14 months** (i.e., completion period plus trial run period plus two months).
10. I/We declare that no legal/financial irregularities are pending against the proprietor Partner/Director of the tendering firm or manufacturer.
11. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Government of India/Govt. Hospitals/Medical

Institutions/PSUs. I/we also offer to supply the work at the prices and rates not exceeding those mentioned in the Financial Bid.

12. I/We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.

13. I/We undertake to supply the all Literature (Log Book/ Maintenance Record/ Troubleshooting / Operation Manuals etc.) supplied with each Equipment by Principal Manufacturer in Original to AIIMS Bhubaneswar.

14. I/we have necessary infrastructure for providing the necessary support for the retrieval software for next 10 years as and when required from the installation.

15. I/we undertake to get the software repaired within 48 hours of the receiving of the complaint from the AIIMS Bhubaneswar, failing which a penalty at the rate of Rs.500/- per day shall be deducted from pending bill/ Performance Bank Guarantee before releasing the same as decided in PBC.

16. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything, adverse comes to the notice of purchaser during the validity of tender period, the Director, All India Institute of Medical Sciences, Bhubaneswar (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of Bidder

With seal of firm

(Name of Bidder)

Place

Date.....

Name of the E-Tender: SCANNING, DIGITISING AND ARCHIVING OF MEDICAL RECORDS at AIIMS, Bhubaneswar.

CRIMINAL LIABILITY UNDERTAKING

(To be executed on ₹ 10/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....
Resident of
.....
.....
.....

do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted by any Government authority/ organisation.
4. I/We have not quoted the price higher than previously supplied to any Government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.

Signature

(Name)

Seal of the participating Bidder Company

Affirmation/Verification
By Notary Public

Manufacturers' Authorisation Form for Software

(The Bidder shall require the manufacturer to fill in this form in accordance with the instructions indicated. This letter of authorisation should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.)

Date: ***Insert date (as day, month and year)*** of Bid Submission

Tender No.: ***(Insert number from Invitation for Bids.)***

To

The Director

AIIMS Bhubaneswar

Sijua, Odisha, India

WHEREAS

We ***(Insert Complete name of Manufacturer)***, who are official manufacturer in ***(Insert type of goods manufactured)***, having factories at ***(insert full address of Manufacturer's Factories)***, do hereby authorise ***(Insert Complete Name of Bidder)*** to submit a bid the purpose of which is to provide the following equipment, manufactured by us ***(insert name and or brief description of the equipment)***, and to subsequently negotiate and sign the contract.

We accept the Warranty / Guarantee condition mentioned in the tender documents of AIIMS Bhubaneswar.

We also hereby confirm that we would be responsible for the satisfactory execution of contract placed on the authorized agent including availability of spare parts & consumables for the period of 10 years for supplied equipment to AIIMS Bhubaneswar.

Signed : ***(insert signature of authorised representative of the manufacturer)***

Name : ***(insert complete name of authorised representative of the manufacturer)***

Duly authorised to sign this authorisation of behalf of: ***(insert complete name of Bidder)***

Date on _____ day of _____, _____

(insert date of Signing)

Deviation Statement Form

1. The following are the particulars of deviations from the requirements of the tender Technical Bid Specifications (parameter wise).

Specification	Deviations	Remarks (including Justification)

Note :

- 1) Where there is no deviation, the statement should be returned duly signed with an endorsement indicating (parameter wise) ***“No Deviations”***

Place :

Date :

Signature and seal of the
Manufacturer/Bidder

Performance Statement Form

Name of the Firm

Sl No.	Order placed by (Full address of Purchaser)	Order No. & date	Value of order (Equipment)	Have the items been installed & Commissioned satisfactorily (Yes/No)

Signature and seal of the manufacturer / Bidder

.....

Place :**Date :****Note : Documents to be attached. (Successful completion of work/ installation certificate from any Govt Hospital/ institution/ PSU/ Reputed Private hospitals are to be submitted.**

Annexure- VI

Financial Bid

(Following Finance bid to be submitted on the letterhead of the company firm)

SL NO	TYPE OF WORK	UOM	QTY	UNIT PRICE	GST TAX (%)	GST TAX AMOUNT	TOTAL AMOUNT (INCLUDING GST)
01	Cleaning/ Scanning/ Digitizing/ Archiving/ Bookmarking/ Indexing	Per Image	01				
02	Films (CT Scan/ X-Ray/ MRI/ & Others) (Size: A4,A3,A1)	Per Image	01				

1. The rate quoted for the above will be fixed for next 05 (Five) Years. The L-1 bidders will be issued with Purchase Order as and when there will be a requirement arises.
2. I/We have gone through the Terms & Conditions as stipulated in the tender enquiry document and confirm to accept and abide by the same.
3. The above quoted rates are inclusive of all charges payable up to AIIMS Bhubaneswar site and cost involved for whole work. No other charges would be payable by the Institute.
4. That I/We shall provide the quality work.
5. **Work to be started:** within 30 days from issuance of PO at AIIMS, Bhubaneswar.
6. **Work to be completed:** within six months from commencement of work at AIIMS, Bhubaneswar
7. That I/We undertake that the information given in this tender are true and correct in all respect.

Important Note for participating bidders

8. **The Retrieval Software cost and its maintenance for next ten years will be inclusive in all above charges, no separate cost for the Software will be borne by AIIMS Bhubaneswar.**
9. **This will have to be compatible with C-DAC (E-Shusruta) software.**

Date:

Signature of the bidder with seal.

Place:

Form of Performance guarantee / Bank guarantee bond

In consideration of the Director of All India Institute of Medical Sciences Bhubaneswar (hereinafter called "AIIMS Bhubaneswar") having offered to accept the terms and conditions of the proposed agreement between AIIMS Bhubaneswar and (hereinafter called "the said Vendor(s)") for the supply, installation & commissioning of (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. (Rupees only) as a bid security/performance guarantee from the vendor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement with reference to tender No.

1. We, (hereinafter referred to as "the Bank") hereby undertake to pay to the AIIMS Bhubaneswar an amount not exceeding Rs. (Rupees Only) on demand by the AIIMS Bhubaneswar.

2. We, (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the AIIMS Bhubaneswar stating that the amount claimed as required to meet the recoveries due or likely to be due from the said vendor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. (Rupees only)

3. We, the said bank further undertakes to pay the AIIMS Bhubaneswar any money so demanded notwithstanding any dispute or disputes raised by the vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the vendor(s) shall have no claim against us for making such payment.

4. We, (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the AIIMS Bhubaneswar under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Director AIIMS Bhubaneswar on behalf of the Government certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Vendor(s) and accordingly discharges this guarantee.

5. We, (indicate the name of the Bank) further agree with the AIIMS Bhubaneswar that the Institute shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Vendor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said vendor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Vendor(s) or for any forbearance, act of omission on the part of the AIIMS Bhubaneswar or any indulgence by the AIIMS Bhubaneswar to the said Vendor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Vendor(s).

7. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the AIIMS Bhubaneswar in writing.

8. This guarantee shall be valid up to unless extended on demand by the AIIMS Bhubaneswar. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the day of for (indicate the name of the Bank)

(Name, designation and code No. of the Bank Officer(s) signing the guarantee)

(Address & other details of the Controlling Officer of the branch of the bank issuing the BG)

Annexure-XII

Name of the E-Tender: Supply, Installation & Commissioning of IABP at AIIMS, Bhubaneswar.

UNDERTAKING
Bid Security Declaration

To
The Director,
AIIMS Bhubaneswar,

Dear Madam/Sir,

1. I/We Mr./Ms _____ authorised person to sign the bid documents for tender for **Scanning, Digitisation & Archiving of Medical Records** do here by declare that I/We have gone through the entire tender documents including terms and condition mentioned in the tender documents and undertake to comply with them.
2. I/We further declare that we will not withdraw our bid or modify our offer during the period of validity of the bid after the deadline for submission of such documents
3. If I/we withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline as defined in the tender document/LOA/PO, we will be suspended for the period of time specified in the debarment clause in the tender document from being eligible to submit bids/proposals for contracts with AIIMS Bhubaneswar.

Signature of Bidder

With seal of firm

(Name of Bidder)