

District Hospital, Katni

REQUEST FOR PROPOSAL

For

**Setting up a Computerized Citizen Service
Center at District Hospital, Katni**

Issued by

Rogi Kalyan Samiti

District Hospital Katni

May 2010

1.Introduction

The District Hospital, Katni, caters to the health needs of the citizens of Katni District. The Health Department is also involved in the implementation of several schemes of the Health Departments of the State and Central Governments and actively supports the implementation of several schemes of the departments of the Women and Child development, Labour department and Social Justice etc. of the Govt of Madhya Pradesh.

The Rogi Kalyan Samiti is a voluntary registered organization established at the District Hospital and aims to ensure the involvement of the local community in the management of the hospital. It is the constant endeavour of the District Hospital and the Rogi Kalyan Samiti to provide health related services in an efficient, timely and customer friendly manner.

With an increasing number of schemes to be administered, shortage of skilled staff and greater customer expectation, better ways and means to achieve the objectives of efficient service delivery and greater customer satisfaction need to be adopted.

In order to facilitate speedy, hassle free registration of patients in hospitals for treatment and supporting the medical and para-medical staff in functions like documentation of medical records, drug supply management, management of laboratories etc the Rogi Kalyan Samiti has decided to establish Citizen Service Centre (CSC) at the district hospital. These CSC's shall also serve as a window for the citizens to access benefits of government schemes managed and supported by the health department. In addition, the CSC shall also perform the function of a 24X7 call center with a dedicated set of operators to coordinate the emergency transport of pregnant women and sick children as a part of the Janani Suraksha Yojana. The operation of these CSC's shall be outsourced to private parties for operation on a Build Own Operate (BOO) mode.

Rogi Kalyan Samiti Katni (RKSK) intends to implement the following components as part of the project.

1. Establishment of CSC to facilitate speedy, hassle free registration of patients visiting hospitals for treatment and supporting the medical and para-medical staff in functions like documentation of medical records, drug supply management, management of laboratories etc.
2. Using the CSC for integrating and providing access to schemes like Janni Suraksha Yojna, Rajya Bima Sahayata Yojna and issuing Birth/Death Certificates and Disability Certificates etc. to provide a one stop solution for all the beneficiaries.
3. Operate and manage a call centre in relation to the Janni Suraksha Yojana (JSY) on a 24x7 basis.

The RFP includes the following sections:

Section I	Introduction
Section II	Request for Proposals
Section III	General Conditions of the Contract
Section IV	Scope of Work (SOW)
Section V	Technical and Financial Proposals with formats
Section VI	Financial Proposal Format

2. Section II: Request for Proposals (RFP)

RKS, Katni invites proposals from qualified service providers for setting up and operating CSC at the District Hospital, Katni. Service providers with a good track record in rolling out software solutions for government agencies, with a proven expertise in providing software solutions for Government Hospitals and with capabilities to also provide solutions in a Build Own and Operate (BOO) model and other companies are invited to submit their proposals for setting up a computerised Citizen Service Center (CSC) in a BOO mode.

2.1 Issue of RFP documents

Bidders can purchase the RFP document can be purchased by payment of Rs.500 from

*The Office of Secretary,
Rogi Kalyan Samithi,
District Hospital Katni,
Madhya Pradesh.*

The bid documents can also be downloaded from the website www.katni.nic.in. In such cases the bidder shall submit a DD for Rs.500 drawn in favor of the Secretary, Rogi Kalyan Samiti, District Hospital, Katni along with the bid document.

The tender documents shall be available between 11.00 am to 5.00 pm from 4.05.2010. The forms shall be made available for bidders up to 3.00 pm of 18.05.2010.

2.2 Earnest Money Deposit (EMD)

This Bidder shall submit an EMD (Earnest Money Deposit) of Rs. **25,000/-** in the form of a DD drawn in favor of “ Secretary, Rogi Kalyan Samithi, Katni”, payable at Katni along with his tender form.

2.3 Preparation of Proposal

The bidders' shall comply with the following requirements during preparation of the Proposal:

- a) The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Proposal.
- b) The Proposal shall be signed by the bidders or duly authorized person(s) to bind the bidders to the contract. The latter authorization shall be indicated by written power of attorney and shall accompany the Proposal.
- c) In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.
- d) Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals in the form indicated above received prior to the closing time and date of the proposals shall be taken as valid.

- e) Bidders are not permitted to modify, substitute, or withdraw proposals after its submission.

2.4 Submission of Proposals

The RFP documents in its complete form shall be submitted in a sealed envelope at the office of the Secretary, Rogi Kalyan Samiti, Katni before the last date and time prescribed. The proposal submitted by the bidder contain the following:-

- (i) **Proposal Form:** Covering letter in Form 1.
- (ii) **Earnest Money Deposit (EMD)** – This Bid shall contain an EMD (Earnest Money Deposit) of Rs. **25,000/-** in the form of a DD drawn in favor of “ Secretary, Rogi Kalyan Samithi, Katni”, payable at Katni.
- (iii) **Technical Bid** – This bid shall contain the technical proposal in the format as mentioned below. The envelope should be sealed and labeled “Setting up a computerized Citizen Service Center at District Hospital Katni –Technical bid”. The technical bid should contain the following: -

Form II – Form XII

1. Bidder’s Organization Details
2. Duly Attested Turn over Certificate
3. Certificate of Registration or Certificate of Incorporation, AoA and MoA
4. Experience of Working with Madhya Pradesh Government Departments or Agencies
5. Resumes of Key Personnel
6. Specify Usage of Open Source Technologies in these solutions
7. Depiction of Approach, Methodology for performing the assignment
8. Work Schedule
9. Team Composition and Tasks Assigned
10. Innovative Work, Awards and Recognitions
11. Project Report: Applicants shall present a report containing:
 - (i) *Understanding of Project scope:* This section shall contain a clear and concise understanding of project requirements along with activities to be performed and deliverables to be provided based on the scope of work.
 - (ii) *Technical Approach and Methodology:* In this part applicants should explain their understanding of the objectives of the assignment, approach to the assignment, methodologies for carrying out activities and obtaining the expected outputs, and the degree of detail of such output. Applicant should highlight the problems being addressed and their importance and explain the adoption of technical approach for its redressal. Applicants should also explain the proposed methodologies and highlight the compatibility of those methodologies to the proposed approach and the needs of the project.

Applicant shall also include the Risk management and Quality assurance plans.

- (iii) *Work Plan:* In this part the applicant should propose the main activities of the assignment, their content and duration, phasing and interrelations, meetings, milestones (including interim approvals by the Client), and delivery dates of the reports/ documents. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the Scope of Work and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule. Milestones, Deliverables, Meetings and presentations shall be clearly mentioned.
- (iv) *Comments,* if any, on the TOR to improve performance in carrying out the project. Innovativeness shall be appreciated, including workable suggestions that could improve the quality/ effectiveness of the assignment. In this regard, unless the applicant states otherwise, it shall be assumed by RKSK that work (time and effort) required to implement any such improvements, are included in the inputs shown in the project plan.

12. Any other Details

- (iv) **Financial bid** – This bid shall contain the financial bid in the Form XIII as mentioned below. The envelope should be sealed and labeled “ Setting up a computerized Citizen Service Center at District Hospital Katni –Financial bid”. The financial bid shall contain the following: -
 - i. Form XIII Financial Form
 - ii. Any other supporting information and documents that are relevant to the Financial Proposal.
- (v) **Covering Envelope** - Bids shall be sealed in a covering envelope super-scribed with “Proposal for Setting up a computerized Citizen Service Center at District Hospital Katni ”. The covering envelope shall include the DDs for EMD and in case of bid document having been downloaded from the website of Katni District, the required document fee. The DD for EMD/Document fee, the sealed envelopes for the technical bid and financial bid along with the covering letter shall be sealed in the covering envelope and shall be addressed to

**The Secretary,
Rogi Kalyan Samithi,
District Hospital, Katn**

These envelopes shall be sealed by signing across all joints and pasting good quality transparent adhesive tape on top of such joints along with signatures. If the envelopes are not sealed as mentioned above, and marked as required, RKSK will assume no responsibility for the Bid's misplacement or premature opening.

2.5 Deadline for submission of Proposals

The bidder can submit the tender forms in a sealed form at the above office up to 3.00 pm of 20.05.2010. Proposals received after the deadline fixed for accepting bids shall not be entertained. RKSK shall not be responsible for any delay on part of the bidder, the postal department, courier companies or others engaged by the bidder for submission of the bids.

2.6 Proposal Opening

Proposals shall be opened in the presence of the bidders or their authorized representatives who choose to be present, at the Office of the Secretary, RKS, District Hospital, Katni at 3.00 pm on 20.05.2010.

2.7 Evaluation of Proposals

RKSK shall form separate Committees to evaluate the Technical and Financial Proposals submitted by bidders for a detailed scrutiny. During evaluation of Proposals, RKSK may, at its discretion, ask the bidders for clarification of their Proposals. The process for evaluation of Proposals is as given below-

2.7.1 Preliminary Scrutiny:

The preliminary scrutiny of the proposals shall be taken up immediately after the opening of the envelopes containing the tender forms in the presence of the bidders or their authorized agents in the Civil Surgeon's Office. Preliminary scrutiny of the Proposals for eligibility will be done to determine whether the proposals are complete, whether the documents have been properly signed, and whether the Proposals are generally in order and necessary fees towards EMD and cost of Rfp document have been submitted. Proposals not accompanied by EMD money, fees for Rfp document for forms downloaded from the Internet and if sealed and separate envelopes for the technical and financial bids are not present shall be rejected.

2.7.2 Technical Evaluation:

Evaluation of the technical proposals shall be done immediately after the preliminary scrutiny of proposals in the presence of the bidders or their authorized agents. Technical Proposals would be considered only for those bidders, who have qualified during the Preliminary scrutiny of Proposals as mentioned above. If a Technical Proposal is determined as not substantially responsive, RKSK will reject it. Technical proposals conforming to eligibility criteria will be taken up for detailed technical evaluation.

The list of bidders who qualify for criteria no. 1, 2 & 3 of the table below shall be displayed on 20.05.2010 at the office of the Secretary, RKS, Katni.

To qualify technically the bidder must confirm to the following criteria

Evaluation Criteria

1. Organization Details
 - a. Should be a registered Firm, Company or Society that is at least three years old.
 - b. The annual turnover of the organization should be at least Rs. Fifteen lakhs in at least one of the previous three financial years.
2. Experience in software development

- a. Minimum two years experience and having provided database related solutions to three government agencies or at least three reputed clients from the private sector in the past three years to the satisfaction of the clients.
 - b. Should be operating at least two live IT related projects in the government sector in at least two different districts/government agencies or at least five live projects in the private sector. The service provider should have contributed wholly or substantially to the development of the project software application.
 - c. The financial value of at least one live project should be more than one lakh rupees.
3. Technology related benchmarks
- a. The software solution should be web-enabled.
 - b. Features to create new reports as per need.
 - c. Flexible enough to add new modules as per any future requirement.
 - d. The software application should be easily scalable.
 - e. Should provide for an easy backup of data in popular formats such as .mdb files.
4. Presentation
- a. The bidders shall make a presentation of the project to the technical committee and shall be considered to have qualified for this criterion if they obtain a score more than the minimum benchmark set by the committee.

Those bidders who have qualified for criteria 1,2 & 3 shall present a detailed presentation before the technical committee at the Collectrate Meeting Hall, Katni at 3.00 pm on 22.05.2010. The Technical Committee shall evaluate the presentations based on the following criteria:

- (i) Understanding of the Scope of the Project
- (ii) Technical approach and methodology
- (iii) Work Plan
- (iv) Organization Profile
- (v) Staff deployment plan for the Project – software application development and running the CSC
- (vi) Hardware to be deployed
- (vii) Awards and commendations received by the service provider
- (viii) Additional features offered

The presentations shall be evaluated on a scale of 1 to 10 and only those presentations with a score of at least 6 and above shall be considered as technically qualified for the criteria no 4 of technical qualifying criteria.

2.7.3 Technically qualified bidders:

All the bidders who fulfill the requirements as per the technical evaluation criteria described in section 2.7.2 shall be declared as technically qualified under this project.

2.7.4 Evaluation of Financial Proposal:

Financial Proposal would be opened and evaluated only in respect of those technically qualified bidders. The bidder who has quoted the lowest offer shall be the successful bidder and shall be awarded the contract to build, own and operate the CSC.

2.9 Clarifications regarding the RFP document: RKSK shall make best efforts to respond to any clarifications on the RFP document. Such requests can be made in writing, or through e-mail. The response /clarification shall to the extent possible be made in writing to the Email id mentioned in the document. RKSK shall not be responsible for any delay including but not limited to any postal delay.

2.10 Amendments in the RFP Document: At any time before the deadline for submission of bids, RKSK may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by amending, modifying and/or supplementing the same. All prospective Bidders who have received this RFP Document shall be notified of any amendments in writing by e-mail and / or post, and all such amendments shall be binding on them without any further act or deed on RKSK's part. In the event of any amendment, RKSK reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

2.11 Miscellaneous: The bidder is required to examine all the instructions, guidelines, terms and conditions and formats in the RFP. Failure to furnish all the necessary information as required by the RFP on submission of a proposal not substantially responsive to all the aspects of the RFP shall be at bidders own risk and may be liable for rejection.

Proposals received by facsimile/ Telex/ Telegrams/ Email shall be treated as defective, invalid and rejected. Only detailed complete proposals in the form indicated received prior to the closing time and date of the proposals shall be taken as valid.

3. Section II: General Conditions of the Contract

The section aims to provide guidelines/instructions to bidder, to be used while submitting the Proposals. These are generic in nature, but bidders are required to abide by them during the currency of the Project.

3.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this RFP and Contract have the following meanings:

“**Applicable Law**” means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

“**Proposals**” means proposal submitted by Software Solution Provider in response to the RFP issued by RKSK.

“**Client**” means Rogi Kalyan Samithi, Katni.

“**Committee**” means committee constituted by RKSK for evaluation of Technical and Financial Proposals submitted by the Software Solution Provider.

“**Contract Price**” means the price payable to the Software Solution Provider under the Contract for the complete and proper performance of its contractual obligations.

“**Software Solution Provider**” means any private or public firm legally registered in India and engaged in providing Software Solutions to Government Agencies and Capable of running them on a Build Own and Operate Model.

“**Contract**” means the Contract signed by the parties (RKSK & Software Solution Provider) along with the entire documentation specified in the RFP.

“**Day**” means Calendar day

“**Effective date**” means the date on which the contract comes into force and effect.

“**GCC**” means General Conditions of Contract, specified in Section III of RFP

“**IFP**” means Invitation for Proposals, specified in Section I of RFP

“**Personnel**” means personnel and support staff provided by the Software Solution Provider

“**SOW**” means Scope of Work for the Software Solution Provider, specified in Section IV of RFP

“**Services**” means the work to be performed by the Software Solution Provider pursuant to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by RKSK.

“**Third Party**” means any person or entity other than the RKSK and the Software Solution Provider.

“**MUST**” – When this terminology is used, the Software Solution Provider must implement it in their backend to pass the acceptance test.

“**MAY**” – When this terminology is used, the Software Solution Provider may implement it as an additional feature, but it is not required to pass the acceptance test.

“**RKSK**” - Rogi Kalyan Samiti, District Hospital, Katni.

3.2 Award of Contract

On acceptance of Proposal for awarding the contract, RKSK will notify the successful bidder in writing that their proposal has been accepted. RKSK and successful bidder will work out the Contract Agreement at the time of signing of Contract. This tender document shall be considered as a part of the Contract Agreement. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

In case the successful bidder does not enter into an agreement within one month of the award of the contract the RKSK may decide to cancel the contract and award the contract to the bidder who had submitted the second lowest offer.

The agreement with successful bidder shall be for a period of three years. The contract may be extended for a period of two more years with the mutual consent of both the parties one year at a time.

3.3 Cost of Bidding: The bidder shall bear all costs associated with the preparation and submission of bids and RKSK will in no case be responsible or liable for these costs, whether or not the bid is finally accepted.

3.4 Non-Transferable bids: The RFP document is not transferable. Only the party who has purchased this RFP document shall be entitled to submit their quote and proposals.

3.5 Language of the proposal: Bidders are required to furnish all information and documents, as called for in this document, in English language and in the prescribed formats. All proposals shall be addressed to:

The Secretary,
Rogi Kalyan Samithi,
District Hospital, Katni.

3.6 Signing of the proposal: The proposal shall be typed and duly signed by the Bidder, or by his duly authorized person holding power of attorney. Each page of the proposal shall be duly initialed by the authorized signatory.

3.7 Confidentiality

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder/third party or any other persons not officially concerned with such process. The undue use by any applicant of confidential information related to the process may result in rejection of its Proposal. Except with the prior written consent of RKSK, the applicant and the personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract. Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is marked confidential or if disclosed

otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties.

All documents submitted in response to this document become the property of RKSK on submission. RKSK can use the submitted responses for all purposes relating to the evaluation of responses and the conduct of any further stages in this staged proposal process including a best and final offer in the RFP stage.

3.7 Enquiries: Any query or further details regarding the project requirements, concerned departments, key personnel, dates and any other Information can be addressed to:

Office of Secretary,
Rogi Kalyan Samithi,
District Hospital Katni.

Telephone: 07622 – 230367

Fax :07622 - 230011

3.8 Conflict of Interest

RKSK requires that bidder must provide professional, objective, and impartial advice and at all times hold the interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. In case the bidders (bidder) have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, they shall declare such interests as part of their proposal.

3.9 Validity of Proposals

Technical and Financial Proposals shall remain **valid for a period of 60 (sixty) days** after the date of Proposal opening prescribed in RFP. A Proposal valid for shorter period may be rejected as non-responsive. RKSK may seek the bidder's consent to an extension of Proposal validity (but without the modification in Proposals).

3.10 Right to accept Proposal

RKSK reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

3.11 Fraud and Corruption

RKSK requires that bidder selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, RKSK:

- (a) Defines, for the purposes of this provision, the terms set forth as follows:
 - i. "**Corrupt practice**" means the offering, giving, receiving or soliciting of any thing of value to influence the action of RKSK or any personnel of bidder(s) in contract execution.

- ii. **"Fraudulent practice"** means a mis-representation of facts, in order to influence a procurement process or the execution of a contract, to RKSK, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non- competitive levels and to deprive RKSK of the benefits of free and open competition;
 - iii. **"Unfair trade practices"** means supply of services different from what is ordered on, or change in the Scope of Work, which was given by the RKSK in Section IV.
 - iv. **"Coercive practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- c) Will reject a proposal for award, if it determines that the bidder recommended for award engaged in corrupt, fraudulent or unfair trade practices.
 - d) Will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

3.13 Errors or Omissions:

Submissions containing alterations or erasures may be excluded from consideration. Any alteration made shall be initialed by the bidder. In case of any discrepancy, error or omissions in the proposal/response submitted and if the applicant wishes to lodge a correction or provide additional information the same is to be submitted in writing prior to the RFP closing date and time. Applicants are not permitted to modify, substitute or withdraw proposals after its submission.

3.14 Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'RKSK' and 'the bidder'. The bidder subject to this contract has complete charge of personnel and Sub-bidder, if any, performing the services under this Project from time to time. The bidders shall be fully responsible for the services performed by them or on their behalf hereunder.

3.15 Standards of Performance

The bidder shall perform the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to RKSK. The bidder shall always support and safeguard the legitimate interests of RKSK, in any dealings with the third party. The bidder shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The bidder shall conform to the standards laid down in RFP in totality.

3.16 Delivery and Documents

The bidder shall submit all the deliverables as per due date and as per the deployment schedule mentioned in this document. The bidder shall not without the RKSK prior written consent disclose the Contract, drawings, specifications, plan, pattern, samples to any person other than an entity employed by RKSK for the performance of the Contract. In case of termination of the

Contract, the entire document used by bidder in the execution of project shall become property of RKSK.

3.17 Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The bidder shall indemnify the RKSK from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the bidder, RKSK shall be defended in the defense of any proceedings which may be brought in that connection.

Being a Government work and a work for hire, the end product of the work assignment carried out by the bidder, in any form, will be the sole and exclusive property of the Client and will be credited only to the Client without any reference to the Consultant. All IPR rights are reserved with the Client and will be vested solely with the Client. **All source codes used and generated, documentation used and generated thereof will be the sole property of the Client which will have the sole liberty and privilege to use the information and deliverables provided by the bidder, in connection with the Computerized CSC project in any appropriate manner as deemed fit, for the purpose of furtherance of the proposed and existing Government initiatives by deploying it any where in the District of Katni.** The client will be true and original owner and author of the work and its derivatives with the exclusive and absolute Intellectual Property Right over the whole content and in piecemeal with all its cognate expressions and variations thereto. The Consultant shall not stake any claim directly or indirectly over any work related to this project.

3.19 Assignment

The bidder shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the RKSK's prior written consent. RKSK however has the right to refuse such assignment if it is not in the interest of the District Hospital, the Health Department or its customers.

3.20 Software Module Deployment Schedule

The successful bidder shall start the operations of the CSC within 10 days from the date of awarding the contract. The bidder shall deploy the software modules as per the schedule mentioned below (for detailed description of the module see section 4.1).

Module I	1. OPD registration 2. Birth/Death Certificate Issuing 3. 24 X 7 call center under JSY	15 days from award of Contract
Module II	Resource Management, IPD registration and the Deendayal Antodya Scheme	30 days from award of contract
Module III	Inventory Management	45 days from award of contract
Module IV	Integration with Government schemes like JSY, RMSY etc & Personnel management	60 days from award of contract
Module V	Any other module as per requirement of RKSK	15 days from receipt of written notice
Module VI	Operation of the CSC	30 days from award of contract

3.21 Performance Guarantee & Liquidated Damages (LD)

The successful bidder shall deposit with the RKSK a Performance Guarantee (PG) of Rs. 25, 000 for the entire period of the contract before or at the time of signing the agreement. The PG shall be in the form of a fixed deposit in a scheduled bank for a period of three years.

The successful bidder shall deliver the software solutions as per the time schedule provided in the contract to RKSK. RKSK shall form a committee to review the performance of the bidder with respect to progress in development and delivery of the software solution, the functionality of the modules and the improvement on the overall service delivery. In case of non-adherence to delivery schedule as per contract conditions, RKSK shall be at liberty to impose a penalty upto Rs. 5000 based on the report of the review committee. The RKSK shall be at liberty to terminate the contract for non-satisfactory performance of the vendor in development and delivery of the software module.

Similarly, upon receiving a report by the review committee of non-satisfactory operation of the CSC, non-adherence to conditions agreed upon in operation of the CSC, poor service delivery by the successful bidder RKSK shall be at liberty to impose a penalty of upto ten percent of the monthly fee payable to the vendor for operation of the CSC. If the vendor repeatedly violates the contract conditions for more than three times in the contract period the RKSK shall be at liberty to terminate the contract and forfeit the sum submitted as performance guarantee.

Any action proposed under this section shall be taken only after the RKSK has issued a written notice to the vendor seeking his explanation, after having provided the vendor reasonable time to submit reply and after having considered the reply submitted by the vendor.

3.22 Suspension

RKSK may, by written notice to bidder, suspend all payments to the bidder hereunder if the bidder fails to perform any of its obligations under this Contract including the carrying out of the services, provided that such notice of suspension

- a) Shall specify the nature of failure.
- b) Shall request the bidder to remedy such failure within a period not exceeding seven (7) days after receipt by the bidder of such notice of failure.

3.23 Termination

Under this Contract, RKSK may, by written notice terminate the bidder in the following way

1. Termination for Default for failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.
2. Termination for Convenience in whole or in part thereof, at any time. RKSK reserves the right to select:
 - i. To have any portion completed at the work order and /or the Work Order terms and prices; and /or
 - ii. To cancel the remainder and pay to the agency an agreed amount for partially completed Services.
3. Termination for Insolvency if the bidder becomes bankrupt or otherwise insolvent.

4. RKSK may also forfeit the performance guarantee in case of the termination of contract for default of failing to perform obligations as per the contract agreement.

3.24 Payment schedule

The RKSK shall adopt the following payment schedule

(i) Software development module: -

S.No	Module	Payment details
1	On satisfactory delivery of the Module I	Twenty percent of the bid value for application development
2	On satisfactory delivery of the Module II	Twenty percent of the bid value for application development
3	On satisfactory delivery of the Module III	Twenty percent of the bid value for application development
4	On satisfactory delivery of the Module IV &V	Twenty percent of the bid value for application development
5	On satisfactory completion of software deployment	Ten percent of the bid value for application development

(Satisfactory delivery would mean delivery, testing and successful deployment of the module)

(ii) Operation of the CSC

- a. On setting up the CSC at the District Hospital :Ten percent of the bid value for software module development
- b. On completion of every month's operation of the CSC: Amount payable as monthly fee for operation of the CSC as agreed in the contract.

3.24 Taxes and Duties

The financial proposal shall be **inclusive of all taxes and duties.**

3.25 Legal Jurisdiction

The Collector, Katni will be the arbitrator for this RFP. In case of a dispute, the decision of the arbitrator will be final and binding on both parties. All legal disputes between the parties shall be subject to the jurisdiction of the Courts in Katni.

3.26 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the Contract Agreement.

3.27 Progress of the Project

The bidder shall intimate the progress of the project to RKSK in a frequency and manner prescribed in consultation with the bidder after the award of Contract.

3.28 NDA-Confidentiality and Privacy

The successful bidder shall sign an agreement with RKSK for ensuring confidentiality of user information and to protect the privacy of the users, during the Post Go-live period.

3.29 Miscellaneous

1. In the event the bidder's Company or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with RKSK, should be passed on the compliance by the new company or new Division in the negotiation for their transfer.
2. The Successful bidder shall also comply with the conditions and directions given by RKSK with respect to the improvement, changes or any other aspects related to the functioning of the Service Center.

3.30 Confidentiality in relation to Patient Data

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process. The undue use by any bidders of confidential information related to the process may result in rejection of its Proposal. Except with the prior written consent of the RKSK, the bidder and the personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties.

The bidder shall not, without RKSK prior written consent, disclose the financial terms of this work order to any person other than a person employed by the bidder in the performance of the work order.

The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

4. Section IV: Scope of Work

4.1 Objectives and scope of the Project

The Objectives of the project can be identified at different aspects of hospital management as follows.

1. *Services to Patients*

- a) A single point of registration that captures all the basic information at source.
- b) Minimum possible waiting time in queues at the registration desk, the OPD consultation, medicine distribution counter, medical investigations, emergency MOT and bed allocation.
- c) Least possible documents to be submitted and historical data available at the click of a button.
- d) Pre-decided costs and hassle free service delivery
- e) Single point access to various government schemes to all the eligible beneficiaries.
- f) A simple mode of payment to JSY beneficiaries and easy availability of birth and death certificates.

2. *Call center under JSY*

- a) Operation and management of a 24X7 call center to optimize the use of Janani Express in order to improve access of rural community to safe institutional delivery.
- b) The Call Centre shall receive calls from public who wish to reach the hospital for medical attention of pregnant women and shall co-ordinate with the fleet operators who provide transport services to the patients and direct them to pick up the patients and deliver them at the designated medical facility.
- c) The call centre shall also maintain records as prescribed by the RKSK in relation to this function.

3. *Inventory Management*

- a) Better record keeping of the medicine stock available
- b) Free flow of information from the medicine distribution center and the wards to the central medicine stock repository and a simple and easy reconciliation between these entities.
- c) Easy maintenance of accounts at each level.
- d) Forecasting the needs at regular intervals for timely procurement.

4. *Resource Management*

- a) A single point for allocation of hospital beds in wards.
- b) Efficient and automatic allotment of slots in the laboratory and operation theatres.
- c) A single window for information retrieval to help the management in assessing the resource situation at any given time.
- d) Clearly laid standards for Ambulance service with pre-defined turn around times.
- e) Simplified mode of payments to ASHA and other health workers involved in the schemes. A central database of all the health workers to facilitate better management.

5. *Personnel Management*

- a) Better means of recording attendance that shall be displayed for public information
- b) Efficient means of allocating the staff to various duties with a means of tracking the performance of each Para-medical staff.
- c) A central repository of doctors and their work timing and a means to capture the information of consultations done by them.

6. *Integration with government schemes*

- a) Seamless integration with various government schemes.
- b) Well maintained list of beneficiaries and benefits availed.
- c) Integration with government lists like BPL etc.

4.2 Identification of Processes

RKSK had undertaken a preliminary study to map the process currently involved in the various services to be provided in the district hospital and the process maps are given below. This section aims to help the bidder to prepare his project report. It is expected that the successful bidder shall carry out an independent exercise to map the process and suggest changes to improve service delivery.

1. **Registration:** The first point of entry for the patient, which records the basic information of the patient and the general details of ailment and directs the patient to a doctor.
2. **OPD Doctor Consultation:** The available doctor then enters this info in a separate log book and diagnoses the patient for an OPD an IPD along with the prescription and treatment.
3. **IPD:** In case a patient is required to be admitted, the details (name, age, ailment etc.) are once again entered in a separate register and directed to the ward.
4. **Ward Management:** The patient walks all the way to the ward and an allocation of a bed takes place only at the ward. This is done based on the availability, which is known only at the ward.
5. **Medicine Distribution:** Once again the details of the patient are entered and the medicines provided based on availability. The accounting of medicine stocks at this level are done at the end of business hours.
6. **Medical Investigation:** A patient first pays the required fees at the pathology cash counter, this payment slip is then takes to the Laboratory where the details of the patient are once again recorded and the medical test performed based on the convenience of the staff.
7. **Medicine Disbursement at the Wards:** A separate file for each patient is maintained (based on bed number and other details) that contains the prescriptions. A nurse has to provide the medicines as per prescription and obtains the drugs from the drug store as per the requirement. There is no reconciliation between the prescriptions made for the patients in a ward and the actual medicines consumed and the stocks available.
8. **SNCU:** The Sick New Born Care Unit is another separate entity which maintains its own records but needs personnel and medicines which are not streamlined with the overall hospital information.
9. **Nutrition level improvement schemes:** This is another government scheme running as a separate entity with its own set of records.
10. **Disbursement of financial assistance to JSY beneficiaries:** This is again done as a separate activity its own data entry and separate records.
11. **Birth and Death Certificates:** This section works as a separate entity in spite of the fact that the persons being born or dying are from the hospital.
12. **JSY Call Center Management:** An operator dedicated for the purpose shall divert the nearest available Janani Express to the to the caller and also inform the nearby delivery center about the incoming patient. The call center operator shall log in all the calls and the action taken in each call in a computerised database for further reporting.

4.3 Deliverables and other conditions

1. Software application with the following modules
 - OPD Management
 - Data management of the Deendayal Antodya Scheme
 - IPD Management
 - JSY Call Center Management
 - Inventory Management
 - Personnel Management
 - Integration with BPL list and other special lists.
 - Generation of various certificates delivered at the hospital

- Delivery and follow up mechanism of various government schemes being delivered at the hospital like JSY, RBSY etc.
2. The bidder shall provide the complete hardware, system software and the application software.
 3. Stationary for printing shall be provided by RKSK. The expenses on all other consumable items required for operating the CSC shall be borne by the vendor.
 4. The bidder shall provide Trained Manpower for each shift. The IT assistant shall be a graduate with minimum six-month course on computers. In case of the Call Center under JSY, the operator shall provide the manpower and RKSK shall provide the hardware and software (but not consumables). The hardware for the call center shall include a computer, two telephone connections with outgoing facility. RKSK shall bear the monthly bills for the telephone connections.
 5. Number of computers and manpower will be such so as to keep waiting time below 5 minutes per patient. The bidder shall determine the requirements based on workload.
 6. The bidder shall ensure secure Data and backup of the same always available on demand. Backup should reside in the Hard disk as well as on digital disks. The bidder shall provide a back up of the database on a monthly basis to the RKSK in the form of DVD. The data backup provided should be in a format that could be easily migrated into another database. It is preferable that the data backup shall be in the form of .mdb (Microsoft Database) files with complete header and query information.
 7. The safe custody of the equipment provided by the vendor in the hospital shall be the responsibility of the bidder.
 8. After the contract period is over or on termination of contract the bidder is free to remove his hardware, equipments etc. on a one-week notice to the RKS. The software application & database generated will be the property of the RKSK and vendor shall handover the same in good condition to the hospital authorities in usable form.
 - a. The vendor shall take care of License required for any third party software used in his system at his own cost.
 - b. The software developed shall be web based and Administrative control of the system and application software shall be transferred to Rogi Kalyan Samiti Katni.
 9. Hospital shall provide furnished space and electricity. System of Internal Networking wiring exists in the hospital but the vendor shall explore its usefulness and if possible RKS shall assist the vendor to modify or improve it.
 10. Hardware installed should be of standard quality and of minimum configuration as mentioned below. The vendor could deploy equipment that is of a higher specification if he wishes to do so.

Desktop configuration

Intel Pentium Duo Core processor 2. 4GHz or higher speed, 512 MB cache, Minimum 1 GB RAM, 40GB HDD, 52X CD ROM or higher, Scroll Logitech / Microsoft mouse, Keyboard, 15" color Monitor, 10/100 mbps LAN card, suitable ATX power supply & chassis. Windows Seven/XP, MS XP office, application software.

Dot Matrix Printer/Laser printer

24 pins, 300 cps 80 col dot matrix printer one for each desktop PC, capable of handling 4 part forms (1 original+ 3 copies) with windows98/Me / XP/Vista drivers.

UPS

For each PC 700 VA, line interactive
Server 1KVA online UPS

Server configurations

Intel Pentium IV; 2.4GHz or higher, 512 cache, 2 GB DDR RAM, 150 GB SCSI 10000 RPM HDD, 48X CD- R, 10/100 mbps LAN, OEM optical scroll Logitech / Microsoft mouse, Keyboard, 15" color Monitor, Windows XP professional, MS XP office, application software.

11. UPGRADE: In case any new technology is introduced during the phase of installation the same must be incorporated at the same price within the same terms of contract.

12. RESPONSE TIME: The Software implemented must provide for the response time less than 2 seconds for the information stored and less than 5 seconds for queries.

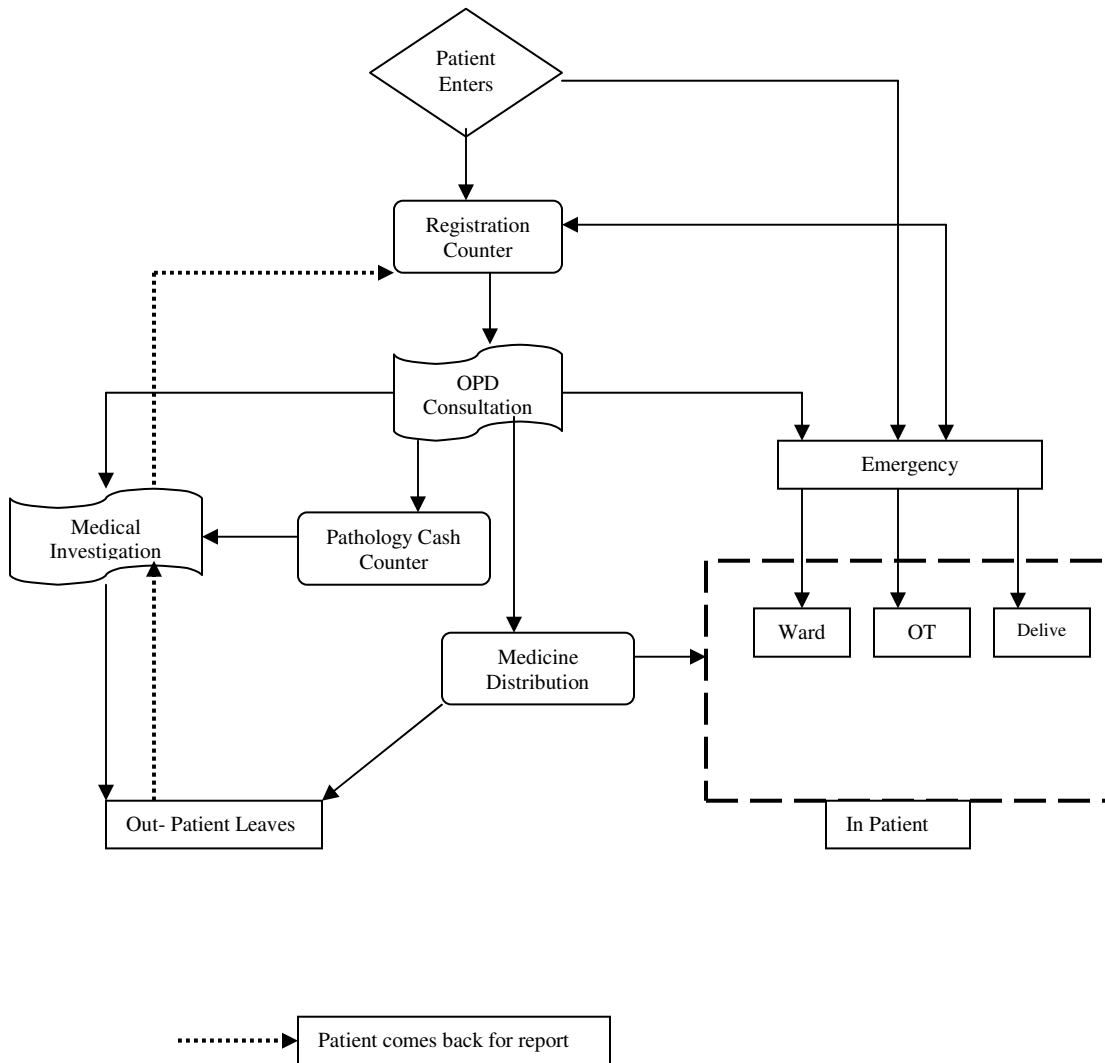
13. UPTIME: The firm will provide 99% uptime for the servers and 95% up time for rest of the system & Printers during period of contract. The penalty to be imposed for uptime less than the specified uptime will be deducted from the security deposit.

14. ACCEPTANCE TESTING: An acceptance testing procedure, to be worked out jointly by the bidder and the user, to test individual components and successful integration of all components shall be followed. Hospital authorities shall issue the acceptance certificate on successful commissioning of various component of the project viz. Hardware, software, LAN, Cabling, Manpower deployment. The acceptance testing of application software will be based on actual data. Cost of the testing procedure will be borne by the vendor. Date of contract will begin from date of acceptance testing of application software.

15. WARRANTY AND MAINTENANCE BACKUP: Service support: The firm shall have well established office and service centers supported by qualified software and hardware maintenance professionals for the maintenance of the hardware and software supplied by them. It is sole responsibility of the vendor to keep servers up 99% of the time and rest of system at 95% of the time at their own cost. The vendor should stock some of essential items at the site for keeping system up as mentioned above.

16. The IT assistants provided by the vendor shall be well behaved, sweet natured and capable of handling public in all circumstances.

Fig 1: Process Map for an Out-Patient



4.4 Reengineered versions of the above process to form the basis for establishment of a computerized CSC.

Fig 3. Proposed Process Map for an Out-Patient.

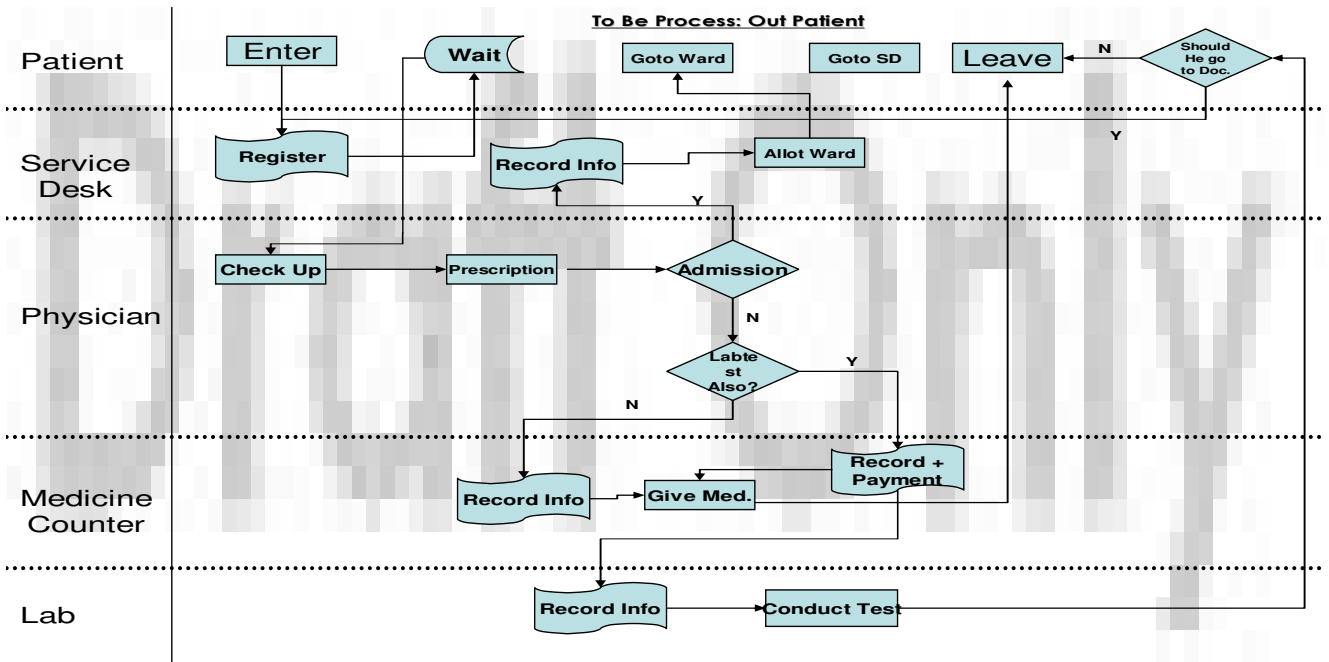


Fig 4. proposed Process Map for an In-Patient

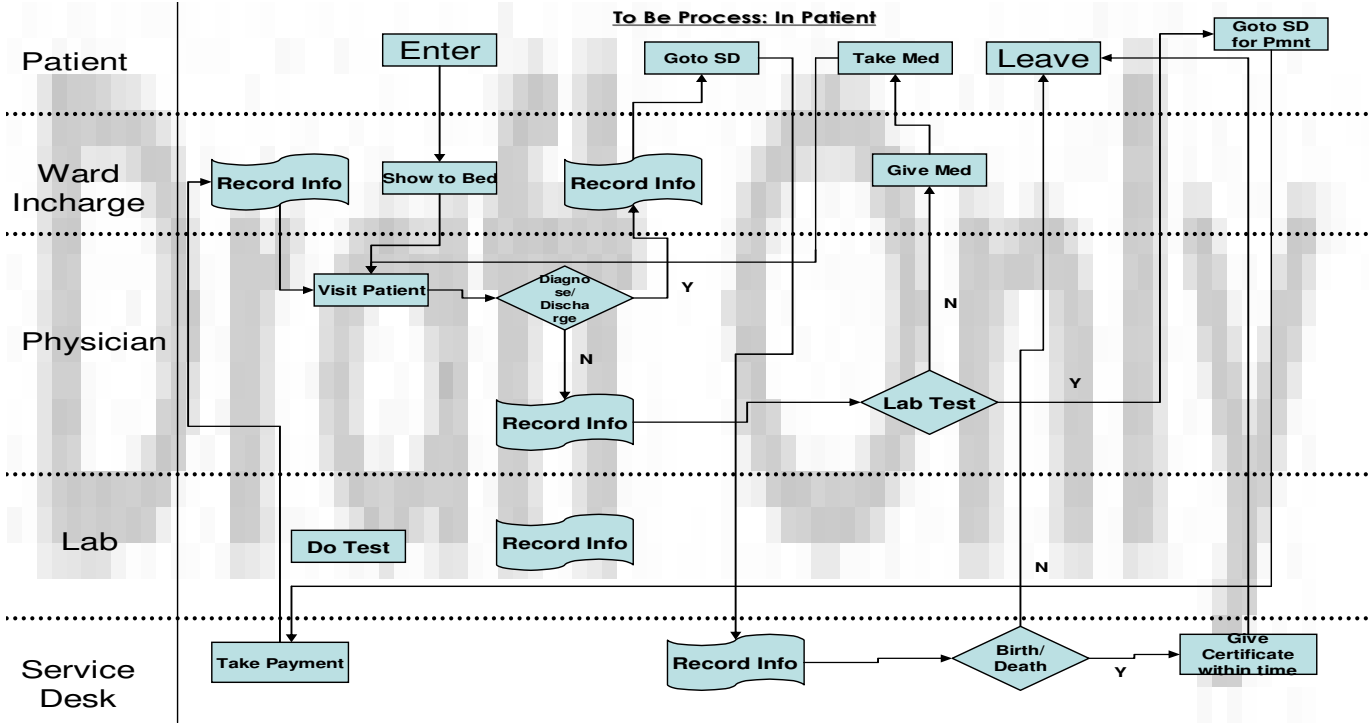


Fig 5. Proposed Process Map for Inventory Management

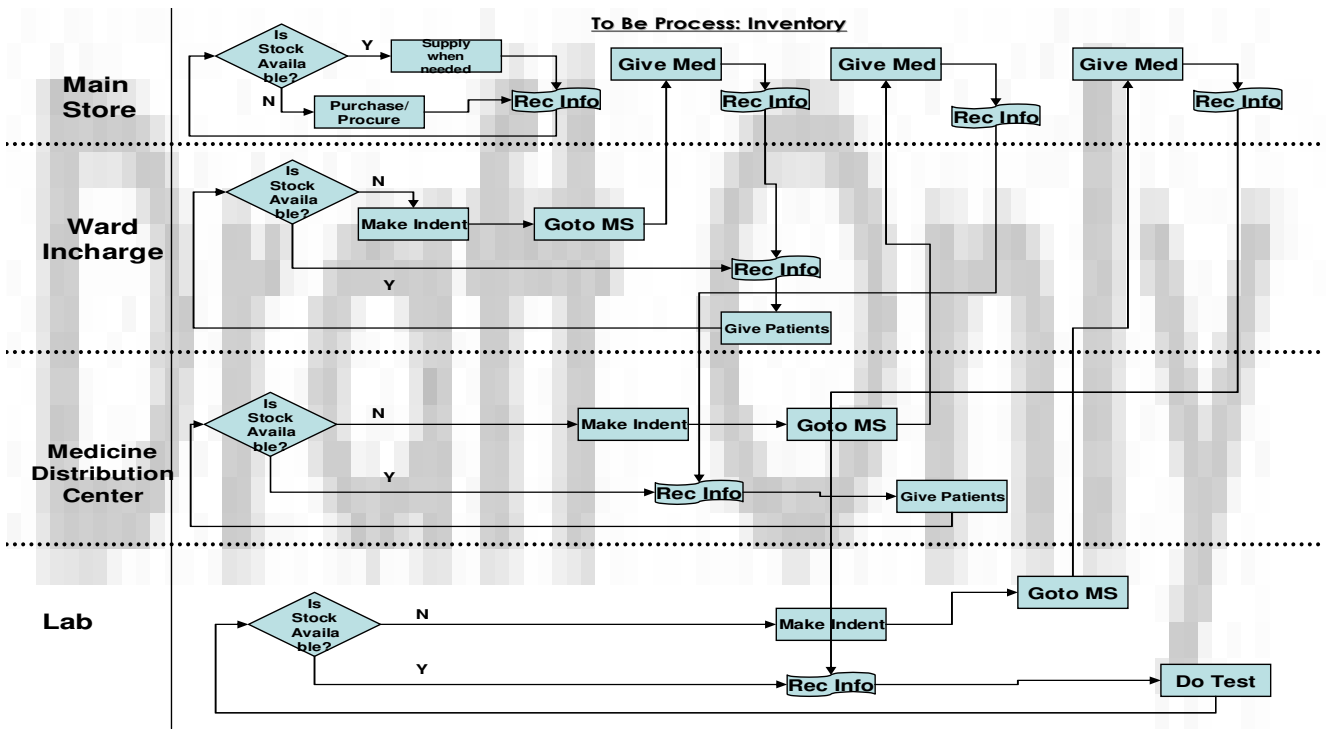


Fig 6. Proposed Process Map for personnel Management

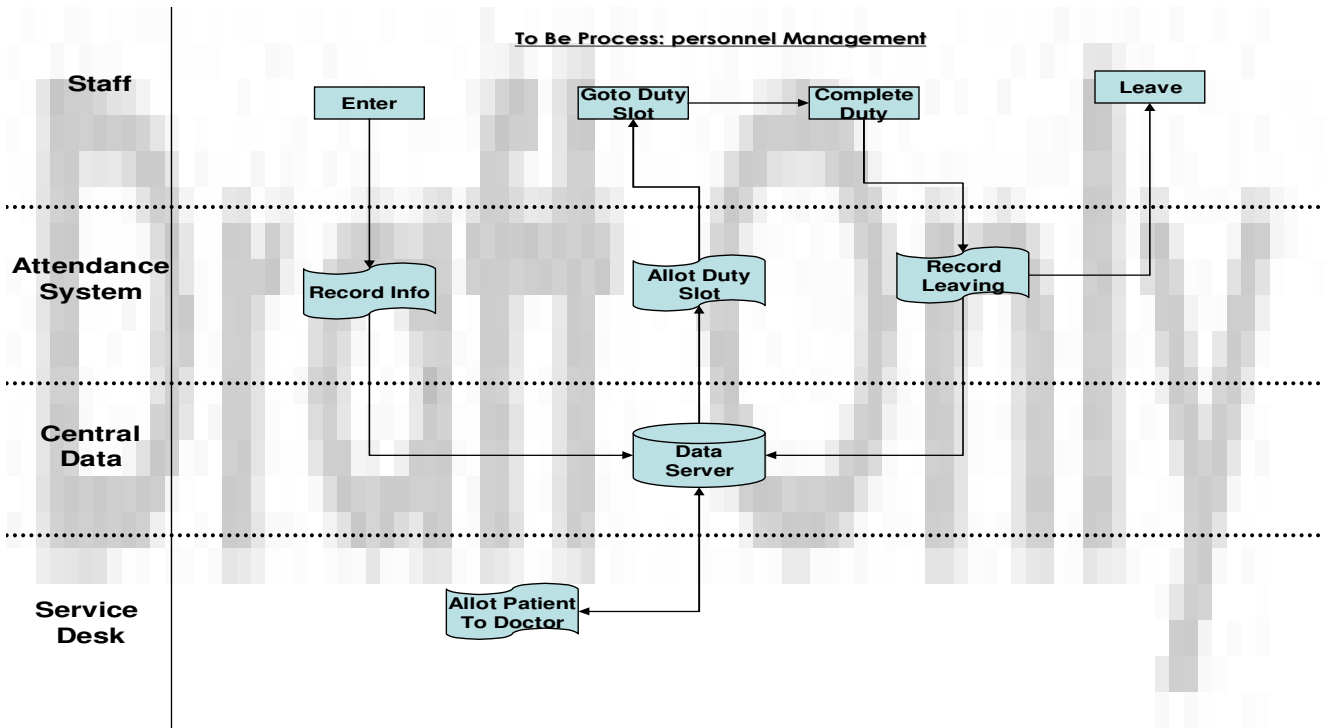
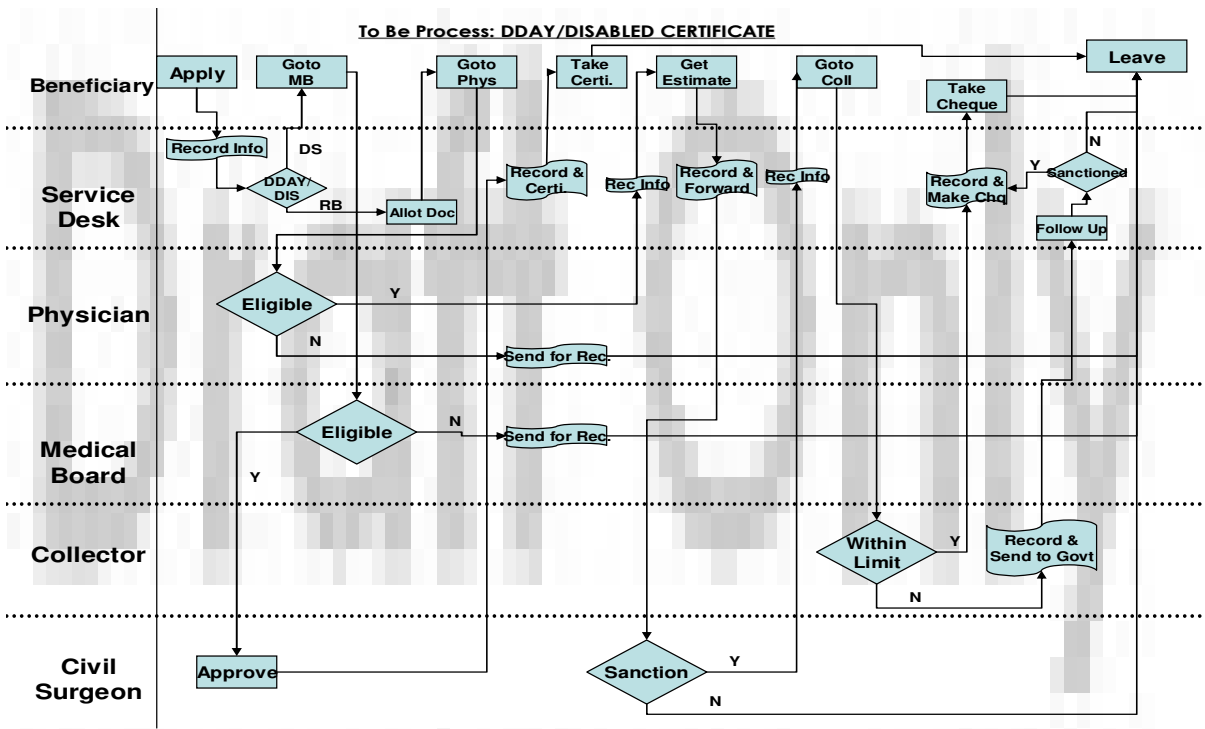


Fig 6. Proposed Process Map for Integration of Govt. Schemes delivered at Hospital



5 Section V: -

Proposal Form: Covering Letter (Form I)

The bidders are required to submit the covering letter in the Form I. This form should be on the letterhead of the bidder submitting the proposal.

FORM I: Covering letter (On bidder's Letterhead)

Date:

To:

Secretary,
Rogi Kalyan Samiti,
DISTRICT HOSPITAL Katni,
Madhya Pradesh,
India.

Sir,

Sub: Proposal for Setting up computerized Citizen Service Center to provide Computerized registration services (OPD, IPD), inventory management, personnel management and Integrating the software with various schemes of State / Central Govt. of health department and department of women and child development etc.

1. Having examined the Bidding Documents, the receipt of which is hereby acknowledged, we, the undersigned, offer to take up project "Setting up computerized Citizen Service Center" to provide Computerized registration services (OPD, IPD), inventory management, personnel management and Integrating the software with various schemes of State / Central Govt. of health department and department of women and child development etc., in full conformity with the said Bidding Documents.
2. We undertake, if our bid is accepted, to commence work on this Project and to start the computerized Citizen Service Center at District Hospital, Katni within the respective times stated in the Bidding Documents.
3. We declare that we have studied Bid document and are making this proposal with a stipulation that you shall award us Contracts for computerized Citizen Service Center as per the requirements mentioned under Scope of Work (SoW) and other services specified in the Bid Documents.
4. We have read the provisions of bid and confirm that these are acceptable to us.
5. We further declare that additional conditions, variations, deviations, if any, found in the proposal shall not be given effect to.
6. We undertake, if our bid is accepted, to commence the work on this Project immediately upon your Notification of Award to us, and to achieve Completion within the time stated in the Bidding Documents.

7.If our bid is accepted, we undertake to provide a Performance Security in the form and amounts, and within the times specified in the Bidding Documents.

8.We agree to abide by this bid, consists of this letter, the Price Schedules, Attachments through to this Bid Form, for a period of bid validity from the date fixed for submission of bids as stipulated in the Bidding Documents, and it shall remain binding upon us and may be accepted by you at anytime before the expiration of that period.

9.Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Authorized Signatory:

Name and title of signatory:

With Stamp

Date

Venue

5.2 Technical Proposal (Form II – XII)

The Technical proposal submitted by the bidder should include the following in the formats specified in this section:

1. Bidder's Organization Details
2. Duly Attested Turn over Certificate issued by a chartered accountant for the previous three financial years
3. Certificate of Registration or Certificate of Incorporation, AoA and MoA
4. Experience of Working with Government Departments or Agencies
5. Resumes of Key Personnel
6. Technology and Platform Details of the proposed software.
7. Depiction of Approach, Methodology for performing the assignment
8. Work Schedule
9. Team Composition and Tasks Assigned
10. Innovative Work, Awards and Recognitions
11. Any other Details

Form II: bidder's Organization Details

Name of the applicant organization		
Status of the Company	Private/Public/Partnership	
Name of the Key Person		
Address		
Village		
Block		
District		
PIN Code		
State		
STD Code		Phone No:
		Mobile No:
Fax No.		Website:
	Email:	
Nearest Railway Station		Distance in Km:
Nearest Airport		Distance in Km:
Years of Experience in providing Software Solutions		Confirming to Eligibility Criteria: Yes / No

A1 Address in full including PIN code:

(a) Registered Office with telephone Nos./fax/e-mail:

(b) Administrative office with telephone Nos. / fax/e / mail:

Form III: Duly Attested Turn over Certificate

Please attach the duly attested turnover certificate given by the Company's auditor/CA/CS

Form IV: Certificate of Registration or Certificate of Incorporation, AoA and MoA

Form V: Experience of Working with Government Departments / Agencies /Private agencies

S.no	Name of Client	Name of the Project	Date of Award of contract	Value of the project	Brief description	Current status

(The details should be validated by a letter issued by the client of satisfactory performance on the organisation's official letterhead by a senior official)

Form VI: Resumes of Key Personnel

S.No		
1	Proposed Position [only one candidate shall be nominated for each position]	
2	Name of Staff [Insert full name]	
3	Date of Birth	
4	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and year of obtainment]	
6	Brief Professional Experience	

a) Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

Form X: Team Composition and Task Assigned

Organization and Staffing: In this part the bidders should propose the structure and composition of your team. The main disciplines of the assignment, the key expert responsible, and proposed technical and support staff may be /provided.

1. Professional Qualifications and Certifications

Name of Staff	Firm/Company	Area of Expertise	Position Assigned	Task Assigned

2. Support Staff				
Name of Staff	Firm/Company	Area of Expertise	Position Assigned	Task Assigned

Note: bidder is required to specify whether the above stated staffing arrangement is full time or part time.

Form XI: Innovative Work, Awards and Recognitions

Please mention the Innovative Work and Awards Received during the last three years.

Please provide copies of such certificates/awards/recognitions.



Form XII: Any other Details
6. Section VI Financial Proposal Format

6.1 Financial Proposal (Form XIII)

RFP for Setting up Setting up a computerized Citizen Service Center at District Hospital Katni

The Financial bid shall contain nothing else except the price quotes as per format given in the tender form and submitted in a sealed envelope as specified in the tender form. Financial bid of only those bidders shall be opened who are found qualified at the Technical bid stage. Bids submitted must be unconditional and no communication will be made till the finalization.

Name of the Bidder:	
Address (In capital letters only)	

S.No (A)	Component (B)	Bid Value (in Rs) (C)	No of Units (D) (Indicate the number of units in the project life cycle)	Total Cost for the project period of three years (E)
1	Price bid for Software application development/deployment			
2	Maintenance & support charges per annum		x 3 years	
3	Monthly charges for operating the CSC		x 36 months	
4	Taxes and cess etc 1. 2. 3. 4. 5.			
5	Any other charges 1. 2. 3.			
	Grand total (1+2+3+4+5)			

Signature of Authorised Agent:

Stamp of the organization:

I/We accept the terms and conditions mentioned in the proposal document. We hereby submit the following bid for setting up and operating a computerized CSC at the District Hospital, Katni.

Total financial offer for the contract period of three years (1+2+3+4+5 of above table)	Rs..... (in figures) (in words)
---	--

1. Attach extra sheet wherever necessary.
2. Figures in the above table should tally with the grand total of the previous table in this form.
3. The bidder should quote firm prices/rates inclusive of CESS/ VAT, all taxes, lease/ rental/ hiring taxes, duties, octroi, all permits and other Levies, Works Contract Tax, personnel tax, corporate Tax etc, (except service tax) as applicable for the contract. The service tax if any shall be reimbursed on production of service tax registration number.
4. Prices based on Software development and Comprehensive cost of the total project components hardware, software, power backup, maintenance etc. This should include cost of consumables, Printer ribbon / toner etc.
5. Taxes and cess shall be uniform for all

Authorized Signatory:

Name and title of signatory:

Official Stamp of the organization: