

	<p style="text-align: center;">भारतीय प्रौद्योगिकीसंस्थानमद्रासचेनै 600 036 INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 भंडार एवं क्रय अनुभाग STORES & PURCHASE SECTION Email: adstores@iitm.ac.in दूरभाष: (044) 2257 8285 / 8287 / 8288 / 8290 फ़ैक्स: (044) 2257 8082 Telephone : (044) 2257 8285/8287/8288/8290 FAX: (044) 2257 8082 GSTIN: 33AAAAI3615G1Z6</p>	
---	--	---

P K SHEBA SABARI
Assistant Registrar (Stores & Purchase)

Tender No. IITM/SPS/HMIS/026/2022-23

Date: 03.03.2023

Due Date: 05.04.2023
Before 2.00 p.m.

Dear Sir/Madam,

On behalf of the Indian Institute of Technology Madras, Tenders are invited in two bid system from Class-I local suppliers and Class II local suppliers, for

**HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT
INFORMATION SYSTEM**

conforming to the specifications enclosed.

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “**Help for contractors**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”].

Bidders can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/eprocure/app> as per the schedule attached.

No manual bids will be accepted. All tender documents including Technical and Financial bids should be submitted in the CPP Portal (e-procurement).

LAST DATE for receipt of Tender	05.04.2023 before 02.00 p.m.
Date & Time of opening of Tender	06.04.2023 @ 03.00 p.m.
Pre-Bid meeting	<p>The Pre-bid Meeting will be conducted via Google Meet on 20.03.2023 @ 03:00 p.m. Please see the below link to join the meeting</p> <p>https://meet.google.com/tpa-gvez-ecm</p> <p>Prospective bidders are requested to register their participation by sending an email to adstores@iitm.ac.in, with name/designation of the representative who will attend the meeting along with queries on or before 19.03.2023.</p> <p>It is expected that the Service Provider will physically visit the Institute Hospital and complete the process discovery for the scope mentioned in Annexure-A. IITM personnel will be available on 09.03.2023 and 16.03.2023 at the Institute Hospital to aid in the discovery.</p>

A	निविदा की प्रस्तुति / Submission of Tender	<p>As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: https://etenders.gov.in/eprocure/app</p> <p>The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/eprocure/app</p> <p>All tender documents including Technical Bid & Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. No manual bid submission will be entertained.</p>
B	ऑनलाइन बोली जमा के अनुदेश / Instructions for online bid submission	<p>REGISTRATION</p> <ul style="list-style-type: none"> • Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal URL: https://etenders.gov.in/eprocure/app by clicking on “Online Bidder Enrollment”. Enrolment on the CPP Portal is free of charge. • As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. • Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. • Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) https://eprocure.gov.in/eprocure/app with their profile. • Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. • Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
C	निविदा दस्तावेज़ की खोज /Searching for tender documents	<ul style="list-style-type: none"> • There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal. • Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. • The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

D	बोली की तैयारी / Preparation of bids	<ul style="list-style-type: none"> • Bidder should take into account any corrigendum published on the tender document before submitting their bids. • Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. • Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option. • To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
E	बोली की प्रस्तुति / Submission of bids	<ul style="list-style-type: none"> • Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues. • The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. • Bidder has to transfer the EMD as applicable by online mode only. The EMD should be transferred on or before the closure date and time of the tender. If the EMD is not transferred before the closure date and time, the tender will be summarily rejected. The proof of transfer has to be submitted in the Technical Bid. Otherwise, the tender will be summarily rejected. • A standard BOQ format has been provided in Annexure-C with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected. • The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. • The Tender Inviting Authority (TIA) will not be responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues. • The uploaded tender documents become readable only after the tender opening by the authorized bid openers. • Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details. • Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

F	बोलीदाताओं के लिए सहायता / Assistance to bidders	<ul style="list-style-type: none"> Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]
G	बोलीदाताओं के लिए सामान्य अनुदेश/General Instructions to the Bidders	<ul style="list-style-type: none"> The tenders will be received online through portal https://etenders.gov.in/e procure/app. In the Technical Bids, the bidders are required to upload all the documents in single pdf file. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through https://etenders.gov.in/e procure/app Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://etenders.gov.in/e procure/app under the "Information about DSC".
H	बयाना जमा (ईएमडी) / Earnest Money Deposit (EMD)	<p>i. EMD of INR 1,00,000 (Rupees one lakhs only) should be transferred through NEFT/RTGS to the following bank account on or before due date 05.04.2023 before 2:00 p.m.</p> <p style="text-align: center;"> Name : Registrar IIT Madras Bank : State Bank of India Account No. : 10620824305 Branch : IIT MADRAS IFSC CODE : SBIN0001055 </p> <p>ii. As per O.M. No.F.1/2/2022-PPD Dated 01.04.2022, the EMD will be returned to the unsuccessful Bidder(s), within 30 days after declaration of result of first stage i.e. technical evaluation etc. The EMD shall be forfeited if any Bidder withdraws the offer before finalization of the tender.</p> <p>iii. The EMD amount should not be sent through DD.</p> <p>iv. Non-submission of EMD details on or before the due date and time will result in rejection of the e-bid.</p> <p>v. As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of undertaking by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document</p> <p>vi. The successful bidder shall submit a Performance Guarantee of Rs.1,00,000/- in the form of Demand Draft / Bank Guarantee / Insurance Bond in favour of "The Registrar, IIT Madras" to be obtained from any commercial bank within 15 (fifteen) days from the date of issue of Order by IIT Madras, which shall be released on expiry/termination of the contract after adjustment of dues, if any without any interest.</p> <p>In case of successful bidder, the EMD will be adjusted towards the Performance Guarantee on request.</p> <p>The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Guarantee.</p>

I	तकनीकी बोली पर मार्किंग / Marking on Technical Bid	<p>i. The proof of EMD transfer, Pre-qualification Criteria (Eligibility Criteria I & II), technical specification of the item for this tender is given in Annexure A. The Bidders shall go through the pre-qualification criteria, technical specification and submit the technical bid in the proforma given in Annexure B in the tender document along with the supporting documents.</p> <p>ii. The Technical bid should be submitted in pdf format only through online (e-tender). No manual submission of bid will be entertained.</p> <p>iii. The technical bid should have the page-wise heading as “Technical Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.</p> <p>iv. The technical bid should consist of</p> <ol style="list-style-type: none"> Document proof for EMD payment Technical Compliance sheet as per proforma given in Annexure-B Document proof for pre-qualification criteria, technical details along with catalogue / brochure and other technical, commercial terms and conditions.
J	वित्तीय बोली पर मार्किंग / Marking on Financial Bid	Financial bid should be submitted in the prescribed proforma format given in Annexure- C as per BOQ in xls format through e-tender only. No manual or other form of submission of Financial Bid will be entertained.

निविदा के निबंधन व शर्तें / TERMS AND CONDITIONS OF TENDER	
1	<p>निविदा की तैयारी / Preparation of Tender:</p> <ul style="list-style-type: none"> The bids should be submitted through online only in two bid system i.e. Technical Bid and Financial Bid separately. The bidder has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status shall be indicated below the signature along with official seal/stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of the bid submitted by the firm. The bids of the agency/firm/company not in possession of valid statutory license / registrations are liable for rejection. If any relative of the bidder is an employee of the IIT Madras, the name, designation and relationship of such employee shall be intimated to the Registrar, IIT Madras in writing while submitting the bid. No bidder will be allowed to withdraw / alter / modify the bid during the bid validity period.
2	<p>निविदा पर हस्ताक्षर / Signing of Tender:</p> <p>The bid is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. Each page of the bids shall be duly signed with the official seal of the Bidders.</p> <p>If the bid is submitted by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses. Alternatively it shall be signed by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the bid. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the bid.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the bid, in which case a certified copy of the power of attorney shall accompany the bid. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The bidder shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.</p>

3	<p>वह अवधि जिसके लिए ऑफर खुला रहेगा / Period for which the offer will remain open: The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender. However, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p>
4	<p>कीमत / Prices:</p> <ul style="list-style-type: none"> The bidder should submit a financial bid for three years of HMIS installation or configuration, maintenance and support service. The expected charges for cloud hosting shall be submitted separately, if applicable. In case of the subscription based HMIS solution, the bidder shall provide all the financial charges per unit time (per month, per quarter, per year, etc.) for all the required services. The prices quoted should be considering all scope of work, terms & conditions and as per the technical specification mentioned in the tender. The prices quoted by the bidders should be exclusive of GST and other statutory levies. All conditional tenders will be summarily rejected. Quote should be in INR only.
5	<p>Duration of Contract: The rate quoted in this tender should be valid for 3 years. Initially, the contract will be awarded for three years. The period may be further extended annually up to a maximum of another three years on annual basis depending on the satisfactory performance subject to mutual agreement of the bidder and IIT Madras.</p>
6	<p>भुगतान / Payment: Payment terms shall be decided based on an agreement arrived at after discussion between the SP and the Institute. Detailed itemized report should be submitted along with invoice for payment. In case of the cloud hosting, the recommendation for the payment mechanism for the cloud services (either direct to the cloud vendor or through the bidder shall be mentioned).</p>
7	<p>निबंधन व शर्तें / Terms and Conditions: Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will lead to rejection of offers.</p>
8	<p>सुपुर्दगी / Delivery: Items are expected to be delivered and installed within 4 weeks from the date of Purchase Order. No further extension of time will be allowed. Non delivery of items will lead to cancellation of Purchase Order without any notice.</p>
9	<p>स्वीकृति का अधिकार / Right of Acceptance: IIT Madras reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.</p>
10	<p>स्वीकृति की सूचना / Communication of Acceptance: Letter of Intimation and acceptance will be communicated by email to the successful bidder to the address indicated in the bid.</p>
11	<p>All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through CPP portal. In terms of Rule 173 (iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.</p>
12	<p>बोलीदाता को इस निविदा के साथ जमा करना होगा / Bidder shall submit along with this Tender: Name and full address of the Banker & their swift code, PAN No. and GSTIN number.</p>
13	<p>क्षेत्राधिकार / Jurisdiction: All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of tender is issued.</p>
14	<p>जुर्माना & परिसमापन क्षति / Penalty & Liquidated Damages / Force Majeure: If the selected Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, Institute reserves the right either to cancel the contract or to accept performance already made by the selected Bidder after imposing Penalty on Selected Bidder. A penalty will be calculated on a per week basis and on the same Rate as applicable to Liquidated Damages (LD). In case of termination of the contract, Institute reserves the right to recover an amount equal to 5% of the Contract value as Liquidated Damages for non-performance.</p> <p>Both Penalty and Liquidated Damages are independent of each other and are applied separately and concurrently. Penalty and LD are not applicable for reasons attributable to the Institute and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Institute and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Institute's official that the delay is attributed to the Institute and/or Force Majeure along with the bills requesting payment.</p>

15	<p>Conflict of Interest: The Institute requires that the bidder provides professional, objective and impartial advice and at all times hold the Institute’s interests paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. The bidder shall not be recruited for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Institute. Without limitation on the generality of the foregoing, the bidder and any of their associates shall be considered to have a conflict of interest and shall not be recruited under any of the circumstances set forth below: a) If there is a conflict among implementation, operation and maintenance of IT Integrated solution assignments, the bidder (including its personnel and sub-consultants) and any subsidiaries or entities controlled by such bidder shall not be recruited for the relevant assignment. b) A bidder cannot be recruited to carry out an assignment that, by its nature, will result in conflict with another assignment of such a bidder.</p>
16	<p>Code of integrity: No official of a procuring entity or a bidder shall act in contravention of the codes which includes</p> <ol style="list-style-type: none"> 1. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process. 2. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided. 3. Any collusion, bid rigging or anti-competitive behavior that may impair the transparency, fairness and the progress of the procurement process. 4. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain. 5. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly. 6. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. 7. Obstruction of any investigation or auditing of a procurement process. 8. Making false declaration or providing false information for participation in a tender process or to secure a contract; b) Disclosure of conflict of interest. c) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any government entity in India during the last three years or of being debarred by any other government procuring entity. <p>In case of any reported violations, if the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, the bidder’s proposal will be summarily rejected.</p>
17	<p>Fraud and Corruption: The bidder is required to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the following shall apply:</p> <ol style="list-style-type: none"> a) For the purpose of this provision, the terms are defined and are set forth as follows: <ol style="list-style-type: none"> i. “Corrupt Practice” means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the Contract of any such official in the procurement process or in Contract execution. ii. “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the borrower, and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition b) The Institute will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract. <p>The Institute will declare a bidder ineligible either indefinitely or for a stated period of time, to be awarded a Contract if it, at any time, determines that the bidder has engaged in corrupt practice or fraudulent practice in competing for, or in executing, and the assignments awarded by the Institute.</p>

18	Sub-contracting: Subcontracting is not allowed in this bid.
19	The bidder shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation is found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract / tender.
20	The bidder shall study the tender document, pre-qualification criteria and technical specification in detail as given in Annexure A before submitting the bid.
21	<p>PRE-QUALIFICATION CRITERIA</p> <p>ELIGIBILITY CRITERIA-I</p> <ol style="list-style-type: none"> 1. The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration as per format given in Annexure – D shall be submitted with the bid. 2. Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E. 3. Neither the tender participating firm nor any of its partners has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F. <p>ELIGIBILITY CRITERIA-II</p> <ol style="list-style-type: none"> 1. The Bidder's firm should have registration with GST and PAN. (Necessary document proof should be submitted). 2. Annual Turnover of the bidder should average Rs.30 Lakhs minimum over the past 5 financial years (2017-18 through 2021-22). Necessary document proof should be submitted). 3. The bidder shall have experience in designing, implementing, deploying, executing, and supporting HMIS projects Including application building & cloud services provided on MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/Information and Communication Technology projects for any Central/State Govt./PSU or Government Body/ Institution in India during last three financial years (2019-20, 2020-21, 2021-22 and till the date of bid submission). Experience with building, managing IT applications and services projects on cloud for a reputed private organization may also be considered. 4. The bidder should have experience on similar clients for tertiary health care system in the last 3 years handled a minimum of: <ul style="list-style-type: none"> One HMIS project of Rs.30 lakhs value including cloud based services. (OR) Two HMIS projects of Rs.22 lakhs each project value including cloud based services. (OR) Three HMIS projects of Rs.15 lakhs each project value including cloud based services. Necessary copy of the purchase order should be attached. 5. Should have minimum 3 references of recognized entities in India for providing services for which performance certificate or project completion certificates from users shall be submitted as part of bid. 6. The bidder has to provide 24 hours support for all the calendar days of the year to resolve issues related to hardware infrastructure and services both voice based as well as email based. The bidder shall have provision of ticket generation with notifications of ID generated at time of booking complaint and at time of closing of complaint. Open ended class/tickets shall be with an escalation mechanism.

22 बोलियों की संख्या और उनका प्रस्तुतीकरण / **Number of Bids and their Submission:**
The bidders should submit the bids in two bid system as detailed below:

Bid I - Technical Bid
The technical bid should consist of proof of EMD transfer, Pre-Qualification Criteria (Eligibility Criteria I & Eligibility Criteria II) and technical specification compliance sheet (proforma given in **Annexure-B**) along with all relevant documents proof.

The bidder should go through the Pre-Qualification Criteria (Eligibility Criteria I & II) and technical specification given in **Annexure-A** of the tender document, understand the requirement of IIT Madras and submit their technical bid along with all relevant document proof in the proforma given in **Annexure-B**.

Bid II Financial Bid
The financial bid should be submitted in excel format as per the proforma (Annexure C) uploaded in the e-Tender website. The Quoted price should be inclusive of all.

23 **EVALUATION OF BIDS**
Technical Bid evaluation will take place in two stages.

Stage I: Pre-qualification Criteria Evaluation
Bidder will be evaluated first for conformity with Pre-qualification Criteria (Eligibility Criteria I & II) and those bidders who have complied with this criteria will alone be evaluated further.

Stage II: Technical Bid Evaluation
All bidders who qualify in the Stage I (Pre-qualification Criteria) will be required to make a presentation before the Evaluation Committee. The date of the presentation and the Google Meet link will be intimated later by email. The technical submission and technical presentation together will be considered for technical bid evaluation.

The parameter to be considered for Technical Evaluation and the maximum marks for each parameter of the technical bid is as under :

Parameters	Maximum marks	
1) BACKGROUND OF THE ORGANIZATION		
Average Annual Turnover over the past 5 financial years (2017-18 through 2021-22)		
Minimum INR 30 lakhs	– 3 marks	
More than INR 30 Lakhs up to 50 Lakhs	– 4 marks	
More than INR 50 Lakhs	– 5 marks	
Experience		
Minimum 1 HMIS project	– 8 marks	
2 - 3 HMIS projects	– 12 marks	
More than 3 HMIS projects	– 15 marks	
2) FROM THE PRESENTATION (Evaluation will be based on the items listed in Table 2.0 of Annexure-B)		
Option 1A: Software hosted on-premise		
Quality and the features available	50	
Option 1B: Software hosted on cloud		
Quality and the features available		
Option 2: Subscription based cloud solution		
Quality and the features available		
Total	70	

The technical bid will be evaluated for **70 marks** and the bidder should **score minimum 49 marks** to qualify the technical bid. The bidders who have scored less than 49 marks will be rejected. The technical bid of bidders **who have scored 49 marks (i.e 70%) and more alone will be qualified for opening of price bid** (If more than one option is quoted by the bidders, technical score will be done individually for each option).

	<p>Financial Bid Evaluation</p> <p>Financial Bid with the lowest quoted amount (L1) will be assigned a financial score of 30 and other bids will be assigned scores that are inversely proportional to their quoted amount.</p> <p>Bidders can quote for Option1 (OEM Procure Software) or Option 2 (License cost for twenty thousand stakeholders) or both Option 1 and Option 2. If bidder quoted both (Option 1 and Option 2), price of each option should be clearly indicated in the bid. If a bidder submits bids for Option 1 and Option 2, each of those shall be treated as separate bids and evaluated independently of each other.</p>
24	<p>Selection of vendor and Award of Work</p> <p>The successful VENDOR will be selected based on the cumulative score obtained in the stage-II of technical bid evaluation and financial bid evaluation. The bidder who secures the highest combined score (H1) will be selected as the successful contractor.</p>
25	<p>सफल बोलीदाता का चयन और आदेश प्रदान करना / Selection of successful bidder and Award of Order</p> <p>The order will be directly awarded to the technically qualified bidder as per the condition in para 3A of DIPP, MoCI Order No. 45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein</p>
26	<p>Clarification to the queries and doubts raised by the bidders will be issued as a corrigendum/addendum in the Institute Website (tenders.iitm.ac.in) / CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIT Madras / check for the same CPP Portal before submitting their duly completed bids.</p>
27	<p>The bidders will not be entertained to participate in opening of Bids. Since the tender is online through CPP portal, the opening of the bids may be checked using the respective logins of the bidders.</p>
28	<p>For Technical Related Queries, please contact :</p> <p>Prof. Rahul R Marathe Dept. of Management Studies IIT Madras, Chennai - 600 036. Phone No: 044- 2257 4579 Email: rrmarathe@iitm.ac.in</p>

Sd/-
Assistant Registrar
Stores & Purchase

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Pre-qualification criteria, Technical Specification, Guidelines and Special Terms and Conditions” of tender document, the same is abided and agreed to be executed. In case, if the above information is found false, I/We are fully aware that the tender /order will be rejected / cancelled by IIT Madras.

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT INFORMATION SYSTEM

Tender No. IITM/SPS/HMIS/026/2022-23

SCHEDULE

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Hiring of Service Provider for Hospital Management Information System
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	No
Date of Issue/Publishing	03.03.2023
Document Download Start Date	03.03.2023
Pre-Bid Meeting	20.03.2023 @ 3.00 p.m.
Document Download End Date	05.04.2023 @2.00 p.m.
Bid Submission Start Date	25.03.2023 @ 9.00 a.m.
Bid Submission End Date	05.04.2023 @ 2.00 p.m.
Date and Time of Opening of Tender	06.04.2023 @ 3.00 p.m.
Earnest Money Deposit (EMD)	Rs.1,00,000/-
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	<p><u>For General Queries</u> The Assistant Registrar Stores & Purchase Section IIT Madras, Chennai – 600 036 Phone No. 044 2257 8287/8288 Email: adstores@iitm.ac.in</p> <p><u>For Technical Related Queries:</u> Prof. Rahul R Marathe Dept. of Management Studies IIT Madras, Chennai - 600 036. Phone No: 044- 2257 4579 Email: rrmarathe@iitm.ac.in</p>

HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT INFORMATION SYSTEM

Tender No. IITM/SPS/HMIS/026/2022-23

1 SCOPE OF WORK:

Indian Institute of Technology Madras (the Institute) is looking for a Service Partner (SP) **from Class-I local suppliers and Class II local suppliers** to provide the Hospital management Information System by either subscription or product based Infrastructure.

The SP shall have following:

1.01 Required characteristics of the solution

- a) Regular features of Hospital management Information System – such as (but not limited to) Dashboard, Patient Registration, Appointment Scheduling, ADT (Admission, Discharge, Transfer), Ward Management, Roster Management – Staff & Doctors Management, Pharmacy, Laboratory Information System, Radio Information System, Central Sterilized Supply Department, Operation Theatre, Dietary, Electronic Medical Record (supportive to all the specialists), In-Patient, Billing Management, Out-Patient, Insurance and Contracts Management, Radiology Department, Labour Management, Queue management system, Communication to the stakeholders through SMS.
- b) Product should be web based and also Mobile App (supporting Android and iOS platforms).
- c) One-Time Password (OTP) based login system.
- d) Application Programming Interface (API) Integration System with third party systems (such as (but not limited to) Pharmacy, Clinical Laboratory, Physiotherapy, Institute ERP, etc.). The integration should not be dependent on the current solutions that provide these services (pharmacy, Clinical Laboratory, physiotherapy ERP, etc.). The solution should be flexible to accommodate changes in the provisions of these services.
- e) The SP should provide audit results for the application's security (e.g. VAPT, OWASP, or other relevant), performance (e.g. Google Lighthouse, PageSpeed, or other relevant tests). The said certificate should show clear evidence of no vulnerability (robustness) and better performance.
- f) The HMIS solution provider should be ABDM ready with all the data security, portability and data exchange conditions met. The SP should ensure that the solution can be upgraded to be fully ABDM compliant at a future date.

1.02 Preferred

- a) SMS – Whatsapp & Email.
- b) Two-way authentication system.

1.03 Inviting for HMIS solutions are of two types

- a) procurement of OEM software for IIT Madras
- b) Cloud based subscriptions to IIT Madras.

2. PROCUREMENT OF OEM SOFTWARE FOR IIT MADRAS

The SP shall have following responsibilities:

2.01 Installation services - In-Premises or Cloud

- a) The resources shall be made ready for installation In-Premises or Cloud based Infrastructure.
- b) The SP shall install the necessary OS. All the required files, services, libraries shall be installed and configured by the SP.

- c) The SP shall complete the installation with the inputs from the Institute and the recommendations of the Institute Hospital team. The latest stable version shall be installed. All the necessary plugins shall be installed and configured.
- d) The SP shall install and configure the necessary database system. All other supporting systems (for OS and applications) shall be installed, configured and optimized. Necessary version of software packages shall be installed on the machine.
- e) The applications shall be available on the web browsers as well as the mobile devices.
- f) The services shall be hosted with a domain name provided by the Institute.
- g) The data of the existing Doctors, Visiting specialists, Institute and Hospital employees, Pharmacies and Labs shall be migrated to the newly installed system.

2.02 Maintenance services - In-Premises or In case of Cloud

- a) The HMIS shall be stable for use.
- b) The HMIS shall be configured and optimized for on average 200 concurrent users. For a brief period of time, the concurrent users may go to a maximum of 1000 users. These brief periods of high concurrency shall be managed with the required hardware made available. The timing and the duration of high concurrency shall be decided with inputs and suggestions from the Institute.
- c) The HMIS shall have maximum uptime. Best efforts shall be made to ensure 100% availability of the HMIS for the users, minimum availability shall be 99.8%.
- d) Periodically the security patches for the server shall be reviewed and necessary patches shall be installed. The web server and the database systems shall be secured against potential threats of data leakage, and/or malicious attacks (such as hacking or ransomware attacks). General server maintenance and support activities shall be carried out.
- e) The required plugins shall be periodically reviewed and with inputs from the Institute, the necessary plugins shall be installed and configured for the HMIS installed for the Institute.
- f) The SP shall ensure 24x7 monitoring of the HMIS for the Institute.
- g) The SP shall have the responsibility of the upkeep of the web-server, front end and the database (MySQL or other), with necessary security and upgrade packages as recommended.
- h) The SP shall ensure periodic database maintenance, tuning, archival, restoration and backup. The backup and archival strategies shall be decided after inputs from the Institute. These backup mechanisms shall be implemented and maintained. A file system backup, database copy, and script to launch the HMIS on a fresh instance shall be demonstrated. Such an instance for recovery need not run all the time. The bidder shall provide mechanisms for this in their technical bid document.
- i) The data integration with the Institute's ERP system shall be designed, coded, implemented and maintained with the coordination of the Institute IT team and the Institute's ERP vendor. Complete two-way integration between HMIS and ERP shall be achieved. Meanwhile, the data integration to be happened with Pharmacy, Clinical Laboratory, Physiotherapy which may be extended in case of outsourcing of other labs.
- j) The HMIS shall have a facility to update user records using the data integrated from the ERP system. Additionally, there shall be a facility to initiate processes on HMIS modules with appropriate approval system shall be developed.

2.03 Support services- In-Premises or In case of Cloud

- a) The Service Provider shall provide appropriate training to the Institute staff after the implementation. The sufficiency of such training shall be approved by the Institute.
- b) An issue tracking system shall be made available with an appropriate escalation mechanism.
- c) A ticketing system to raise issues faced by users shall be designed and implemented and made available for the users.
- d) In general, the issues shall be resolved within 3 days of the creation of the issue. For serious issues and requests, appropriate Service Level Agreement shall be arrived at in consultation with the Institute.
- e) Monthly, quarterly and semester activity (and performance metrics) reports shall be generated and shared with the Institute. The performance review shall be carried periodically and remedial and preventive actions taken in consultation with the Institute. Dynamic pages shall be developed to view important statistics (these statistics shall be developed with the inputs of the Institute).

2.04 Hosting services (Cloud)

- a) The hardware required to successfully host and run the HMIS shall be provisioned and made available. The hardware shall be on a public cloud. The hardware on cloud shall have sufficient storage capacity to manage the data.
- b) The specifications of the hardware shall be decided by the SP in consultation with the Institute. It shall have sufficient storage capacity, the CPU, and RAM to manage the load typical to the Institute. All the required and desired features and services such as (but limited to) load balancing, bandwidth management, elasticity, etc. shall be the responsibility of the SP.
- c) The hardware shall have required services to host the HMIS.
- d) There shall be sufficient provisioning for the backup and recovery.
- e) The system shall support appropriate DNS entries to facilitate domain URL mapping of the choice of the Institute. It shall support static as well as dynamic IP mappings.
- f) The system shall have appropriate protections against malicious attacks and/or data leaks. Appropriate sand-boxing technologies shall be made available.
- g) The SP shall take the overall responsibility for the hardware -- resources, management, support, availability, backup and recovery.

2.05 General Requirements - In-Premises or In case of Cloud

- a) The SP shall carry out the migration of the VMs, data, content and any other assets to the new environment created by the Institute or any other agency (on behalf of the Institute) on alternate cloud service provider's offerings to enable successful deployment and running of the Institute's solution on the new infrastructure including software licenses at no extra cost.
- b) The SP shall ensure that all the documentation required by the Institute for smooth transition (in addition to the documentation provided by the Hardware Service Provider) are kept up to date and all such documentation is handed over to the Institute during regular intervals as well as during the exit management process.
- c) In case of cloud, the services shall be selected in such a way that the Primary and DR Data Centre (Cloud) shall be physically located in India. The data shall not be transferred outside of the country's boundary.
- d) The proposed cloud hardware must be Tier III or above for better availability of cloud services. The SP shall provide high availability and high throughput enabled virtual machines. The specifications for these virtual machines shall be declared in a public portal of the cloud provider.

- e) The SP shall NOT offer the Institute HMIS resources and content or any other Institute related data to anyone else at any time now or at any time in the future.
- f) The hardware on the cloud shall guarantee 99.99% uptime of the data center including all services as per SLA.
- g) The bidder shall abide by the data protection rules and regulations of the Govt. of India including IT Act and its amendments carried out by Govt. of India from time to time.
- h) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this TENDER DOCUMENT may wish to consult their own legal advisors in relation to this TENDER DOCUMENT.
- i) All information supplied by bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Institute on the basis of this TENDER DOCUMENT.
- j) No commitment of any kind, contract or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Institute.
- k) The Institute reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Institute.
- l) This TENDER DOCUMENT supersedes and replaces any previous public documentation & communications, and bidders shall place no reliance on such communications.
- m) Examination of TENDER DOCUMENT in preparing the proposal, the bidder is expected to examine in detail the documents comprising the TENDER DOCUMENT. Material deficiencies in providing the information requested in the TENDER DOCUMENT may result in rejection of a proposal.

3. CLOUD BASED SUBSCRIPTIONS TO IIT MADRAS.

3.01 Subscription membership services

- a) The SP shall provide the details of the membership types available to the Institute and help select the best option available.
- b) The SP shall ensure that all the features developed for that membership type are available to the Institute. The SP shall recommend the Institute set of features based on the HMIS needs of the Institute.
- c) The subscription shall be for an already available HMIS solution hosted from a public cloud.
- d) The SP shall ensure security and confidentiality of the Institute HMIS data. The SP shall ensure that other members do not have direct or indirect, even unintentional access of any type to the Institute HMIS data.
- e) The SP shall be responsible for the communication with the Institute on the periodic renewal of the subscription membership.
- f) The SP shall provide sufficient buffer period in case the membership is not renewed. The buffer period shall be minimum 120 days. And if the subscription is not renewed by the institute, the SP shall transfer all the relevant Institute HMIS data to a location decided by the Institute.

3.02 Maintenance and Upgradation services

- a) The HMIS shall be stable for use.
- b) The HMIS shall be configured and optimized for on average 200 concurrent users. For a brief period of time, the concurrent users may go to a maximum of 1000 users. These brief periods of high concurrency shall be managed with the required hardware made available from the cloud. The timing and the duration of high concurrency shall be decided with inputs and suggestions from the Institute.
- c) The HMIS shall have maximum uptime. Best efforts shall be made to ensure 100% availability of the HMIS for the users, minimum availability shall be 99.8%.
- d) The SP shall ensure 24x7 monitoring of the HMIS for the Institute.
- e) The data integration with the Institute's ERP system shall be designed, coded, implemented and maintained with the coordination of the Institute IT team and the Institute's ERP vendor. Complete two-way integration between HMIS and ERP shall be achieved. Meanwhile, the data integration shall be completed with the sections such as Pharmacy, Clinical Laboratory and Physiotherapy. This integration shall be flexible to accommodate outsourcing of these laboratories operations to third parties.
- f) The HMIS shall have a facility to update user records using the data integrated from the ERP system. Additionally, there shall be a facility to initiate processes on HMIS modules with appropriate approval systems shall be developed.

3.03 Cloud Hosting services

- a) The SP shall host the HMIS subscription for the Institute on a public cloud.
- b) The specifications of the cloud hardware shall be decided by the SP in consultation with the Institute. It shall have sufficient storage capacity, the CPU, and RAM to manage the load typical to the Institute. All the required and desired features and services such as (but limited to) load balancing, bandwidth management, elasticity, etc. shall be the responsibility of the SP.
- c) The cloud hardware shall have required services to host the HMIS.
- d) There shall be sufficient provisioning for the backup and recovery.
- e) The system shall support appropriate DNS entries to facilitate domain URL mapping of the choice of the Institute. It shall support static as well as dynamic IP mappings.
- f) The system shall have appropriate protections against malicious attacks and/or data leaks. Appropriate sand-boxing technologies shall be made available.
- g) The SP shall take the overall responsibility for the hardware -- resources, management, support, availability, backup and recovery.

3.04 Support services

- a) The Service Provider shall provide appropriate training to the Institute staff after the implementation. The sufficiency of such training shall be approved by the Institute.
- b) An issue tracking system shall be made available with an appropriate escalation mechanism.
- c) A ticketing system to raise issues faced by users shall be designed and implemented and made available for the users.
- d) In general, the issues shall be resolved within 3 days of the creation of the issue. For serious issues and requests, appropriate Service Level Agreement shall be arrived at in consultation with the Institute.
- e) Monthly, quarterly and semester activity (and performance metrics) reports shall be generated and shared with the Institute. The performance review shall be carried periodically and remedial and preventive actions taken in consultation with the Institute. Dynamic pages shall be developed to view important statistics (these statistics shall be developed with the inputs of the Institute).

3.05 General Requirements

- a) The SP shall carry out the migration of the VMs, data, content and any other assets to the new environment created by the Institute or any other agency (on behalf of the Institute) on alternate cloud service provider's offerings to enable successful deployment and running of the Institute's solution on the new infrastructure including software licenses at no extra cost.
- b) The SP shall ensure that all the documentation required by the Institute for smooth transition (in addition to the documentation provided by the Hardware Service Provider) are kept up to date and all such documentation is handed over to the Institute during regular intervals as well as during the exit management process.
- c) The cloud services should be selected in such a way that the Primary and DR Data Centre (Cloud) shall be physically located in India. The data shall not be transferred outside of the country's boundary.
- d) The proposed cloud hardware must be Tier III or above for better availability of cloud services. The Bidder shall provide high availability and high throughput enabled virtual machines. The specifications for these virtual machines shall be declared in a public portal of the cloud provider.
- e) The Bidder shall NOT offer the Institute HMIS resources and content or any other Institute related data to anyone else at any time now or at any time in the future.
- f) The hardware on the cloud shall guarantee 99.99% uptime of the data center including all services as per SLA.
- g) The bidder shall abide by the data protection rules and regulations of the Govt. of India including IT Act and its amendments carried out by Govt. of India from time to time.
- h) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this TENDER DOCUMENT may wish to consult their own legal advisors in relation to this TENDER DOCUMENT.
- i) All information supplied by bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Institute on the basis of this TENDER DOCUMENT.
- j) No commitment of any kind, contract or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Institute.
- k) The Institute reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Institute.
- l) This TENDER DOCUMENT supersedes and replaces any previous public documentation & communications, and bidders shall place no reliance on such communications.
- m) Examination of TENDER DOCUMENT in preparing the proposal, the bidder is expected to examine in detail the documents comprising the TENDER DOCUMENT. Material deficiencies in providing the information requested in the TENDER DOCUMENT may result in rejection of a proposal.

PROFORMA FOR TECHNICAL COMPLIANCE SHEET**HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT INFORMATION SYSTEM**

Tender No. IITM/SPS/HMIS/026/2022-23

1.0 PRE-QUALIFICATION CRITERIA

S. No.	PRE-QUALIFICATION CRITERIA	Compliance (Yes / No)	Reference Page No.
	Eligibility Criteria-I		
1	The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration as per format given in Annexure – D shall be submitted with the bid.		
2	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P45021/2/2017-PP (BE II) dated 16th September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per Annexure – E .		
3	Neither the tender participating firm nor any of its partner has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in Annexure – F .		
	Eligibility Criteria-II		
1	The Bidder's firm should have registration with GST and PAN. (Necessary document proof should be submitted)		
2	Annual Turnover of the bidder should average Rs.30 Lakhs minimum over the past 5 financial years (2017-18 through 2021-22). Necessary document proof should be submitted).		
3	The bidder shall have experience in designing, implementing, deploying, executing, and supporting HMIS projects Including application building & cloud services provided on MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/Information and Communication Technology projects for any Central/State Govt/PSU or Government Body/ Institution in India during last three financial years (2019-20, 2020-21, 2021-22 and till the date of bid submission). Experience with building, managing IT applications and services projects on cloud for a reputed private organization may also be considered.		
4	The bidder should have experience on similar clients for tertiary health care system in the last 3 years handled a minimum of: One HMIS project of Rs.30 lakhs value including cloud based services. (OR) Two HMIS projects of Rs.22 lakhs each project value including cloud based services. (OR) Three HMIS projects of Rs.15 lakhs each project value including cloud based services. Necessary copy of the purchase order should be attached.		

5	Should have minimum 3 references of recognized entities in India for providing services for which performance certificate or project completion certificates from users shall be submitted as part of bid.		
6	The bidder has to provide 24 hours support for all the calendar days of the year to resolve issues related to hardware infrastructure and services both voice based as well as email based. The bidder shall have provision of ticket generation with notifications of ID generated at time of booking complaint and at time of closing of complaint. Open ended class/tickets shall be with an escalation mechanism.		

2.0 TECHNICAL SPECIFICATION

S.no	Required features of HMIS	Compliance Yes/No	Ref. Page No.
1	Technical write-up detailing the proposed project for the IIT Madras requirement covering items listed in Annexure-A.		
2	Dashboard		
3	Patient Registration		
4	Appointment Scheduling		
5	ADT (Admission, Discharge, Transfer)		
6	Ward Management		
7	Roster Management – Staff & Doctors Management		
8	Pharmacy		
9	Laboratory Information System		
10	Radio Information System		
11	Central Sterilized Supply Department		
12	Operation Theatre		
13	Dietary		
14	Electronic Medical Record (supportive to all the specialists)		
15	In-Patient		
16	Billing Management		
17	Out-Patient		
18	Insurance and Contracts Management		
19	Radiology Department		
20	Labour Management		
21	Queue management system		
22	Communication to the stakeholders through SMS		
23	Product should be web based and also Mobile App (supporting Android and iOS platforms)		
24	OTP based login system		
25	API Integration System supposed to be happen with third party (Pharmacy, Clinical Laboratory, Physiotherapy) and has to support in such a way that even if vendor may vary it should be remain generic.		
26	The SP should provide audit results for the application's security (e.g. VAPT, OWASP, or other relevant), performance (e.g. Google Lighthouse, Page Speed, or other relevant tests). The said certificate should show clear evidence of no vulnerability (robustness) and better performance.		

Reference page number is mandatory and should be mentioned in the technical compliance

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

PROFORMA FOR FINANCIAL BID (BoQ)**HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT INFORMATION SYSTEM**

Tender No. IITM/SPS/HMIS/026/2022-23

Sl.No.	Item Description	Qty.	Unit Rate (in INR)	GST (in %)	Total Amount Without GST (in INR)	Total Amount with GST (in INR)
1	OPTION 1: OEM Procurement Software					
1.01	Charges for software hosted on premise	36 months				
1.02	Total charges for software hosted on cloud along with the cloud rental charges	36 months				
2	OPTION 2: License cost for twenty thousand stakeholders	36 months				
	GRAND TOTAL					

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

(To be given on the letter head of the bidder)

Tender No. **IITM/SPS/HMIS/026/2022-23**

Dated: _____

CERTIFICATE

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

(OR)

(Bidders from Country which shares a land border with India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am from _____ (Name of Country) and have registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and am eligible to be considered. *(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:
Date:

Signature of the Bidder
Name and Address of the
Bidder with Office Stamp

**FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PUBLIC PROCUREMENT POLICY
(PREFERENCE TO MAKE IN INDIA) 2017**

Tender Reference Number: IITM/SPS/HMIS/026/2022-23

Name of the item / Service: Hiring of Service Provider for Hospital Management Information System

Date: _____

I/We _____ S/o, D/o, W/o, _____

Resident of _____

hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide Gol Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

Tick (✓) and Fill the Appropriate Category	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “Class-I Local Supplier” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 20% but less than 50% and come under “Class-II Local Supplier” category.

The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Percentage of Local content : _____ %**

Location at which value addition done : _____

For and on behalf of..... (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.

** Services such as transportation, insurance, installation, commissioning, and training and after sales service support like AMC/CMC cannot be claimed as local value addition

(To be given on the letter head of the bidder)

Self-Declaration that the Service Provider has not been Black listed

I S/o
R/o police station District Director
/ partner/ sole proprietor (Strike out whichever is not applicable) of
..... (Firm or Company) do hereby declare and solemnly affirm:

- I. That the Firm has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.
- II. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.
- III. That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place:
Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp