

HSCC (INDIA) LIMITED

(A Government of India Enterprises)

LIMITED TENDER FOR

**Preparation of 3D Walkthrough for Patient Flow in
Hospital (OPD, IPD, Diagnosis & other related areas)**

For

**HSCC (I) LTD
E-6 A, Sector-1, NOIDA**

TENDER NO: - HSCC/HO/Walkthrough/2017

March 2017



HSCC (INDIA) LTD.
E-6(A), Sector-1, NOIDA (U.P) 201301 (India)
Phone: 0120-2542436-40 Fax: 0120-2542447

INVITATION OF THE BID

HSCC (I) Ltd Invites sealed bids for Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas) as per the Tender document. The Walkthrough shall be supplied at **HSCC (I) Ltd, E-6 A, Sector-1, Noida-201301**

DETAILS OF THE TENDER

Issue of limited tender documents	On all working days from 03.03.2017 to 10.03.2017
Last date and time of submitting Bids	At 3.00 p.m. on 10.03.2017.
Date and time of opening bids	At 3.30 p.m. on 10.03.2017.
EMD	Rs. 5,000/- (Five Thousand Only)
Validity of Tender	120 days from the opening of bid
Place of submitting and Opening bids	HSCC (I) Ltd, E-6 A, Sector-1, Noida

No bids will be accepted after the date and time given above. Any bid submitted after the scheduled time will be rejected.

Representatives of the firms may remain present, if they so desire.

No editing/addition/deletion of matter (in tender document) is permitted. If such action is observed at any stage, such tenders are liable for rejection outright and decision of the HSCC shall be final and binding the bidder(s).

General Manager (IT)
HSCC (I) Ltd

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INSTRUCTIONS TO BIDDERS

HSCC INDIA LIMITED (A Government of India Enterprises), having its head office at Noida intends to invite bids for **Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas)**.

Completion Period- The time period for completion of work shall be 20-25 days from the date of award of work.

1. The Tender document can be obtained from HSCC (I) Ltd, E-6 A, Sector-1 Noida and can also be directly downloaded from HSCC website www.hsccltd.co.in. No editing, addition/deletion of matter is permitted. If such action is observed at any stage, such tenders are liable for outright rejection.
2. Each bidder shall submit only one bid.
3. Bidder should also submit power of attorney/letter of authorization for participating in the bid in the name of the person signing & submitting the bid.
4. The bidder has to submit an earnest money of Rs. **5,000/-** along with bid in shape of demand draft of a scheduled bank issued in favour of HSCC India Limited payable at Delhi/Noida. Any bid not accompanied with EMD shall reject. EMD of the bidder shall be returned within 20 days after the finalization of tender. No interest will be paid by the HSCC on the EMD.
5. Only enclosed formats as provided in original should be used. All sheets need to be submitted **after affixing seal of the Company and signature of the authorized signatory**. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify the specific issues.
6. The prescribed tender documents may be placed in a duly sealed single envelop clearly marked "**Bid for Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas)**" may be dropped in the box kept at HSCC office by 3.00 p.m. on **10.03.2017**.
7. Corrections/Alterations, if any, in the tender documents should be attested properly duly signed by authorized signatory and affixing seal by the vendor, failing which the tender will be rejected.
8. The bidder shall quote the prices in INR of goods and services inclusive of all duties and all taxes, duties, freight, levies, or charges. The bidder will be entirely responsible for all taxes, duties, licenses fee, octroi, road permit fee etc. in connection with delivery of the walkthrough at HSCC office at Noida.
9. In case of any discrepancy between the unit price and the total price, the unit price shall prevail and total price shall be corrected unless it is lower than the sum total of unit prices. If there is any variation between amount written in figure and words then amount whichever is lower shall be taken into consideration. If the amount in figure is not clear than amount in word shall be taken into consideration.

10. Canvassing in any form will be viewed seriously and if any bidder is found to be resorting to such practice, the tender of such firm will be rejected.
11. The amendment shall be published on HSCC website and it will be the responsibility of the applicants to read.
12. The Applicant shall be deemed to have inspected the Site (for Reference the new Emergency & Super-Specialty Blocks of Safdarjung Hospital, New Delhi) and its surroundings and taken into account all relevant factors pertaining to the Site, while preparing and submitting the Application.

10. **Sealing, Marking & Submission**

The tender shall be submitted in accordance with the procedure detailed herein: -

Specified documents shall be enclosed in envelope of appropriate size each of which shall be sealed.

Envelope No. 1: Earnest Money Deposit (Envelope should be clearly marked as "EMD for Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas)")

Envelope No. 2: Shall contain tender document duly signed including the following:

- (a) Original tender documents (all pages duly signed stamped & numbered).
- (b) All Amendments
- (c) All the document as stipulated under information to be submitted.
- (d) All Annexure and declarations.
- (e) **Price bid** and rates/prices duly filled in and signed and stamped without any conditions whatsoever. Bids containing any conditions or not signed in Price Schedule are liable to be summarily rejected.(Envelope should be clearly marked as " PRICE BID for Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas)")

All of these envelopes should be sealed separately and should further be kept in another envelop marked as "(BID for Preparation of Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas))". All the envelopes should invariably have the name of bidder firm, address and phone/fax number.

11. Application Opening

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

Bids for all applicant whose application is found to be generally in order and substantially responsive shall be opened at the Bid opening.

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

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

The Application of any Applicant who has not complied with any of the instructions contained herein may not be considered.

12. Evaluation of bid,
The Purchaser will evaluate and compare the proposals determined to be substantially responsive i.e. which
 1. are properly signed; and
 2. confirm to the terms and conditions, and scope of work.
13. The evaluation of bid would be on total amount quoted for providing the services.
14. Award of contract:
The bidder will award the work to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest rate for the service. The bidder should meet all the technical requirements mentioned in this document.

The bidder must fill up price against each item of Price bid both in words and figures in the blank spaces provided in the respective columns.

Terms & Conditions of Contract

1. Bidder should have registration of Sales PAN/Tax/VAT Documentary proof the same will need to be enclosed.
2. All the terms and conditions for the supply, delivery, payment, warranty etc. will be as given herein and no change in any term or condition by the vendors will be acceptable.
3. To assist the examination, evaluation and comparison of bids, HSCC may at its discretion, ask the bidders for clarification of bids including price. The request for clarification and the response shall be in writing.
4. **Delivery and Installation period:** Maximum 25 days from the date of purchase order. The walkthrough shall be delivered at E-6 A, Sector-1, Noida, 201301.
5. **Payment terms:** 100% of the payment shall be released within 15-20 days after successful supply of Walkthrough as per the requirements of HSCC. No advance payment or payment against Performa invoice will be made.
6. The supplier's request for payment shall be made in writing accompanied by relevant document such as proper invoice and satisfactory completion reports duly signed by HSCC's representative.
7. HSCC reserves the right to accept or reject any or all offer(s) in part or full without assigning any reason thereof, and to amend the terms and conditions before award of the contract.
8. Any disputes arising out of this tender will be under the jurisdiction of court of Delhi only.
9. Sub-letting and sub-contracting of the contract shall not be allowed.
10. Any related works specifically not mentioned in this document, but are necessary for carrying out the work shall be in the scope of the executing agency and the work must be complete in all respect.

Scope of Work

3-D Interior Modeling of Patient flow in Hospital

Two Films of 3 minutes each for In- Patient and Out-Patient Department of the hospital showing the flow of patient from arriving at the hospital to leaving the hospital post treatment after going through various numbers of activities focusing on the following:

For OPD Patients:

1. Reception and Registration Area, Online appointments for new & follow-up OPD Patients.
2. Advanced Queue Management System (Kiosk & Token Based Crowd Management by also making use of Smart Cards)
3. Smart Card Facility at hospital.
4. Managing patients outside consultant rooms. E-Prescription/EMR generation of patients by use of Digital Pen & Voice Recognition Software Solutions.
5. Management of Crowd in Sample Collection & Radiology Diagnosis Services at various laboratories & modalities (CT, MRI, Blood Bank etc.)
6. Pharmacy Management- Automatic dispatch of correct ordered medicines to the right patients.
7. Digital Reports Generation & its availability to patients by e-mail or any other convenient mode. Reports availability to concerned doctors.

For IPD Patients:

1. Photo capturing at entrance and its linking at registration with HMIS.
2. Admissions – Examination, Treatment & Registration (issue of smart cards) for new & follow up patients.
3. Bed allocation, transfer of patient from one department to other.
4. Patient movement in Wards & ICUs – Tracking their movement by use of RFID Wrist Bands.
5. Pre-Operative and Post-Operative Process.
6. Digital Reports Generation & its availability to patients by e-mail or any other convenient mode. Reports availability to concerned doctors. Patient Discharging- Discharge summary preparation by making use of voice recognition software & digital pen.

Animation and Rendering

- a) Total duration of both the film shall be of around 3 minutes each consisting of 3-D animation considering all the functionality/requirements.
- b) Editing and Scripting
- c) Mixing of voice over and animation.
- d) Mixing of voice over, animation and video shoots.
- e) Animation for logos, addition of text in English and other effects

Output Format

The output should be made available to HSCC in any of the format out of the following formats as per the directions of HSCC:

- 1) .VOB/DVD
- 2) MPEG I/ MPEG II
- 3) MOV/ Quick Time
- 4) AVI/MP4
- 5) VCD
- 6) Any other format

Timeline

The above scope of work post all necessary inputs are handed over to us within 20-25 working days.

Inputs provided by the HSCC

- Sequence Patient flow of IPD and OPD
- AUTO-CAD/PDF files for the various spaces/rooms
- Site Visit of the hospital if required

The final prepared walkthrough should adhere to all the requirements of HSCC and as per the scope of work mentioned above.

Bidder shall bear all the charges/expenditure incurred for site visits or any other effort required for preparation of the walkthroughs. Any travelling, lodging, boarding or other expenses shall be borne by the bidder. No additional charges will be paid by HSCC.

BID SUBMISSION FORM

Name of the Work: Preparation of Exterior & Interior Walkthrough for Patient Flow in Hospital (OPD, IPD, Diagnosis & other related areas)

Tender No : HSCC/HO/Walkthrough/2017

To

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

Sub : Submission of Proposal

Having examined the Conditions in tender document and amendment/addenda for the above work, we the undersigned, are pleased to submit our Bid along with relevant documents. Bid in the following format is to be submitted: -

1.	Name of the bidder		
2.	Name of the contact Person		
3.	Registered Office Address		
	Local Office Address		
4.	Year of incorporation/ registration		
5.	Telephone Number(s)		
6.	Email Address/Website	Email:	Web-site:
7.	Mobile Nos.	Mobile 1	Mobile 2

Date:

Authorized Signature of Bidder with stamp

Place:

Name

Designation

Price Bid

Price should be quoted in Indian Rupees inclusive of all cost associated with the work, any out of pocket expenses, taxes, charges, levies, cess, VAT and Service tax etc. as applicable.

A

S. No.	Item	Price in words	Price (INR)
1.			
	Total		

Name of Bidder _____

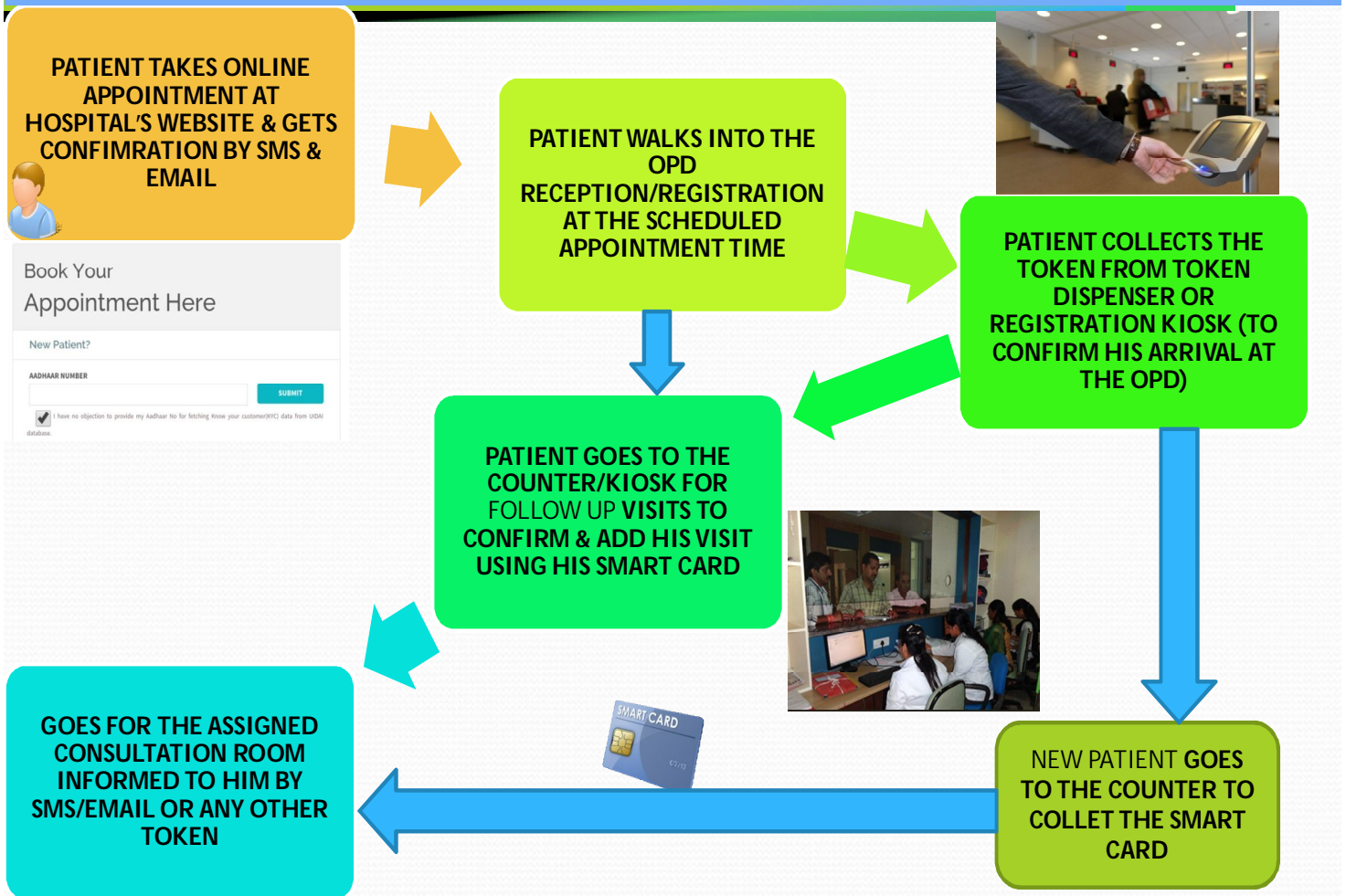
Signature of Bidder with seal _____

Place :

Date :

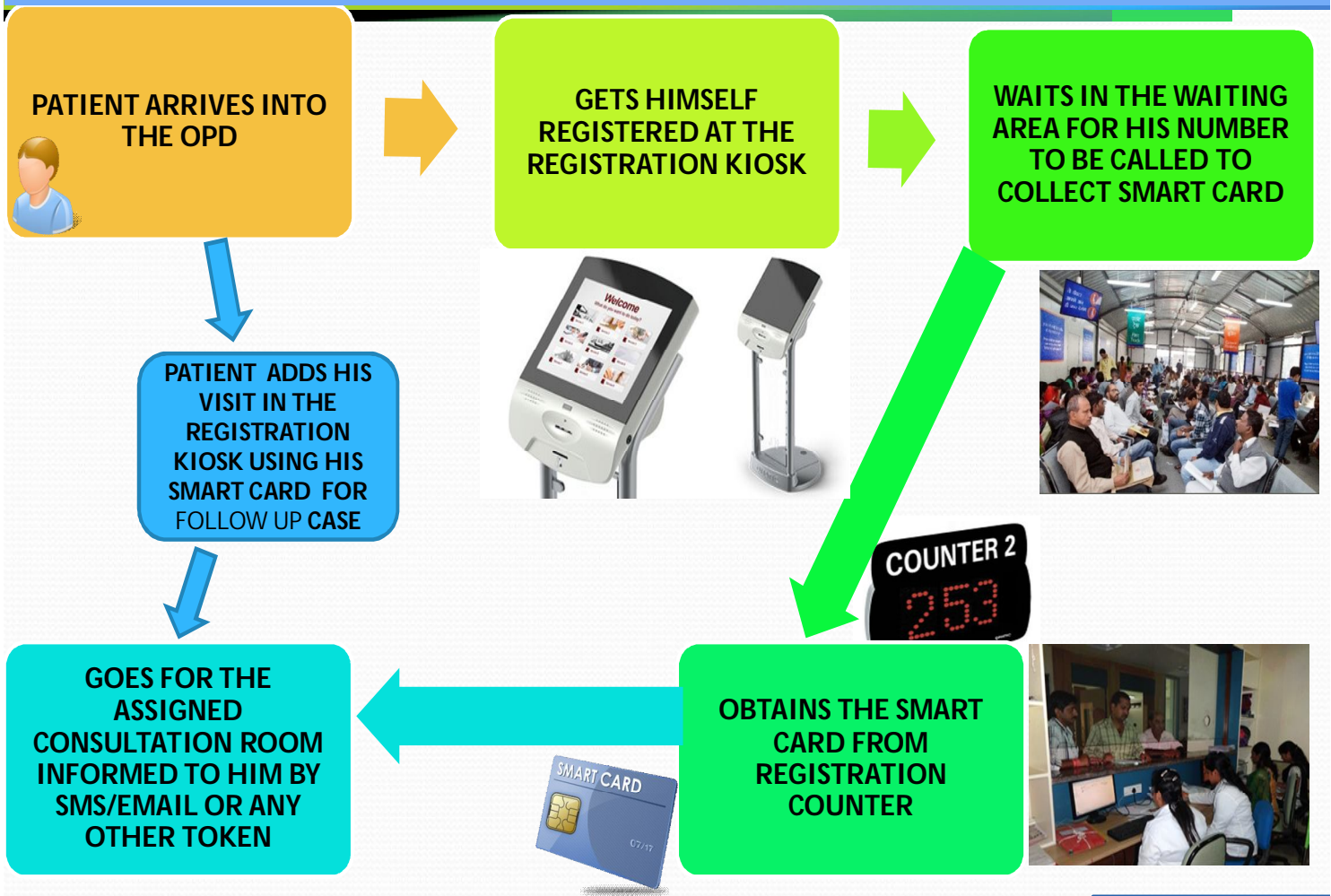
RECEPTION/REGISTRATION PATIENT FLOW IN OPD

FOR ONLINE APPOINTMENT (NEW & FOLLOW UP PATIENT)



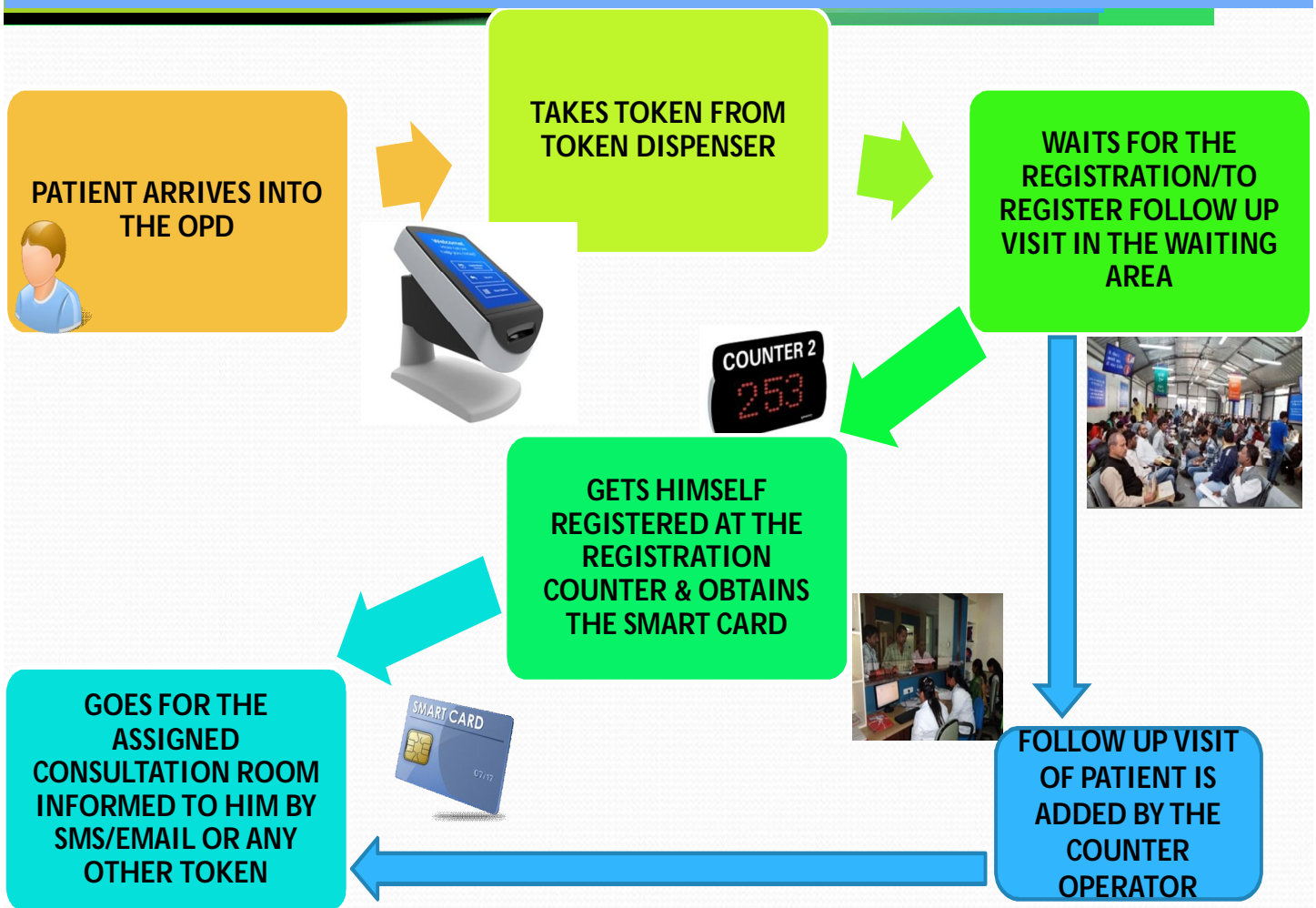
RECEPTION/REGISTRATION PATIENT FLOW IN OPD

FOR WALK-IN (NEW & FOLLOW UP PATIENT)



RECEPTION/REGISTRATION PATIENT FLOW IN OPD

REGISTRATION THROUGH COUNTER (NEW & FOLLOW UP PATIENT)



PATIENT FLOW OUTSIDE CONSULTANT ROOM

**PATIENT ARRIVES
OUTSIDE ASSIGNED
CONSULTANT ROOM**



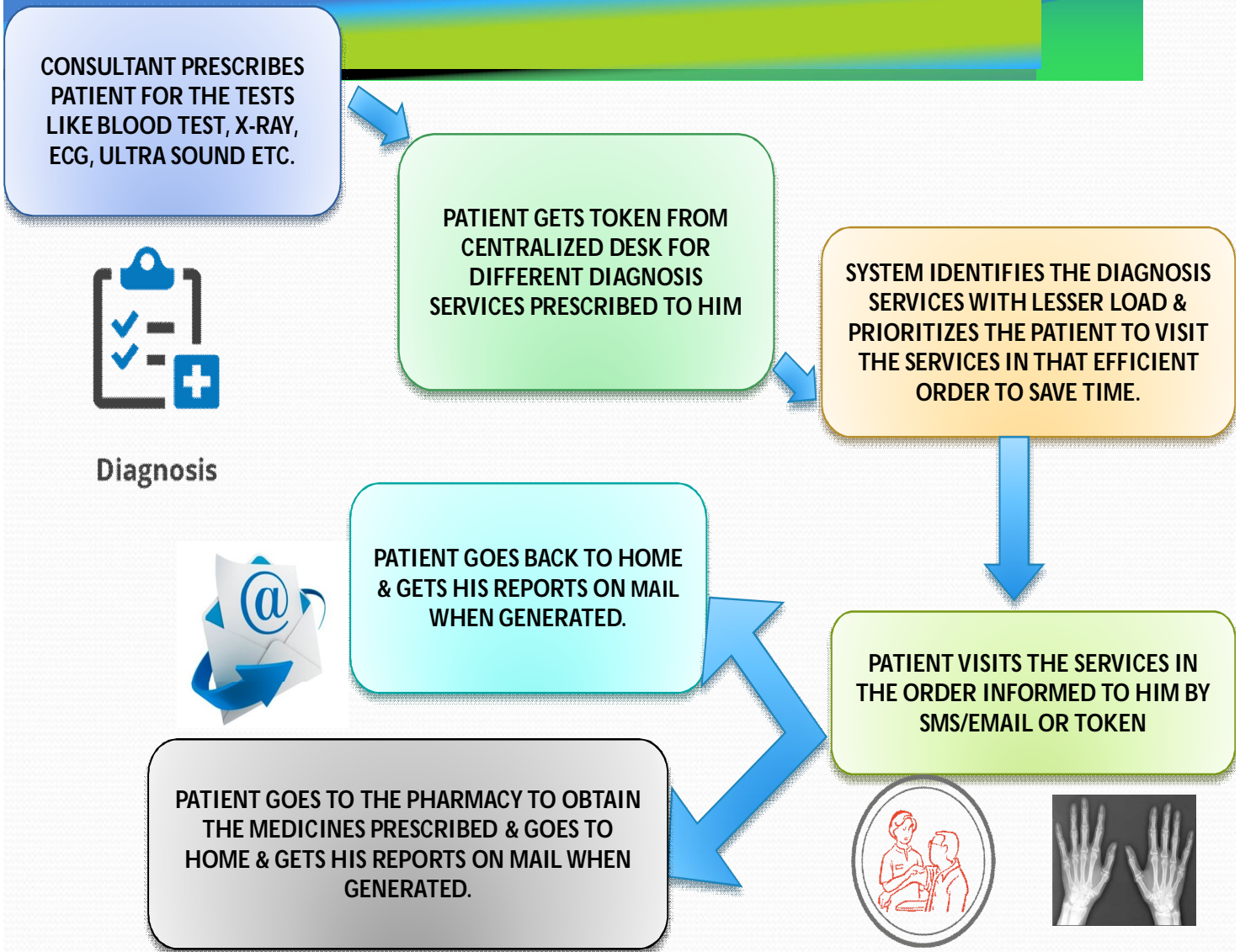
**WAITS FOR HIS NUMBER
TO BE DISPLAYED ON THE
DISPLAY UNIT OUTSIDE
CONSULTANT ROOM**



**PATIENT GOES INTO THE
CONSULTANT ROOM FOR
CONSULTATION WHEN HIS
NUMBER IS CALLED**



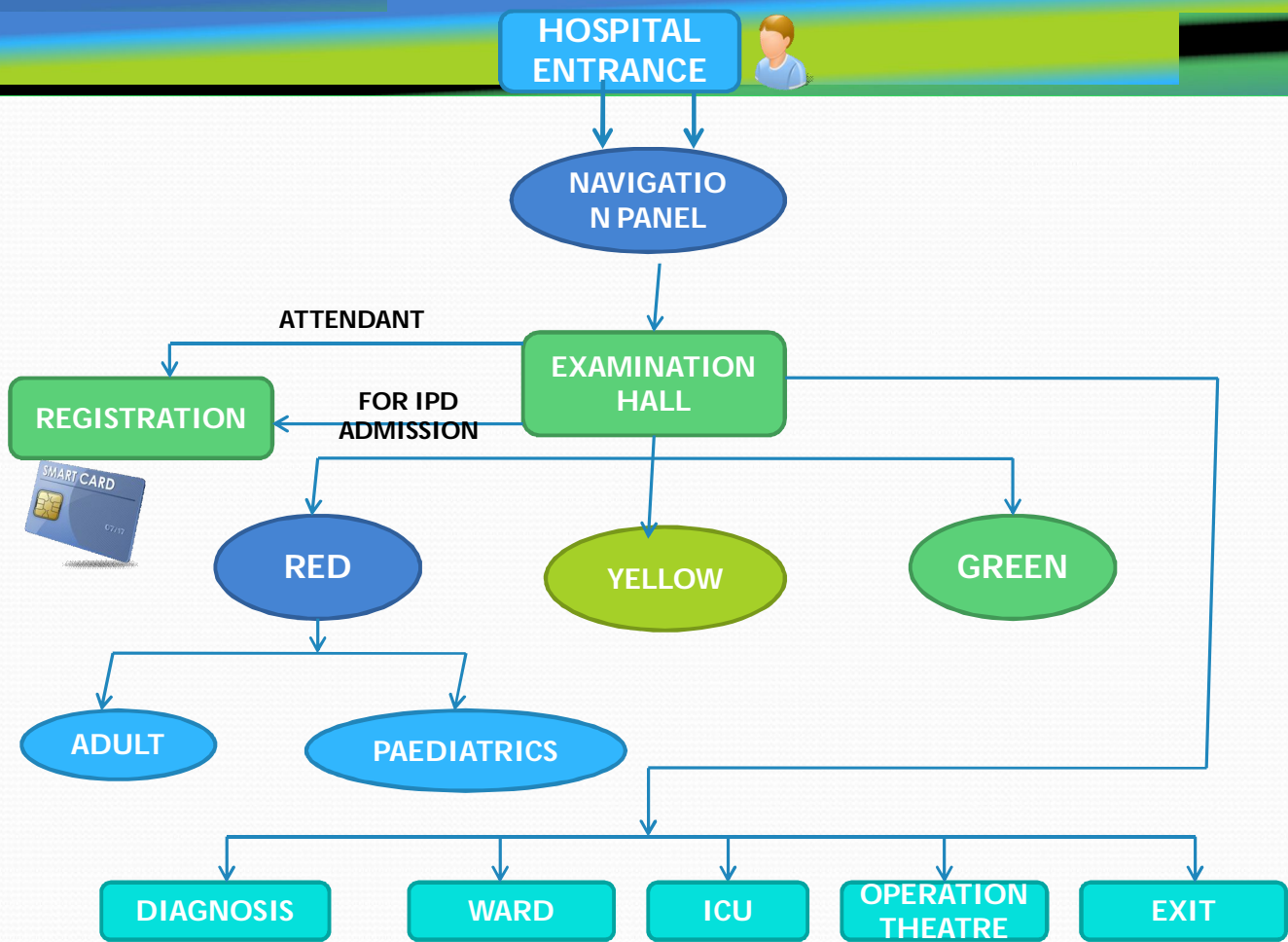
PATIENT FLOW FOR SAMPLE COLLECTION & RADIOLOGY DIAGNOSIS SERVICES



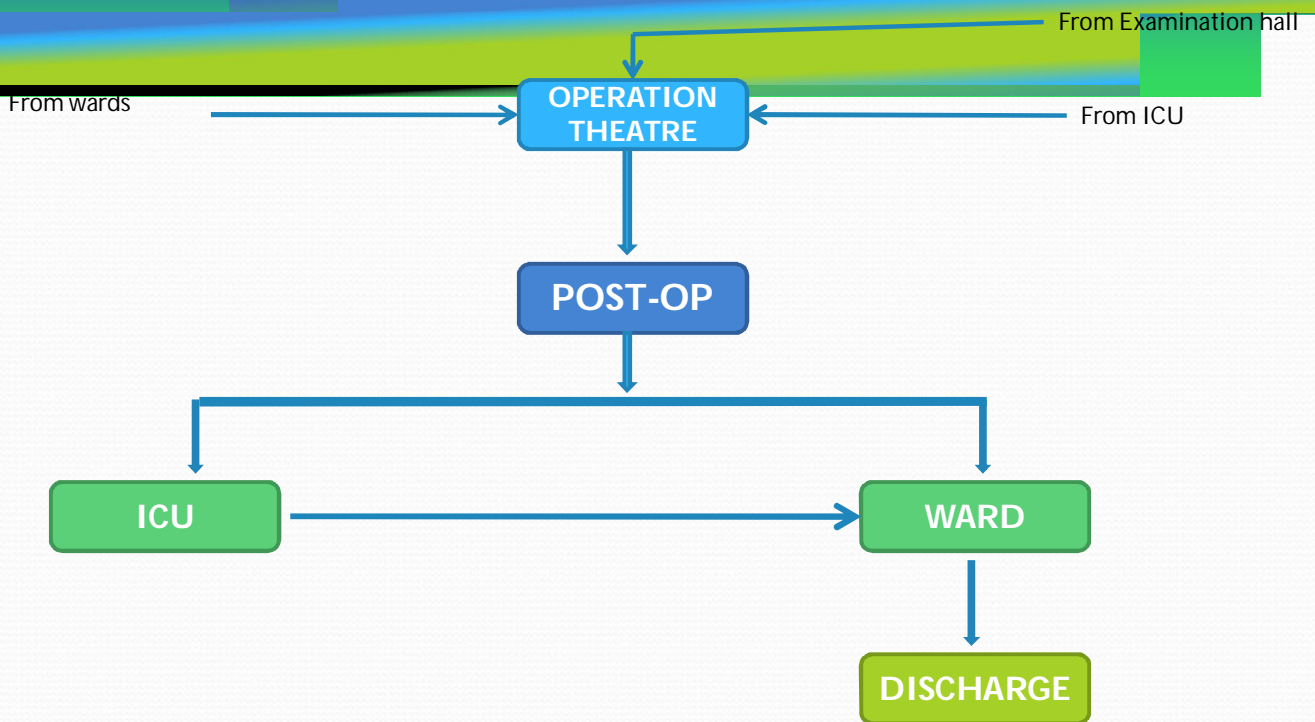
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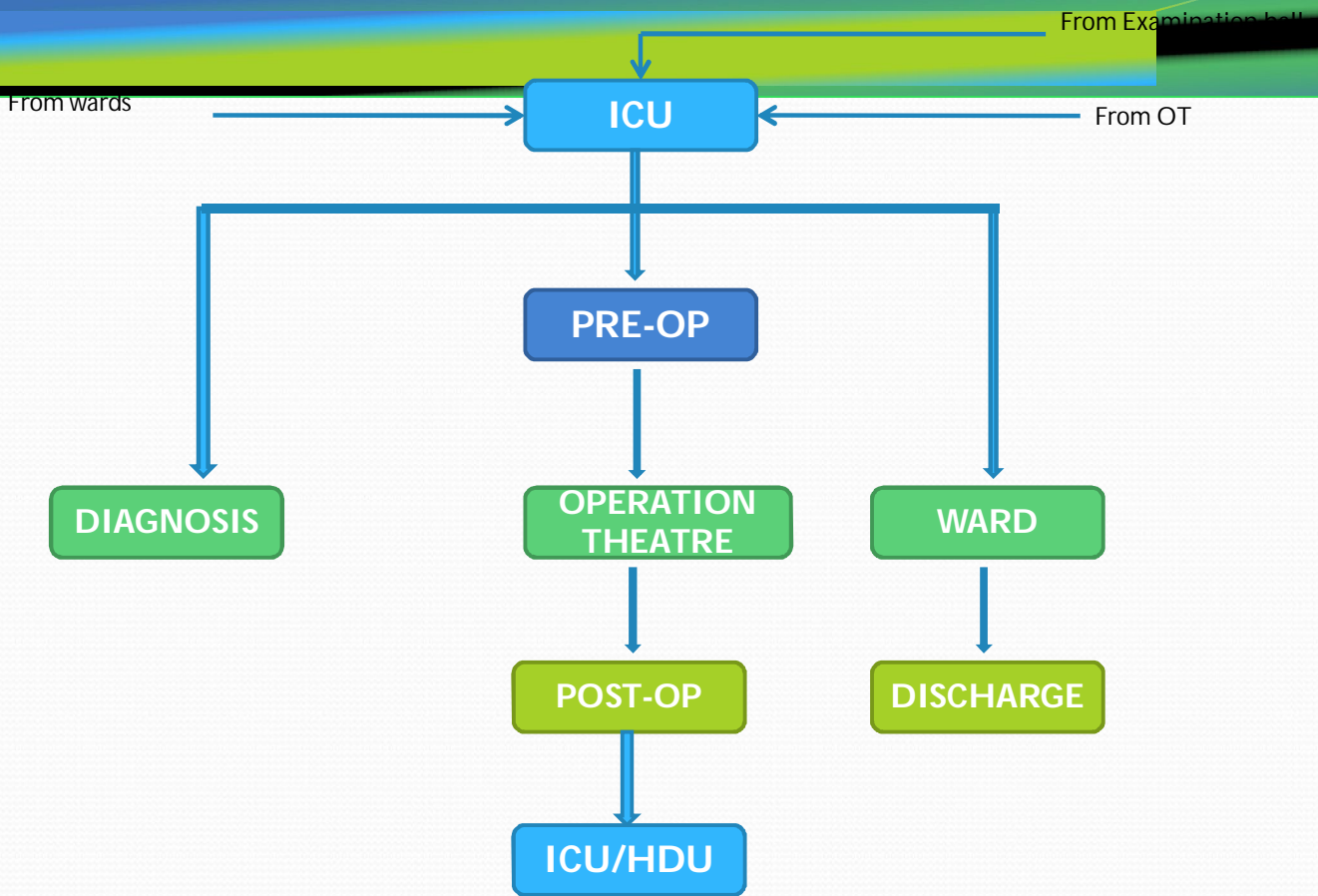
PATIENT FLOW IN IPD ENTRANCE



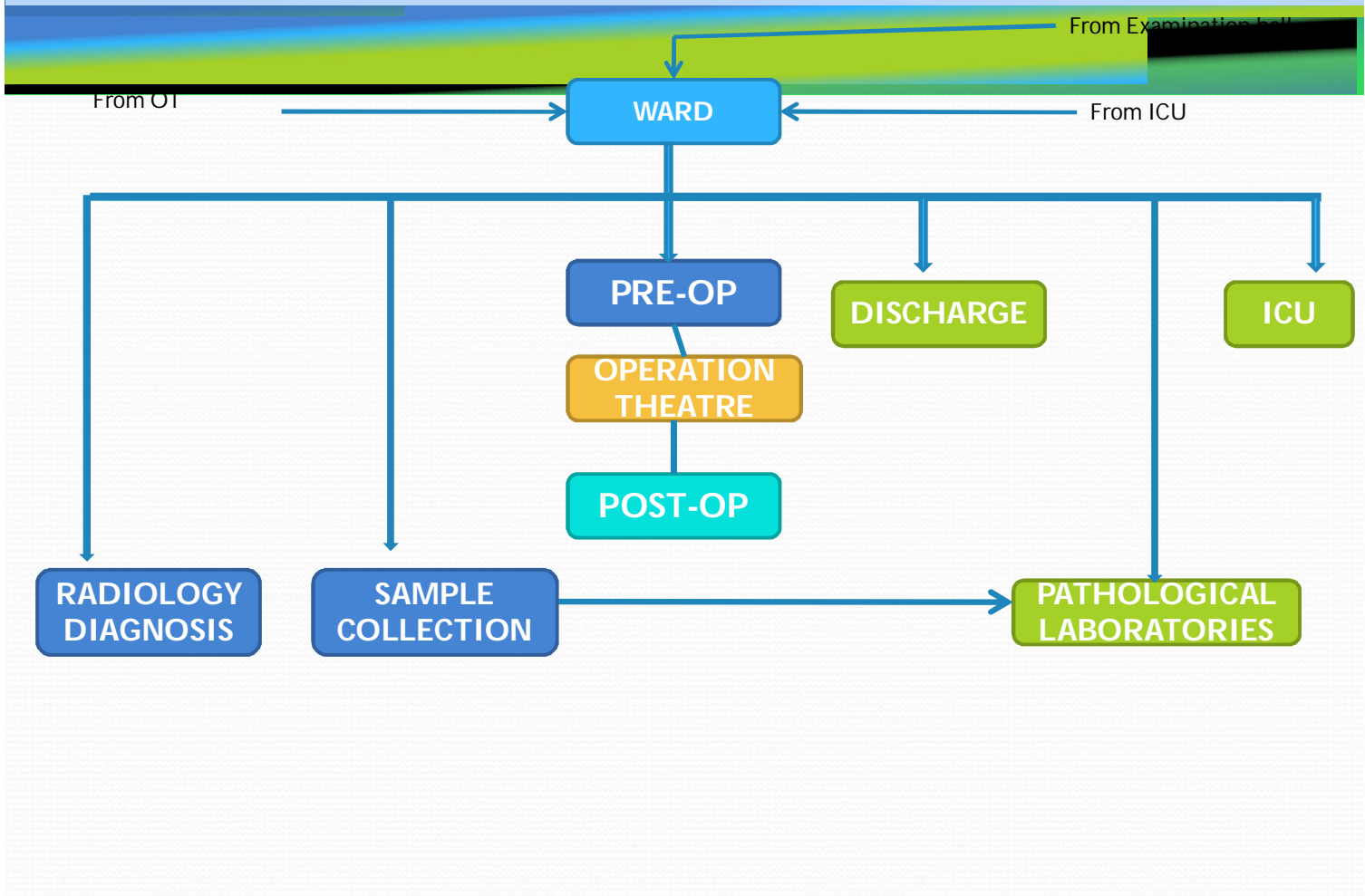
PATIENT FLOW IN OT



PATIENT FLOW IN ICU



PATIENT FLOW IN WARD



PATIENT FLOW IN RADIOLOGY

DOCTOR REQUEST FOR INVESTIGATION



RADIOLOGY INVESTIGATION TO BE DONE



INVESTIGATION TAKEN AT MACHINE



AUTO RESULT IS ARCHIVED BY MACHINE



RESULT LINKED TO MRN NO.



DOCTOR/NURSES VIEW RESULT AT ICU/WARDS

PATIENT FLOW FOR LABORATORY-SAMPLE COLLECTION

