



E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2

11.12.2020

**TENDER NOTIFICATION**  
**(Through Karnataka e-procurement portal only)**

The Director, NIMHANS invites tender from eligible tenderers through the Karnataka Government E-Procurement portal for the mobile web application at Centre for Addiction Medicine (CAM).

Sl. No.	Name of the Item	Quantity (in No.)	EMD (in)
1.	Mobile web application for CAMSOFT	01Project	25,000/-

**Tender Schedule**

Downloading of Tender documents from website - <a href="https://eproc.karnataka.gov.in/eportal/index.seam">https://eproc.karnataka.gov.in/eportal/index.seam</a>	From 11.12.2020 Onwards
Last date for tender enquiry	28.12.2020 upto 11:00 AM
Tender submission last date and time	29.12.2020 upto 11:00 AM
Technical bid will be opened online by the authorized officer on	30.12.2020 at 11:00 AM

Sd/- Director

**Terms and conditions**

- The bid documents for the above items should be addressed to “The Director, National Institute of Mental Health & Neuro Sciences, Post Box No. 2900, Hosur Road, Bengaluru – 560 029, Karnataka, India” and should be uploaded in E Procurement portal only on or before the due date.
- The tender bid should be valid for **120 days** from the due date. **NIMHANS, Bengaluru will not take any responsibility for any technical issues.**
- Earnest Money Deposit (EMD):**
  - The (EMD) shall be denominated in Indian Rupees and should be paid in the e-procurement portal as per the facility provided.
  - The EMD shall not bear any interest and will be refunded to Successful tenderer on receipt of Agreement and Bank Guarantee.
  - Unsuccessful tenderer upon finalization of tender bid and award of tender to successful bidder.
  - All the tenderers if the tendered item is cancelled or retendered.
  - EMD amount is exempted, if they enclose valid NSIC/MSME CERTIFICATE.
  - The tender documents and all correspondence’s relating to the bid should be in **English language only.**
- Technical bid should comprise of (uploaded copy of documents should be self attested, stamped and better quality – preferably .pdf format) –**
  - Brochure/Catalogue and Data sheet for the Mobile web application for CAMSOFT.



- b. Technical Compliance Statement
- c. Proprietary certificate from the manufacturer mentioning the unique technology or feature/s mentioned apart from the brand name (If applicable).
- d. Pre requirements required at the installation site (Before submitting the bid, the tenderer should make pre-visit to the installation site and indicate the requirement along with the price bid wherever necessary)
- e. Project completion (Delivery Period) for the Mobile web application for CAMSOFT from the date of purchase order has to be indicated.
- f. List of Institutes where same Mobile web application has been developed with copy of purchase orders.
- g. Copy of GST, PAN, TIN document
- h. Whether tenderer is manufacturer / accredited agent / sole representative, indicate details of principal's name & address. The offers of tenderer who are not manufacturer or direct authorized agent will be summarily rejected. Sub- distributors will not be accepted.
- i. Non – blacklisting certification that the firm has not been blacklisted in the past by any government/Private institution and certification for No Vigilance/CBI case pending against the firm/supplier by making an affidavit on non – judicial stamp paper of Rs 100/-.
- j. Declaration towards acceptance of all terms and conditions should also be provided.
- g) Financial Bid should comprise of-**
  - k. **Quotation should be only for DAP i.e. NIMHANS Door Delivery Price (DAP)** inclusive of development, design, taxes, other Government levies, Customs duty, any local agency commission, transportation, delivery of the software to the Institute premises, installation and commissioning etc. with a detailed break up mentioning manufacturers name, License number and name of the brand/make. Tender bids without price bid/quotation will be rejected. Detailed breakup of the cost should be provided under icon “Action column” by clicking the % symbol which will be mentioned as Added statutory components. (Successful tenderer decision will be made on the basis of total cost of the equipment (Inclusive of all miscellaneous charges as mentioned in Clause 6a)
  - l. The tenderer should also provide the quote for regular servicing/maintenance duly mentioning the number of visits per annum for the AMC & CMC period after the warranty period is over. **AMC & CMC should be quoted in INR only under Action column in E procurement portal.**
  - m. If the tenderer is quoting in Indian Rupees (INR) for items NOT MANUFACTURING IN INDIA (NMIC), the CUSTOM DUTY EXEMPTION CERTIFICATE WILL NOT BE ISSUED BY THE INSTITUTE. The Rate quoted should be inclusive of Custom duty & other incidental charges.
5. The tender bids (technical and price bid) should be typewritten; every correction in the tender should be initialed along with seal by the tenderer, failing which the tender will be rejected. All pages of the bid submitted must be signed along with seal and sequentially numbered by the tenderer.



## 6. Evaluation of Bids:-

The technical bid of the tenderer will be evaluated to determine whether

- They are complete with respect to specifications.
- They are free from computational errors.
- The requisite documents have been submitted and properly signed.

## 7. Tender Opening:

- The Technical bids will be unlocked through E procurement portal in the Committee Room, Adjacent to Registrar Chamber, NIMHANS, Bengaluru on the date specified in presence of tenderers or their representatives who choose to attend.

The Tenderers' or representatives who are present shall submit authorization letter along with copy of Photo id proof and shall sign a register evidencing their attendance.

- The Financial bid of the technically qualified tenderer/s only will be opened on a notified date.

- Mobile web application for CAMSOFT should be covered with **minimum warranty period of 3 years (During the warranty period the successful bidder has maintain, develop any change in application when ever the enduser department request for the application change with out any additional charges, during the warranty clause the successful bidder has to look after the mobile app in working satisfactory condition as per the enduser requirement, else penalty may be imposed as per the institute norms)**. In case of software's, the validity of the license key should be clearly mentioned and should have user define provision with option to switch over from one system to other system of the same kind within the validity period.

## 9. Software Updates:

The selected firm for the supply of tendered item should provide free updates of software up to 5 years from the date of complete installation.

- Supply of spares should be guaranteed for a minimum period of 10 years from the date of supply or from the date of cessation of production of the model for 10 years, whichever is later, at the rates prevailing against payment.
- Any modification or revision of bids after submission will not be entertained under any circumstances. Conditions such as "subject to the availability of stocks", supplies will be made as and when supplies received from the principles etc., will not be considered under any circumstances.
- A tenderer having once given a tender bid shall not withdraw it after its acceptance/opening and if does, the EMD paid by the tenderer will be forfeited and the tenderer is liable to make good the loss sustained.
- If required, the tenderer should demonstrate the quoted mobile app model at the institute during the technical evaluation, failing which their bid/offer shall be rejected. The tenderer will be intimated that they should get ready for demonstration. No request for extending time for demonstration will be entertained. Failure to demonstrate, their offer will be rejected.



**E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2**

**11.12.2020**

14. The tenderer should submit the design, coding, circuit diagram and instruction manual of the tendered item at the time of supply of the bids.
15. Necessary training / instructions on operation of the system should be given by the qualified engineers of the tenderer firm to NIMHANS technical staff/s at free of cost after completion of the installation.
16. The successful tenderer should immediately submit an acceptance letter duly signed and sealed for the rate/s and offers agreed by both the parties to the Head of the Institution within reasonable time on receipt of the Purchase Order (Agreement Specimen will be enclosed with Purchase order & Stamp duty to be paid by the tenderer). The successful tenderer should also furnish a Bank guarantee only from a Nationalized bank to the extent of 10% of the total purchase order value, valid for 60 days beyond the completion of the warranty period of the equipment, no split period bank guarantee will be entertained. In the event of the successful tenderer failed to supply the item/execute the agreement/submit the Bank Guarantee the EMD deposited by them shall stand forfeited.
17. **Payment terms:**  
Payment will be made only after good working condition of the equipment certified by the end user. **NO ADVANCE PAYMENT WILL BE ENTERTAINED.**
18. **Uptime Guarantee:**  
Penalty Clause for non-functioning of equipment in term of hardship to the patients and financial loss to institute: 95% up time of 365 days (24 hours a day) that is from the day of successful handing over of the whole complex. The company takes the responsibility for the functioning of all the components and equipment, including the third party items supplied and included in the project. The total downtime annually for any reason/involvement of any of the components cannot exceed 5% (all inclusive). Subsequently if downtime exceeds 5% of 365 days, 1% of PO Value will be levied as penalty for every 24 hours of downtime until 7 days from the day of breakdown. If downtime exceeds 7 days the penalty will be 2% of PO Value from the date on which the equipment broke down beyond 5% permissible downtime. In addition to this, warranty period will be extended at double the rate of the downtime period.
19. If, at any time, during the said period, the supplier reduce the said prices of such web application/Materials/Equipment or sales such application/Materials/Equipment to any other person/organization/ Institution at a price lower than the chargeable, the company shall forthwith notify such reduction or sale to the Director, NIMHANS and the price payable for the application/Materials supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
20. The losses to NIMHANS, Bengaluru, if any incurred on account of purchase made elsewhere by failure, neglect or refusal on the part of the tenderer to supply according to the terms of agreement will be recovered from them. If any article or things supplied by the tenderer have been partially or wholly used or consumed in the hospital and they are subsequently found to be in bad



**E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2**

**11.12.2020**

condition, unsound, inferior in quality or description, not in accordance with samples or otherwise faulty or unit for use, the wholesome of the contract price or price of such articles or things will be recovered from the tenderer. The tenderer will not be entitled for any payment whatsoever, for such articles for infringements of the stipulation of the conditions or for justifiable reasons the contract may be terminated by the Director and the tenderer shall be liable for losses sustained by the NIMHANS on the consequences of the termination which may be recovered from the EMD/Bank Guarantee or from their invoices due to them. In the event of such amount being insufficient, the balance will be recovered personally from the tenderer.

21. Any corrections/changes in the tender will be uploaded as corrigendum in the NIMHANS and E procurement websites only.
22. If the tender last/opening date falls on any general/government/institute holiday(s), then the successive dates will be postponed by equivalent days of holiday(s), however the time remains unchanged.
23. The Director reserves the right of ordering/not ordering/cancelling/increase or decrease the quantity and to reject any or all tender quotations without assigning any reason. The decision of the Director, NIMHANS, Bengaluru, shall be final in all the controversies that may arise in the matter. Any dispute arising out of this will be subject to the jurisdiction of the Court in Bengaluru.
24. Failure to adhere any of the above terms and conditions the bid(s) may be rejected and EMD may be forfeited.
25. None of the terms and conditions of the supplier shall be applicable to the purchase contemplated hereunder, irrespective of it being attached to any documents to be provided to NIMHANS. Such exercise shall have no meaning and binding effect unless the same is accepted by NIMHANS in writing.

NOTE: Please keep checking the NIMHANS and E-Procurement websites regularly for any further updates.

**Sd/-  
Director**



E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2

11.12.2020

**DECLARATION**  
**(TO BE GIVEN BY THE TENDERER)**

Name of the software or application: **Mobile web application for CAMSOFT - 01 No.**  
Name of the company :

To,

**The Director,  
National Institute of  
Mental Health &  
Neurosciences (Institute of  
National Importance)  
Post Box No. 2900,  
Hosur Road, Bengaluru – 560 029**

Dear Sir,

1. I/We hereby submit my/our tender for the \_\_\_\_\_
2. I/We have made requisite payment against EMD as per the tender document vide reference No. & date....., else my tender bid may be rejected.
3. I/We have gone through all terms and conditions of the tender documents before submitting the same.
4. I/We hereby agree to all the terms and conditions, stipulated by the NIMHANS, in this connection including delivery, warranty, penalty etc. Quotations for each group are being submitted and shall be considered on their face value.
5. I/We undertake to sign the contract/agreement, if required, within reasonable time from the date of issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the NIMHANS, Bengaluru.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES/LEVIES ETC, HAS BEEN INDICATED IN THE QUOTATIONS FAILING WHICH IT WILL BE PRESUMED THAT THE RATES ARE INCLUSIVE OF ALL TAXES/LEVIES AND OTHER TERMS AND CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

**Yours faithfully,**

**Signature of Tenderer & seal**



E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2

11.12.2020

**CHECK LIST  
(TO BE FILLED BY THE TENDERER)**

1.	Name & Address of the Tenderer		
2.	Name & address of the manufacturer		
3.	Name of the Mobile App	<b>CAM-NIMHANS APP for Clinical Assessment of Addictive Disorders</b>	
4.	Validity of the quotation	<b>120 days from the tender submission last date</b>	
5.	a. Delivery Period		
	b. Warranty Period	<b>3 years</b>	
	c. Installation Period		
6.	Tender Bid uploaded details (YES or NO against each item)	a. Application Fee submitted	
		b. EMD submitted	
		c. Brochure/Catalogue uploaded	
		d. Technical Compliance Statement	
		e. Manufacturer Proprietary certificate uploaded	
		f. Pre requirements details uploaded	
		g. List of users uploaded	
		h. Copy of GST/PAN/TIN & Bank details uploaded	
		i. Distributor authorization letter uploaded	
		j. Non-blacklisting certification uploaded	
		k. Declaration enclosed	
		l. Equipment Door delivery cost quoted	
		m. AMC & CMC cost for 3 years post warranty period	
7.	Training will be provided (YES or NO)		
8.	a. Whether after sales, service is available in Bengaluru? If yes, quote the details		
	b. What is the arrangement for post contract / warranty monitoring of the equipment		
9.	Any other information (Enclosed separately in letter head – YES or NO).		

**Signature of Tenderer & seal**



NATIONAL INSTITUTE OF MENTAL HEALTH & NEURO SCIENCES  
(Institute of National Importance), Hosur Road, Bengaluru – 560 029

Phone 26995023/913/780  
Fax 080-26571563/26564830/2121/6811

Website <http://www.nimhans.ac.in/tender>  
E-mail [aaos@nimhans.ac.in](mailto:aaos@nimhans.ac.in)



E-Procurement Tender No. NIMHANS/2020-21/ IND675/CALL-2

11.12.2020

Department / Section	Centre for Addiction Medicine	Quantity Required: 01 Bulk Project.
<i>End User Contact Details</i>		
Name	Dr. Prabhat Kumar Chand	EMD: 25,000/-
Designation	Professor & Incharge of Centre for Addiction Medicine	
Office No.	+91 - 80 – 26972205/ 26995298/26995360	
Mobile No.	9480829485 and 9902652502	
Email	prabhatkumarchand@gmail.com	

Sl. No.	CAM-NIMHANS APP for Clinical Assessment of Addictive Disorders
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The mobile web application named CAM-NIMHANS App for Clinical Assessment of Addictive Disorders has to be a browser based app for the clinical assessment of any patient who comes with a history of substance use disorders and or behavioural addictions both during the intake and follow up visits. This app will be created for use by the physicians/ mental health professionals in the community clinics, PHCs and district hospitals and other places wherever there is a need. The data captured will have to include the socio-demographic details, substance abuse related details, comorbid medical and psychiatric issues, the functionality of the patient and treatment related details during every visit. The app should also be able to generate the alert on follow ups/ missed follow ups for the clinical team to carry out the appropriate action. The data generated should be retrievable for analysis in excel format and printable for the users. Soft copies of prescriptions, referral letters and certificates should be generated for the users. The confidentiality of the data must be maintained by access restricted to specific login credentials. The app should have all the necessary data security features on par with the statutes of the Government of India. The app should be developed keeping in mind the future needs of upgradation and scalability.

**Technical Brief:**

**Front End Requirements:**

1. Language & Platform: React.js/angular.js with use of appropriate open source libraries.
2. Compatibility: ES5 & ES6.
3. Browser Compatibility: Chrome, Edge, Safari, Firefox

**Back End Requirements:**

1. Database Structure: Relational DB, MySQL/PostGRE SQL.
2. Backend mode: WebApp.
3. Data Validation: Client and server-side.
4. Server Set up: Linux, Apache, MySQL/Postgres.

**Security:**

1. Access: SSL.
2. Manipulation: SSH
3. All sensitive data validation should be configured in the back-end with minimal data sent to the client browser.

**Testing Driven Development:**

1. The vendor should be willing to provide a basic web app in a short time, allowing time for TDD.
2. Use cases provided by CAM as well as formal testing with Enzyme/Zest libraries will be done.