



अखिल भारतीय आयुर्विज्ञान संस्थान
ALL INDIA INSTITUTE OF MEDICAL SCIENCES

साकेत नगर भोपाल (मध्यप्रदेश) - ४६२०२०

Saket Nagar, Bhopal (M.P.) - 462020

Website : www.aiimsbhopal.edu.in

AIIMS Bhopal

NOTICE INVITING TENDER

Tender for “Selection of Agency for development & Deployment of Smartcard based solution”

Tender No.: 257.1 AIIMS Bhopal/Selection of Agency for Development & Deployment of Smartcard based solution/2016-17/02 Dated: 12.06.2017

Date of Issue of Tender Document	:	12.06.2017
Last Date of Submission of Tender	:	27.06.2017 at 1:00 PM in the Central Stores, 1st Floor, Medical College Building, AIIMS Bhopal, Saket Nagar, Bhopal.
Cost of Tender Document	:	Not applicable

http://aiimsbhopal.edu.in/active_tenders.aspx

[Email ID: stores@aiimsbhopal.edu.in](mailto:stores@aiimsbhopal.edu.in)

[Ph: 0755-2672318](tel:0755-2672318)



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All India Institute of Medical Sciences (AIIMS), Bhopal, Madhya Pradesh, an apex healthcare institute being established by an Act of Parliament of India under aegis of Ministry of Health & Family Welfare, Government of India, invites sealed tenders for supply & installation of Administration Software for the project titled *Whether Opportunistic screening modality coupled with real time tracking through smart card can increase the much needed coverage for cervical cancer screening and whether better compliance to Universal Immunization Program (UIP) can also be achieved through smart card based real time tracking*, sanctioned to Dr. Shashank Purwar, Associate Professor of Microbiology at AIIMS Bhopal from the funding agency DHR/ ICMR (Govt. of India). You are requested to quote your best offer along with the complete details of specifications, terms & conditions.

S. No	Particular	Cost (INR)
01.	Tender fees	Not Applicable
02.	EMD	75,000/- in the form of DD in favor of Director AIIMS Bhopal.

Tender Schedule	
Event	Date & Time
Last date for Purchase of bid	27.06.2017
Last date for submission of bid	27.06.2017 at 1:00 PM in the Central Stores, 1 st Floor, Medical College Building, AIIMS Bhopal, Saket Nagar, Bhopal.
Opening of Technical Bid	27.06.2017 at 3:00 PM in the Central Stores, 1 st Floor, Medical College Building, AIIMS Bhopal, Saket Nagar, Bhopal.
Opening of Financial Bids of technically qualified bidders	To be communicated later

****Note:** RFP document can be downloaded from official website of AIIMS, Bhopal “www.aiimsbhopal.edu.in” no tender fee will be applicable.

- 1) Through the above TENDER NOTICE bids are invited for Selection of Agency for carrying out the work (as mentioned in scope of work and expectations from the bidder in subsequent paras of this tender document) on turnkey basis for the project entitled *Whether Opportunistic screening modality coupled with real time tracking through smart card can increase the much needed coverage for cervical cancer screening and whether better compliance to Universal Immunization Program (UIP) can also be achieved through smart card based real time tracking*, sanctioned to Dr. Shashank Purwar, Associate Professor of Microbiology at AIIMS Bhopal from the funding agency DHR/ ICMR (Govt. of India).
- 2) The tenders will be opened in the Central Stores Department of Medical College Building of the AIIMS Bhopal-462020, on the date & time as mentioned in tender key



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- dates. The bidder or his duly authorized representative may remain present at the time of opening of tender.
- 3) The complete tender documents will be available on Institute's website www.aiimsbhopal.edu.in by Administrative Officer, for the download of Tender details.
 - 4) Tender documents can be downloaded from the website. Bids downloaded from the website No fees charges/taxes applicable.
 - 5) The bidders shall have to submit their bids in the designated box in the Central Stores Department.
 - 6) The bid must be submitted in two sealed envelopes ;
 - a. Technical bid should be submitted in the envelop superscripted as 'Technical Bid'
 - b. Financial bid should be submitted in the envelop superscripted as 'Financial Bid'

Both these envelopes must be sealed in a third envelop which should be super-scribed with "Selection of Agency for Development & deployment of Smartcard based solution for the project entitled *Whether Opportunistic screening modality coupled with real time tracking through smart card can increase the much needed coverage for cervical cancer screening and whether better compliance to Universal Immunization Program (UIP) can also be achieved through smart card based real time tracking*, sanctioned to Dr. Shashank Purwar, Associate Professor of Microbiology at AIIMS Bhopal"

Note : The following parties will be exempted from payment of Earnest Money Deposit:-

- a) S.S.I. Units of Madhya Pradesh Permanently registered with DIC.
- b) Small Scale Units registered with NSIC:- The Small Scale Unit permanently registered with NSIC, whose registration certificate is valid for the item quoted on due date of opening of commercial and technical bid shall be entitled for exemption from EMD. (The renewal/ amendment of certificate should not be more than 3 years old from the due date of opening of tender) otherwise EMD has to be furnished by the bidder.
- c) The photocopy of the NSIC Registration Certificate or SSI Registration Certificate with valid Competency Certificate issued by the DIC, as the case may be, for the tendered item(s) duly notarized/ attested by G.M./ Manager, DIC of the Area/ any officer of Company not below the rank of E.E. & DGM shall have to be furnished with the offer in Part-I;EMD. In case of unattested/ un-notarized copy, the original certificate should be produced at the time of tender opening for verification. The SSI firms including New SSI Firm participating in instant tender but not able to furnish the required Competency Certificate as above shall have to deposit requisite EMD for Rs.75,000/- in the manner as detailed in (b) above failing which its offers will be out rightly rejected.
- d) All the SSI/ NSIC units are advised to quote/offer the material to the extent they are registered for respective items with the SSI/NSIC organization or at their own risk as per actual maximum production capacity achieved in the past corresponding to the delivery schedule specified in this tender (documentary evidence shall be necessarily furnished to



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ascertain this) as no relaxation in delivery schedule or penalty on account of delayed supplies shall be considered on this account after placing the order.

Forfeiture of Earnest Money Deposit:-

The EMD may be forfeited:-

- a) If a bidder withdraws or revokes its bid during the period of bid validity specified by the bidder;
- b) If a bidder modifies its bid in any manner after its opening but before the validity of the bid expires;
- c) If a bidder does not accept the arithmetical corrections of its bid price;
- d) In the case of successful bidder, if the bidder fails to:
 - sign the contract within the prescribed time;
 - furnish the performance security within the prescribed time.
- e) In case, the bidder withdraws his offer during the validity period, after placement of order, the EMD shall be forfeited.

Return of Earnest Money to Bidders

- (i) EMD shall be returned to the un-successful bidders after financial evaluation of the price bids opened.
- (ii) EMD of successful bidders on whom the work has been awarded, shall be returned on acceptance of security deposit.
- (iii) No interest shall be paid on EMD amount.
- (iv) No Proposal will be accepted without valid earnest money deposit and Tender Document fee.

Scope of Work:

A complete turnkey project is expected from the bidders consisting of software, hardware and equipment to be used for the complete project management and monitoring. This project is based on better tracking and improving the percentage ratio of the beneficiary in terms of health and immunization, through the smart card based real time tracking system.

So for the same purpose we have picked two major activities listed below:

- 1. Immunization of children and**
- 2. Pap smears for Women.**

We want to know the results through evaluating whether opportunistic screening modality integrated with smart card based real time tracking program can increase the much needed coverage for cervical cancer in women and immunization in children screening in urban and rural areas.



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Two geographically distant participating institutions are proposed for Pilot project on above said services viz. AIIMS Bhopal (MP) and JN Medical College Hospital Belgaum (Karnataka) and a smart card based complete monitoring and tracking system is required as per the needs.

Current Challenges Faced:

- Lack of proper immunization
- No proper authentication of supervisors visits
- No Proper Stock inventory verification
- No proper registers verification hence no proper home visits
- No centralized data of supervisors visits
- No job scheduling of the supervisors visits
- Lack of proper data collecting , segregation system
- Lack of data digitalization.
- Lack of monitoring on daily basis
- No proper reporting structure

Pap smears for Women

For evaluating whether opportunistic screening modality integrated with smart card based real time tracking program can increase the much needed coverage for cervical cancer screening in urban and rural areas.

- At each of aforementioned sites opportunistic screening will be offered in the hospitals of participating institutions i.e. AIIMS Bhopal Hospital and JN Medical College Hospital Belgaum and their sub centers (Rural / Primary health centers located in the villages).
- Thus there are **total 4 places / sites** where women will be offered pap smears. At each of the sites the approximate number of participants would be 1535.
- Therefore we have decided to assess 1535 women at each site i.e. AIIMS Bhopal Hospital, Sub-center in Bhopal district, RMRC Belgaum / J N Medical Belgaum and Sub-center of Belgaum district and thus final sample size will be 6140.

Immunization of children

For evaluating Smart card based real time tracking to ensure better compliance to Universal Immunization Program (UIP) in rural areas.

- At each of the two sites we intend to enroll 430 children (total: 830 children at 2 sites) over a period of six months.

Functional Requirements of the project are listed below:

A) Methodology for Pap Smear in Women

All the Women who enroll for the study will be issued a smart card with unique registration number linked to following details:

- Name, Age, Date of birth, Blood group, Address, Phone number (if available)
- Name and mobile number of the Community health worker (ASHA/USHA/ANM) of that area.



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- i. Females with negative Pap smear will require next Pap smear after 3 or 5 years depending upon their age. **Females with positive Pap smear will require much frequent follow ups.** Automatic sms (first sms 10 days prior to scheduled follow up & then every day till the follow up Pap smear) to mobile of enrolled patient and health worker (ASHA / USHA / ANM) The sms will contain unique registration number. This number when punched in the hand held swiping machine will generate on the screen of machine the name, address of the enrolled lady. A printout of this information can also be taken by the ASHA / USHA (for urban areas) ANM) worker, who in turn reaches to enrolled lady, bring to sub-center PHC and get the smear prepared.
- ii. Any failure to follow up will generate pop ups on the screen of investigators and recorded. The confirmation of the smear preparation will be acknowledged only by swiping the Smart Card (available with enrolled female) in swiping machine (available with ANM / ASHA / USHA (for urban areas) worker).
- iii. The ASHA worker will be paid incentive (Rs. 50/- per card swipe) **only on the basis of card swipes.** ANM at sub-center PHC will get Rs. 50 for each slide preparation. Once the Smart card is swiped in the card swiping machine, the server in the participating institute will receive the information pertaining to the demographic profile of the patient, date / time of sample collection, preparation of slide for Pap smear. The results of Pap smear will be recorded by the investigators and also communicated to individual participating women in printed form.

B)Methodology for Immunization program in Children.

- i. Registration: For every child included the designated six months of enrollment period in interventional Sub-center included in the study a smart card at the time of registration to MCTS with unique registration number will be printed at corresponding PHC headquarter. It will be linked to following details:
 - Demographic details (name of the mother / and father, date of birth, address), Blood group, Phone number of parent (if available), Vaccination summary at the time of birth and Phone number of the ASHA and ANM of that area. This card will then be given to ANM of the corresponding sub-center who in turn will handover it to parents of child.
- ii. Hand held battery operated POU machines (point of use swiping machines) will be made available to ANM of intervention sub-center. ANM will carry this device to immunization session conducted in villages. Battery operated POU machines will obviate the need of remaining connected always to power source, which is not always available especially in rural India.
- iii. Each of the vaccines included in UIP to be administered at the time of birth to 9 months of age (up to measles vaccination) will be given a numerical code. The ANM will be required to punch this code in the card swiping machine at the time of administration of vaccine which will be confirmed by swiping of the smart card available with mother / father of the enrolled child.



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- iv. Once the ANM reaches to PHC headquarter for routine weekly meeting or whenever she connects the POU to internet facility provided through project and data is uploaded to site server where reports will be generated.
- v. A real time tracking software program will be developed and employed. Automatic sms will be sent to mobile of parent and health worker (ASHA/Anganwadi worker) of that area. First sms will be sent 7 days prior to vaccination and then every day till 3 days after due dates of vaccination.
- The sms will contain unique registration number. This number when punched in the hand held swiping machine will generate on the screen of machine the name, address of the enrolled child. A printout of this information can also be taken by the community health worker (ASHA/AWW) who in turn reaches to enrolled child and facilitates vaccination.
- vi. Pop up appears on the screen of PI and co-investigators if the child is not vaccinated by the three days after due date of vaccination (the date of vaccination gets registered in the data server) and get recorded in data base for data analysis.
- vii. Work plans for due services would be generated and will provided to corresponding ANMs at the beginning of month. Village wise monthly reports and consolidated monthly report of that sub-center will be provided to corresponding ANM and Medical Officer as well.
- viii. Smart card will be swiped and specific vaccine code punched in after vaccination. The confirmation of the vaccination will be acknowledged only by swiping the Smart Card (available with parents of the enrolled child) in swiping machine located at Sub-centers / PHC vaccination rooms.

Items required for the system excepted are listed below:

1. Smart card printing machine, In-built encoder unit, Smart Card studio software, Card readers / encoders, Card swiping machines (hand held terminals), 64 kb Scosta cards (smart cards).
2. Registration software will be required for capturing demographic profile in the Smart cards which will be provided to enrolled children.
3. Battery operated card swiping machines (hand held terminals) will be provided to PHC/ sub centers in which the smart card (available with the mother / father of enrolled child) will be swiped to confirm vaccine administration and name of the vaccine.
4. Card swiping machines (hand held terminals) will be provided to ANM / ASHA worker in which the smart card (available with the enrolled women) will be swiped to ensure confirmation of Pap smear preparation.
5. The registration software / tracking program will be required for capturing demographic data as well as to generate pop ups on the screen of investigators and sending automatic sms alerts to the mother / father of enrolled child / enrolled women and health worker and health worker (ASHA / ANM / Anganwadi worker).
6. Anything (hardware and software components / equipment) required to run this project on turnkey basis but not included above.

Project Tenure:

This project has to be made Go-Live in 3 months of time with three years warranty support.



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Expectation from the Bidders

1. Provide customized solution as per our needs, COTS (Commercial –off the shelf software) will not be entertained
2. We may be asking for midway functional corrections in the whole duration of project.
3. Real time data has to be updated in the software
4. It should support the jobs description mentioned above and data duplicity should not happen at any point of time.
5. In case the performance of the vendor is not satisfactory, the Principal Investigator will terminate the contract, not release the remaining payment, forfeit the performance guarantee, recommend for blacklisting of the vendor initiation of legal proceedings for recovery of amount already paid. There will be financial penalty in case of compliance not taken place or found inappropriate.
6. Entire data, fully or partially shall be retrievable at any point of time without hassle.
7. Data backup facility should be available to ensure there is no loss to the data.
8. Multiple reports will be required from time to time, based on changing requirements and needs.
9. Summary statistics in multiple formats as desired by the Principal Investigator pertaining to coverage of study participants vis-a- vis study data shall be made available and any given time.
10. The Solution should be secure enough to handle any malfunction with data at backend.
11. The complete solution should be provided by a single bidder.
12. The project will be on turnkey basis as regards to hardware and software component.
13. The list of hardware components is inclusive but not exhaustive. Any other equipment required for implementation of project but not included in the tender document has to be provided by the vendor.
14. The services will be at Bhopal and Belgaum (Karnataka) sites.
15. There shall be scope of midway correction in software as and when required.
16. The hardware and software shall be complimentary even after midway corrections.
17. Provision of real time entry of data for compliance / non-compliance with reference to project.
18. The configuration of the card will be as per the specifications given below. However the printing of the smart card, bearing patients / institute / project detail will be done at site using the consumables provided by the vendor.
19. Provision for retrieval of data from card number / registration id / number.
20. Provision of providing duplicate card containing previous data through card number / name of the participant / Registration id.
21. Data record for incentive payment to ANM/ASHA/USHA workers.
22. For achieving the project, complete hardware mentioned in this document will carry warranty for One Year and ACMC for 3 years by vendor as we require a turnkey solution.
23. Source Code of the project should be handed over to the Principal Investigator whenever asked.
24. There can be an extension of one year post 3 years of maintenance depending upon the continuation of the project by the funding agency. However additional maintenance charges will not be paid for the fourth year.



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25. Maintenance services for 3 years / entire duration of the project, whichever is later including hardware and software maintenance, issue resolution and changes if necessary based on the requirements of the project from time to time. This maintenance period is extendable to 1 more year, depending upon the performance of the bidder without any additional payment.
26. Periodic back up on a different server.

Eligibility Criteria

1. Bidder should have turnover more than 30 lakhs from software development/deployment work as on date of 31 March 2016.
2. Bidder should have a valid ISO and CMMi-3 level (in software development) Certifications as on date of submission of bid.
3. Bidder should be a firm / registered company/society under the Indian government act.
4. Bidder should have at least successfully completed 15 software development projects out of which at least 7 should be in government domain.
5. Bidder should have a registered office in Madhya Pradesh.
6. Bidder should not be blacklisted or terminated in any Central/State Government /PSU.
7. Bidder should have good technical team on payroll.
8. Bidder should have valid Service Tax/VAT/ Service Tax registration.
9. Consortium/JV/ Sub contracting not allowed.

Terms & Conditions:

- 1. Preparation and Submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid.
- 2. Earnest Money Deposit:** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount as per Annexure-I by way of demand drafts or Bank Guarantee only. The demand drafts shall be drawn in favour of "All India Institute of Medical Sciences, Bhopal". The demand drafts or Bank Guarantee for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful submission of identical amount of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.
- 3. Tender Fee:** Not applicable.
- 4. Validity:** The quoted rates must be valid for a period for **120 days** from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
- 5.** In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
6. Tenderes should carefully read all the terms and conditions before participating in the tender.



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7. The ownership of the module should reside with the Institute.
8. The software's user manual, design and architectural flow diagram and help files should be provided with the software module.
9. The software offered should provide seamless integration with existing modules running in the Institute.
10. **Delivery & Installation:** All the Software ordered shall be delivered & installed within **60 days** from the date of issue of purchase order at MP and Karnataka sites. All the aspects of safe delivery, installation and commissioning shall be the exclusive responsibility of the supplier. If the supplier fails to deliver, installation and commissioning of the Software on or before the stipulated date, then a penalty at the rate of 0.5 % per week of the total order value shall be levied subject to maximum of 10% of the total order value. If the Vender fails to supply the items and software within 6 weeks of the stipulated date the principal investigator(PI) will be free to procure the same at the Vendor's cost. The AIIMS Bhopal may also blacklist the vendor for future.
11. **Training:-** The successful tenderer will also provide required training for supplied items at AIIMS, Bhopal and project sites free of cost.
12. **Manufacturing:** The Software should be manufactured after adoption of latest technology.
- 13 . Maintenance Period:** There should be a three years (03) comprehensive Maintenance for the software and should allow for any modifications to be made according to the requirements of the growth of the institution through respective admin panel free of cost, except major recoding.
1. There can be an extension of one year post 3 years of maintenance depending upon the continuation of the project by the funding agency. However additional maintenance charges will not be paid for the fourth year.
 2. Maintenance services for 3 years / entire duration of the project, whichever is later including hardware and software maintenance, issue resolution and changes if necessary based on the requirements of the project from time to time.
 3. CMC Table is mentioned at Annexure VI.
- 14. Documents:**
- a. The bidder shall provide all the information in detail.
 - b. The bidder shall provide a list of all documents asked in the eligibility criteria
- 15. Payment Terms:** For obtaining payment as below, invoice will be raised in favour of The Director, AIIMS Bhopal (For Research Project of Dr. Shashank Purwar), triplicate each time.

S. No.	Milestone	Payment %	Cumulative %
1.	Mobilization advance.	10 %	10 %
2.	Supply & installation of software and hardware and issue of CRC	25 %	35 %
3	Successful completion user training, User	25 %	60 %



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	Acceptance Testing (UAT) after Going live for 1 month at MP and Karnataka sites		
4.	Successful running of three months after go live at MP and Karnataka sites.	25 %	85 %
5.	After completion of every year during three years of maintenance period.	15 % (equal in 3 installment)	100 %

As per applicable rules, The AIIMS Bhopal will release claim advance payment after due deduction of applicable TDS on prevailing Income Tax Rules to supplier agency after the satisfactory acceptance of supplied goods /Equipments.

16. Right to call upon information regarding status of work:

The AIIMS, Bhopal will have the right to call upon information regarding status of work/ job at any point of time during execution of project.

17. Signing the Contract: - The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 500/- (Rs. Five Hundred only) along with performance security within fifteen days of the issue of the Letter of notification of award. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of BID shall be considered as cancelled.

18. Performance Security: As a guarantee towards due performance and compliance of the contract work, the successful bidder (contractor) will deposit an amount equal to 10% of order value with should be kept valid for a period of 60 days beyond completion of all the contractual obligation, towards security deposit by way of demand draft/ Bank Guarantee in favour of “All India Institute of Medical Sciences, Bhopal “drawn on any Nationalized Bank/Scheduled Bank and payable at Bhopal within fifteen days of the issue of the Letter of notification of award along with non-judicial stamp paper of Rs. 100/- (Contract agreement).

19. Arbitration: If any difference arises concerning this agreement, its interpretation on payment to the made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the AIIMS Bhopal. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

20. Breach of Terms and Conditions: In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by AIIMS, Bhopal in that event the security deposit shall also stands forfeited.



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21. Force Majeure: If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may, at least option to terminate the contract.

22. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.

23. Demonstration: *The Bidders will be required to demonstrate the Software model as described in the scope of work during the technical evaluation.* The firms are intimated that they should get ready for demonstration and only 3 days will be provided for arrangement of demonstration and no request for extending time for demonstration will be entertained. Failure to demonstrate, their offer will be summarily rejected.

24. Signed & stamped compliance sheet of the technical specification of the goods with technical printed literature must be enclosed with the bid.

25. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer post their technical evaluation.

26. Conditional bid will be treated as unresponsive and it may be rejected.

27. The Institute reserves the right to accept in part or in full or reject any or more tender(s) without assigning any reasons or cancel the tendering process and reject all tender(s) at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).

28. Applicable Law:

- The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Bhopal only.



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- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Bhopal. The decision of the Arbitrator shall be final and binding on both the parties.
- Force Majeure: Any delay due to Force Majeure will not be attributable to the supplier.

**Sr. Administrative Officer
AIIMS, Bhopal**



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Technical Evaluation:

S.No.	Technical Evaluation Criteria	Maximum Score	
1.	Turnover from software services of the bidder as on year ending 31.03.2016. CA certified balance sheet will have to be provided by the bidder.	More than 30 lakhs (5 marks) >60 lakhs (10 marks)	10
2.	Bidder should have a functional office space in Madhya Pradesh for seating at least 25 work stations.	Attach Address proof/Electricity Bill/ any other valid proof	5
3.	Bidder should have support centre in Karnataka.		5
4.	Industry standard Certifications (ISO and CMMI)	ISO 9001:2008 (5 Marks) ISO 27001:2013 (5 Marks) CMMI Level 3 in Dev: (5 Marks)	15
5.	The bidder must have a proven track record of successfully completed/running web application / web portal projects in e-governance domain.	Less than 7 & ≤ 5 Projects (10 marks) More than (>=)7 Projects (15 marks)	15
6.	The bidder should have completed at least one software development project (in immunization/ medicine distribution & treatment related activities) in the government domain.	5 Marks for each project (Maximum 10 marks)	10
7.	Work Plan Approach & Methodology and presentation.		30
8.	Manpower Capability Attach CV of the proposed Team (Like Project Manager, Team Leader, Software Developers, Hardware engineers , Software Tester, support engineers etc) one mark for each CV.		10
9.	Total Marks		100

Selection Methodology



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Bidder with more than 80 Marks will be considered for financial opening and a Techno-functionally complied bidder with lowest rates post Technical 80 marks will be considered as successful bidder.

Annexure-I

Technical Hardware Specification

S.No	Specifications
1	<p>Smart card Printing Machine</p> <p>General Specifications:</p> <ul style="list-style-type: none">• Single-sided or dual-sided printing module, edge-to-edge printing• Color-dye sublimation and monochrome thermal transfer• 300 dpi print head (11.8 dots/mm) • 16 MB of RAM <p>Printing performances</p> <ul style="list-style-type: none">• Single Side: o Color (YMCKO): from 190 to 210 cards per hour o Monochrome: from 600 to 850 cards per hour• Dual Side: o Color (YMCKO0K): 140 cards per hour <p>Ribbons</p> <ul style="list-style-type: none">• Maximize the quality and durability of printed cards, the lifespan of your print head and the overall reliability of your printer! o Automatic detection and setup o Ribbon embedded in a cassette for ease of use o Ribbon saver feature for monochrome printing <p>Card Feeder Capacity:</p> <ul style="list-style-type: none">• 100 cards (0.76 mm --- 30 mil) <p>output Hopper Capacity:</p> <ul style="list-style-type: none">• 100 cards (0.76 mm --- 30 mil) <p>Card Thickness:</p> <ul style="list-style-type: none">• 0.25 mm (10 mil) to 1.25 mm (50 mil) <p>Card Types:</p> <ul style="list-style-type: none">• All PVC, Composite PVC cards, PET, ABS & varnished cards. <p>Card Format:</p> <ul style="list-style-type: none">• ISO CR---80 --- ISO 7810 (53.98 mm x 85.60 mm --- 3.375" x 2.125") <p>Connections:</p> <ul style="list-style-type: none">• USB 1.1 (supports 2.0)• Ethernet TCP-IP 10BaseT, 100BaseT (Traffic Led) Display• Printer LEDs <p>Supplied with the eMedia CS Card Designer Standard Edition OS support: windows/Mac / Linux</p> <p>Printer Size:</p> <ul style="list-style-type: none">• Height: 247 mm (9.72")• Length: 205 mm (8.07")• Width: 381 mm (14.99") / 481 mm (18.93") with reject tray• Weight: 4.02Kg (8.86 Lbs)



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	<p>Electrical:</p> <ul style="list-style-type: none">• Power supply: 100---240 Volts AC, 1.8 A, 50---60 Hertz. <p>Environmental:</p> <ul style="list-style-type: none">• Min/Max operating temperature: 15° / 30°C (59° / 86° F)• Humidity: 20% to 65% non-condensing• Min/Max storage temperature: -5° / +70°C (23° / 158° F)• Storage humidity: 20% to 70% non-condensing• Operating ventilation: Open air <p>Warranty</p> <ul style="list-style-type: none">• 3 years (printer and print head)
2	Hand held battery operated Smart card swiping machines



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- Processor: Atleast ARM9 32-bit Core CPU @ 400MHz
 - Memory: Minimum RAM: 128 MB
Flash : 256 MB
External Flash Memory : Micro SD Card Reader
 - Operating System: Liux & windows PC supportable
 - Display: Minimum 128 x 64 pixel Graphic- FSTN LCD with LED backlight
 - Keypad: 23 keys (0 - 9 numeric keypad, *, #, 6 function keys, Power on/off, Back space, Paper feed, Cancel and Enter)
 - Printer: Thermal graphic printer
8 dots/mm resolution
 - Magnetic Swipe ISO7811 3-Track Magnetic Swipe Card Reader
Card Reader:
 - Smart Card Readers: Smart card Reader (ISO 7816 - Asynchronous)
Dual Contact Smart card Reader
 - Peripheral Ports: 1x RS-232 1x USB Slave
1x USB Master
 - Communication Modules: LAN 10/100 BASE-T; Standard RJ45 connection
GSM / GPRS with Dual SIM selection, (Quad band) (SMA female antenna connection) CDMA 1X2000; SMA female antenna connection
Wi-Fi with b/g/n supports
 - Audio: 1 W speaker supporting WAV and MP3 files
 - Power Adapter: AC input 100 - 240V, 50/60Hz DC output 9V, 2.2A
 - Operating Temperature: 0°C to 55°C
 - Humidity: 95% RH non condensing
- Finger print scanner for Aadhar Link



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Annexure-II

TECHNICAL BID (on Letterhead)

Name of Firm/Contractor/Supplier	
Complete Address & Telephone No.	
Name of Proprietor/Partner/Managing Director/Director.	
Phone No:- Mobile No:- Email Id:-	
Address of service centre/Development Center in Bhopal	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	
Service Tax No. & PAN No.(enclose the Self attested copy of PAN Card) copy of Service Tax Certificate)	
VAT No. (enclose the attested copy of VAT Certificate)	
Whether the firm has enclosed the Bank Draft/Pay Order/Banker's cheque of Earnest Money Deposit.	
Whether the Firm/Agency has signed each and every page of Tender/NIT	
CV of the Technical resources people to be deployed for the project	

Authorized signatory of the bidder with seal.



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Annexure-III

Technical Proposal Cover Letter (on Letterhead)

To
Administrative officer,
AIIMS Bhopal

Subject: Submission of the Technical bid for “Selection of Agency for Development & Deployment of smart card based solution”

Dear Sir/Madam,

We, the undersigned, offer to provide solution to AIIMS Bhopal for “Selection of Agency for Development & Deployment of smart card based solution”

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____



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Annexure-IV

Self-Declaration: Not Blacklisted (in letterhead)

To,

Administrative officer,
AIIMS Bhopal

In response to the RFP for RFP titled “Selection of Agency for Development & deployment of Smartcard based solution”, as an owner/ partner/ Director of (organization name) /Authorized signatory _____ I/ We hereby declare that our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted /terminate either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date: _____

Place: _____



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Annexure-V
Format for Financial Bid

(To be submitted on the letterhead of the company / firm)

S. No.	Contingencies-Non-Recurring (Equipment)	Cost @Unit	Required Unit	Implementation cost (if any)	VAT/Tax	Total cost (INR)
1	2	3	4	5	6	7
1	Smart card Printing Machine		2 No's			
2	Smart card printing software		Lump sum			
3	Encoder		2 No's			
4	Registration and Tracking software (2 modules)		Lump sum			
5	hand held battery operated Smart card swiping machines		12 No's			
6	smart cards for approximately		5000 No's			
7	SMS Charges		200000 No's			
Total						

1. L-1 will be decided on cumulative cost of all 7 item plus CMC charges for 3 years after expiry of warranty/Guaranty period of one year as per clause-22 on page-8
2. Each item is individual but L-1 will be decided on aggregate basis.
3. Implementation cost wherever it is applicable is to be quoted against the same item.
4. I/We have gone through the terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.
5. No other charges would be payable by the Institute.
6. According to the M.P. VAT (Amendment) Act 2016 in case invoice value is above 5000/- the VAT will be deducted at source from Invoice and in lieu thereof form 31 will be issued.
7. On coming in force the GST, the VAT will get replaced by the GST as may be applicable.

Place:
Date:

Name:
Business Address:
Signature of Bidder:
Seal of the Bidder



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ACMC CHARGES

ANNEXURE – VI

Name of the E-Tender: “Selection of Agency for development & Deployment of Smartcard based solution.”

Tender Item No.	Name of The Software	Rates of ACMC			Total ACMC Cost for 3 Years	TAXES (IF ANY)	Total ACMC Cost for 3Years including Taxes	To be rounded to nearest rupee.
		1 st yr	2 nd yr	3 rd				
1	2	3	4	5	6	7	8	9
1	Maintenance of Development & Deployment of Smartcard							
Total								
Total of column 9 In Words								

Note: Percentage cost is applicable on the items which need maintenance during ACMC period.

Name(s) & Signature of the Bidder with rubber seal(s)

Name of the Firm

Date.....Place.....