

# BID DOCUMENT

For

**Supply, Installation, Customization, Integration,  
Testing, Training, Implementation &  
Commissioning of Queue Management System for  
Temporary OPD at AIIMS, Raebareli**

**Volume-I**



CONSULTANT  
HSCC (INDIA) LTD  
E-6(A), Sector-1, NOIDA(U.P) 201301 (India)  
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Tender No: - HSCC/IT/QMS/AIIMS/Raebareli/Temp OPD/2018

**MINISTRY OF HEALTH & FAMILY WELFARE, GOVT. OF INDIA****NOTICE INVITING e-TENDER****HSCC/IT/QMS/AIIMS/Raebareli/Temp OPD/2018****Date 17/08/2018**

Online bids are invited on behalf of Ministry of Health & Family Welfare, Govt. of India through e-tendering from eligible bidders for the following work:

<b>Name &amp; description of work</b>	<b>Estimated cost (Rs.)</b>	<b>Completion period of work</b>	<b>Last date to fill/upload the tender</b>	<b>Bid security amount ( Rs.)</b>
Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty for Temporary OPD at AIIMS, Raebareli	Rs 18 Lacs	3 Weeks	29/08/2018 upto 14:30 hrs. Opening at 15.00 hrs.	Rs. 36,000/-

The bidder would be required to register at HSCC's e-tender portal <http://www.tenderwizard.com/HSCC>. The bid document is available online from 20/08/2018. For submission of the bids, the bidder is required to have Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities.

The bidders are required to submit all documents duly authenticated by digital signatures and online only. No hard copy of the documents is required to be submit except (a) Original non refundable Demand Draft of Rs.1,000/- (Rs. One thousand only) as cost of bid, in favour of "HSCC (I) Ltd" payable at Noida/Delhi (b) Original bid security/EMD as per approved Form B (c) original Form of Bid as per (Form A) in tender document to the office of General Manager (IT) at HSCC (I) Ltd., E-6(A), Sector-1, Noida (U.P.), Pin - 201301 before date and time fixed for opening of bid either by registered post or by hand failing which the bid will be declared non-responsive.

The documents to be uploaded online are listed at checklist. Complete set of Tender Documents have been made available at e-tender portal [www.tenderwizard.com/HSCC](http://www.tenderwizard.com/HSCC) and CPP Portal website <http://www.eprocure.gov.in>.

Interested bidders may like to attend the pre bid meeting which will be held at 15:00 hrs at HSCC's Corporate Office at E-6(A), Sector 1, Noida on 21/08/2018 for subject work. Queries to be submitted from the date of issue of tender to the date of pre bid meeting, if any.

MoH&FW/HSCC reserves the right to accept or reject any application without assigning any reason thereof or incurring any liability whatsoever.

Prospective bidders are advised to regularly scan through HSCC's e-tender portal <http://www.tenderwizard.com/HSCC>, HSCC's website <http://www.hsccltd.co.in> and <http://www.eprocure.gov.in> as corrigendum/amendments etc., if any, will be notified on this portal only and separate advertisement/communication will not be made for this.

General Manager (IT)  
HSCC (India) Ltd.

For & on behalf of Ministry of Health & Family Welfare, Govt. of India

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## **DEFINITIONS**

1. **“Application”** shall mean the response submitted by interested parties in response to the tender.
2. **“BID/Tender/RFP”** shall mean documents issued by Client/HSCC to the prospective Bidder. The word **“Tender”** is synonymous with **“Bid”**.
3. **“Bid Security/ Earnest Money”** shall mean the amount to be deposited by the Bidder with the Tender.
4. **“Bid Validity”** shall mean the period for which the Bids shall remain valid.
5. **“Bidder”** shall mean the Individual, firm/company who shall full fill the eligibility criteria as laid down in this tender document, participating in the Tendering process pursuant to and in accordance with the terms of this document. The word **“Tenderer”** is synonymous with **“Bidder”**.
6. **“Contract”** shall mean the contract to be signed between the Successful Tenderer and the competent authority on behalf of MoH&FW, New Delhi & their authorized representative.
7. **“Contract Price”** shall mean the financial bid of the Successful Tenderer as accepted by the Client.
8. **“Client/Employer/Principal Employer”** Ministry of Health & Family Welfare (MoH&FW), Govt. of India.
9. **“Engineer in Charge (EIC)”** means the General Manager (IT), HSCC (India) Ltd. or any officer nominated by Chairman-cum-Managing Director, HSCC (India) Ltd. to act as Engineer-in-Charge from time to time.
10. **“Evaluation Committee”** shall mean the committee constituted by HSCC/Client for the evaluation of the bids.
11. **“HSCC/Consultant”** shall mean HSCC (India) Ltd., having its Corporate Office at E-6(A), Sector 1, Noida, appointed by client as a Consultant for the project.
12. **“Letter of Award”** shall mean the letter issued by the Client/ HSCC to the Successful Tenderer inviting him to sign the Contract.
13. **“Performance Security/ Performance Guarantee”** shall mean the amount to be paid by the Successful Tenderer as per relevant clause mentioned in this document.
14. **“Document Fee/Cost of Bid”** shall mean the amount to be paid by the tenderer in consideration of cost of bid document.
15. **“Site”** shall mean the place where the works under the Project are to be carried out and the details of which are provided in this document.

## NOTICE INVITING BIDS

Tender is invited on behalf of the Ministry of Health & Family Welfare, Govt. of India, New Delhi from eligible bidders as per eligibility criteria laid down, for the work of “Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli”.

The work is estimated to cost as given in Table - I. This estimate, however is merely a rough guide. General Manager (IT), HSCC will deal with all the matters relating to invitation of tenders. Any clarification shall be sought from General Manager (IT) on email (itprojects@hsccltd.co.in) from the date of issue of tender to the date of pre bid meeting. The NIT and other details are also available on the HSCC e-tender portal <http://www.tenderwizard.com/HSCC>

TABLE – I

Name of Work	Estimated cost	Period of Completion	Earnest Money	Cost of Tender
Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli	Rs 18 Lacs	3 Weeks	Rs.36,000/-	Rs.1000/-

1. Pre bid conference will held on 21/08/2018 at 03:00 PM in the HSCC’s Corporate Office at E-6(A), Sector 1, Noida or any other venue as decided in future for which intimation will be published on HSCC e-tender portal <http://www.tenderwizard.com/HSCC>. General Manager (IT), HSCC (India) Ltd may also be contacted in this regard.
2. The bid documents will be available on line from 20/08/2018 at HSCC e-tender portal <http://www.tenderwizard.com/HSCC>
3. Last date to fill/upload the tender through e-Tendering is 29/08/2018 upto 14:30 hrs. Opening at 15.00 hrs.
4. The intending bidder must have Class-III digital signature to submit the bid. All the charges including registration & tender processing for the HSCC’s e-tender portal will have to be borne by bidder. After submission of the bid the bidder can re-submit revised bid any number of times but before last time and date of submission of bid as notified. While submitting the revised bid, bidder can revise the rate of one or more item(s) any number of times (he need not re-enter rate of all the items) but before last date and time of submission of bid as notified.
5. Bid shall be accompanied with Earnest money in shape of demand draft of a scheduled bank issued in favour of *HSCC (I) Ltd* payable at Delhi/ Noida or Bank Guarantee from scheduled bank in favour of “HSCC (I) Ltd” as per Form B, having validity for six months (3 months in case of Demand Draft or as per RBI standards) or more from the last date of receipt of tenders or any extension thereof.

The tenderers who are currently registered and, also, will continue to remain registered during

the tender validity period with Directorate General of Supplies & Disposals or with National Small Industries Corporation for the specific goods as per tender enquiry specification shall be eligible for exemption from EMD. Vague stipulations in the Registration Certificate such as "to customers' specification" etc. will not be acceptable for exemption from furnishing of earnest money. In case the tenderer falls in these categories, it should furnish copy of its valid registration details (with DGS&D or NSIC, as the case may be).

Micro and small scale enterprises (MSEs) are exempted from Bid Document fee, The MSEs fulfilling the prescribed eligibility criteria and participating in the tender shall enclose with their tender a copy of their valid registration certificate with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir board or National Small Industries Corporation or any other body specified by Ministry of Micro and Small enterprises in support of their being on MSE, failing which their tender will be liable to be ignored. The support document must be submitted offline in hard copy before the due date of submission.

Earnest Money in the form of Demand Draft or Bank Guarantee shall be scanned and uploaded to the e-Tendering website within the period of bid submission and original should be deposited in HSCC office at HSCC (India) Ltd., Plot no. E-6(A), Sector-1, Noida (UP), Pin-201301.

Demand Draft or Bank Guarantee against EMD and Cost of Bid Document shall be placed in single sealed envelope superscripted as "Earnest Money and Cost of Bid Document" with name of work and due date of opening of the bid also mentioned thereon and to be submitted in the office of HSCC (India) Ltd., Plot no. E-6(A), Sector-1, Noida (UP), Pin-201301 before the last date & time of submission of bid.

6. The tender comprising the Technical Package and Financial Package shall be submitted online upto 14:30 hrs on 29/08/2018 and will be opened by authorized representative in his office on the same day at 15:00 hrs i.e. Technical Package Part-II of only those tenderer, whose earnest money and cost of bid document placed in the other envelope is found to be in order shall be opened.
7. The bidder, whose tender is accepted, will be required to furnish performance guarantee of 10% of the tendered amount. The performance guarantee shall be in the form of Bank Guarantee from scheduled bank as per Form C in the name of client. Performance BG to be valid for the period of completion of work for establishment of these services i.e. 1 month plus 3 years OEM onsite warranty plus 3 months plus claim period & 3 months beyond that i.e. total (43 months).

In case the bidder fails to deposit the said performance guarantee within the given period, including the extended period if any, the earnest money deposited by the bidder shall be forfeited automatically without any notice to the bidder.

8. Evaluation of the performance of bidder for eligibility shall be done by Client/HSCC. If required, the works executed by the bidders who otherwise qualify may be got inspected by HSCC or a committee or any other authority as decided by Client.
9. Tenderer are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any

misunderstanding or otherwise shall be allowed. The bidder shall be responsible for arranging and maintaining at its own cost all materials, tools and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, etc.

The Bidders should make visit to see and understand the current IT set up of Temporary OPD, AIIMS, Raebareli including servers, switches, wireless controller, access points etc. so as no incompatibility is left.

10. Accepting Authority does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidder shall be summarily rejected.
11. Accepting Authority reserves to himself the right of accepting the whole or any part of the tender and the bidder shall be bound to perform the same at the rate quoted.
12. The tender for the works shall remain open for acceptance for a period of 180 days from the date of opening of tenders. If any bidder withdraws his tender before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the client, then the client shall, without prejudice to any other right or remedy, be at liberty to forfeit 100% of the said earnest money as aforesaid. Further the bidder shall not be allowed to participate in the re – tendering process of the work.
13. This is a Time Bound Project and no time over run is acceptable/ payable. Only bidders who can deliver project in time only need to apply. This tender provides strong disincentive clause as compensation for delay of work @ 1.5 % per month of delay to be computed on a per day basis. Provided always that the total amount of compensation for delay to be paid under this condition shall not exceed 10% of the Tendered value of the item or group of items of work for which a separate period of completion is originally given.
14. The bidder should provide information regarding litigation/ Arbitration cases for the last five years as per Form G.
15. Registration/ Licence: The bidder should have PAN/GST Number with the appropriate Authorities In case the firm is not registered at the time of submission of bid, they will submit an undertaking that they will get themselves registered with the concerned authorities in case they are awarded the work within one month from the issue of letter of award. (Copy of each registration should be provided).
16. The bidder will indemnify HSCC/Employer/Client, as the case may be, against all penal action that may be levied/effected by any concerned authority for default in any labour regulation/PF/ESI and other statutory requirements of the relevant Acts/Laws related to the work of the bidder and will bear the legal charges, if any, and will pay the legal charges/dues directly to the concerned authority.
17. This Notice Inviting bid shall form a part of the contract document. The successful Tenderer/bidder, on acceptance of his tender by the Client/HSCC, shall, within 15 days from the stipulated date of start of the work, sign the contract consisting of Notice Inviting Bids, all the documents, technical bid, specifications, price schedule and drawings, if any, forming the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto including amendments, corrigendum etc. If any.
18. The bidder should submit an affidavit on Rs100/- Non Judicial stamp paper duly notarized that they have not abandoned any work of Union Government/ State Governments/ PSU's etc.

During the last 5 years. They should also submit an affidavit that they have not been blacklisted, debarred, penalised, declared non performer or expelled by Union Government/ State Governments/ PSU's/ judicial authority/arbitration body etc. During the last 5 years (Form F).

19. Client/HSCC reserves the right to accept or reject any or all the tenders, No Bidder shall have any cause of action or claim against the Client/HSCC for rejection of his tender.

General Manager (IT), HSCC  
For & on behalf of MoH&FW, Govt. of India, New Delhi



**ELIGIBILITY CRITERIA FOR BIDDERS**

<b>S. No.</b>	<b>Eligibility Criteria</b>	<b>Documentary Evidence / Documents to be submitted</b>
1	<p>Similar Projects Experience:</p> <p>1) Experience of having completed similar works for Indian client during the last 7 years ending previous day of last date of submission of bid:</p> <p>The bidder should meet following criteria compulsory:-</p> <p>Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.</p> <p style="text-align: center;">Or</p> <p>Two similar completed works each costing not less than the amount equal to 60% of the estimated cost.</p> <p style="text-align: center;">Or</p> <p>One similar completed work of costing not less than the amount equal to 80% of the estimated cost.</p> <p>Similar works means-</p> <p>Bidder should have successfully established Queue Management System (QMS) anywhere in India. Queue Management System.</p>	<p>Refer From T2.</p> <p>A copy of work order/agreement for similar works along with satisfactory performance Certificate/completion certificate from Client providing as per format mentioned under Form T3 along with the bid.</p> <p>The value of executed works shall be brought to current costing level by enhancing the actual value of work at a simple rate of 7% per annum, calculated from date of completion to previous day of last date of submission of tenders.</p>
2	<p><b><u>Turnover</u></b></p> <p>Bidder must have average annual financial turnover of amount equal to 100% of the estimated cost or higher in last three financial years i.e. 2014-15, 2015-16 &amp; 2016-17. The turnover will be considered only for the bidder and not for the any of its group company or subsidiary company in case the bidder is a registered company.</p>	<p>Audited Financial Statements &amp; Income Tax Return – Refer Form T-1A</p>
3	<p><b><u>Profit and Loss</u></b></p> <p>The bidder should have positive Net Worth and should not have incurred any loss in more than Two years in last Five years ending FY 2016-17 duly certified by the Chartered Accountant.</p>	<p>Audited Financial Statements &amp; Income Tax Return – Refer Form T-1A</p>
4	<p><b><u>Solvency Certificate</u></b></p> <p>Solvency Certificate from bidder of the amount equal to 40% of the estimated cost or higher.</p>	<p>Solvency Certificate – As per Form T-1B</p>

Note:

1. Installation of only LED/LCD Displays/TVs will not be considered as Queue Management System (QMS).
2. (Joint Venture)JV/Consortium/Partnership firms are not allowed to participate in this tender.

## **INSTRUCTIONS TO BIDDERS (ITB)**

1. **Introduction**

The Project “Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years OEM warranty/maintenance support for Temporary OPD at AIIMS, Raebareli” will provide the finest QMS at Temporary OPD, AIIMS, Raebareli.

2. **Disqualification**

Even if a bidder meets the eligibility criteria as, Client/HSCC may, at their discretion and at any stage during the selection process or execution of the Project, order disqualification of the bidder if the bidder has:

Made misleading or false representations in the forms, statements and attachments submitted;  
or

The Bidder has been blacklisted, debarred, penalised, declared non performer or expelled by Union Government/ State Governments/ PSU's/ judicial authority/arbitration body etc. even after bids have been opened.

3. **Contents of BID Documents**

BID Document shall consist of the documents listed in this document along with any schedules, addendum or corrigendum etc. issued by Client/HSCC for the purpose.

4. **Pre-Bid Conference**

The purpose of the meeting will be to clarify issues and to answer questions on any matter that may arise at this stage. HSCC/Client shall conduct pre-Bid meeting(s) at the time and venue mentioned in Notice Inviting Bid to answer any queries / provide clarifications that the Bidders may have in connection with the Project and to give them relevant information regarding the same.

5. **Clarifications**

A bidder requiring any clarification with regards to the BID document may notify GM (IT), HSCC (India) Ltd., E-6(A), Sector 1, Noida, UP – 201301 in writing or by mail at the mailing address indicated in Notice Inviting Bid. GM (IT), HSCC (India) Ltd., will respond in writing to any request for clarification. Written copies of the GM (IT), HSCC (India) Ltd's response (including an explanation on the query but without identifying the source of the inquiry) will be uploaded on the HSCC e-tender portal <http://www.tenderwizard.com/HSCC>. Only written communications/ clarifications can be considered as valid.

6. Tenderer are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

7. **Amendment to BID Document**

- i. At any time prior to the deadline for the submission of Bids, Client/ HSCC, may, for any reason, whether at its own initiative or in response to a clarification or query raised by prospective Bidders, modify the BID by an amendment.

- ii. The said amendment in the form of the addendum/ corrigendum will be sent to all prospective Bidders who have received the BID, to arrive not later than 3 days prior to the original or extended deadline for the submission of the bids. This communication will be in writing or by email and the same shall be binding on the Bidders. Prospective Bidders should promptly acknowledge receipt of the addendum/ corrigendum by mail/courier to Client. The amendments would also be available on the website on HSCC e-tender portal. The Bidders are strongly advised to regularly visit these websites to ensure that they are aware of the amendments. The addendum (s) issued will form part of the BID documents
- iii. In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Client/HSCC may, at its discretion, extend the deadline for the submission of Bids.
- iv. The above information will only be placed on HSCC e-tender portal and it will be the responsibility of the bidders to read.

8. Preparation of Bid:

a) Responsibility:

- i. The Bidder is solely responsible for the details of his Bid and the preparation of Bids.
- ii. The Bidder is expected to examine carefully all the contents of BID document as mentioned in Notice Inviting Bids including instructions, conditions, forms, terms, etc. and take them fully into account before submitting his offer. Bids, which do not satisfy all the requirements, as detailed in these documents, are liable to be rejected as being unresponsive.
- iii. The Bidder shall be deemed to have inspected the Site and its surroundings and taken into account all relevant factors pertaining to the Site, while preparing and submitting the Bid.

b) Project Inspection and Site Visit

Any Site information given in this Bid Document is for guidance only. The Bidder is advised to visit and examine the Site of works and its surroundings at his/their cost and obtain at his/their own responsibility, any information that may consider necessary for preparing the Bid and entering into a Contract with the Client, including availability of electricity, water and drainage, where applicable.

Client/HSCC shall not be liable for such costs, regardless the outcome of the selection process.

c) Documents Comprising the Bid.

Bidder shall submit their Bids in two packages namely the Technical Package and the Financial Package.

d) Alternative Proposal by bidders:

Bidders shall submit offers that comply with the requirement of the Tender, including basic technical design as indicated in the drawing and specifications. Alternatives will not be considered.

9. Contents of Technical Package:

The technical package has to be submitted in two parts.

a. Technical Package Part –I shall comprise the following :

- i. Original Non-refundable Demand Draft of Rs.1,000/- as Tender Fee
  - ii. Bid Security, in original,
    - a. The Bidder shall enclose EMD with their Bid for an amount as mentioned in Notice Inviting Bids.
    - b. The EMD will be in the form of demand draft of a scheduled bank issued in favour of “HSCC (I) Ltd” payable at Noida/Delhi or Bank Guarantee from scheduled bank in favour of “HSCC (I) Ltd” as per Form B, having validity for Six (06) Months or more from the last date of receipt of tenders or any extension thereof. The Bank guarantees should be irrevocable and operative for a period of six months or more from the last date of receipt of tenders, or any extension thereof.
    - c. Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the HSCC/Client.
    - d. The Bid securities of unsuccessful Bidders shall be discharged/ returned by Client/HSCC in not later than 30 days after the expiration of the period of Bid Validity.
    - e. The Bid Security shall be forfeited if a bidder withdraws his bid during the period of bid validity or in the case of the successful bidder, if he fails to furnish the necessary performance security or enter into the Contract within the specified time limit.
  - iii. Form of Bid (Form A) for the Bid
- b. Technical Package Part –II ;Shall be submitted online only duly authenticated by digital signature and comprise the following:
- i. Checklist for the enclosed documents as per the format attached (Annexure I).
  - ii. Complete Bid document listed in Notice Inviting Bids excluding the price schedule including all amendment(s)/ addendum(s)/ Corrigendum(s) / Clarification(s) issued, if any, duly authenticated by digital signature.
  - iii. Power of attorney (Form E) in favour of the person signing the Bid
  - iv. Affidavit by Bidder (Form F)
  - v. Litigation History (Form G)
  - vi. Form “T-1” (Financial Information)
  - vii. Form “T-2” (Details of works)
  - viii. Copies of GST Registration or undertaking/PAN in this regard
10. Contents of Financial Package  
The financial package (Price Schedule) should be submitted online only. These prices should include all costs associated with the Project including any out of pocket / mobilization expenses, taxes, charges, levies, cess, including GST etc. as applicable till the date of NIT. In case Government levies/modifies any tax subsequently the same will be adjusted plus/minus as the case may be. The Bidder must ensure to fill up price against each item of Price bid. If any cell is left blank then value of that cell shall be treated as “0” (ZERO).
11. Language of Bid  
The Bid and all related correspondence and documents relating to the Project shall be in English language.
12. Currency of Bid

Bid prices shall be quoted in Indian Rupees only. The amount mentioned elsewhere in the bid document will also deemed to be in Indian Rupees unless otherwise mentioned.

13. Extension of Bid Validity

Prior to the expiry of the original Bid Validity Period, Client/HSCC may, at its discretion, request Bidders to extend the Bid Validity Period for a specified additional period and also correspondingly extend the period of validity of Bid Security submitted in the form a Bank Guarantee.

14. Format and Signing of Bid

a. Bid documents (technical package/ bid Part I and II and financial package/ bid) shall be stamped and signed on all pages by a person duly authorized to sign the Bid documents. The Bidder shall also submit a power of attorney authorizing the person signing the documents. In case person, other than the one who has power of attorney, signs the bid then an authorization letter must be submitted for signing the bid on behalf of person holding the power of attorney.

a. Entries to be filled in by the Bidder shall be typed or written in indelible ink.

b. The complete Bid shall be without alterations, overwriting, interlineations or erasures except those to accord with instructions issued by Client/HSCC, or as necessary to correct errors made by the Bidder. All amendments/corrections shall be initialed by the person or persons signing the Bid.

c. All witnesses and sureties shall be persons of status and probity and their full names, occupations and addresses shall be written below their signatures.

15. The Bid shall be submitted online along with documents and mode of submission mentioned at Checklist. Please note that the price should not be indicated in any of the documents enclosed in ***Technical package part I*** and ***Technical Package part II***. Non-compliance shall entail rejection of the Bid.

In e-tendering intending bidder has to quote rates in figures only. The rates in words, amount of each item and total is generated automatically. Therefore, the rate quoted by the bidder in figures is to be taken as correct.

16. The last date for submission of completed Bids is given in Notice Inviting Bids. The Client/HSCC may, at their discretion, extend this date, in which case all rights and obligations of the Client and the Bidder shall thereafter be subjected to the new deadline as extended. If such nominated date for submission of Bid is subsequently declared as a public holiday, the next official working day shall be deemed as the date for submission of Bid.

i. Bids shall be submitted online. Client/HSCC shall not take any cognizance and shall not be responsible for delay/loss in transit or non-submission of the Bid in time.

ii. Modifications/ Substitution/ Withdrawal of Bids

(a) No modification or substitution of the submitted Bid shall be allowed.

(b) A Bidder may withdraw its submitted Bid, provided that written notice of the withdrawal is received by HSCC before the last date for submission of Bids. In case a Bidder wants to resubmit his Bid, he shall re-submit the Bid following all the applicable conditions. Re-submission will not be permitted more than once and till last date and time of submission as notified.

(c) Only a single copy of the withdrawal notice shall be prepared and each page of the notice shall be signed and stamped by the authorized signatory. The notice shall be

duly marked “WITHDRAWAL”. This withdrawal notice will be opened at the time of opening of bid and not earlier. The signature of GPA holder will be verified and in case both are same then only withdrawal will be considered.

iii. Bid Due Date

- a. Bids should be received at the address mentioned in this document, on or before the stipulated/extended time and date as specified in Notice Inviting Bids.
- b. Client/HSCC may, in exceptional circumstances, and at its sole discretion, extend the Bid due date by issuing an addendum.

iv. Late Bids

Any Bid received at the address mentioned above after the deadline prescribed for submission of Bids in Notice Inviting Bids/extended date as the case may be, herein will not be considered and will be returned unopened to the Bidder.

17. Power of Attorney

Bidders shall submit, along with Technical Package – Part II, a power of attorney, on a stamp paper of appropriate value, in favour of the person signing the Bid documents authorizing him to sign the Bid documents, make corrections/ modifications thereto and interacting with Client/HSCC and act as the contact person. The format for the power of attorney shall be as per Form E of Bid Document. In case bids are signed by Managing Director himself, PoA is not required.

18. Bid Opening

Bids shall then be opened in the office of HSCC (I) Ltd., at Plot – 6 (A), Block – E, Sector – 1, Noida, Uttar Pradesh – 201 301, half an hour after the prescribed time for Bid submission in presence of the Bidders’ representatives who may wish to be present.

Technical Package Part – I: Shall be opened first. If the Bid Security & tender document fee is not found as prescribed, the Bid shall be summarily rejected.

Technical Package Part – II: Shall be opened next. Only qualified bidders of part I are eligible for part II. Bids of parties who do not accept the conditions laid above in the Bid documents are also liable to be rejected.

The Engineer will examine the Bids to determine whether they are complete, whether the requisite bid securities have been furnished, whether the Bids have been properly signed and stamped and whether the Bids are generally in order.

Telegraphic/ Fax offer will be treated as defective, invalid and rejected. Only detailed complete Bids received prior to the closing time and date of the Bids will be taken as valid.

The Bidder’s names, general technical details, the presence of the requisite Bid Security and such other details as the Engineer, at his discretion may consider appropriate will be announced at the Bid opening.

Financial Package: Shall contain the price schedule. Financial package for all bidder whose bid is found to be generally in order and substantially responsive shall be opened either at the Bid opening or at a subsequent date to be intimated in advance to such eligible Bidders.

Only summary of prices quoted by the Bidders will be read out.

Price bid evaluation shall be made on total mention in price schedule.

The Bid of any Bidder who has not complied with any of the instructions contained herein

may not be considered.

### **Process to be Confidential**

After the public opening of Bids, information relating to the examination, clarification, evaluation and comparisons of Bids and recommendations concerning the Award of Contract shall not be disclosed to Bidders or other persons not officially concerned with such process.

Any effort by the Bidder to influence the Employer/ Engineer in the process of examination, clarification, evaluation and comparison of Bids and decision concerning Award of Contract may result in the rejection of the Bidder's Bid.

### **Determination of Eligibility & Responsiveness**

- i. Prior to the detailed evaluation of Bids, Client/ HSCC will determine whether each Bid is responsive to the requirements of the tender.
- ii. For the purpose of this clause, a responsive Bid is one which:
  - a. have digital signature.
  - b. is accompanied by the power(s) of attorney if required
  - c. contains all the information as requested in the Bid Document
  - d. contains information in formats same/similar as those specified in this Bid Document
  - e. mentions the validity period of the offer
  - f. is accompanied by the Bid Security/ EMD,
  - g. Conforms to all the terms, conditions and specifications of Tender without material deviation or reservation. "Deviation" may include exceptions and exclusions. A material deviation or reservation is one which affects, in any substantial way, the scope, quality, performance or administration of the works to be undertaken by the Bidder under the Contract, or which limits in any substantial way, Client/HSCC 's rights or the Bidder's obligations under the Contract as provided for in Bid and/or is of an essential condition, the rectification of which would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids at reasonable price.
- iii. If a Bid is not substantially responsive to the requirements of Bid, it will be rejected by Client/HSCC. The decision of the Client/HSCC in this regard shall be final and binding. The financial Packages of non-responsive Bidders shall not be opened.

## **19. Evaluation of Bids**

- i. Client/HSCC would examine and evaluate responsive Bids, as per the criteria set out in this document.
- ii. Client/ HSCC reserves the right to reject any Bid if:
  - a. At any time, a material misrepresentation is made or uncovered; **or**
  - b. The Bidder does not respond within the stipulated time to requests for supplemental information/ clarifications required for the evaluation of the Bid; **or**
  - c. It is found that the information provided is not true or incorrect or facts/ material for the evaluation have been suppressed.

## **20. Clarification of Bids**

- i. Evaluation of technical Bids submitted by Bidders shall be undertaken based on details submitted therein only. Bidder shall not be allowed to submit on their own, additional information or material subsequent to the date of submission and such material / information, if submitted, will be disregarded. It is therefore essential that all details

are submitted by the Bidder comprehensively, accurately and specifically in their technical Bid, avoiding vague answers. However, Evaluation Committee, if it so desires, reserves the right to seek any clarification from the Bidders on the information provided in the technical package. The request for clarifications and the response shall be in writing, or by mail. No change / addition in the information or substance of the Bid shall be sought, offered or permitted.

- ii. To assist in the examination, evaluation and comparison of the financial Bid, Evaluation Committee may ask Bidders individually for clarifications. The request for clarification and the response shall be in writing or by mail. No change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm correction of arithmetical errors observed by the Evaluation Committee during the evaluation of Bids.

21. **Award of Contract**

**a. Award Criteria**

Client/HSCC or its assignees will declare the Bidder ranked L1 as Successful Bidder and proceed to issue Letter of Award (LOA) as per the procedure mentioned in the Bid Document and terms and conditions set out in this Bid document.

**b. Notification of Award**

- i. Prior to the expiry of the period of Bid Validity, HSCC will issue the Letter of Award for the work mentioned in price schedule at Volume II to the successful bidder, notifying him of being declared successful and the intent to sign the Contract with him. This letter (hereinafter and in the Conditions of Contract called 'the Letter of Award') shall mention the sum which HSCC/Client will pay to the bidder in consideration of the completion and guarantee of the work to be performed by them, as prescribed therein (hereinafter and in the conditions of Contract called 'the Contract Price'). The successful bidder shall immediately start the work at site from the date of issue of letter of award. No correspondence will be entertained by Client/ HSCC from the unsuccessful Bidders.
- ii. Upon submission of Performance Security by the Successful Bidder, Client/HSCC will promptly notify the other Bidders and discharge / return their Bid securities.

**c. Signing of Contract**

- i. Client/ HSCC shall prepare the Contract in the Performa (Form D) included in this document, duly incorporating all the terms of contract between the two parties. Within 15 days from the date of issue of the Letter of Award the Successful Bidder will be required to execute the Contract.
- ii. Prior to the signing of the Contract, the Successful Bidder shall submit Performance Security.
- iii. The Contract shall be duly signed by Client/HSCC or its assignees and Bidder through their authorized signatories.
- iv. In case the Successful Bidder does not sign the Contract, Client/ HSCC reserves the right to cancel the selection process, forfeit any Bid Security and/or Performance Security, as the case may be, submitted by the Successful Bidder and either re-Bid or proceed in any manner that it may deem fit.

**d. Performance Security**

- i. The Successful Bidder shall furnish a bank guarantees for an amount of 10% of the



tendered value in favour of client towards Performance Security in accordance with the provisions in the Conditions of Contract. The bank guarantee has to be from a scheduled commercial bank based in India. The format for bank guarantee for work mentioned shall be as per Form-C provided in this BID.

- ii. Performance BG to be valid for the period of completion of work for establishment of these services i.e. 1 month plus three years of OEM warranty period plus 3 months plus claim period of 3 months beyond that i.e. total (43 months plus 2 months claim period).
- iii. Failure of the Successful Bidder to submit the required Performance Security shall constitute sufficient grounds for the annulment of decision to award the Contract and forfeiture of the Bid Security.

**e. Client's right to accept any Bid and to reject any or all Bids**

- i. Notwithstanding anything above, Client/HSCC reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders.
- ii. Client/HSCC reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract, in larger public interest, on account of the following:
  - a) In case no Bid/ a single Bid is received.
  - b) occurrence of any event due to which it is not possible to proceed with the selection process
  - c) an evidence of a possible collaboration/mischief on part of Bidders, impacting the competition and transparency of the selection process,
  - d) any other reason, which in the opinion of the Client necessitates the cancellation of the selection process
- iii. On occurrence of any such event, Client/HSCC shall notify all the Bidders within 7 days of such decision. Client/HSCC shall also promptly return the Bid Security submitted by the Bidders within 15 days of issue of such notice. Client/HSCC is not obligated to provide any reason or clarification to any Bidder on this account. Client's/HSCC's liability under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Client on this account.
- iv. The Client further reserves the right to re-bid the process or get the work done by a Government agency or Quasi Government agency if the Client is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.

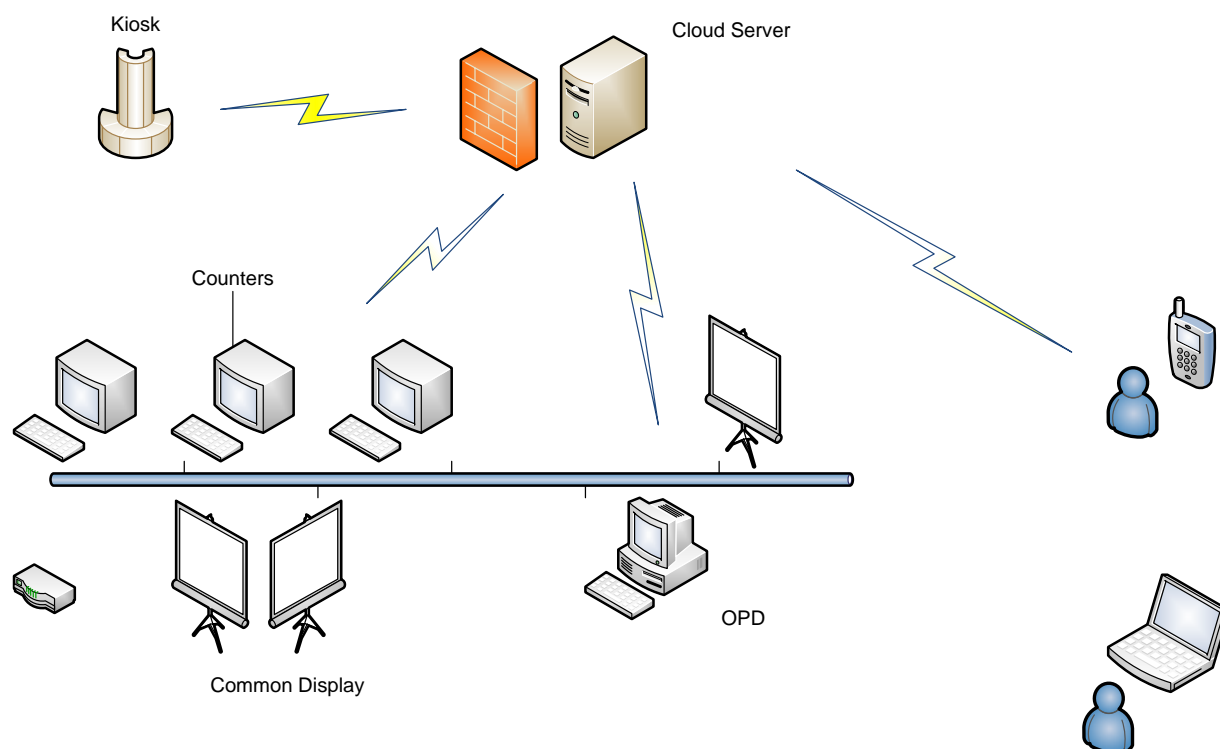
**All amendments/ addendum** shall be made available at HSCC e-tender portal <http://www.tenderwizard.com/HSCC>. It will be the responsibility of the bidder to see the web site regularly and update.

## TECHNICAL SPECIFICATIONS AND REQUIREMENTS

### Scope of Work

Online Token systems are used to manage patient queues at the OPDs. The system is available to on-premises patients as well as online patients. The system helps patients to get their token for the day / future day from within the system and avail the desired/listed facilities.

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



### 1. Features

1. On premises Token Generation
2. Online Token Generation
3. Online Appointment Token Calling Feature
4. Call Station Configuration Management
5. Department Association Management
6. Services Configuration and Management
7. User Roles and rights Management
8. Bulk Token Engine
9. Token generation for online user after registration.
10. Provision to display tokens on single/multi-screen at a time.
11. Sound notifications

12. Auto-switching of services
13. Auto-Calling facility
14. Multi-Que Support
15. Sound Alerts
16. SMS Alerts and notification
17. Integration with external systems
18. Mobile App version
19. QR code and bar code generation for confirmation on appointment.

## 2. Software Specifications

The visiting patients could be categorized as – General, Ladies, Hospital Staff, Senior Citizens/Handicap.

### **Functional and Technical Requirements**

QMS should also have detailed functionality like QMS working model (Centralized, Decentralized or Hybrid), Web based/Web enabled, Level of integration with HMIS, functioning logic along with their configurability features. It should also have process to issue Web based Tokens through QMS to support Registration & Appointment, Upgradability & integration with SMS Gateway.

QMS should also have facility to display Counter Nos. & their respective Queue Nos. along with expected waiting time for each patient, define priority, define patient distribution logic, facilitate queue enquiry.

Technology should be latest for all the equipment.

QMS system will be used for both visiting patients and those who have taken the prior appointment.

### **GENERAL**

1. QMS architecture should be planned in such a way that queues in various departments are managed with single token per patient maintaining its uniqueness per day.
2. Name of patients should be displayed in the TVs and LCD/LED display units outside consultant rooms and individual registration/reception counters & helpdesk etc.
3. Queue should be managed for new walk-in patients, patients with online appointments & follow-up patients.
4. The QMS system **covers services including Pharmacy, Laboratory & Radiology services (such as blood test, X-ray, Ultra Sound etc.)** with same token number assigned during entry/appointment of the patient.
5. Managing the queues so that queues in different departments are automatically prioritized depending on load on other departments.

The **QMS Appointment application** should be designed to allow staff to allocate the necessary patient slots to be opened to public for medical appointment Booking. This appointment module should be open to the public internet for public Booking. It should be designed to pre-alert patients of their up-coming appointments.

It should also design to alert patients for their turn to consultation room.

At any time during the Appointment locking-cycle, there should not be any duplication of numbers being appeared at the same time at the same rooms or same appointment being made to 2 different rooms.

#### QMS Appointment Configuration

- A. Link counter by Medical Service or Dept.
- B. View linked services
- C. Assign available slots to a service
- D. Change doctors' parameters
- E. Appointment slot change status in color code
- F. Dr. able to view list of today's appointment

A user-friendly web-based interface should be designed for QMS administrator to manage the QMS configuration, Multimedia display and reporting.

The system must allow flexibility of changing system parameters, services type and configuration **“as and when”** needed.

- The system should have load-leveling capability. The load leveling facility should be user-definable such that at any point in time, the System Administrator should be able to distribute the Queue-Token load if a particular service is being over-loaded.
- At any time during the Queue-Token-cycle, there should not be any duplication of numbers being appeared at the same time at two different counters.
- Security measures should be provided so that only authorized users should have access to the system. Different access levels are also to be provided for different types of users so that each type of user can only have access to the functions and information that are relevant and necessary to perform their roles and responsibilities.
- There should be an Online Administrative Panel (Software) for monitoring the Queue-Token-Flow / Workload for the all the departments and also to perform key-changes to the Queue-Token-Token-Flow / Workload from anywhere with different levels of Security rights for accessing the Panel.
- The Administrator must be able to monitor the Queue-Token status ONLINE at any location that he / she is located by logging-on to the Administrator's Panel. The System Should allow him / her to make changes to the Queue-Token-flow, open / close Counters, linking of services and any change performed by the Administrator must be Immediately updated to the System real time.
- The system should have the capability to detect any system fault or breakdown and Informs the Administrator of the fault. Any malfunction of the system in one Operation section or hardware fault at any of the peripheral equipment should not adversely affect the functioning of the system in other operational sections or lead to a total system

failure.

- The Queue-Token software should be customized according to the Client's operational requirement.
- The system should have the facility to enable real-time monitoring and tracking of Waiting time and service time status.
- The system must allow flexibility of enhancing multiple different 3<sup>rd</sup> Party System Interfaces if required to share DB data and code control.
- QMS application must have the capability of multiple-part tickets of different type of Patients. It must allow a Patient to be served at more than one counter or service one after another without taking a new ticket. Able to run 24 hours without shutting down and allow user to set the queue operation session time.
- QMS Solution must be integrated with mobile apps solution. Mobile apps should also issue ticket for Patient.
- QMS browser calling application should be compatible with Windows, Android, IOS and Linux.
- QMS system administrator should have the following rights:
  - User Administration
    1. Add new user
    2. View user
    3. Remove user
    4. Edit user
    5. Assign user to Administrator
    6. should be able to create at least 200 users' ID/accounts

#### QMS Configuration

1. Link counter by Medical Service or Dept.
2. View linked services
3. Assign service to counter
4. Change ticket parameters
5. Create double tickets
6. Create priority and service management

#### General Administration

1. Online Monitoring by Medical Service, or Department
2. View log report
3. View pre-user defined statistical reports
4. Search engine for selected records
5. Customize reports.
6. SMS & email alert to management exceeding service level waiting time

### **On Web**

- Provision to register patient online
  - Get mobile number and other details
  - Send OTP
  - Register User
- Ability to accept booking from online website

- Ability to validate mobile number while making booking
- Provision to avoid multiple bookings from same mobile number & same patient
- Provision to cancel booking
- Ability to send SMS/Email to registered user
  - On registration
  - On Successful booking

### **On premises/ Assisted**

- Ability to generate bulk coupons (for manually assisted kiosk)
- Ability to click / touch on screen to generate coupon for services offered
- (Ability to handle it from more than one counter. Machines, kiosks)
  - New Patients
  - Old Patients
  - Senior Citizen patients
  - Patients to collect medical reports
- Ability to select department to which patient wants to visit
- Assumption of one dept – one doctor is false. Multiple OPDs are to be created.
- Provision to select department
  - General OPD
  - Plastic Surgery
  - ENT, etc
- Generation of coupon
  - On Web via Internet
  - On Web in LAN
- Printing of Coupon
  - When generated online
    - Ability to generate an image which can be saved on device
    - Ability to send SMS/email to user
  - When generated locally
    - Ability to print on Thermal Printer
    - Ability to generate bulk coupons (for manually assisted kiosk)
- Provision to send SMS when Qued number is <5> numbers away, configurable
- Calling Coupon Number at Reception Counter
  - Display coupon number and counter number on Common Display.
  - Common Displays can be installed on One or Multiple Locations
- Provision to record Finishing Call at Reception Counter and passing it to Dept Counter
- Provision to call coupon number at Dept Counter and record finishing call at Dept Counter
  - On Common Display installed at Dept OPD Floor  
OR/And
  - On Individual Displays installed at every dept.
- Provision to get coupon on future date / time

- Day after <n> days
- When tokens exceeds daily quota
- Adhoc
- Provision to pay required fees if any – not now
- Payment gateway integration
  
- Reports
  - Patients Summary
    - Patient Type wise
    - Dept wise
    - Average waiting time
    - Others – As per the requirements

#### Web Based Management Portal

The web based management portal should contain report, Dashboard & Analysis module. The Queue-Token System should monitor the patients flow and generate valuable information. It should give useful operating statistics to enable management to schedule and allocate optimal resources so as to maintain patients' satisfaction. It should be able to generate statistical reports, and these reports should be finalized after the award of the contract.

Reports must be able to generate in PDF, EXCEL & CSV format.

Management portal reports requirements are:

1. System should send out auto-schedule reports to management.
2. All service summary report
3. Counter & Dr. Room performance report
4. Staff performance report
5. Overview daily, weekly & monthly report
6. Waiting time report
7. Transaction time Report
8. Matter code report
9. Waiting time per time period
10. Transaction time per time period
11. Token number wise report

- Settings
  - Language
    - English
    - Hindi
    - Provision to support local language
  
  - Services
    - List with add/edit/delete/disable
    - Token number Prefix
    - Maximum Token Allowed
    - Associated Counters
    - Days of operating
  
  - Departments

- List/Add/Edit/Delete Departments
- Days of operating
- Timings
- Maximum number of tokens
- Token number prefix
  
- Display
  - Show
  - Provision to add video advertisements and play after <configurable time interval>
  - Provision to do required settings as follows:
    - Scrolling text
      - Text box
      - Scrolling Speed
      - Background color
    - Waiting tokens
    - Text settings
      - Color
      - Font
  
- Ability to integrate maps to show location or route.

Integration with third party applications like OPD application, HMIS etc. should be done if as and when required for organizing the patient flow in the Temporary OPD.

SMS gateway with at least 1 lacs SMS pack should be provided for testing and Go-Live purpose.

Facility in the All-In-One (AIO) PCs should be provided for calling next patient by registration counter operators and consultant rooms along with the calling pads for calling next patient by pressing button/touch pad.

Training should be imparted as per the requirement of client.

### 3. Minimum Hardware Specifications

Hardware infrastructure to run this system includes large touch screen(s), display unit(s), Printing device(s), and other relevant devices. In addition, system should have the provision to attach large 7-segment LED Display(s).

#### 1. Server specification

Intel Xeon E5-2407 v2 2.40 GHz, 10M Cache, 6.4 GT/s QPI.

16GB RAM

1TB HD

USB Port and Wireless connectivity

Processor: Quad Core Xeon Processor Hard Drive: 2 x 1TB SATA II, RAID1

3 years onsite OEM warranty

Server software:



Windows server OS R2

Microsoft SQL Server 2012 or 2016 express

Any other software license for completeness of the system

## 2. 42" LED\*

Android TV: Yes	
Connectivity	2 USB Ports or higher, 2 HDMI Ports or higher, Wi-fi and Internet
Display	42 Inch, LED, HD-Ready, 1366x768 or higher
Smart Features	QMS Display app must be available in play store
Audio	Speaker: 5W + 5W @ 8Ω

\*Should support Multimedia playback - images, video, live TV feed & scrolling multi-lingual text.

- a. The Multimedia Display PC should be connected directly to the OPD's Wireless Network and should be equipped with Internet Browser for use with Browser based display application. In case the proposed QMS has its android/ios application, it can be directly installed in the LED TVs if the smart TVs (Android TVs) are proposed.
- b. QMS Display application must be available in Google play store to display queue information for all department  
or  
The Multimedia software should be installed at Display PC distributed output to multiple TV screen.
- c. The system should be able to generate data for the following on-line information to be viewed on screen with the Browser based to show the status of the waiting time and service time for particular Department:
  - c.1 Multimedia software able to display previous called token number from Multiple rooms or counters on TV screen.
  - c.2 Token number should display along with patient name.
  - c.3 Display Room status on TV screen
  - c.4 Next waiting queue numbers for rooms or counter should be visible to all Waiting patient.
- d. Generate reports, View real time queue status and analysis for the departments.
- e. If there is a requirement to change the TV output to either OPD's Microsoft PowerPoint or Hospital important Flash Media, again the Administrator must able to perform this function at the comfort of his office using the Web-Portal.
- f. Consultation room waiting queue should be display on TV screen.
- g. The users must also be able to schedule the operation of the Multi-media screens of whether to show TV information or other important messages such as Flash files, MS

PowerPoint, or even AVI-Formatted files.

- h. The users must be able to pre-schedule media contents for next few days.

### 3. Paper token on 3” (Or as per requirement) Thermal Printer PRINT

Paper Width	79.5 mm
Paper Thickness	0.06 to 0.07 mm
Print Speed	150 mm/s
Interfaces	Serial, USB, Ethernet
Print Fonts	12 x 24 / 9 x 17 / 9 x 24 mm
Paper Type	Thermal roll paper
Printing Method	Thermal, Thermal

### RELIABILITY

Reliability MCBF	52 million lines Auto cutter 1.5 million cuts
Reliability MTBF	360,000 hours

### 4. Touch Screen Token Dispensing Kiosks:

Touch Details	
Number of Touch Points	60 points with palm rejection
Touch Point Speed	<120 milliseconds
Input Type	Finger, Thin Glove
Touch Communication	USB
Operating System Support	Windows 8 or higher/Android/IOS
Physical Specifications	
Operating Environment	0 to +40 degrees C, Relative Humidity, non-condensing 90%
Storage Environment	-10 to +60 degrees C
Video Input	DVI, VGA, HDMI or directly install the QMS application
Audio	Speaker: 5W + 5W @ 8Ω
Cover Glass	Chemically-strengthened
VESA Pattern	400mm x 400mm
Power Supply	Internal 110/220 VAC Power Supply
Power Consumption	100W Typical, 130W Max
RoHS Compliant	Yes

- a. Touch screen kiosk with 8” or higher LCD/LED Screen

- b. Priority options for specific services.
- c. Alpha-numeric token number should also be supported with pattern such as AB0001-AB9999.
- d. QR code and bar code scan facility should be made available in the token dispensing kiosks that will also facilitate confirmation of the patient arrival in OPD for patients with prior appointment via mobile app/browser.
- e. Each type of service should have its unique series of Queue-Token number with an Alphabet embedded in-front such as Department A – A0001~A9999, Diagnosis Services B – B0001~B9999.

The general requirement of the token dispenser should be:

- Compact and portable and durable for heavy usage;
- Must be able to handle 5000 or more transactions per day;
- Must be able to print bar-code/QR code;
- Able to dispense tickets with neat edges;
- Able to prompt users via sms/email when ticket supply is running low;
- Capable of high speed printing (at least 30 tickets per minute) and in thermal paper format;
- Ticket length can be programmable
- The machine spare parts should be easily available for at least 5 years
- One Ticket roll with 800 or more tickets should be used for token number issuing
- Ticket printout must be in blue color
- If required, card reader option should able to use with touch & button token dispenser
- If required, patient should able to enter their name, contact details in touch dispenser
- Hospital logo must printout on token.
- Ticket finishing alert
- Token machine able to restore previous token number after restart or power failure
- Token machine able to print QR code. QR code will help patients to know current queue status.

The Queue-Token ticket should contain the following information but not limited to:

1. Hospital's and Department' name
2. Date and time of issue
3. Queue-Token number in numeric and bar-coded form (if required)
4. Counter numbers of the counters providing the services
5. Number of people waiting to be served / the next patients to be called to be served
6. Expected waiting time which should be computed by the Queuing System; and Cautionary and/or customized messages, e.g. "Season's Greetings", "Queue-Token numbers may not be called in sequence". These words should be edited through the Web-System real time as and when the user would want to change.

## 5. Token Calling via PC/calling pads:

- a. Facility to call/recall next token.
- b. Facility to delay a token.
- c. Show number of waiting patients.
- d. Provision to add local display for each counter.
- e. Counters can call any number of services as per settings.
- f. Group calling to allocate group of patients to counters.

- g. Customizable maximum patients as per the week day and patient type.
- h. Next, Recall, Direct & Transfer button must have in hardware keypad
- i. Change priority
- j. Call a patient with specific token number

Provision for calling tokens through PC should be made available. Any license cost involved should be deemed to be included in the QMS software cost.

## **BROWSER BASED CALLING TERMINAL**

Patient browser based calling terminal should be residing in the Dr. Room & registration counter

Or other rooms as per requirement. It should be interfaced with the ticketing machine and has the ability to issue Queue-Token ticket by services.

The Patient browser based calling terminal should be connected to the Dr. Desktop system should be equipped with internet browser software for use with Web based application.

The Patient browser based calling terminal must have the following standards features and functions:

- 1 Activated by keying user identity and password
  - 2 User friendly menu driven drop down window box
  - 3 QMS windows displays list of Queue-Token numbers to be served
  - 4 Able to capture the statistics of the services provided
  - 5 User friendly menu driven drop down window box
  - 6 Calling a Queue-Token number sequentially and/or randomly
  - 7 Calling the next Queue-Token number through scanning the bar-code
  - 8 Queue-Token number on a Queue-Token ticket
  - 9 Clearing an incorrectly keyed Queue-Token number when calling Queue-Token number randomly
  - 10 Able to show waiting time of current patients and called-time statistics;
  - 11 Change colour within the Queue-Token numbers to reflect the different state of the Queue-Token
  - 12 Displaying the number of patients in the Queue-Token waiting to be served
  - 13 Can transfer Queue-Token numbers between services within the Department;
  - 14 Able to prompt staff if preset waiting time is exceeded either by pop-up alerts or by using a different colour change
  - 15 Alerting the counter staff, through audio-visual means, when a patient has waited beyond a stipulated waiting time. The system should have the facility to Allow the activation of separate 'alert' timeframe and for these to be reset or Changed by the user.
  - 16 Storing and recalling (either manually or automatically) Queue-Token numbers for which no response has been received. The number of times a Queue-Token number can be stored in memory and automatically recalled later and the store duration should be programmable to cater to different users' requirements; and
- A. Providing log-on/off function to the Queuing System at specific counters.
  - B. Can change service and attend to patients with different transactions;

- 17 The transferred Queue-Token number should be inserted in sequential order (First-In-First-Out) or based on Appointment Time slot.

The same Queue-Token number should be used for the patients through-out his /her transaction until he/she leaves the place or stop the transaction at one particular counter which is the last place of visit.

- 18 Patients notes or remark can entered into customer details using browser terminal to record patient history.
- 19 Patient previous appointment and today appointment details should be available in browser terminal

## **PATIENT SMS SOLUTION**

### ***SMS Solution***

There should also be integration of the QMS to a SMS Portal whereby the patients can request for their position of Queue-Token numbers through the SMS. Please refer to the following below for more information.

- A. For a patient who has already registered for SMS and when his / her number has been a “missed call”, an SMS should be automatically sent to the respective patients to indicate that he has been called.
- B. A patient can also request for the Queue-Token length by sending an SMS to the SMS Gateway for the respective replies stating the actual Queue-Token length.
- C. A patient can also SMS-In to register himself if has already made an appointment with the QMS Appointment System, whereby he should be receiving his Queue-Token number through his mobile.
- D. The System should also automate the SMS process for Appointment alerts days prior to the respective patients’ appointments.

Additional terms and conditions:

1. Single unique token should be used for all the services on each day of the OPD.
2. QMS should manage all the services including patient’s registration, consultation, diagnosis services like x-Ray, Ultra sound, sample collection, report collection, pharmacy, billing etc.

Wi-Fi and Internet connectivity will be provided at site for QMS. However, in case any additional hardware, cable, software is required for completeness of the system, the same should be provided by QMS agency without any extra cost. QMS agency should also make provision for providing power supplies at all the locations of QMS hardware i.e. LED/LCD/TV/Token Dispenser/Calling pads etc., in case the same is not available at site.

## **4. Future Scope**

1) Interface with the appointment software to enable the patients who have already taken the department’s appointment but are not part of the Queue. These patients after completing the Appointment formalities can get the token number from MQ software and would be called on priority basis from the specific counter allotted for these patients.

- 2) Calling at Specific Department using the same Queue Number. This will extend further comfort to the patients as well as the staff and doctors attending the particular department.
- 3) Display at various locations in the AIIMS premises such as Canteen, lobbies, corridors, parking areas etc. This will help to reduce crowd at specific locations.
- 4) The registered patients can see current token number at any department on mobile using mobile application.
- 5) Individual displays can be fixed at each counter to have better visibility of Token numbers called from the counter.
- 6) Large Size LED Display can be installed out the premises to get the entire statistics displayed on it. It can be used to display at a glance view of current calling position at each department including number of patients attended, patients pending along with appointments available for further days in that week. It can be used to display various important notices / messages for the benefit of patients or their relatives.
- 7) Provision for further upgradation for the registration facility along with online payment required for the registration.

## 5. Onsite Manpower Support

One Engineer should be deployed for minimum 3 months at site for providing operation and maintenance support for IT Infrastructure of Temporary OPD that includes QMS, LAN & Wi-Fi, OPD Application, Computers, Printers, Video Conferencing System etc. The Engineer should have minimum 1 year of experience in the relevant field with BE/B Tech or higher qualification. The support should be provided by coordinating with the concerned OEMs of different IT equipment/applications. Since the requirement is for OPD, night shift working is not required.

## 6. List of Approved Makes:

<b>S No.</b>	<b>Component</b>	<b>Make</b>
1	LED/LCD TV/Monitor	Samsung/Sony/Panasonic/LG/Videocon
2	Server	Dell/HP

Successful bidder should first demonstrate the actual hardware components of QMS i.e. token dispensing kiosks, calling pads etc. before supply at site. The quantities to be supplied at site may vary as per the requirement of OPD. Therefore bidder should take into consideration such variation.

## **CONDITION OF CONTRACT**

### **1 Completeness**

Any equipment, materials, additional hardware, software or any other work is required for completeness of the system which may not be specifically mentioned, but are necessary for carrying out the contract work shall be in the scope of the agency and the systems must be complete in all respects and same shall be provided by agency without any extra charges.

### **2 Settlements of Disputes & Arbitration**

Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, design, drawings and instructions here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion, or abandonment thereof shall be dealt with as mentioned hereinafter:

- (i) If the bidder considers any work demanded of him to be outside the requirements of the contract, or disputes any drawings, record or decision given in writing by the Engineer-in-Charge on any matter in connection with or arising out of the contract or carrying out of the work, to be unacceptable, he shall promptly within 15 days request the authority (Reviewing Authority) in writing for written instruction or decision. Thereupon, the Reviewing Authority shall give his written instructions or decision within a period of one month from the receipt of the bidder's letter.

If the Reviewing Authority fails to give his instructions or decision in writing within the aforesaid period or if the bidder is dissatisfied with the instructions or decision of the Reviewing Authority, the bidder may, within 15 days of the receipt of Reviewing Authorities' decision, appeal to the authority (Appealing Authority) who shall afford an opportunity to the bidder to be heard, if the latter so desires, and to offer evidence in support of his appeal. The Appealing Authority shall give his decision within 30 days of receipt of bidder's appeal. If the bidder is dissatisfied with this decision, the bidder shall within a period of 30 days from receipt of the decision, give notice to the Client for appointment of arbitrator failing which the said decision shall be final binding and conclusive and not referable to adjudication by the arbitrator.

- (ii) Except where the decision has become final, binding and conclusive in terms of sub-para (i) above, disputes or difference shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Client. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the Appealing Authority of the appeal.

It is also a term of this contract that no person, other than a person appointed by Client or the Client, as aforesaid, should act as arbitrator.

It is also the term of this contract that bidder shall continue to discharge their obligation during the pendency of arbitration.

It is also a term of this contract that if the bidder does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 120 days of receiving the intimation from the Engineer-in-Charge that the final bill is ready for payment, the claim of the bidder shall be deemed to have been waived and absolutely barred and the Client shall be discharged and released of all liabilities under the contract in respect of these claims.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and in all cases the arbitrator shall give reasons for the award. However the Arbitrator shall also have the power to make Interim Award.

It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

Reviewing Authority – MoH&FW, Govt. of India, New Delhi

Appealing Authority - MoH&FW, Govt. of India, New Delhi

### **3 Levy/Taxes payable by Bidder**

(i) GST, or any other tax or Cess in respect of this contract shall be payable by the bidder and Client shall not entertain any claim whatsoever in this respect. However, in respect of service tax, same shall be paid by the bidder to the concerned Client on demand and it will be reimbursed to him by the Engineer-in-Charge after satisfying that it has been actually and genuinely paid by the bidder.

(ii) If pursuant to or under any law, notification or order any royalty, cess or the like becomes payable by the Client and does not any time become payable by the bidder to the State Government, Local authorities in respect of any material used by the bidder in the works, then in such a case, it shall be lawful to the Government of India and it will have the right and be entitled to recover the amount paid in the circumstances as aforesaid from dues of the bidder.

(iii) ESI and EPF contributions in respect of this Contract shall be payable by the Bidder and any payment in respect of this shall be made by the Bidder only and Client shall not entertain any claim whatsoever in this respect. In case of any demand from the ESI or EPF authorities against the Bidder, the same shall be deducted from their bills/dues.

### **4 Payment Terms**

The standard payment terms shall be as below:



a) For QMS Hardware i.e. Token Dispensers, LED TVs, Calling pads, server etc.

i) 65% on the supply of materials at site.

ii) 25% on installation at site.

iii) 10% on commissioning at site.

b) For QMS Software/Application:

i) 40% on the implementation and acceptance of QMS application.

ii) 30% on completion of training.

iii) 20% after Go-Live.

iv) 10% after handing over of the system to client.

c) For manpower support

Monthly payment shall be made upon submission of invoice at the end of each month.

Deduction of Taxes as applicable shall be made from each bill.

## 5 **User Acceptance Tests (UAT)**

**User Acceptance Testing (UAT)** consists of a process of test by the user that the application developed according the specifications mentioned in tender document and accepted by the users.

## 6 **Handing over & Taking over process**

For handing over & taking over process in addition to clauses specified the following services/works to be complied by the bidder:-

a) Rectification of all defects shall be carried out by the agency before Handing over/Taking over process.

b) All services/equipments/Hardware/Software/Application Software/Network to be run and check as per requirements and satisfaction of Client.

c) Agency shall submit catalogues, brochures, operation manual, manufacturer test certificate, Guaranty/Warranty papers, licence etc for all equipments/Hardware/Software before handing over & taking over process.

## 7. **Expected Risks & Force Majeure**

(a) **Expected Risks**

The “expected risks” are war, hostilities (whether war declared or not), invasion, act of foreign enemies, rebellion, revolution, insurrection or military or usurped power, civil war, or (unless solely restricted to the bidder or of his sub-bidders and arising from the conduct of, their workmen) riot, commotion or disorder or radiation or contamination by radio-activity and other hazardous properties of any explosive, nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, nuclear assembly or nuclear component thereof, pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds, or any such operation of the forces of nature as an experienced bidder could not foresee, or reasonably make provision for on insure against all of which are herein collectively referred to as “the expected risk”

(b) **Force Majeure**

- i) Any failure or delay in the performance by either party hereto of its obligations under his Contract shall not constitute a breach thereof or give rise to any claims for damages if, and to the extent that it is caused by occurrences beyond the control of the party affected, namely, acts of God, floods, explosions, wars, riots, storms, earthquakes, insurrection, epidemic or other natural disasters. The party so affected shall continue to take all actions reasonably within its power to comply as far as possible with its obligations under this Contract. The affected party shall promptly notify the other party after the occurrence of the relevant event and shall use every reasonable effort to minimize the effects of such event and act in all good faith with due care and diligence.
  - ii) In the event of the effect of force majeure continuing beyond the period of One hundred and eighty (180) days, the parties shall mutually decide whether or not to terminate this Contract. In the event of termination of contract the bidder shall be paid for the work done and which has been accepted and certified by the Consultant and shall not assert any additional claims against the Client.
8. The bidder shall make their own arrangement of facility for their staff i.e. accommodations, conveyance, mineral water, refreshments and meals.
9. **Rates/Prices**  
The quoted rates/prices for the items shall be complete in all respect including all labour, material, tools and tackles, all taxes, duties, levies, octroi, statutory levies applicable from time to time and others as specified in SCC etc. The agency should quote his rates/prices accordingly for the complete items in all respects.
10. **Arbitration**  
The venue/ seat of Arbitration shall be at Delhi. During the arbitration the bidder shall not stop the work & shall continue to work in terms of the contract.
11. **When Contract can be Determined**  
Subject to other provisions contained in this clause, the Client may, without prejudice to his any other rights or remedy against the bidder in respect of any delay, inferior workmanship, any claims for damages and / or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:
  - (i) If the bidder having been given by the Engineer-in-Charge a notice in writing to rectify reconstruct or replace any defective work or that the work is being performed in an inefficient or otherwise improper or unworkman like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter.
  - (ii) If the bidder has, without reasonable cause, suspended the progress of the work or has failed to proceed with the work with due diligence so that in the opinion of the Engineer-in-Charge (which shall be final and binding) he will be unable to secure completion of the work by the date for completion and continues to do so after a notice in writing of seven days from the Engineer-in-Charge.

- (iii) If the bidder fails to complete the work within the stipulated date or items of work with individual date of completion, if any stipulated, on or before such date(s) of completion and does not complete them within the period specified in a notice given in writing in that behalf by the Engineer-in-Charge.
- (iv) If the Bidder persistently neglects to carry out his obligations under the contract and / or commits default in complying with any of the terms and conditions of the contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Engineer-in-Charge.
- (v) If the bidder shall offer or give or agree to give to any person in Government service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for Government.
- (vi) If the bidder shall enter into a contract with Government in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Engineer-in-Charge.
- (vii) If the bidder shall obtain a contract with Government as a result of wrong tendering or other non-bonafide methods of competitive tendering.
- (viii) If the bidder being an individual, or if a firm, any partner thereof shall at any time be adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his creditors or purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors.
- (ix) If the bidder being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
- (x) If the bidder shall suffer an execution being levied on his goods and allow it to be continued for a period of 21 days.
- (xi) If the bidder assigns, transfers, sublets (engagement of workmen on a piece-work basis or of workmen with materials not to be incorporated in the work, shall not be deemed to be subletting) or otherwise parts with or attempts to assign, transfer, sublet or otherwise parts with the entire works or any portion thereof without the prior written approval of the Engineer-in-Charge.

When the work bidder has made himself liable for action under any of the cases aforesaid, Client shall have powers:

- (a) To determine the contract as aforesaid (of which termination notice in writing to the bidder under the hand of the Engineer-in-Charge shall be conclusive evidence). Upon such

determination, the Earnest Money Deposit, Performance Guarantee under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the Government.

(b) After giving notice to the bidder to measure up the work of the bidder and to take such whole, or the balance or part thereof, as shall be un-executed out of his hands and to give it to another bidder to complete the work. The bidder, whose contract is determined as above, shall not be allowed to participate in the tendering process for the balance work.

In the event of above courses being adopted by the Client, the bidder shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagement or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provision aforesaid, the bidder shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Engineer-in-Charge has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

**Annexure –I (Checklist)****CHECK LIST OF DOCUMENTS TO BE SUBMITTED WITH THE BID****TECHNICAL PACKAGE – Part I :**

S. No	Name of Document	Mode of submission	Yes/No
1.	Form of Bid (Form A) for the Bid	In Original & Copy Online	
2.	Non refundable Demand Draft of Rs 1,000/- (Rs. One thousand only) as cost of bid, in favour of “HSCC (I) Limited “ payable at Noida /Delhi	In Original & Copy Online	
3.	Bid Security (Form B)/Demand Draft (DD) for EMD in separate sealed envelope	In Original & Copy Online	
4.	Form T2 & copy of certificate of registration, in case bidder is a company	In Original & Copy Online	

**TECHNICAL PACKAGE – Part II :**

S. No	Name of Document	Mode of submission	Yes/No
1.	Checklist for the enclosed documents as per the format attached (Annexure I)	Online	
2.	Power of attorney (Form E) in favour of the person signing the Bid on a duly notarized non judicial Rs 100/- stamp paper	Online	
3.	Affidavit by Bidder (Form F) on a duly notarized non judicial Rs 100/- stamp paper	Online	
4.	Litigation History (Form G)	Online	
5.	Form “T-1 ” (Financial Information)	Online	
6.	Form “T-2” (Details of works)	Online	
7.	To be uploaded complete bid documents, as listed in Notice Inviting Bids excluding price schedule but including amendment(s)/addendum(s)/ Corrigendum(s) /Clarification(s) issued, if any.	Online	
8.	Copies of GST Registration or undertaking/PAN in this regard	Online	

**FINANCIAL PACKAGE COMPRISING OF (Vol- II):**

S. No	Name of Document	Mode of submission	Yes/No
1.	Price Schedule	Online	

**Note:** The bidders are required to submit all documents duly authenticated by digital signatures and online only. No hard copy of the documents is required to be submit except (a) Original non refundable Demand Draft of Rs.1,000/- (Rs. One thousand only) as cost of bid, in favour of “ HSCC (I) Ltd “ payable at Noida/Delhi (b) Original bid security as per approved form B, Vol.1 of tender (c) Original Form of bid to the office of General Manager (IT), HSCC (India) Ltd., Plot no. E-6(A), Sector-1, Noida (U.P.) Pin201301, before date and time fixed for opening of bid either by registered post or by hand failing which the bid will be declared non-responsive.

**FORM A**

**FORM OF BID**

**To**

**General Manager (IT),  
HSCC (India) Ltd.,  
E-6(A), Sector 1,  
Noida – 201301**

**Sub : Submission of Proposal**

**Name of the Work:** “Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli”

Having visited the Site, ascertained the Site conditions and examined the conditions of contract, Notice Inviting Bids, Instructions to Bidders etc. and addenda for the above project, we the undersigned, are pleased to submit our technical and financial Bid along with relevant documents.

1. We acknowledge that the Appendix forms an integral part of the Bid.
2. While preparing this Bid, we have gathered our own information and conducted our own inquiry/survey to our satisfaction and we did not rely solely on the information provided in the Bid Documents. We shall not hold Client/HSCC responsible on any account in this regard.
3. We undertake, if our Bid is accepted, to commence the works within the stipulated time and to complete the whole of the works comprised in the Contract within the stipulated time calculated from the start date
4. If our Bid is accepted, we will furnish a bank guarantee as Performance security for the due performance of the Contract. The amount and form of such guarantee or bond will be in accordance with as given in the General Conditions of the Contract.
5. We are aware that in the event of delay in execution of the Project, beyond the agreed timelines due to reasons attributable to us, liquidated damages shall be recovered from us.
6. Our Bid is valid for your acceptance for a period of 180 days from the last date of submission of the Bid as per the Bid Documents or any extension thereto.
7. We agree to the Conditions of Contract and the terms and conditions mentioned in the Bid Documents.
8. We declare that the submission of this Bid confirms that no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award of this Contract. We further confirm and declare that no agency commission or any payment, which may be construed as an agency, commission has been, or will be, paid and that the Bid price does not include any such amount. We acknowledge the right of Client/HSCC, if it finds anything to the contrary,

to declare our Bid to be non-compliant and if the Contract has been awarded to declare the Contract null and void.

9. We understand that you are not bound to accept the lowest or any Bid you may receive.
10. If our Bid is accepted, we understand that we are to be held solely responsible for the due performance of the Contract.
11. I/We submit the following certificates along with details in prescribed format in support of our suitability, technical know-how and capability for having successfully completed the projects as per Form T2.
12. We enclose;
  - a. All documents as per the checklist
  - b. Bank guarantee for Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) issued by \_\_\_\_\_ (name of the bank) valid until \_\_\_\_\_ or Demand Draft towards EMD.
  - c. Form T2.

Note : i. Bidders are required to fill up all the blank spaces in this form of Bid.

Dated this.....day of.....20....

Signature .....

Name..... in the capacity of .....  
duly authorized to sign Bids for and on behalf of.....

Address .....  
.....  
.....

Witness – Signature .....

Name .....

Address .....  
.....  
.....

**FORM B**

**FORMAT FOR EMD/BID SECURITY**

(To cover payment of Bid Security and Conditions of Contract)

(On a stamp paper of appropriate value from any Nationalised Bank or Scheduled Bank)

To

M/s HSCC (India) Ltd.,  
Plot No. 6(A), Block E, Sector 1,  
NOIDA - 201 301.

Dear Sir,

In consideration of your agreeing to accept Bank Guarantee for Rs. ....  
(Rupees ..... )in lieu of payment  
from M/s ..... having its /their registered  
office at .....  
(hereinafter called the Bidder) towards Bid Security in respect of your Tender no. ....  
..... calling for Tender for .....  
at ..... and for due fulfilment of the terms and conditions of  
the said Tender, we hereby undertake and agree to indemnify and keep you indemnified to the  
extent of Rs ..... (Rupees .....  
.....).

In the event of any loss or damages, costs, charges or expenses caused to or suffered by you  
by reason of any breach or non observance on the part of the Bidder of any terms and  
conditions of the said Tender, we shall on demand and without cavil or argument, and without  
reference to the Bidder, irrevocably and unconditionally pay you in full satisfaction of your  
demand the amounts claimed by you, provided that our liability under this guarantee shall not  
at any time exceed Rs .....(Rupees  
.....).

This guarantee herein contained shall remain in full force and till you finalise the Tender and  
select the Tender as per your choice and it shall in the event of the said Bidder being selected  
and entrusted with the said work, continue to be enforceable till the said Bidder executes the  
Agreement with you and commences the work as stipulated under the terms and conditions of  
the said Tender have been fully and properly carried out by the said Bidder and accordingly  
discharges the guarantee.

We also agree that your decision as to whether the Bidder has committed any breach or non  
observance of the terms and conditions of the said Tender shall be final and binding on us.  
We undertake to pay the Consultant any money so demanded by the Consultant  
notwithstanding any dispute or disputes raised by the Bidder(s) in any suit or proceedings  
pending before any Court or Tribunal relating thereto, our liability under this present being  
absolute and equivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for  
payment there under and the Bidder(s) shall have no claim against us for making such a  
payment.



This guarantee shall continue to be in full force and effect for a period of 180 days from the date of submission of Bid. Notwithstanding the above limitations, we shall honour and discharge the claims preferred by you within thirty days of expiry of this guarantee.

We shall not revoke this guarantee during its currency except with your previous consent in writing. This guarantee shall not be affected by any change in Constitution of our bank or of the Bidder firm. Your neglect or forbearance in the enforcement of the payment of any money, the payment whereof is intended to be hereby secured or the giving of time for the payment hereto shall in no way relieve us our liability under this guarantee.

Dated this ..... day of .....

Yours faithfully,

For

Signature & seal of the Bank (Authorised Signatory)

**FORM C**

**FORM OF PERFORMANCE SECURITY BANK GUARANTEE**

(On a stamp paper of appropriate value from any Nationalised Bank or Scheduled Bank)

To,

Ministry of Health & Family Welfare,  
Govt. of India, New Delhi

Dear Sir,

In "Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli."

(hereinafter called 'Employer') which expression shall include his successor and assignees represented by his Consultant, M/s. HSCC (India) Ltd., Plot – 6 (A), Block - E, Sector - I, Noida, Uttar Pradesh - 201 301 (hereinafter called HSCC) having awarded to M/S \_\_\_\_\_ (hereinafter referred to as the said Bidder or 'Bidder' which expression shall wherever the subject or context so permits include its successors and assignees) a Contract No \_\_\_\_\_ in terms inter alia, of the HSCC Letter No. \_\_\_\_\_ dated \_\_\_\_\_ and the Conditions of Contract and upon the condition of the Bidder's furnishing Security for the performance of the Bidder's obligations and discharge of the Bidder's liability under and in connection with the said Contract upto a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) amounting to \_\_\_\_\_ percent of the total Contract value.

1. We, \_\_\_\_\_ (hereinafter called 'The Bank' which expression shall include its successors and assignees) hereby jointly and severally undertake to guarantee the payment to the Employer in rupees forthwith on demand in writing and without protest or demur or any and all moneys payable by the Bidder to the Employer in respect of or in connection with the said Contract inclusive of all the Employer's losses and damages and costs, (inclusive between attorney and Client) charges and expenses and other moneys payable in respect of the above as specified in any notice of demand made by the Employer to the Bank with reference to this guarantee upto an aggregate limit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. We \_\_\_\_\_ Bank Ltd. further agree that the Employer shall be sole judge of and as to whether the said Bidder has committed any breach or breaches of any of the terms and conditions of the said Contract and the extent of loss, damage, cost, charges and expenses caused to or suffered by or that may be caused to or suffered by the Employer on account thereof and the decision of the Employer that the said Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by the Employer from time to time shall be final and binding on us.

3. The Employer shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other Security in respect of the Bidder's obligations and liabilities hereunder or to vary the Contract or the work to be done there under vis-a-vis the Bidder or to grant time or indulgence to the Bidder or to reduce or to increase or otherwise vary the prices of the total Contract value or to release or to forbear from enforcement of all or any of the Security and/or any other Security(ies) now or hereafter held by The Employer and no such dealing(s) reduction(s) increase(s) or other indulgence(s) or arrangements with the Bidder or release or forbearance whatsoever shall absolve the bank of the full liability to the Employer hereunder or prejudice the rights of the Employer against the bank.
4. This guarantee shall not be determined or affected by the liquidation or winding up, dissolution, or change of constitution or insolvency of the Bidder but shall in all respects and for all purposes be binding and operative until payment of all monies payable to the Employer in terms thereof.
5. The bank hereby waives all rights at any time inconsistent with the terms of this guarantee and the obligations of the Bank in terms hereof shall not be anywise affected or suspended by reason of any dispute or disputes having been raised by the Bidder stopping or preventing or purporting to stop or prevent any payment by the Bank to the Employer in terms hereof.
6. The amount stated in any notice of demand addressed by the Employer to the Bank as liable to be paid to the Employer by the Bidder or as suffered or incurred by the Employer on account of any losses or damages or costs, charges and/or expenses shall be conclusive evidence of the amount so liable to be paid to the Employer or suffered or incurred by the Employer as the case may be and shall be payable by the Bank to The Employer in terms hereof.
7. This guarantee shall be a continuing guarantee and shall remain valid and irrevocable for all claims of the Employer and liabilities of the Bidder arising upto and until midnight of \_\_\_\_\_.
8. This guarantee shall be in addition to any other guarantee or Security whatsoever that the Employer may now or at any time anywise may have in relation to the Bidder's obligations/or liabilities under and/or in connection with the said Contract, and the Employer shall have full authority to have recourse to or enforce this Security in preference to any other guarantee or Security which the Employer may have or obtain and no forbearance on the part of the Employer in enforcing or requiring enforcement of any other Security shall have the effect of releasing the Bank from its full liability hereunder.
9. It shall not be necessary for the Employer to proceed against the said Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding that any Security which The Employer may have

obtained or obtain from the Bidder shall at the time when proceedings are taken against the said bank hereunder be outstanding or unrealised.

10. We, the said Bank undertake not to revoke this guarantee during its currency except with the consent of the Employer in writing and agree that any change in the constitution of the said Bidder or the said bank shall not discharge our liability hereunder.
11. We\_\_\_\_\_ the said Bank further that we shall pay forthwith the amount stated in the notice of demand notwithstanding any dispute/difference pending between the parties before the arbitrator and/or that any dispute is being referred to arbitration.
12. Notwithstanding anything contained herein above, our liability under this guarantee shall be restricted to Rs.\_\_\_\_\_ (Rupees\_\_\_\_\_ ) and this guarantee shall remain in force till\_\_\_\_\_ and unless a claim is made on us within 3 months from that date, that is before \_\_\_\_\_ all the claims under this guarantee shall be forfeited and we shall be relieved of and discharged from our liabilities there under.

Dated\_\_\_\_\_ day of\_\_\_\_\_ 20

For and on behalf of Bank.

Issued under seal :

**FORM D**

**FORM OF CONTRACT**

**This Contract made the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_ between HSCC/Client for “Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli.”** (hereinafter called "The Employer/ Client") represented by M/s HSCC (India) Limited; E-6(A), Sector-1, Noida (U.P)- 201301 who enters into this Contract of the one part and M/s..... (hereinafter called "The Bidder") of the other part.

Whereas the Employer is desirous that certain works should be executed by the Bidder, viz \_\_\_\_\_ ("the Works") and has accepted a Bid by the Bidder for the execution and completion of the works and the remedying of any defects therein.

Now this Contract witnessed as follows:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, viz :
  - a. Volume - I
    - Notice Inviting Bids
    - Instruction to bidder
    - Technical bid
    - Conditions of Contract
    - Technical Specifications
  - b. Volume - II
    - Price ScheduleAll the correspondence till award of contract i.e. addendum, LOA etc. Technical and Financial bids submitted by bidder.
3. In consideration of the payments to be made by the Employer to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Bidder in consideration of the execution and completion of the Works and the remedying of defects therein the Contract Price or only such other sums as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

In Witness whereof the parties hereto have caused this Contract to be executed the day and year first before written.

Signed, Sealed, and Delivered by the Said

---

Binding Signature of [HSCC] for and on behalf of client for “Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty/maintenance support for Temporary OPD at AIIMS, Raebareli”

Binding Signature of Bidder

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In the presence of

Witness (1) :

Witness (2) :

Form E

**Format for Power of Attorney for authorized signatory**

To be executed on Non judicial stamp paper of Rs. 100/- duly notarized.

**FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF PROPOSAL**

Know all men by these presents, We ..... (Name of the Tenderer and address of their registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of .....as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the Project and submission of all documents and providing information / responses to Client/HSCC, and generally dealing with Client/HSCC in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Place:-

Date:-

Accepted by

Sd/-

Name of Attorney:-

Designation of Attorney:-

Executants

Name:-

Designation:-

Name of Co.:-

Seal/Stamp of Company

Stamp of Attorney with

Stamp containing Name and Designation

**FORM F**

**AFFIDAVIT**

(To be submitted on Stamp Paper of Rs. 100/- duly Notarized)

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that our firm M/s \_\_\_\_\_ have neither abandoned any contract awarded to us nor such works have been rescinded, during the last five years prior to the date of this application.
3. The undersigned hereby certifies that our firm M/s \_\_\_\_\_ have not been blacklisted/debarred/penalized, declared non performer or expelled by any government agency or public sector undertaking or judicial authority/arbitration body during the last five years prior to the date of this application.
4. The undersigned hereby authorize (s) and request (s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by the HSCC/Client to verify this statement or regarding my (our) competence and general reputation.
5. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Client.

\_\_\_\_\_  
Signed by an Authorized Officer of the Firm





**FORM 'T-1A'**

**FINANCIAL INFORMATION**

**Financial Analysis**-Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three years duly as submitted by the applicant to the Income tax Department (Copies to be attached) and duly certified by the Chartered Accountant mentioning the membership number issued by ICAI along with the full address.

**Gross Annual Turnover** for last three years ending 31.03.2017

Financial Year	Annual Turn Over in Indian Rupees as per Audited Balance Sheet
2014-2015	Rs.
2015-2016	Rs.
2016-2017	Rs.
Average Annual Turnover over the past three years	Rs.

Signature of Chartered  
Accountant with Seal

Signature of Applicant.

**FORM 'T-1 B'**

**Solvency Certificate**

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK**

This is to certify that to the best of our knowledge and information that M/s./Shri ..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs. ....(Rupees.....). This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)  
For the Bank

**NOTE:-**

Banker's certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.

**FORM - 'T - 2'****DETAILS OF ALL WORKS OF SIMILAR NATURE COMPLETED****DURING THE LAST FIVE YEARS ENDING PREVIOUS DAY OF LAST DATE OF SUBMISSION OF TENDER**

Sl. No	Name of Work/ Project & location	Owner of sponsoring Organization	Value of the work in INR	Date of Commencement As per contract	Stipulated Date of Completion	Actual date of completion	Litigation/ Arbitration Pending/ in Progress with details*	Name & address/ Telephone No. of officer to whom reference may be made	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

\* indicate gross amount claimed and amount awarded by the Arbitrator.

This should be duly supported by the Purchase Order/Work Order copy or any other associated document specifying the details of services and satisfactory performance certificate issued by the user.

Certify that above information given is correct to my knowledge and belief.

Performance Certificate from client for each of the above work/project as per the format mentioned at Form – T3 should be submitted/uploaded.

Signature of Applicant

**FORM - 'T - 3'****Performance Certificate**

01.	Name of work / Project & Location	
02.	Agreement No./Purchase Order No.	
03.	Bided Cost	
04.	Executed Cost	
05.	Date of Start	
06.	Date of completion :	
	i) Stipulated date of completion	
	ii) Actual date of completion	
07.	Amount of compensation levied for delayed completion, if any	
08.	Amount of reduced rate items, if any	
09.	Performance of work	

Dated: \_\_\_\_\_

Client's Signature

# BID DOCUMENT

For

**Supply, Installation, Customization, Integration,  
Testing, Training, Implementation &  
Commissioning of Queue Management System for  
Temporary OPD at AIIMS, Raebareli.**

**Volume-II**



CONSULTANT

HSCC (INDIA) LTD

E-6(A), Sector-1, NOIDA(U.P) 201301 (India)

Phone: 0120-2542436-40 Fax: 0120-2542447

Tender No: - HSCC/IT/QMS/AIIMS/Raebareli/Temp OPD/2018

Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of Queue Management System with 3 years onsite warranty for Temporary OPD at AIIMS, Raebareli.					
Name of Bidder M/s :					
S.No.	Item	Quantity	Price in INR	Price in words	Total (INR) with all taxes, duties etc.
1.	Supply, Installation, Customization, Integration, Testing, Training, Implementation & Commissioning of QMS Software as per requirement, scope of work, technical specification & complete in all respect as per the satisfaction of Engineer with minimum three years onsite OEM support.	1			0.00
2.	Supply Installation Testing & Commissioning of Token Dispensing Kiosk as required as per specification/scope of work & at site of work in line with the Engineer in Charge instructions with minimum three years onsite OEM warranty.	2			0.00
3.	Supply, installation, testing and commissioning of 42" dynamic LED digital signage monitor with Android based media player for Main Display Unit, complete in all respects including all the accessories and as per the requirement of site and with 3 years onsite OEM warranty.	5			0.00
4.	Supply, installation, testing and commissioning of Doctor/Lab Calling Unit for OPDs and Labs complete in all respects including all the accessories and as per the requirement of site and with 3 years onsite OEM warranty.	15			0.00
5.	Supply, installation, testing and commissioning of Server PC (QMS Application, Database, Appointment & Backup) complete as per the requirement of site and with 3 years onsite OEM warranty.	1			0.00
6.	Deployment of onsite engineer (Person Month-PM) for operation & maintenance of IT services at Temporary OPD including QMS, LAN & Wi-Fi System, Computers, Printers, UPS, OPD application, Video Conferencing System etc. Manpower should have minimum 1 years of experience in relevant field with BE/B Tech or higher qualification.	3			0.00
<b>Total (1+2+3+4+5+6)</b>					<b>0.00</b>