



ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) BHOPAL

AN AUTONOMOUS BODY UNDER MINISTRY OF HEALTH & FAMILY
WELFARE, (GOVT. OF INDIA)

Saket Nagar, Bhopal-462020 (Madhya Pradesh) India

Website : www.aiimsbhopal.edu.in Email: etender@aiimsbhopal.edu.in

REQUEST FOR EXPRESSION OF INTEREST (EOI)

EOI No.: AIIMSBPLHOSP171800120062017

Subject: proposal for design, develop, operate, maintain and upgrade digital tokens/appointments for patients at OPD and online patient queue management system for AIIMS Bhopal hospital.

CONTENT

1	NOTICE	3
2	BACKGROUND AND GENERAL INSTRUCTIONS	4
3	SCOPE OF WORK & PROPOSED TECHNICAL FEATURES	6-13
4	QUALIFYING FORMAT	14-15
5	EVALUATION	16

1. NOTICE

AIIMS Bhopal invites two stages Expression of Interest (EOI) bids from the interested IT firms/companies/agencies who has experience in public or private hospitals/banks/other public dealing establishments for proposal for design, develop, operate, maintain and upgrade digital tokens/appointments Systems or provide similar solutions for patients at OPD and online patient queue management system for AIIMS Bhopal hospital with objective to make AIIMS Bhopal queue less Hospital. The IT solution firms who have support office in Bhopal will be preferred.

Bid Procedure:

The EOI would be in two stages, in first stage bids are invited without a financial bid to shortlist the bidders based on project objectives, technical capabilities and experience in developing and designing solutions for q-management, financial eligibility, capability to manufacture indigenous hardware and software development and ability for product up-gradation and support the IT solutions for Q-management.

In second stage, the shortlisted bidders in first stage will be asked to submit final bid with financial bid.

The complete set of EOI document for work can be obtained from "OFFICE OF THE MEDICAL SUPERINTENDENT, HOSPITAL COMPLEX, AIIMS BHOPAL, SAKET NAGAR, BHOPAL-20 during working hours on payment of demand draft (towards EOI documents fee) for an amount of **INR 500/-** drawn in favour of "Director", AIIMS Bhopal payable at Bhopal.

Alternatively, the EOI document can be downloaded from the website www.aiimsbhopal.edu.in in this case demand draft of documents fee shall be furnished with EOI bid in separate cover. Hard copy of Bio-data/Company Profile document for IT solutions for Q management should reach at the address mentioned above on or before 12/07/2017 up-to 16-00hrs

Director AIIMS Bhopal reserves the right to accept or reject any or all EOI bids without assigning any reason thereof. This EOI notice shall form a part of contract documents.

Sign & Stamp of Bidder

2. BACKGROUND AND GENERAL INSTRUCTIONS:

1. Background:

AIIMS Bhopal is apex healthcare institute being established by the Ministry of Health & Family Welfare, Government of India under the *Pradhan Mantri Swasthya Suraksha Yojna* (PMSSY). With the aim of correcting regional imbalances in quality tertiary level healthcare in Central India and attaining self-sufficiency in graduate and postgraduate medical education and training in underserved areas of the country.

AIIMS situated at Saket Nagar, Bhopal is gaining confidence amongst the citizens residing in not only Bhopal City but also in surrounding areas located near Bhopal. It is visible with the increase in the number of patients that are coming to AIIMS on daily basis. Every day in the morning patients or their relatives come as early as 3 AM in morning and stand for hours in queue outside the main OPD premises without basic amenities and to get the paper token for the registration counter. These queues were creating working hazards for the AIIMS staff when they had to face the irritated customers who used to loss their patience because of hours waiting period in the queues.

Current scenario:

Queue Management has been introduced with paper tokens and calling patients' number wise at the registration counter. This has brought a sigh of relief to the patients since they started getting the paper token at the entrance and then they wait in the lobbies till their name is called at the registration counter. Because of Queue System they do not have to stand in long queues. Separate counters of Senior Citizens and Report generations helped in further improvement in the registration process.

With this successful experiment, suggestions are coming for online token and appointments and move toward Q-less hospital. It was observed that patients are coming to AIIMS from a long distance. And since limited token are issued to each department on daily basis, some of them had to go back and again come back next day to get the token. Such situations can be avoided if the patients get the token not only for the current day but also for the future date. Also with the introduction of this facility, doctors attending the OPD would also come to know about the number of patients that are going to visit the OPD in the following days.

2. GENERAL INSTRUCTION FOR EOI

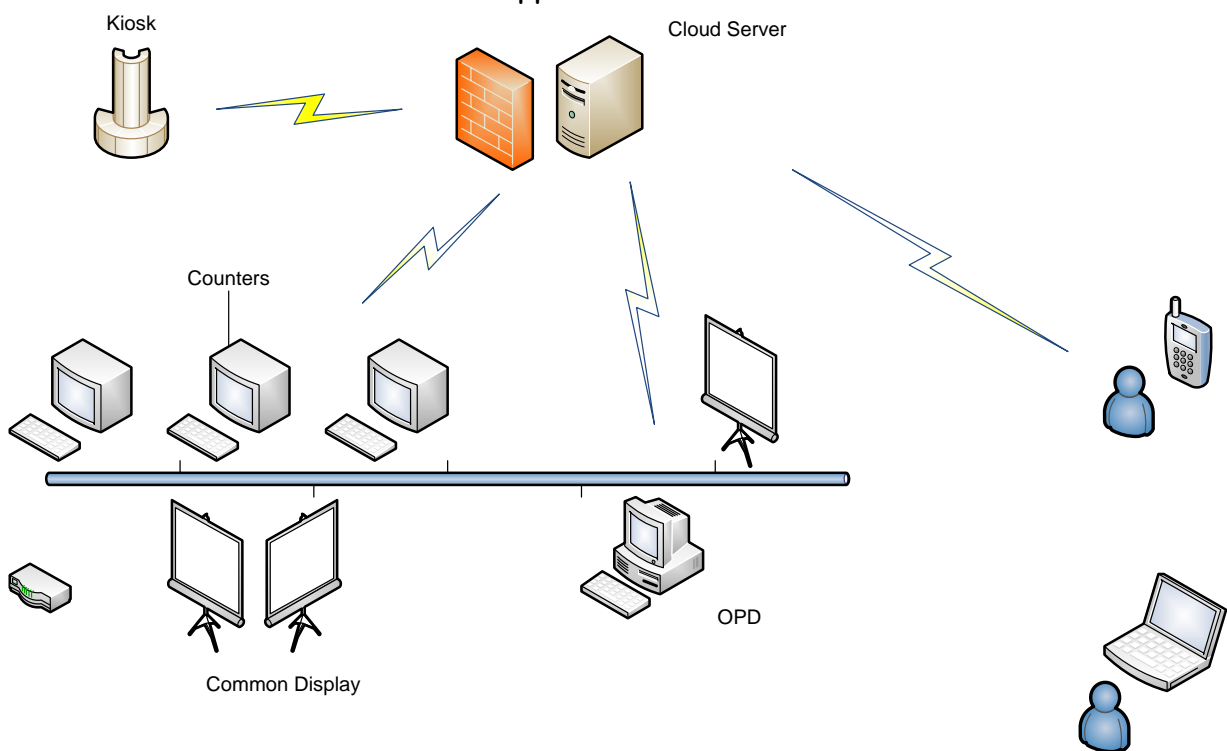
- 2.1 This project of AIIMS Bhopal is to create an external and internal Q management through IT solutions and mobile apps through private participation in order to develop AIIMS Bhopal Hospital a Q-less OPD services for public at large.
- 2.2 The project is proposed two stage bidding to be executed through EOI bids to provide IT solutions for Q-less management of OPD services and maintain for five years.
- 2.3 **AIIMS Bhopal** shall have right to call for clarification/ original of the supporting document for verification, as deemed fit and also to cross check for any details as furnished by contractors/clients/consultants etc. Agencies shall have no objection whatsoever in this regards.
- 2.4 Attached is the prescribed format of qualifying details. Interested, parties may use this format & add additional information as part of annexure, if they wish so.
- 2.5 The offer shall contain hard copy of completed Document & proposed Planning, presentation document of providing IT solutions for **design, develop, operate, maintain and upgrade digital tokens/appointments at OPD and online patient queue management system for AIIMS Bhopal hospital** and should reach on or before 16:00 hours on the date mentioned in EOI notice in sealed cover addressed:
To,
OFFICE OF THE MEDICAL SUPERINTENDENT, HOSPITAL COMPLEX, AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462020 (MP)
- 2.6 Applications without required information or enclosures are liable to be rejected.
- 2.7 **AIIMS Bhopal** reserves the right to accept any or reject all the EOIs at their sole discretion without assigning any reason thereof.
- 2.8 All prospective may visit the site during working hours before submitting the EOI bids.
- 2.9 The requirements will be given under the Request for Proposal documents that will be sent to the firms who reacted to this EOI.
- 2.10 The interested IT firm/company shall have to give a presentation on solutions before a duly constituted committee. Based on presentation and capability of the interested IT firms will be shortlisted for second stage of financial proposal for execution of the work.
- 2.11 It is to be noted that this Request for EOI does not constitute a solicitation. It should also be noted that the Institute reserves the right to change or cancel this requirement at any time.

Sign & Stamp of Bidder

3. Scope of work

AIIMS Bhopal is in need of indigenous hardware and software solutions with local support for Online Token systems for Q-management at OPDs. The system should be available to on-premises patients as well as online patients. This system should help patients to get their token for the day / future day from within the system and avail the desired/listed facilities.

The system should be useful to patients or their relatives/friends, hospital staff and administrator. It is expected that system should have capabilities to restrict / provide use of relevant features to various group of people. It should have flexibility to manage organizational changes with respect to generation to disposal of tokens. The system should further be used as Mobile App.



The system is proposed in three stages to achieve the objective to create a Q-less Hospital:

1. External Q-management: patients/relatives would be able to obtain Q-tokens at ease online through web solutions, mobiles apps or delivered at public places through kiosks/ATMs etc. and future appointments. This q-management to be monitored in real time and capacity to guide patients and relatives through SMS or other alternate mode to make system seamless with no waiting for patients in Hospital OPD.
2. Token calling system at OPD registration counter: This system is already installed and working successfully. The bidder should be capable to integrate this in proposed solutions in term of hardware and software.

3. Q-management at Consultant Clinic: It is proposed that bidder should be able to provide indigenous hardware and software for such a system in which after registering patients at registration counter; same token number would be transferred to consultant clinic/specialty OPD automatically. At clinic also bidder should be able to provide indigenous hardware and software solutions for token display and calling system.

Features

Vendor should have more than five year experience in indigenous hardware and software product development and implementation. This software should have following features:

1. On premises Token Generation
2. Online Token Generation
3. Online Token Calling Feature
4. Call Station Configuration management
5. Location Management
6. Section Configuration Management
7. Department Association Management
8. Multi-location association Feature
9. Services Configuration and Management
10. User Roles and rights Management
11. Bulk Token Engine
12. Token should get generated for online user after registration.
13. Provision to display tokens on single/multi-screen at a time.
14. Extended Display Support
15. Sound notifications
16. Auto-switching of services
17. Auto-Calling facility
18. Multi-Que Support
19. Sound Alerts
20. SMS Alerts and notification
21. Integration with external systems
22. Should have Mobile App version

Software Specifications

On Web

- Provision to register patient online
 - Get mobile number and other details
 - Send OTP
 - Register User
- Ability to accept booking from online website
- Ability to validate mobile number while making booking
- Provision to avoid multiple bookings from same mobile number
- Provision to cancel booking
- Ability to send SMS/Email to registered user
 - On registration
 - On Successful booking

On premises/ Assisted

- Ability to generate bulk coupons (for manually assisted kiosk)
- Ability to click / touch on screen to generate coupon for services offered
- (Ability to handle it from more than one counter. Machines, kiosks)
 - New Patients
 - Old Patients
 - Senior Citizen patients
 - Patients to collect medical reports
- Ability to select department to which patient wants to visit
- Assumption of one dept - one doctor is false. Multiple OPDs are to be created.
- Provision to select department
 - General OPD
 - Plastic Surgery
 - ENT
 - etc
- Generation of coupon
 - On Web via Internet
 - On Web in LAN
- Printing of Coupon
 - When generated online
 - Ability to generate an image which can be saved on device
 - Ability to send SMS/email to user
 - When generated locally
 - Ability to print on Thermal Printer
 - Ability to generate bulk coupons (for manually assisted kiosk)
- Provision to send SMS when Qued number is <5> numbers away, configurable

- Calling Coupon Number at Reception Counter
 - Display coupon number and counter number on Common Display.
 - Common Displays can be installed on One or Multiple Locations
- Provision to record Finishing Call at Reception Counter and passing it to Department's Counter
- Provision to call coupon number at Deptt. Counter and record finishing call at Department's Counter
 - On Common Display installed at Deptt. OPD Floor OR/And
 - On Individual Displays installed at every dept.
- Provision to get coupon on future date / time
 - Day after <n> days
 - When tokens exceed daily quota
 - Ad-hoc
 - Provision to pay required fees if any - not now
 - Payment gateway integration
- Reports
 - Patients Summary
 - Patient Type wise
 - Department wise
 - Average waiting time
- Settings
 - Language
 - English
 - Hindi
 - Provision to support Hindi language
 - Services
 - List with add/edit/delete/disable
 - Token number Prefix
 - Maximum Token Allowed
 - Associated Counters
 - Days of operating
 - Departments
 - List/Add/Edit/Delete Departments
 - Days of operating
 - Timings
 - Maximum number of tokens
 - Token number prefix

- Display
 - Show
 - Provision to add video advertisements and play after <configurable time interval>
 - Provision to do required settings as follows:
 - Scrolling text
 - Text box
 - Scrolling Speed
 - Background colour
 - Waiting tokens
 - Text settings
 - Colour
 - Font
 -
- Ability to integrate maps to show location or route.

Future Scope

- 1) Interface with the appointment software to enable the patients who have already taken the department's appointment but are not part of the Queue. These patients after completing the Appointment formalities can get the token number from MQ software and would be called on priority basis from the specific counter allotted for these patients.
- 2) Calling at Specific Department using the same Queue Number. This will extend further comfort to the patients as well as the staff and doctors attending the particular department.
- 3) Display at various locations in the AIIMS premises such as Canteen, lobbies, corridors, parking areas etc. This will help to reduce crowd at specific locations.
- 4) The registered patients can see current token number at any department on mobile using mobile application.
- 5) Individual displays can be fixed at each counter to have better visibility of Token numbers called from the counter.
- 6) Large Size LED Display can be installed out the premises to get the entire statistics displayed on it. It can be used to display at a glance view of current calling position at each department including number of patients attended, patients pending along with appointments available for further days in that week. It can be used to display various important notices / messages for the benefit of patients or their relatives.
- 7) Provision for further upgradation for the registration facility along with online payment required for the registration.

4. QUALIFYING FORMAT

(To be submitted on the letter head of Prospective Bidder)

EOI REF No.: AIIMSBPLHOSP171800120062017

Dated:...../...../2017

TO,
MEDICAL SUPERINTENDENT,
OPD BLOCK, HOSPITAL COMPLEX,
AIIMS BHOPAL,
SAKET NAGAR, BHOPAL-20

Dear Sir

Sub: Expression of Interest for design, develop, operate, maintain and upgrade digital tokens/appointments at OPD and online patient queue management system for AIIMS Bhopal hospital for AIIMS Bhopal Hospital OPD services With reference to the above advertisement, we hereby file this '**Expression of Interest (EOI)**' to undertake the development of this project either individually or as a consortium. We understand that this is an initial expression of interest on our part and mere submission of this EOI does not entitle us to receive any documents or be invited to bid for this project.

Name and details of Applicant and its representative authorized to file this EOI:

Full Name

Designation

Name of Organization

Address

Phones

Fax

Mobile

Email

Website

Legal constitution of applicant: *(Public limited/Private limited/Partnership etc)**

Current nature of business or activities:* **Last 3 (Three) years turnover of the Applicant /Lead developer and profits:***

FY 2013-14

FY 2014-15

FY 2015-16

Net worth of the applicant / Lead developer:* *(Computed from the latest audited balance sheet)*

FY 2015-16

Brief history of operations and activities of the applicant:* **Name and details of Business House/ Group to which applicant belongs:***

Name of the Group of Company/ies Primary Activity Turnover (FY 2015-16)

Previous experience of Development and/or Operations & management of similar Projects, if any :* **Proposed consortium/collaboration for the development, management, marketing of the proposed development, if any?***

Nature of consortium/collaboration proposed Partner Partner's articular

Expertise Partner's Turnover (FY 2015-16)

Briefly explain your concept Proposed and Proposed Components considered for the Proposed for the development of Q management :*

Note: * Applicants shall attach documents/brochures/corporate literature and give more details which you may feel necessary to justify profile.

I/We declare that the information stated hereinabove is accurate.

Signature:

Full Name:

Designation:

Organization:

Address:

Date:

5. Evaluation

Bid Process Criteria (EOI Stage) for Selection of Bidders for second stage for **proposal for design, develop, operate, maintain and upgrade digital tokens/appointments at OPD and online patient queue management system for AIIMS Bhopal hospital.**

Eligibility Criteria:

The bids shall be evaluated on following criteria and weightage would be given out of 100 marks as mentioned below:

1. **Past experience of bidder:** More than five year experience in indigenous hardware and software development and execution of similar works with Bhopal based support office. 30 marks.
2. **Financial strength of the bidder:** A. Last three year annual turnover more than 50 lakhs: 10 marks (less turnover will Mark Zero and more will get maximum 10 marks). B. Net profit for last three year more than 5 lakhs: 10 marks. Less will get zero and more maximum 10 marks.
3. **Quality accreditations, licensing requirements:** The statutory licensing under relevant IT laws would be required from bidders or partner (if bidder entered with any firm): 5 marks.
4. **Indigenous hardware and software development and manufacturing capability:** The bidder must have capability to develop indigenous hardware and software and future maintenance and support: 10 marks
5. **After sale support infrastructure:** The bidder should have reliable after sale support for seamless and trouble free operations of the facility. 5 marks
6. **Product support and local support office in Bhopal:** The bidder should have local support office in Bhopal for instant services and solutions. 20 marks.

The above claims of the bidders shall be supported by relevant documents. Incomplete and inadequate support documents will invite poor qualifying marking. **The bidder who obtains 60 or more score will be shortlisted for second stage participation.** The second stage terms and conditions shall be drawn based on first stage information gathered so.

Medical Superintendent
AIIMS Bhopal