

OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH  
OFFICER: JAJPUR

Letter No. 3881 /CDM&PHO, Jajpur dated the 24.05.21

To,

The Director,  
Information & Public Relation Deptt.,  
Odisha, Bhubaneswar

Sub: Publication of the Advertisement on your Esteemed Newspaper.

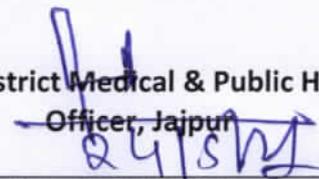
Ref: - This office Tender No 3880 dated 24-05-2021

Sir,

With reference to the subject cited above, I am requesting you to publish the following advertisement in 2 (Two) nos daily Newspaper (one time) for wide publication by dt. 25-05-2021, consuming minimum space and submit the bill as per I&PR rate to the undersign for payment.

This is for your information and necessary action.

Yours faithfully,

  
Chief District Medical & Public Health  
Officer, Jajpur

	<b>OFFICE OF THE CHIEF DISTRICT MEDICAL &amp; PUBLIC HEALTH OFFICER, JAJPUR, ODISHA.</b>	
<b>TENDER CALL NOTICE</b>		
<p>Sealed Tender is invited from reputed firms having successful track record on online/offline ITC projects/works. The Bidders can download the Tender Documents directly from the Website i.e. <a href="http://www.jajpur.nic.in">www.jajpur.nic.in</a> from <b>24.05.2021 to 08.06.2021</b>. The Tender cost of Rs 1, 000 (Rupees One thousand only (Non-refundable) by way of separate Demand Draft drawn in favor of Rogi Kalyan Samiti, DHH, Jajpur should be enclosed along with the Technical Bid. The undersigned reserves the right to accept/reject any offer without assigning any reason thereof.</p>		
<p>Sd/- CDM &amp; PHO, Jajpur</p>		

Memo No. 3882

Date: 24.05.21

Copy forwarded to the DI &PRO, Jajpur for kind information & necessary action.

  
Chief District Medical & Public Health  
Officer, Jajpur



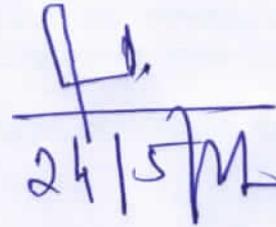
OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER,  
JAJPUR, ODISHA.



### TENDER CALL NOTICE

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Sd/-  
CDM & PHO, Jajpur

  
24/5/21

Chief District Medical  
& Public Health Officer,  
Jajpur



**OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER  
JAJPUR, ODISHA.**



Tender No: 3880

Date: 24.05.21

**Notice for Invitation of Tender for Operational Support for OeHMIS.**

Date for Availability of Tender	: 24/05/2021 to 08/06/2021
In the website of respective district	: www.jajpur.nic.in
Last Date for Submission of Tender	: 08/06/2021 up to 12.00 PM
Place, Time & venue of Opening Tender	: Office Chamber of CDM & PHO, Jajpur on 08/06/2021 at 01.00 PM
Address for submission	: Chief District Medical Officer, Jajpur O/o CDM & PHO, Jajpur, 759001
Earnest Money	: Rs 10, 000/- (Rupees ten thousands only)

The Hospital also reserves the right to accept or reject summarily any or all the tenders without assigning any reason whatsoever.

The Bidders may download the Tender Documents directly from the Website i.e. [www.jajpur.nic.in](http://www.jajpur.nic.in) from **24/05/21 to 08/06/2021**. The Tender cost of Rs 1, 000 (Rupees one thousand only) (Non-refundable) by way of separate Demand Draft drawn in favor of **Rogi Kalyan Samiti, DHH, Jajpur** should be enclosed along with the Technical Bid. The bidders are requested to give their detail address, e-mail id & contact no on the envelope for any future correspondence.

CDM & PHO, Jajpur

  
Chief District Medical  
& Public Health Officer,  
Jajpur

**RFP FOR IMPLEMENTATION OF OPERATIONAL SUPPORT FOR OeHMIS AT DISTRICT HEAD QUARTER HOSPITAL, JAJPUR**

**1. Background:**

Jajpur is a centrally positioned district of Odisha. Population of this district is around 13 lakhs. Due to high industrialization, flow of floating population is high in this district. This hospital is the main point of healthcare facility of the entire Jajpur district as well as adjoining areas of periphery districts. This is functioning as referral center of all healthcare institutions of district. The hospital deals with a huge number of patients, approximately 1500 per day. Presently outdoor, indoor, users tickets are to be computerized for issue of OPD, IPD & users tickets on outsourcing basis. The hospital authority now invites sealed RFP from eligible bidders for computerization of outdoor, indoor & user fees counters on outsourcing basis by providing Computer Hardware, Software and Manpower for the issue of OPD tickets, IPD tickets and Users Receipts to the patients on daily basis.

**2. Purpose:**

The main purpose and objective of this RFP is to select a suitable and eligible bidder for computerization of Outdoor, indoor & User Fees counter on outsourcing basis by deploying required infrastructure as mentioned above. The bidder shall operate User fees Counters, OPD/IPD Counters on 24X7 basis. The agreement for the said purpose shall be executed initially for a period of Two year and subsequently extendable on mutual understanding subject to satisfactory performance of the successful bidder. The bidder shall provide hassle free services at the premises of the hospital authority without reaching any harm to the patients/official of the hospital. The bidder is also responsible for providing all stationery and maintenance of equipments for the said purpose.

**3. BIDDERS ELIGIBILITY CRITERIA:**

- a) The BID is open to reputed firms having successful track record on online/offline ITC projects/works at least for a period of 3 years in Government Sector.
- b) The bidder must have at least 3 years experience in Computerized work in Govt. offices of the state. Performance certificate shall be submitted along with the bid.
- c) An EMD of ₹.10, 000/- (**Ten thousand only**) only shall have to be deposited with the Technical BID, otherwise the financial BID shall be rejected.
- d) The average annual turnover of the bidder must be more than ₹.50.00 Lakhs per year for the last three financial years. Copies shall be attached with the Bid.
- e) The bidder should be submitting the copies of GST, EPF, ESI and ISO registration document.
- f) The concept for OPD, IPD and Users Management System has to be submitted along with Bid mentioning Implementation Process, Hardware/ Software/ Manpower/ Stationery Requirements etc. In the absence of this concept, the bid shall be liable for rejection technically.
- g) The bidder must have readymade OPD/IPD/Users management software for demonstration to the technical committee. Copy of the screen shots shall be enclosed with the technical bid.
- h) The bidder must have registered/Branch/project office in the jurisdiction of DHH, Jajpur at least 3 year, Proof to be attached.

- i) The successful bidder will have to deposit a Security amount of **Rs.1, 00, 000/- (One Lakh rupees only)** in the form of Bank Guarantee in favour of **Rogi Kalyan Samiti, DHH, Jajpur** that will be refunded without interest in case of successful completion of the contract. The security deposit will be forfeited in case the non-compliance of the terms of agreement by the Service Provider

#### 4. SUBMISSION OF RFP:

➤ **Preparation of Bid:**

- a) The bidder must prepare two separate bids – one is 'Technical BID' and another is 'Financial BID'.
- b) The bid should be **addressed to the CDM & PHO, District Headquarter Hospital, Jajpur.**
- c) The Technical BID shall consist of following items and documents.
- d) Organization profile, which shall include personnel profile, details of academic as well as experience of back-up personnel.
- e) Performance Certificate of past experience in similar projects.
- f) Copy of registration certificates of the firm/company issued by competent authority and Copies of certificate/registrations like up-to-date Income Tax, GST, EPF, ESI and ISO certificate.
- g) Copy of Company Balance Sheet and IT returns (last three years).
- h) In the Financial Bid, the bidder shall indicate the price required in Indian Rupee (₹) for completing entire performance obligation as mentioned under the "Scope of Work". The Financial Bid shall be filled in both words and figures.
- i) Copy of the screenshots of OPD/IPD/Users management software submitted, which to be operational by the bidder.
- j) All other documents as per eligibility criteria & Annexure-D.

➤ **BID SECURITY:**

The BID submitted must be accompanied by the Bid Security (Earnest Money) amount of **₹10, 000/- (Rupees Ten Thousand only)** in shape Bank Draft in favour of "Rogi Kalyan Samiti, District Head Quarter Hospital, Jajpur" payable at Jajpur on any Nationalized Bank/Scheduled Bank. The Bid Security of the unsuccessful bidder will be refunded. The Bid Security of successful bidder will be kept till final execution of the work. Without EMD the bid disqualify.

➤ **OPENING OF BID:**

The Technical & Financial BID will be opened on **stipulated period** in presence of bidders / authorized representatives who choose to attend the bid opening. Only Authorized Representatives of the bidder with valid identity will be allowed to attend the BID opening. Financial BID shall be opened for the bidders those who qualify technically.

#### 5. General Terms and Conditions:

- a) The required hardware, software solutions, manpower and stationery shall be deployed by the successful bidders. Hence list of the same shall be attached with the bid.
- b) The payment shall be made for issue of OPD tickets on per ticket/ receipt/ report basis, where user receipts are to be issued on two part paper.

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"RFP for Operational Support for OeHMIS @ DHH, Jajpur"

  
Chief District Medical  
& Public Health Officer,  
Jajpur

Seal & Sign of the Bidder  
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- c) An authorized representative of the firm must put his/her initials on all pages of the offer. The representative's authorization need to be confirmed by a written power of attorney accompanying the offer.
- d) Only authenticated and signed copies of the Technical Offer and Financial offer is required to be submitted super scribing "Tender No. & Subject" on the top of envelope as the case may be. In case of any discrepancies found between the Tender Document and the Original document of the bidders, the tender will be summarily rejected.
- e) The documents of the Technical Offer shall be placed in a sealed envelope clearly marked "**Technical Offer**". Similarly the original copies of the Financial Offer shall be placed in a separate sealed envelope clearly marked "**Financial Offer**" and warning "**DO NOT OPEN**" with the Technical Offer. Both these envelopes shall be placed into an outer sealed envelope bearing the submission address and clearly marked "**RFP for Operational Support for OeHMIS at District Head Quarter Hospital, Jajpur**".
- f) A non-refundable processing fee of an amount **₹1, 000/- (Rupees One Thousands)** only in shape of Bank Draft drawn in favour of "Rogi Kalyan Samiti, DHH, Jajpur" payable at Jajpur on any Nationalized Bank/ Scheduled Bank shall be enclosed with the Bid. If paid during receiving RFP paper, the copy shall be deposited.
- g) The complete offer must be submitted to The "The CDM & PHO, District Head Quarter Hospital, Jajpur" on or before Stipulated period by registered post/ courier. The Offers received after the schedule date & time shall not be valid. The DHH will not be responsible for any type of delays.
- h) For any clarification **DMO (MS)-Cum-Superintendent** may be contacted during office hours along with written query on or before Stipulated Period.
- i) Submission of the RFP and participation by an Organization shall be construed that the Organization agrees to abide by all the terms and conditions prescribed for the assignment.
- (j) The DHH reserves the right to accept or reject any or all offers without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any prior notice. The decision of "The CDM & PHO, District Head Quarter Hospital, Jajpur" shall be final and bindings.
- j) "The CDM & PHO, District Head Quarter Hospital, Jajpur" reserves the right to modify the requirement at any time during the process of finalization of RFP.
- k) Bid not submitted as per prescribed procedures and guidelines will be liable for cancellation and will be termed as **Non Responsive** and hence will not be considered for evaluation.
- l) The bidder selected for the contract will be informed by an award letter of which the acceptance has to be submitted to the authority within **3 (three) days** of receipt of award letter, failing which the EMD of the bidder will stand forfeited and the second lowest bidder will be considered for the contract.
- m) The authority inviting the BID will reserve the full authority to cancel or accept any BID without assigning any reason whatsoever without thereby incurring any liability to the affected bidder/ bidders or any obligation to inform the affected bidder/ bidders.
- n) Responsive bidder not performing the obligation under the contract, with sufficient reasons acceptable to the authority inviting the BID, will be **Black Listed**.
- o) At any time prior to the deadline for submission of bids, the authority inviting the bid may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment. All prospective bidders who have received

the bidding documents will be informed of the amendment in writing or by Fax, and will be binding on them. No response or clarification within 3 days will automatically stand accepted by both the parties.

- p) In case of any dispute the authority inviting the bid and the vendor shall make every effort to resolve amicably by direct informal negotiation. If such informal negotiation fails, the matter will be referred to Chairman, RKS Jajpur for resolution, whose decision will be final and binding on all.
- q) In case of any false or incorrect information found in the RFP, the authority inviting the BID may reject the BID forthwith with forfeiture of Bid Security. Authority inviting the BID may also initiate legal action against the BIDDER.
- r) If any additional order will be placed subsequently, the firm is binding to execute the order in stipulated time with same rate.
- s) The High Court, Orissa shall have the jurisdiction to settle and decide all disputes related to this matter.
- t) For any delay in completing the work, the firm will be imposed a financial penalty that will be decided by the authority.
- u) The firm has to adhere to the specification as mentioned in Financial BID otherwise suitable penalty deemed proper shall be imposed by the authority.
- v) Agency will backup of all hardware, printing stationeries like (computer, paper, printer etc) & manpower to prevent any type uninterrupted of service. Un satisfactory performance/ interrupted of service by the agency as reported by Hospital Manager, DMO (MS)-Cum-Superintendent, it will penalize to the agency Rs 1000/ per day up to maximum up to forfeit of security money.
- w) Authority rights to reserve cancel any or all the Tender/ quotation without any reason thereof in any stage of tender process.

**Penalty:** In case of deficiencies in providing quality service, the authority will have the right to impose penalty as per decision of the Committee which shall be deducted from the monthly bill.

#### **6. Evaluation Procedure:**

- a) The Technical Offer received shall be scrutinized by an Evaluation Committee constituted by "The CDM & PHO, District Head Quarter Hospital, Jajpur" for the purpose.
- b) Evaluation Committee will evaluate all technical offers as per criteria laid down in technical offer.
- c) The Financial bids of technically qualified Bids will be evaluated as a whole considering all items.
- d) The bidder has to quote rates for each item as per the scope of the work excluding the Taxes as applicable. Evaluation will be made as a whole considering each item and order will be placed item wise and payment shall be made accordingly.
- e) The bidders should quote offer for all the items failing which the Financial BID stand rejected.
- f) The lowest rate considering all items taken together quoted by the bidder will be called for presentation.
- g) If required negotiation may be made for awarding contract with technically qualified bidders.

**Annexure-A**  
**Terms of Reference (TOR)**

➤ **Objectives:**

The broad objective of Computerized OPD Management System is for:

- a) Issue of pre printed computerized OPD, IPD & Users Tickets (OPD - A4 size paper Double copy with carbon paper & IPD - both side printed & so also users tickets i.e for pay cabin, Ambulance & Swargaratha) to the patients by functional of 24 hour registration cum user fee counter.
- b) Issue of computerized Users Receipts to the patients.
- c) Maintenance of database of patients on monthly basis.
- d) Submission of reports on OPD/Users to the hospital authority on regular interval.
- e) LAN connected & install of software of record room, Accountant & hospital manager computer which enable to access & management of data.
- f) Daily entry of disease in the OPD & IPD server.

➤ **Scope of Work:**

The bidder has to conduct the survey for the assessment prior to starting of the work at **District Head Quarter Hospital, Jajpur**. It will be the responsibility of the bidder to maintain all the hardware/software and manpower etc. within, during the entire period of execution of work/contract period. The job can be taken up in three phases.

**Training and Post Implementation Services.**

The agency shall provide training to the concerned officials of the hospital on the package developed by them / OeHMIS and operation manual in this regard shall also be submitted to this office for reference. The hand hold support shall be provided for a period of one year from the date of implementation of the project. All the back log records as well as master file creation shall be done by the agency before go-live of the project. The staffs engaged shall be properly trained so as to behave the patients and officials of the hospital properly. The pre-printed stationery shall be approved from the authority before printing on press. The operators appointed by the agency shall be well dressed and on proper uniform.

**TIME LINE:**

The work must be taken up within ten days from the date of issue of work order. Failing which, the work order stands cancelled automatically and the second lowest party shall be invited to execute the order. Work assignment period will be two year & it may continue for another term depends upon the performance of agency.

**RESPONSIBILITY OF THE HOSPITAL:**

The hospital shall provide working space like counters, electricity installations, power backup, Computer, Printer, etc. before initialization of the project.

**Technical Information on OPD/IPD/USERS Management at DHH, Jaipur.**

A. Total Number of patients per day (aprox) : 1,500

**B. Total number of Counters to be operated in shift:**

1. Morning Shift : 5  
2. Day Shift : 2  
3. Night Shift : 1

=====  
Total Number of counters in shift : 8

**C. Reports to be submitted at:**

(1) Hospital Manager : Daily  
(2) RTI data : When required.

**D. DRESS CODE:**

All the operators shall be well dressed and properly uniformed and ID card during working hour.

**Format of Technical Offer**

IMPLEMENTATION OF OPERATIONAL SUPPORT FOR OeHMIS AT DHH, JAIPUR  
(In the letter head of the firm)

1. Name of the Organization: \_\_\_\_\_
2. (a) Details of Earnest Money Deposit: DD No. \_\_\_\_\_ dt. \_\_\_\_\_ draw Bank \_\_\_\_\_  
(b) Details of cost of Tender paper D.D. No. \_\_\_\_\_ dt. \_\_\_\_\_ drawn Bank \_\_\_\_\_
3. Address of Registered Office: \_\_\_\_\_  
E-mail id: \_\_\_\_\_ Telephone No. \_\_\_\_\_ FAX No. \_\_\_\_\_
4. Name & Contact authorized person to liaison with field Office \_\_\_\_\_
5. Branches & Office in Odisha: \_\_\_\_\_  
E-mail id: \_\_\_\_\_ Telephone No. \_\_\_\_\_ FAX No. \_\_\_\_\_
6. Banker Detail of the Service Provider: \_\_\_\_\_
7. Permanent Account No (PAN).: \_\_\_\_\_
8. Goods & Service Tax (GST) Registration No.: \_\_\_\_\_
9. E.P.F. Registration No.: \_\_\_\_\_
10. E.S.I. Registration No.: \_\_\_\_\_
11. Financial turnover of the tendering Service Provider.

Financial Year	Amount (Rs. Lakh)	Remarks, if any
2017-2018		
2018-2019		
2019-2020		

(if the space provided is insufficient, a separate sheet may be attached)

12. Details of past assignments on computerized Projects at Govt. Offices.

# SI	Title of the Assignment	Name of the Client	Specific objectives & outcome
1			
2			
3			
4			
5			

13. Additional Information if any (Attach separate sheet, if required)

Date:  
Place:

Seal & Signature of authorized person  
Name:  
Designation:

**Format of Financial Offer**

IMPLEMENTATION OF OPERATIONAL SUPPORT FOR OeHMIS AT DHH, JAIPUR

*(In the letter head of the firm)***(This format must be kept in a separate sealed envelope clearly marked as "Financial Offer")**

- NAME OF THE ORGANIZATION: \_\_\_\_\_

# SL.	DESCRIPTION OF JOB	UNIT	PRICE SCHEDULE	
			RATE(Rs.)	Figure in words
1.	<b>Informatics Assistant</b> For Online OPD registration System (OeHMIS) including EPF, ESI & Other Charges.	Per Resource		
2.	<b>Printing charges of Online OPD/IPD Ticket &amp; all other users</b> (Providing day to day consumables- A4 Paper and HP 110A Cartridge)	Per Ticket		
3.	<b>Offline HMIS Software</b> Issue/maintain of OPD/IPD Tickets (incase failure of OeHMIS Application) as SAS Model (Optional – if required by DHH)	Per Month		

**Notes:**

- 1) Taxes if any on the above services shall be exclusive as per actual.
- 2) Rates quoted above are valid for 60 days from the date of opening.
- 3) Outsourcing / subcontracting/ associating other agencies shall lead to criminal prosecution and blacklisting the agency by the authority.

Date:

Place:

Seal &amp; Signature of authorized person

Name:

Designation:

  
Chief District Medical  
& Public Health Officer,  
Jaipur

## CHECK LIST

ANNEXURE-D

ENVELOPES	DOCUMENTS TO BE SUBMITTED IN TECHNICAL BID	YES/NO
<b>TECHNICAL OFFER (NO FINANCIAL DETAILS)</b>	1. Filled in Format for Technical Offer ( <b>Annexure-B</b> )	
	2. Self attested copy of Firm/Company Registration Certificates.	
	3. Self attested copy of GST Registration Certificate	
	4. Self attested copy of Firm/Company PAN with last 3 year IT Returns (Assessment Year 2018-19, 2019-20, 2020-21)	
	5. Self attested copy of ISO Certificate	
	6. Self attested copy of EPF Registration with up to date payment.	
	7. Self attested copy of ESI Registration with up to date payment.	
	8. Copy of Audited Balance Sheet of Firm/Company Last three years (Financial Year 2017-18, 2018-19, 2019-20)	
	9. Profile of Firms along with methodology for OPD/IPD/Users.	
	10. Performance Certificate showing <b>3 years experience on Computerized work</b> at any Government Offices.	
	11. Non refundable Bank Draft for <b>₹.1000</b> /- drawn in favour of "Rogi Kalyan Samiti, District Head Quarter Hospital, Jajpur", payable at Jajpur; on any Nationalized Bank as processing Fees.	
	12. EMD in shape of Bank Draft for <b>₹ 10,000</b> /-drawn in favour of "Rogi Kalyan Samiti, District Head Quarter Hospital, Jajpur", payable at Jajpur on any Nationalized Bank/ scheduled Bank.	
	13. Affidavit regarding not to sublet/ associate/ collaborate the work to third party agency	
	14. Statistics & Reports on OPD/IPD/Users registration.	
	15. Copy of Registered/Branch/Project office in the jurisdiction of DHH, Jajpur at least 3 year.	
	The organization have to submit the affidavit (on original stamp paper of relevant value) with the following clauses: <ol style="list-style-type: none"><li>1. Our organization has not been black listed by any organization.</li><li>2. Our organization does not have any legal suit / Criminal case Pending against it for violation of any law.</li><li>3. Our organization agrees to abide by all terms &amp; Condition of tender.</li></ol>	

"RFP for Operational Support for OeHMIS @ DHH, Jajpur"

Seal & Sign of the Bidder

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Chief District Medical  
& Public Health Officer,  
Jajpur