



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



TENDER CALL NOTICE

Sealed Tender is invited from reputed firms having successful track record on online/offline works towards providing Printed OPD/IPD/USERS TICKET and Online/Offline software for users only excluding OPD/IPD. The Bidders can download the Tender Documents directly from the Website i.e. www.jajpur.nic.in from **24.05.2023 to 12.06.2023 till 12 P.M.** The tender will be opened on **Dt.13.06.23 at 10.00 A.M** The envelope should be duly super-scribed on top of envelope as **“Tender for providing Printed OPD/IPD/USERS TICKET and Online/Offline software for users at DHH, Jajpur”**. 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.

Sd/-

Dr Sibasish Moharana
Chief District Medical & Public Health Officer,
Jajpur


Chief District Medical
& Public Health Officer,
Jajpur



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



Tender No: 2888

Date: 24.05.23

Notice for Invitation of Tender for providing printed OPD/IPD/USERS
TICKET & Online/Offline software for users.

Date for Availability of Tender	: 24/05/2023 to 12/06/2023
In the website of respective district	: www.jajpur.nic.in
Last Date for Submission of Tender	: 12/06/2023 up to 12.00 PM
Place, Time & venue of Opening Tender	: Office Chamber of CDM & PHO, Jajpur on 13/06/2023 at 10.00 AM
Address for submission	: Chief District Medical Officer, Jajpur O/o CDM & PHO, Jajpur, 755001
Earnest Money	: Rs 5, 000/- (Rupees five 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 from **24/05/23 to 12/06/2023**. 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.


24/05/23
CDM & PHO, Jajpur

RFP FOR providing printed OPD/IPD/USERS TICKET and Online/Offline software for users only
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 printed outdoor, indoor, users' tickets are provided to patient by the undersigned and man power, computer & Printer for the said purpose now provided by outsourcing agency decided by the state. The hospital authority now invites sealed RFP from eligible bidders for providing printed (Including A4 paper, Ink, Cartridge, Maintenances of printer) OPD tickets, IPD tickets and Users Receipts to the patients on daily basis and Online/Offline software for users excluding OPD/IPD till software provided by OeHMIS.

2. Purpose:

The main purpose and objective of this RFP is to select a suitable and eligible bidder for providing printed tickets for OPD/IPD/USERS to patient. The agreement for the said purpose shall be executed initially for a period of Three 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 firms having successful track record on online/offline works at least for a period of one year experience in Government Sector.
- b) An EMD of ₹.5, 000/- (five thousand only) only shall have to be deposited with the Technical BID, otherwise the financial BID shall be rejected.
- c) 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.
- d) The bidder should be submitting the copies of GST registration certificate & PAN of the bidders.
- e) The bidder must have registered/Branch/project office in the jurisdiction of DHH, Jajpur at least 3 years, Proof to be attached.
- f) The declaration form in duly signed by the tenderer before Notary Public / Executive Magistrate.


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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.
 1. The Technical BID shall consist of following items and documents.
 - (i) Organization profile, which shall include personnel profile, details of agency.
 - (ii) Performance Certificate of past experience of one year in similar projects.
 - (iii) Copies of GST registration certificate and PAN Card.
 - (iv) Copy of Audit reports and IT returns (last three years 2019-20,2020-21,2021-22).
 - (v) Tender fees Rs.1000/- & EMD Rs-5000/- in favour of RKS DHH Jajpur.
 - (vi) Copy of the screenshots of Users management software submitted, which to be operational by the bidder.

➤ BID SECURITY:

The BID submitted must be accompanied by the Bid Security (Earnest Money) amount of ₹5, 000/- (Rupees five 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 submitted by bidders will be disqualified.

➤ OPENING OF BID:

The Technical & Financial BID will be opened on **stipulated date & time** 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 stationery shall be provided by the successful bidders.
- b) The payment shall be made for issue of per OPD/IPD tickets as per the receipt/ report basis, where user receipts are to be issued on two part paper.
- 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 bids and Financial bids 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 Bid". Similarly the original copies of the Financial Offer shall be placed in a separate sealed envelope clearly marked "Financial Bid" and warning "Don't open with the Technical Bid". Both these envelopes shall be placed into an outer sealed envelope bearing the submission address and clearly marked "RFP for providing printed of OPD/IPD/USERS Ticket to patients & Online/Offline software for users only 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 CDM & PHO, District Head Quarter Hospital, Jajpur" on or before Stipulated date and time by speed post/ registered post/ courier. The bids received after the schedule date & time shall not be valid. The authority will not be responsible for any type of delays in submission of bids.
- h) For any clarification **DMO (MS)-Cum-Superintendent** may be contacted during office hours along with written query on or before Stipulated date.
- 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.
- k) "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.
- l) 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.
- m) 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.
- n) 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.
- o) Responsive bidder not performing the obligation under the contract, with sufficient reasons acceptable to the authority inviting the BID, will be **Black Listed**.
- 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 keep backup of all stationeries like (paper, printer, Cartridge etc.) to prevent any type uninterrupted of service. Unsatisfactory performance/ interrupted service by the agency as reported by Hospital Manager, DMO (MS)-Cum-Superintendent, penalty will be imposed on the agency Rs 500/- per day.
- 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 printing charges per OPD/IPD & Users tickets as per the scope of the work excluding the Taxes as applicable. Evaluation will be made as a whole considering each item 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.


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Annexure-A
Terms of Reference (TOR)

➤ **Objectives:**

The broad objective of providing OPD/IPD/Users ticket is for:

- a) Issue of printed computerized OPD, IPD & Users Tickets (OPD - A4 size 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) Submission of reports on OPD/IPD/Users to the hospital authority on regular interval.

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 three year & it may continue for another term depends upon the performance of agency.


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SECTION –V
ANNEXURES
(Technical Bid, Price Bid)
CHECK LIST

ANNEXURE – A-I

(To be submitted in Cover A Technical Bid)

Note : The documents has to be arranged serially as per the order mentioned in the check list.

COVER – A (TECHNICAL BID)

SI No	Particulars	Document submitted or not	Page No
1	Details of authorized agency		
2	Tender document Fee		
3	Earnest Money Deposit (EMD)		
4	Declaration form (Annexure -IV) signed by the Tenderer & affidavit before, Notary Public / Executive Magistrate		
5	Photocopy of GST Registration certificate		
6	Photocopy of PAN		
7	Balance sheet & Income tax Return certificate for the last three years 2019-20,2020-21 & 2021-22		
8	One year Experience certificate to be attached		
9	Copy of original Tender and schedules		


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(To be submitted in *Cover A -Technical Bid*)

DETAILS OF THE BIDDERS/AGENCY

Sl. No.	Particulars	Details
1	Name of Bidder/ Agency	
2	Address of Bidder/ Agency	
3	Name of Local Contact Person / Service Centre if any	
4	Contact Number of Local Contact Person / Service Centre (At least 2)	
5	E – Mail	

Signature of the Tenderer :

with seal

Date :

Official Seal :


**Chief District Medical
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Jaipur

(To be submitted in **Cover A -Technical Bid**)

DECLARATION FORM

I / We having My /
our.....office at.....do declare that I / We have carefully read all
the terms & conditions of tender of the CDM & PHO, Jaipur, Odisha for providing the printed tickets for
OPD/IPD/USERS. The approved rate will remain valid for a period of one year from the date of approval. I will
abide with **all the terms & conditions** set forth in the **Tender Reference no.** 3888 / 24.05.23

I/We do hereby declare that I/We have not been de-recognized / black listed by any State Govt. /
Union Territory / Govt. of India / Govt. Organization / Govt. Health Institutions for supply of Not of Standard
Quality(NSQ) items / non-supply during the tender call period.

I/We agree that the Tender Inviting Authority can forfeit the Earnest Money Deposit and blacklist
me/us for a period of 5 years if, any information furnished by us proved to be false at the time of inspection /
verification and not complying with the Tender terms & conditions.

I/We further declare that I / we will providing the printed tickets for OPD/IPD/USERS as per the terms,
conditions & specifications of the tender document.

Signature of the bidder :

Date :

Name & Address of the Firm:

Affidavit before Executive Magistrate / Notary Public.


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Format of Financial Offer

PROVIDING OPD/IPD/USERS TICKET 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.	Printing charges of Online OPD/IPD, Users Ticket (Providing day to day consumables- A4 Paper ,Ink, Cartridge etc.)	Per Ticket		
2.	Online/Offline Software For Issue/maintain of Users Tickets	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 & Signature of authorized person

Name:

Designation:


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