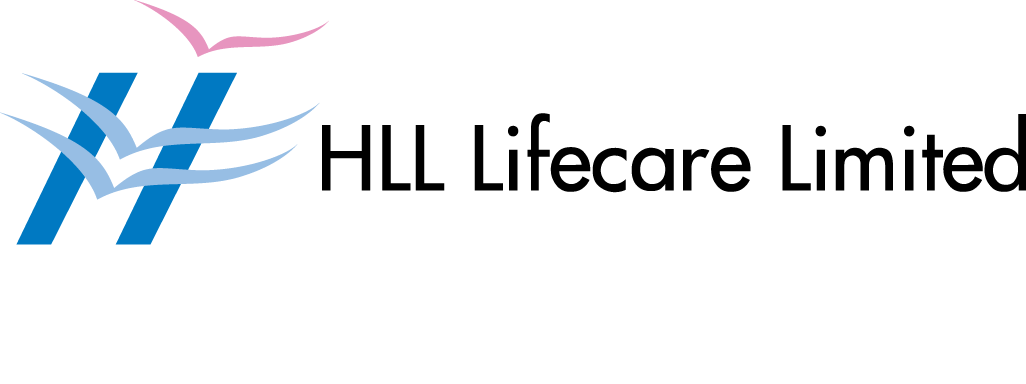
**TENDER DOCUMENT**

**For The Supply and Installation of Hospital Information System For Hindlabs**



**Registered and Corporate Head office**

**Poojappura, Thiruvananthapuram – 695012**

**Kerala, India**

**Phone +91-471-2354949**

[**www.lifecarehll.com**](http://www.lifecarehll.com)

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**SECTION 1**

**Notice Inviting Tender**

**HLL Lifecare Ltd**

**(A GOVERNMENT OF INDIA ENTERPRISE)**

**NOTICE INVITING TENDER**

Date of issue of Bid document: 16.01.2016

Tender No: HLL/CHO/HCS/TRIDA/Tender/HIS/2016/ dated 16.01.2016

Tender Forms Available From : Website: <http://lifecarehll.com>

Pre-bid meeting : 27-01-2016 Time 9.30 Hrs

Due date of Receipt : 01-02-2016 Time 14.30 Hrs.

Technical Bid opening : 01-02-2016 Time 15.30.Hrs,

At HLL Lifecare Limited, Registered and Corporate Head office, HLL Bhavan, Poojappura, Thiruvananthapuram- 695012, Kerala

Presentation by the bidders : 27-01-2016 time 10.30 AM onwards

Financial Bid opening : Will be intimated later to the technically

Qualified bidders.

HLL Lifecare Limited, a Mini Ratna Government of India enterprise is operating Hindlabs Diagnostic Centres and Hindlabs MRI scan centres at various locations in India. Hindlabs centres provide a wide range of diagnostic services including Path lab tests, Imaging, Ultrasound, Doppler, X Ray, MRI ,CT etc. HLL is looking for a proven Hospital Information System (HIS) to run the Hindlabs operations efficiently.

HIS providers who can demonstrate successful track records in HIS system implementation with large customer base are invited to participate in the two bid system tender. The details of the tender are as follows.

|  |  |
| --- | --- |
| SL No. | Name Of Item |
| 1. | HIS Software |
| 2. | Cost of supporting software /third party software if any required may be included in the quote |
| 3. | AMC of above items including upgrades in case of software |

EMD in the form of DD drawn in favors of HLL Life care Limited, payable at Thiruvananthapuram will be **Rs75,000/-(Rs. Seventy Five Thousand only).** Intending eligible bidders may download copy of bid document from our website

Bidders shall ensure that their sealed tenders, complete in all respects, reach the office of **AVP & BH (HCS), HLL Lifecare Limited, Registered and Corporate Head office, HLL Bhavan, Poojappura, Thiruvananthapuram- 695012, Kerala** on or before the last date and time of acceptance of sealed tenders as indicated in the tender notice . The bids received after due date and time will be rejected .

**For HLL Lifecare Ltd.**

**AVP & BH (HCS)**

**SECTION II**

**Instructions to the Bidders**

HINDLABS-Polyclinic Project Background

HCS division of HLL provides affordable service in the field of Consultancy and Diagnostic Health care by imparting a unique facility, aimed to fill the deficiency of a competent Diagnostic facility, to offer various services of high quality under one roof to the General public and Govt. patients, affordably to standardize the treatment charges across the state.HCS is committed to provide international standard Diagnostic facilities at the lowest cost and will arrange outpatient service for uncommon specialties. A continuous care program for prenatal maternity care with referral facility to major maternity clinics also will be done. Executive checkup for Cardiology, Dermatology, ENT, Ophthalmology, Endocrinology, Immunology, Orthopedics , Gynecology etc. will be provided at this Centre or Sub Centres connected with HCS,HLL.

In future, HCS, HLL will provide family medicine/home care & ambulatory care also.

1. HCS,HLL will be setting up the High end diagnostic facility which includes:-
2. Laboratory
3. X-ray unit
4. TMT and ECG
5. Ultra sound scanning facility
6. CT Scan facility
7. MRI scan facility
8. Endoscopy etc
9. HLL will set up specialty OP for the following specialties
10. General Medicine
11. Dermatology
12. Cardiology
13. Endocrinology/Immunology/Diabetic
14. Orthopaedics (through this center or centers connected with it)
15. ENT/Ophthalmology (through this center or centers connected with it)
16. Gastroenterology
17. Diabetic Clinic
18. Gynecology
19. HLL will empanel leading private hospitals in and around Trivandrum to offer in-patient services to the patients in HLL’s poly clinic at pre fixed affordable rates (fixed by HLL). HLL shall enter into contract to carry out all specialty diagnostic tests for the patients of the empanelled hospitals which are at present outsourced to other private labs at affordable rates
20. HLL will install a Tele radiology system at the centre which will be connected to the Tele radiology network of HLL. This will enable continuous reporting of scans and enable expert second opinion.

HLL will set up Biochemistry, Haematology, Audiology,Microbiology and Histopathology labs with state of the art medical equipment. Radio diagnosis facility including MRI,CT and X ray Machine will be part of this project. Cardiac TMT system, Holter system and 12 channels ECG machine for cardiac analysis is also featured in this project. There will be facility for echo imaging also in future.

HLL will also set up specialized out-patient clinics for Cardiology, Endocrinology, Dermatology, Gastroenterology, ENT/Ophthalmology, Orthopaedics, General Medicine, Gastroenterology and Diabetic Clinic. Specialist doctors will be appointed on consultancy basis. These OP clinics will be useful in providing executive check-up service for general public and professionals individual wise or as Health check packages of Institutes. So HLL can offer all diagnostic tests under one roof, at economic rates.

The main Lab will have satellite Labs at remote sites where in HLL will be providing similar services as in Main Laboratory, Collection Centres from where samples will be collected (and transported to Main lab) to be tested at either satellite Lab or Main lab. HLL has Tie up with external labs (as outsourcing Lab where we conduct test for such labs), Outsourced Labs where we send samples for conducting special parameters which could not be performed at HLL labs.

Various equipment output in the Main diagnostic laboratories and imaging machineries, has to be interfaced with the software module and linked to the consultant’s front end for evaluation. This will be required in Satellite Labs also. The day to day transactions and processes are to be captured, given as diagnostic result output or consultation report output to customers/patients, consolidated and linked to corporate management for monitoring and controlling.

**SECTION III**

**Minimum Eligibility Criteria**

**and**

**General conditions of the contract**

**MINIMUM ELIGIBILITY CRITERIA**

Information Technology firms who satisfy all the following conditions are eligible to apply

1. Bidder shall have minimum two years of market standing. The proof which may be submitted along with the technical bid.
2. Bidder should have installed successfully the proposed or higher version of the HMIS (including Laboratory management and information system) in any 3 firms/ Institutions of similar nature during the past 2 years. The satisfactory completion certificate from the clients may be submitted by the bidder.
3. The bidder should have executed single orders worth Rs.15Lakhs minimum during the last 2 financial years.
4. The basic version of the proposed HMIS should be readily available with the bidder.
5. Bidder should have service network well equipped with service personnel available pan India. The same may be extended to other locations in India as and when required.
6. The software distributors are not eligible to quote against this Bid.
7. The bidder should have minimum of Rs.30 Lakh turnover for the past 2 financial year(i.e 2013-14 & 2014-15). The net worth of bidder should be positive in the past 2 financial years. Copy of balance sheet and P&L for the past 2 financial year duly certified by chartered accountant may be submitted along with the technical bid.
8. Bidder shall be in position to issue the Quality certificate for the software supplied by them.
9. Bids not meeting the above 9 points will not be considered for evolution.
10. Current service providers of Health Care Service Division are requested not to participate in this tender.

**General conditions of the contract**

1. **STANDARDS**
   1. The Hospital Information System Software is to be Supplied and Implemented as per the Software Requirements Specification (SRS) document submitted along with this tender document. SRS is a broad indication of various functions of Hindlabs. However a detailed Solution Mapping Document will have to be prepared by the successful bidder after the tender is awarded.
   2. Any other work which is not included in the tender requirement but important for the operation to be performed within the broader framework of the centre should form part of the solution.
   3. The bidder shall furnish all the technical specifications of the software and hardware in the technical bid.
2. **PATENT RIGHTS**

The bidder shall indemnify HLL against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in India.

**3. Earnest money Deposit (EMD)**

* 1. The bidder shall furnish, as part of his bid, for an amount of **Rs.75,000/-(Rs. Seventy Five Thousand only)** as EMD in the form of DD drawn in favour of HLL Lifecare Limited, payable at Thiruvananthapuram. The bidders (small scale units) who are registered with National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD up to the amount equal to their monetary limit.
  2. A proof regarding current registration with NSIC for the tendered items will have to be attached along with the bid.
  3. A bid not secured in accordance with para 3.1 & 3.2 shall be rejected by HLL being non-responsive at the bid opening stage.
  4. EMD of the unsuccessful bidders will be returned as promptly as possible as but not later than 30 days after the expiry of the period of the bid validity prescribed by HLL.
  5. The EMD may be forfeited :

(a) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form or

(b) In the case of successful bidder, if the bidder fails:

(i) To sign the contract

(ii) To furnish performance security.

(c) In both the above cases, the bidder will not be eligible to participate in the tender for same item for one year from the date of issue of Purchase Order. The bidder will not approach the court against the decision of HLL in this regard.

**4.PERIOD OF VALIDITY OF BIDS**

* 1. Bid shall remain valid for **180 days** from the date of opening of bids prescribed by HLL. **A bid valid for a shorter period shall be rejected by the HLL being non-responsive.**
  2. In exceptional circumstances HLL may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The EMD provided shall also be suitably extended. The bidder may refuse the request without forfeiting his EMD. **A bidder accepting the request and granting extension will not be permitted to modify his bid.**

**5.PERFORMANCE SECURITY**

5.1 All suppliers (including small scale units who are registered with the National Small Scale Industries Corporation under Single point registration scheme) shall furnish performance security to HLL for an amount equal to 10% of the value of purchase order within 14 days from the date of issue of Purchase Order by HLL.

5.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.

5.3 The performance security shall be in the form of Bank Guarantee issued by a scheduled Bank/Nationalised bank.

5.4 The performance security Bond will be discharged by HLL after completion of the supplier's performance obligations including any warranty obligations under the contract.

**6. TRAINING**

6.1 The bidder shall provide training for the staff of HLL, installation and maintenance free of cost wherever required.

6.2 The bidder shall provide all training material and documents.

6.3 The bidder shall provide an interactive multimedia training CD for the purpose of training which shall be delivered along with the Software

**7. WARRANTY**

**7.1** The supplier shall warrant that the software to be supplied shall be free from all defects and faulty workmanship and shall be of the highest grade and consistent with the established and generally accepted standards for items of the type ordered and shall perform in full conformity with the Specifications and Requirements for a minimum of 12 months. This warranty shall survive inspection for payment and acceptance of the system, but shall expire (except in respect of complaints notified prior to such date) 12 months after the acceptance and roll out of the software.

7.2. If any defect is not remedied by the supplier within time prescribed, HLL may proceed to get the defects remedied from other supplier etc., at the supplier's risk and expenses, but without prejudice to any other rights which HLL may have against the supplier in respect of such defects.

* 1. .Replacement under warranty clause shall be made by the supplier free of all charges at site including freight, insurance and other incidental charges

**8. PAYMENT TERMS**

* 1. An amount equal to 90% of the P.O/Work order value will be released after supply, installation, testing, training, rollout and acceptance of the complete project by the client.
  2. Remaining 10 % of the payment will be released after the completion of the warranty.
  3. For claiming this payment the following documents are to be submitted to the paying authority.
     1. Invoice clearly indicating break up details of composite price i.e. Basic, E.D., Sales Tax, Service tax, any other Duties and Taxes, Freight/Packing Charges, etc.
     2. Delivery Challan (If applicable)
     3. Acceptance certificate.
  4. No payment will be made for items rejected at the site on testing

1. **LIQUIDATED DAMAGES**
   1. HLL reserves the right to impose a penalty in case of delay in the project implementation which will be 0.5% of the order value per week limited to 10% of the total order value.
   2. Quantum of liquidated damages assessed and levied by HLL and decision of HLL thereon shall be final and binding on the bidder, further the same shall not be challenged by the bidder either before Arbitration tribunal or before the court. The same shall stand specifically excluded from the purview of the arbitration clause, as such shall not be referrable to arbitration
2. **ARBITRATION**
   1. If a dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated therewith or derived therefrom, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996. The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.,
   2. The dispute shall be referred to a Sole Arbitrator. The language of the arbitration proceedings shall be in English. The place of arbitration proceedings shall be at Thiruvananthapuram.
3. **COURT JURISDICTION**
   1. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at Thiruvananthapuram only.
4. **FORMAT AND SIGNING OF BID**

12.1The bidder shall sign with seal on every page and all annexures of this bid document.

12.2The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid.

**13. SUBMISSION OF BIDS**

* 1. The tender shall be submitted in a sealed envelope super scribed **“Tender for Hospital Information System Software for Hindlabs” before 14.30 hours on 01-02-2016.**
  2. **The technical bid** consisting of all the documents required by this tender and the tender documents **except Financial Bids provided in Annexure 7** should be in a separate envelope super scribed as *“Tender for Hospital Information System Software for Hindlabs- Technical Bid”.*
  3. **Financial Bids** in the form of **Annexure 7 only** should be in a second sealedenvelope super scribed as *“Tender for Hospital Information System Software for Hindlabs- Financial Bid”.*
  4. Both Envelopes will be put inside a sealed third envelope super scribed “Tender for Hospital Information System Software for Hindlabs”.
  5. The envelope has to be send **to AVP & BH , HCS, HLL Lifecare Limited, HLL Bhavan, Poojappura, Thiruvananthapuram- 695012, Kerala.**

1. **BID OPENING AND EVALUATION**
   1. The HLL shall open bids in the presence of bidders or their authorized representatives who chose to attend, at 15:30 hrs on due date. The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the bidders before they are allowed to participate in bid opening.
   2. A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.
   3. The date fixed for opening of bids, if subsequently declared as holiday the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
   4. The dates of presentation by bidders and site visit will be announced after the technical bid evaluation by the competitive authority. Only the bidders who is declared as qualified by the competent authority shall be called for further proceedings of the selection process.
   5. The financial bids of only the qualified bidder as per selection criteria mentioned elsewhere in this tender document shall only be opened on the date and time to be intimated later to the selected bidders.
   6. The financial bids and EMD of the non-qualified bidders shall be returned.
2. **SELECTION CRITERIA**

15.1 Technical bids will be evaluated by a technical committee .The evaluation will be based on adequacy of document submitted , submission of the required EMD and the performance of the demonstration of the software before the technical committee. Technical bids will be evaluated by a technical committee on the basis of the technical criteria stated in the tender .However, only those parties whose Technical bids that meet at least 60% of the user stated technical criteria will qualify for further consideration.

Only those Bidders meeting the minimum technical qualification criteria mentioned above will be technically qualified for opening financial bid. The Bidder shall be selected based on evaluation of their Technical and Financial Bids based on Quality & Cost Based Selection. Weightage assigned to Technical bid and Financial bid will be **0.60 and 0.40** respectively.

15.2 The price bid of the technically qualified bidders will be opened on the time and date which will be intimated to the technically qualified bidders .

15.3 The price bid of the technically non qualified bidders will be returned and unopened . The EMD also will be returned to the technically non qualified Bidders.

1. **Pre Bid Meeting** 
   1. A pre bid meeting will be arranged at HLL Lifecare Limited, poojapura, Thiruvananthapuram on 27.01.2016 at 9.30 am. Clarification required if any ,should be brought to the above said pre bid meeting.
   2. Interested parties shall confirm their participation by registering through mail for prebid meeting and demo and kindly send the enquiry or clarification for the same mail. contact mail id:girijamj@lifecarehll.com, Phone no:9400027936
2. **HLL'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action**.**

HLL reserves the right to cancel the tender without specifying any specific any reason whatsoever.

SECTION - IV

**SPECIAL CONDITIONS**

**SPECIAL CONDITIONS**

1. The short listed bidders will have to give a detailed presentation of the proposed software. Technical Implementation plan at the location, date and time to be informed later by HLL. The technical presentation should cover the details of the similar projects handled by the bidder, capability and implementation plan as per SRS document. The cost involved in giving this presentation shall be borne by the bidder. It should also contain the bar chart indicating the time frame for the completion of the project.
2. Bidders will have to arrange a live demo at HLL, of his present system to demonstrate all required applications.
3. The bidder should comply with the requirement of NABL & NABH accredited facility and guideline for the laboratory module. The HIS software should be capable of being customised to the upcoming NABL & NABH specifications.
4. Prices shall be firm within the delivery period. No price escalation shall be considered.
5. **Total cost of ownership** will include license fee, 1 year warranty ,7 years CMC , 3rd party software ,interfacing with laboratory equipments (Annexure 8),training charges ,support charges ,installation cost and implementation cost etc. which will be considered for the financial evaluation of the tender.
6. Supplier will ensure that HIS supplied is under running condition, at least 99.9% of the time (365 days, 24\*7 hours) of the year at each network**.**
7. If downtime exceeds 0.1%, penalty as per the service agreement will be levied.
8. The Service Level Agreement shall be signed between HLL and the finalized bidder. Non-Disclosure Agreement should be signed between HLL and the successful bidder.
9. The Successful Bidder should give free support during the warranty period and also provide onsite support after completing the successful installation, acceptance by client and rollout for 3 months free of cost. Any modifications or up gradations to the software should be done free of cost during the CMC period as per the need of Hindlabs (all centres)
10. The resolution time should be 1-2 hours at any centre.
11. Bidder shall provide upgrades, patches, releases of the software at no extra cost during the warranty period or CMC period.
12. While quoting the HIS , bidder has to give the details regarding other basic infrastructure required for its implementation like security, connectivity, Air Conditioners etc.(Annexure 5)
13. When the HIS is successfully implemented and the performance tests called for have been successfully carried out, the competent authority of HLL will forthwith issue an Acceptance Certificate. The Acceptance Certificate shall be issued by the competent authority of HLL within six weeks of successful completion of tests. However, such Acceptance certificates shall not discharge the supplier of their warranty obligation.
14. The bidder shall have to provide training manual and operating Instruction manual along with the final software version.
15. HLL reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with other companies/ firms/ corporations/ government departments.
16. Work order will be given separately for each new individual Hindlabs setting up at each location.
17. The entire project including testing, implementation, training and handing over should be completed in a period of 25 days from the date of work order (at each location)
18. The rates should be quoted in figures as well as in words.
19. The project deliverables shall be in conformity with “**Systems Requirement Specification (SRS) “**submitted along with the tender and approved by HLL.
20. Only Technical bid shall be opened on the day of opening of the tender. The date for the opening of the financial bid will be intimated to the Successful Technical bidders.
21. HLL may not consider the tenders of those whose facilities to carry out the job is found to be inadequate.
22. The bidder shall provide guarantee that the software to be supplied shall be original and free from all defects and bugs, workmanship and shall be of the highest grade and consistent with the established and generally accepted standards and shall perform in full conformity with the approved SRS.
23. Any damage done to the existing equipments/software during the installation of HIS/Interfacing of machines should be at the risk and cost of the supplier.
24. HLL Lifecare Ltd. has the right to accept the tender in full or in part or to reject any tender or all tenders without assigning any reason thereof. The decision of HLL on the tender will be final.
25. The bidder should indemnify HLL Lifecare Limited, against all penal action that may be levied/effected by any concerned authority for default in any patent or copy right regulation/PF/ESI and other statutory requirements of the relevant Acts/Laws related to the work of the bidder and shall bear the legal charges, if any, and shall pay the legal charges/dues directly to the concerned authority.
26. Incomplete and conditional/ Provisional tenders will be rejected. Tenders that do not fulfil all or any of the above conditions and requirements of the System requirement specification will be liable for rejection.
27. If any information furnished by the bidder is found incorrect at a later stage, the bidder shall be liable to be debarred from tendering in HLL. The Company reserves the right to verify the particulars furnished by the applicant independently.
28. Even though the bidder meets all the criteria, the HLL reserves the right to accept or reject any applicant/disqualify any agency without assigning any reason whatsoever.
29. **Proposed Network structure.**
    1. If Bidder wants solution to be hosted cloud based in their premises, necessary support should be provided to the client with correct data backup .
    2. The client has the ownership to cancel the hosting services without any notice. In this context bidder shall provide data backup and migration for the client free of cost.
    3. Each collection centres and satellite labs shall be connected to the main server.
    4. The main server at Trivandrum may act as the hub location for the rest of the locations in future.
30. **Technical specification of the hardware required for the implementation of HIS**
    1. Bidder should specify the hardware configuration/specifications that are latest and most suitable for running the HIS comprising of (but not limited to) the following.

* **For main center** – The servers ( including backup arrangements with suitable capacity and scalability), operating system, barcode printers ,air conditioner, back up device, UPS system, networking and security related items (firewall, etc), etc
* **For collection Center –** Desktop computer/terminals, UPS, barcode printer, etc.
  1. The bidder may specify the recommendation regarding bandwidth required for connecting servers with collection centres.
  2. Assist HLL in the procurement of the recommended hardware equipment’s and suggest whether any additional requirement like electrical, etc during installation of these systems.
  3. Assist HLL in carrying out a quality check of the procured hardware equipment’s.
  4. The bidder will be required to provide the detailed documentation on
* The hardware and software to be supplied.
* The process to be followed in installation of the hardware and related software.
* The process to be followed in maintenance and upgrade of the hardware and related software.
  1. The detailed requirement of the above may be furnished in Annexure 5

**Special Conditions applicable.**

1. The data should be in encrypted form at cloud.
2. Application of software should be compatible with all available latest version browsers .
3. While quoting the hardware requirement, bidder have to give the details regarding other basic infrastructure required for its implementation like Air Conditioners, area required, power, etc.
4. A signed undertaking from Authorised Signatory of the bidder that shall certify that all components/parts/assembly/software used in the Desktops and Servers like Hard disk, Monitors, Memory etc. shall be original, new components/parts/assembly/software and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used (originality certificate).
5. For supply of any software, operating system or any applications software the bidder should have a Certificate Of Authenticity (COA), signed by Authorised Signatory stating that all Software’s supplied are authentic and legal copy is/are being supplied.
6. **INSPECTION AND TESTS**

6.1 The HLL or its representative shall have the right to inspect and test the items as per prescribed test schedules for their conformity to the specifications. Where HLL decides to conduct such tests on the premises of the supplier or its subcontractor(s), all reasonable facilities and assistance like Testing instruments and other test gadgets including access to drawings and production data shall be furnished to the inspectors at no charge to HLL.

6.2 Should any inspected or tested goods fail to conform to the specifications HLL may reject them and the bidder shall provide the necessary corrections at his own cost to fulfil the requirement of the tender and successful completion of the project.

6.3 Notwithstanding the pre-supply tests and inspections prescribed in clause 6.1 & 6.2 above, the equipment and accessories on receipt in the Purchaser's premises will also be tested during and after installation before "Acceptance" and if any equipment or part thereof is found defective, the same shall be replaced free of all cost to the purchaser as laid down in clause 6.4 below.

6.4 If any equipment or any part or any software thereof, before it is accepted under clause 6.5, is found defective or fails to fulfil the requirements of the tender, the inspector shall give the Supplier notice setting forth details of such defects or failure and the supplier shall make the defective equipment/solution good, or alter the same to make it comply with the requirements of the tender forthwith and in any case within a period not exceeding three days of the initial report. These replacements shall be made by the supplier free of all charges at site. Should it fail to do so within this time, the purchaser reserves the discretion to reject and replace at the cost of the supplier the whole or any portion of equipment/solution as the case may be, which is defective or fails to fulfil the requirements of the tender. The cost of any such replacement made by the purchaser shall be deducted from the amount payable to the supplier.

6.5 When the HIS is successfully implemented and the performance tests called for have been successfully carried out, the competent authority of HLL will forthwith issue an Acceptance Certificate. The Acceptance Certificate shall be issued by the competent authority of HLL within six weeks of successful completion of tests. However, such Acceptance certificates shall not discharge the supplier of their warranty obligation.

6.6 Nothing in clause 6 shall in any way release the Supplier from any warranty or other obligations under this tender.

**SECTION V**

**Annexures**

**Annexure 1**

**Check List for Technical Bid**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL No.** | **Document** | **Yes/NO** | **Page No. in the Tender Document** | **Remarks** |
| 1. | Covering Letter |  |  |  |
| 2. | EMD (Demand Draft) |  |  |  |
| 3. | Authorisation Letter |  |  |  |
| 4 | Technical literature/ Brochures |  |  |  |
| 5 | Annexure 2 |  |  |  |
| 6 | Annexure 3 |  |  |  |
| 7 | Technical specification of the proposed HIS  MINIMUM BID criteria documents |  |  |  |
| 8 | Copy of Certificate of Incorporation Of the Firm and Bidder details and History |  |  |  |
| 9 | Copy of audited balance sheet and profit and loss account for the financial years 2013-2014, 2014-2015. |  |  |  |
| 10 | Copies of 3 work orders for similar HIS installed and commissioned by the bidder above 15 lakhs to prove minimum value of order. |  |  |  |
| 11 | Completion/satisfaction certificates of the same 3 clients |  |  |  |
| 12 | Copies of central excise/service tax registration, VAT registration & PAN card. |  |  |  |
| 13 | Annexure 4 |  |  |  |
| 14 | Skill sets and Bio data of all the staff proposed to be deployed for the proposed project. |  |  |  |
| 15 | Proposed Technical plan as per HCS requirement for implementation of the HIS as quoted by the bidder |  |  |  |
| 16 | Annexure 5 |  |  |  |
| 17 | The tender document duly signed and sealed on all pages by the bidder. |  |  |  |
| 18 | Annexure 6 |  |  |  |
| 19 | Participation in Pre bid Demonstration meeting |  |  |  |
|  |  |  |  |  |

Signature :

Name :

Date :

Place :

**Annexure 2**

**Details of the Bidder**

1.(a) Name of Firm:

(b) Country of incorporation:

(c) Address of the corporate headquarters and its branch office(s), in India:

(d)Date of incorporation and/ or commencement of business

**2.** Brief description of the Applicant including details of its main lines of business and proposed role and responsibilities in this Project:

**3. Details of individual(s) who will serve as the point of contact/ communication for the Authority:**

(a) Name:

(b) Designation:

(c) Company:

(d) Address:

(e) Telephone Number (Mobile as well as Office):

(f) E-Mail Address:

(g) Fax Number:

**4. Particulars of the Authorised Signatory of the Applicant:**

(a) Name:

(b) Designation:

(c) Address:

(d) Phone Number (Mobile as well as Office):

(e) Fax Number:

(f) E-Mail Address:

Signature :

Name :

Date :

Place :

**ANNEXURE -3**

**System Requirement Specification**

**(All pages should filled in and signed with seal by signatory)**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL.No** | **Requirements** | **Confirmation YES/NO by Bidder** | **Bidders Comment** |
| I | General Requirements |  |  |
| **1.** | Pre -Bid demonstration of HIS to be arranged by prospective bidders |  |  |
| **2.** | Web Reporting – Availability of reports online through official Website of Hindlabs( www.hindlabs.in). |  |  |
| **3.** | Capability to send reports by Email from HIS |  |  |
| **4.** | Lab reports and bills shall be viewed from website for 7 days by patients using their user ID and Password. |  |  |
| **5.** | Providing connectivity from HIS to website of Hindlabs. The main software installed is expected to be parental software , other labs and regions will be its extensions. |  |  |
| **6** | As up gradation of website will be essential, it shall be done free of cost and included in CMC |  |  |
| **7** | Modules in the software: |  |  |
| **a** | Patient Registration with bar code generation |  |  |
| **b** | Patient sampling |  |  |
| **c** | Billing |  |  |
|  | i) Cash |  |  |
|  | ii) Credit |  |  |
|  | iii) Partial Cash-Credit |  |  |
|  | iv)Scheme based Cash & credit |  |  |
|  | v) Scheme based Partial Cash-credit. |  |  |
| **d** | Polyclinics(Listed in detail below) |  |  |
| **e** | Medical Records Module |  |  |
| **f** | Laboratory Module |  |  |
| **g** | Equipment interfacing in required lab equipments. |  |  |
| **h** | Compatibility, integration with Third party reference lab’s software to which Hindlabs out sources tests? (optional) |  |  |
| **i** | System security Features. |  |  |
| **j** | Is Alteration of Lab report possible? New report to be released with addendum without deleting the old report, because both will be needed for NABL records. |  |  |
| **k** | Bar coding to be done for all samples coming from collection centers with specific codes. Indication of barcode generation time date and place, Fasting / PP )etc. |  |  |
| **l** | Dot matrix printing for billing |  |  |
| **m** | Authentication of report with Digital signature of Doctor |  |  |
| **n** | Facility to generate report with patient data, Report time, etc |  |  |
|  |  |  |  |
| **II** | **Master Database required for the Following:** | |  |
| **1** | Investigation Master with complete parameter addressed |  |  |
| **2** | Customer Master |  |  |
| **3** | Consultant Master |  |  |
| **4** | Reference Doctor/Marketing Executive Master |  |  |
| **5** | Material Master |  |  |
| **6** | Pharma item Master |  |  |
| **7** | Sample Master |  |  |
| **8** | Test Limits Master |  |  |
| **9** | Health Camp(Bulk Data) Master |  |  |
| **10** | Department Master |  |  |
| **11** | Medical Records Module |  |  |
| **12** | Scheme Master |  |  |
| **13** | Other related masters |  |  |
| **III** | **Patient registration** |  |  |
| **1** | Individual Registration to be possible taking into account all details and to give user ID and Password (Prefreably Patient's mobile Number) & barcode card to be issued to patient . |  |  |
| **2** | Bulk upload of (1) Health package schemes from Institutes & (2) outsourcing Institutions |  |  |
| **3** | Registration at Collection Centres shall get reflected at Main Centre |  |  |
| **4** | Bar Code generation at registration which shall be active for 3 years during which traceability of patient is needed |  |  |
| **5** | Registration at any one of the Main Lab/satellite lab/collection Centre shall give access to the other Centres. |  |  |
| **6** | Schemes (with logic) defined as Master data shall be captured at the time of registration |  |  |
| **7** | Age & contact Number of patient to be made mandatory at Registration |  |  |
| **8** | Registration information shall support finance aspects and pass it to finance Module reports |  |  |
| **9** | The registered patients while booking for follow up shall have a dependency on the availability of the original consultant Doctor. For this the doctor’s duty schedule and appointment issue shall have a link which shall be updated based on doctor’s availability. |  |  |
| **10** | There shall be an option for the patient to choose a Consultant different from the initially registered one if required. |  |  |
| **11** | The patient/patients registered will make the payment and go to the next step. In the case of health package individual payment or credit facility to be available. |  |  |
| **12** | Patient Registration shall capture reference Doctor’s data (for computing doctor wise business) and consultant data |  |  |
| **13** | Shall accommodate card payment also. |  |  |
| **14** | Online booking for registration. |  |  |
| **15** | SMS & E-mail alert facility required when investigation report is ready. |  |  |
| **16** | Facility to upload investigation report in Hindlabs Website accessible to patients using a user ID & Password |  |  |
| **17** | Facility to download investigation reports through mobile application to patients using user ID & Password in their handheld device. |  |  |
| **18** | Provision for database search with Name, Surname, Card no., Cell no etc |  |  |
|  |  |  |  |
| **IV** | **Routing** |  |  |
| **A)** | **Poly Clinic Consultation** |  |  |
| **1** | Consultants Examination & clinical observation recording in the system |  |  |
| **2** | Data entry against a format (fixed Master as well as a text field for examination details |  |  |
| **3** | Patient previous history capture, prescription, any suggested solution for patient . |  |  |
| **4** | Consultant will direct the patient (through system) to the Diagnostic Labs or Imaging Labs |  |  |
| **5** | In case of Institute Health Package, the group in the package shall be scheduled for Appointment & investigations (divided into date wise groups and assigned (By registration counter staff/ Centre- in charge) time-wise to Doctors on duty in the Clinic. |  |  |
| **6** | Patient will be directed to: any one or none/ all of the following |  |  |
| **i** | Sample collection room. The data (parameter list) for testing will be sent through system |  |  |
| **ii** | CT Lab [via PROCEDURE ROOM] |  |  |
| **iii** | MRI Lab [via PROCEDURE ROOM] |  |  |
| **iv** | ECG or TMT room [via PROCEDURE ROOM] |  |  |
| **v** | US scan room |  |  |
| **vi** | X-ray room [via PROCEDURE ROOM] |  |  |
| **vii** | Pharma retail outlet in HLL (TRIDA) facility |  |  |
| **ix** | ECHO |  |  |
| **x** | Endoscopy etc. |  |  |
|  |  |  |  |
| **B** | **With/without external prescription – Direct to Diagnostic Lab** |  |  |
| **1** | After Registration, the patient can go directly to any one or all of the Diagnostic Modules. Upon consultation, entry of the required investigations and /or medicines by the consultant shall be possible in the software based on which patient can make payments at the registration counter. The requirements are also to be conveyed to the concerned lab and/or pharma retail outlet through the system tracking the same using bar code of the patient's identity. |  |  |
| **2** | Laboratory (either one or all of Biochemistry Lab/Hematology Lab/ Histopathology/ Immunodiagnostic / Microbiology etc.) |  |  |
| **3** | Data capturing by interfacing (Uni & Bi Directional) with Lab equipment’s in the case of automated investigations. |  |  |
| **4** | Manual entry of results also to be permitted in non-interfaced equipments. |  |  |
| **5** | Test result Value Entry in the case of triplicate estimation to be allowed per parameter and the statistical computation to be performed by the system. |  |  |
| **6** | Retest to be allowed only upon approval by second level authorized person and the details to be captured by the system. |  |  |
| **7** | Value authenticated by doctor / authorized person only shall be captured in the investigation report output (Result). |  |  |
| **8** | Sub Department required for the capturing of consumption of lab re agents or materials. |  |  |
| **9** | UOM conversion factor to be applied where ever required. |  |  |
| **10** | Provision for mentioning Ranges for different age groups/genders as required in Lab report |  |  |
| **11** | Provision for Modification / Retention of ranges after change of reagent. |  |  |
| **12** | Provision for Critical values alerts & Absurd value detection. |  |  |
| **13** | Details of hardware/bandwidth/security Requirement and software if any, which needs to be provided by HLL for Installing and running the system at main lab and Collection Centres. |  |  |
| **14** | Is the HIS compatible with latest operating systems? |  |  |
| **15** | Specify whether the software has to be loaded at computers in each location or the connectivity is through web to the main server. |  |  |
| **16** | Department wise data capturing required |  |  |
| **17** | Equipment interfacing (both unidirectional & Bi directional) required |  |  |
| **18** | Test wise reagent consumption with quality and calibration test wise reagent consumption is to be captured. |  |  |
| **19** | At month end unused consumables need to be carried over to next Month. |  |  |
| **20** | CT Scanning Lab |  |  |
| **21** | MRI Lab |  |  |
| **22** | ECG/TMT |  |  |
| **23** | X ray Lab |  |  |
| **24** | The patient will be directed to go & wait for report / given a date of reporting (which is available on line also |  |  |
|  |  |  |  |
| **C** | **Samples from Collection Centre** |  |  |
| **1** | The receipt of all samples (of the samples registered at Collection Centre) ensured & system generated bar code against which test assignment, report printing &follow up date shall be assigned (shall be made available in e-mail address of patient. |  |  |
| **2** | The routing of samples after routing IV shall be as mentioned in B(2). |  |  |
|  |  |  |  |
| **D** | **Satellite labs (located remote)** |  |  |
| **1** | Patient registration – Procedure as per 1.0. but from Satellite Lab location all data shall get reflected at Main Lab and respective Investigation reports shall be available anywhere in the network |  |  |
| **2** | Sampling :Same as B(2) |  |  |
| **3** | Testing and remaining procedures : Same as Main Lab |  |  |
| **4** | Test result Report shall get reflected in all outlets irrespective of the site of origin . Check point - the report generation happens only if payment is completed (in Non-credit schemes) |  |  |
| **5** | Financial & Business reports of all transactions required at corporate level & main lab |  |  |
|  |  |  |  |
| **E** | **Private Hospitals/Labs( Outsourcing Units)** |  |  |
| **1** | Registration: as in1.0(Bulk upload also required) |  |  |
| **2** | Sampling : Same as B(2) |  |  |
| **3** | Test Result Reporting: Same as D (3). |  |  |
| **4** | Business report consolidating Hospital or Outsourcing unit wise financial data shall be captured and given as output |  |  |
|  |  |  |  |
| **F** | **Retail Pharma /Dispensary** |  |  |
| **1** | Goods Receipt through system |  |  |
| **2** | Billing needed (either separately or as a joint billing with the remaining departments) as Credit and cash methods and health package schemes. |  |  |
| **3** | Inventory maintenance |  |  |
| **4** | Supplier return option. |  |  |
| **5** | Sales return option. |  |  |
| **6** | Shall have facility to track goods nearing expiry or short expiry. |  |  |
| **7** | Capturing of Financial data or transactions required locally & at Corporate. |  |  |
| **8** | Reports for all transactions required. |  |  |
| **9** | Indent of goods needed through software. |  |  |
|  |  |  |  |
| **G** | **Material Store Module** |  |  |
| **1** | Shall have functionality in main Lab, Satellite Lab, Collection Centres, Procedure room & sample collection room. |  |  |
| **2** | All Laboratories shall have sub-store module. |  |  |
| **3** | Machine wise consumption capturing and Test wise consumption capturing shall be possible. |  |  |
| **4** | In the case of partially consumed re-agents system shall allow carry over to the next month(Test KITs) |  |  |
| **5** | Shall have facility to track goods nearing expiry . |  |  |
| **6** | Purchase ,GRN, Department wise issues, stock accounting ,supplier return option etc also needed. |  |  |
| **H** | **Finance Module** |  |  |
| **1** | Shall cover Main Centre, Satellite Lab, Collection Centre, Out sourcing and Outsourced units and Pharma retail |  |  |
|  |  |  |  |
| **I** | **Reports:** |  |  |
| **1** | Sales register with all taxation details |  |  |
| **2** | Purchase register |  |  |
| **3** | Cash purchase register. |  |  |
| **4** | Registration Register. |  |  |
| **5** | Stock transfer register |  |  |
| **6** | Pending Indents |  |  |
| **7** | Day to day hand over of collection reports |  |  |
| **8** | Shift hand over reports (sales closing and cash handover) |  |  |
| **9** | Stock report |  |  |
| **10** | Stock expiry details |  |  |
| **11** | Discount given reports |  |  |
| **12** | Statutory reports required by the state and central governments |  |  |
| **13** | Report on pending result reporting |  |  |
| **14** | Daily sales report with gross margin generated for the day |  |  |
| **15** | Stock flow statements |  |  |
| **16** | Scheduling of physical verification |  |  |
| **17** | Business reports (Collection Centre wise& Outsourcing &Hospital wise &Satellite lab wise &Consultant wise &Marketing Executive wise& Referring Doctor wise ,scheme wise reports required) |  |  |
| **18** | Test wise cost report |  |  |
| **19** | Advance collected ( Patient wise/Institution wise) |  |  |
| **20** | Margin Report |  |  |
| **21** | Inventory ageing report |  |  |
| **22** | VAT report |  |  |
| **23** | Open Transaction report |  |  |
| **24** | Business report to capture quantity of business canvassed by various institutes/Marketing person/Consultant Doctor. |  |  |
| **25** | Consultant's payment billing option based on hours of duty or number of patients attended is required. |  |  |
| **26** | Provision of Work list from Collection centres department wise |  |  |
| **27** | Information of Pending Reports and Pending report detail centre wise/department wise |  |  |
| **28** | SAP Upload required for the financial transaction carried out. |  |  |
| **29** | Reports of tests- patient wise, date wise etc |  |  |
| **30** | Calculation of amount payable to Outsourced lab |  |  |
| **31** | All investigation results in report specific format required. |  |  |
|  |  |  |  |
| **32** | Application of software should be compatible with all available latest version browsers. |  |  |
| **33** | There shall be provision to include unlimited concurrent users |  |  |

Signature -

Name of Authorized Signatory -

Date -

**Annexure 4**

**Customer List**

(Please mention only details of customers where same HIS system is installed which is proposed by the bidder.)

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Name and Address of Customer | Date of Installation of HIS | Name of Contact Person and Phone No. |
|  |  |  |  |
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|  |  |  |  |

Signature -

Name of Authorized Signatory -

Date -

**Annexure 5**

**Hardware and Software or Third Party Software tools required for Implementation of the project.**

(All requirements like security, AC, connectivity, terminals, data backup device, etc needed for the successful running of the software should be given)

|  |  |  |
| --- | --- | --- |
| **No.** | **Details of Item Required with Specifications** | **Quantity** |
|  |  |  |
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Signature -

Name of Authorized Signatory -

Date -

**Annexure 6**

**24/7 Service and Support Persons Details**

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Location Details | State | Name of Contact Person and Phone No. |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |

Signature -

Name of Authorized Signatory -

Date -

**Annexure 7**

**Financial Bid**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Particulars | Excluding service tax and VAT if any, but inclusive of all other Charges, levies and taxes. | | | | |
| Qty | Amount/per unit/per centre | Tax type | Tax | Total |
| 1 | Cost of HIS Package for Hindlabs with inclusive of training , License fee, installation ,implementation and support , Bar coding, Equipment interfacing etc as specified in Brief of the Project and Requirement and System specification requirement. No of centre details are below  Main Lab | 1 |  |  |  |  |
|  | Collection centres | 20 |  |  |  |  |
|  | Satellite labs | 5 |  |  |  |  |
|  | Franchise Hospital  With unlimited concurrent users | 5 |  |  |  |  |
|  | Hosting charges if any |  |  |  |  |  |
| 2 | Cost of CMC per year  Year 2-  Year 3-  Year 4-  Year 5-  Year 6-  Year 7-  Year 8- |  |  |  |  |  |
| 3 | TOTAL |  |  |  |  |  |
| 4 | Total Service tax @ ….. (If any) |  |  |  |  |  |
| 5 | Total VAT @..... (If Any) |  |  |  |  |  |
| 6 | GRAND TOTAL |  |  |  |  |  |

(\* Please indicate only any specific software other than standard Windows Vista / XP/ Windows 7,windows 8,windows 10 operating system and Computers available with Hindlabs)

Seal and Signature -

Name of Authorized Signatory -

Date -

**ANNEXURE-8**

Equipments List

1. Biochemical analyser – 4 No’s

2. Immuno assay Analyser-4 No’s

3. **Haematology** analyser -6 no’s

4. Urine analyser- 2 No’s

5. Coagulation analyser – 4 no’s

6. Microbiology analyser- 2 No’s