



PURCHASE SECTION

**Invitation of Tender for
“Scanning and
Digitization of Medical Records”**

Name of the Agency	
Address	
Landline and Mobile Number	
Last date for submission of Tender	January 9th, 2021



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DISCLAIMER

The NIMHANS has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for Scanning and Digitization of Medical Records of NIMHANS from the date specified in the contract as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

This tender is neither an agreement with any party, nor invitation to any party to perform work of scanning and digitization of Medical Records. The purpose of this tender is to share requirements of the NIMHANS with all interested parties in order to enable them to submit their Bid. While the NIMHANS has taken due care in the preparation of the information contained herein, the NIMHANS does not claim that the information is exhaustive. Respondents to this tender are required to make their own assessment and they should not rely solely on the information given in the tender. The NIMHANS is not responsible if no due diligence is performed by the Respondents. The NIMHANS reserves the right not to proceed with this tender, to alter the time-table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.



IMPORTANT DATES

Sl. No.	Description	Date	Time
1.	Downloading of Tender documents from website https://eproc.karnataka.gov.in .	December 18, 2020	
2.	Queries and clarification due date No pre-bid queries	December 31,2020	11.00 hrs
3.	Last date for submission of Tender.	January 9, 2021	11.00 hrs
4.	Date of opening of Part- I of the Tender (Technical Bid).	January 11, 2021	11.00 hrs
5.	Date of opening of Part II (Commercial Bid).	To be communicated to the eligible Bidders after evaluation of Part – I of the Bid.	
6.	Validity of The Tender	a. 20 days for all Bidders (From the date of opening of Part –I). b. For the successful Bidder the validity of the agreement and the rates quoted should be for one year from the date of award of the contract.	
8.	No of pages to be digitized	Total no of pages to be digitized is approximately 7 crore pages.	

Details of Contact Person:

Medical Superintendent: Dr. K. Muralidharan

Ph-26995201/5202

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Email: ms@nimhans.ac.in and cc to aaos@nimhans.ac.in



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FORM OF APPLICATION

The Director
NIMHANS
Bangalore-560029.

Dear Sir,

Tender for “Scanning and Digitization of Medical Records of NIMHANS at NIMHANS,Bangalore

1. Having examined the requirements, conditions and schedule of quantities relating to the captioned work and also having acquired the requisite information relating thereto as affecting the contract, I / We hereby offer to take up the work of digitization of old archival records (paper format) at NIMHANS, Bangalore– 560029, at the rates mentioned in the Commercial Bid (Part – II) and in accordance with the terms and conditions of the tender document.
2. Should this contract be accepted, I / We hereby agree to fulfill the terms and conditions of the tender and work as per the rate accepted by the NIMHANS.Iunderstand that the number of pages to be digitized may be increased or decreased at the discretion of the NIMHANS.

Signature and seal of the authorized
Representative of the Agency

Landline / Mobile No:

Date:

Place:



INTRODUCTION

NIMHANS is seeking for a solution for Scanning and digitizing of the records of Medical Record Section and other office areas such as the Director / Registrar / MS offices, Stores Office, Accounts office, and other office areas of NIMHANS, Bengaluru on actual work basis with the awarded work to be completed within a period of 18 months, extendable up to another 6 months. This will help the doctors, research staff and other authorized members of NIMHANS for retrieval of information remotely, effectively and speedily. Currently, the patient's records are either in a paper form or semi-digitized form. Majority of the patient's records are paper based handwritten, kept in paper file and physically stored. NIMHANS is looking for a big data-based solution for data extraction, storage and retrieval.

Objectives of Digitization of Files:

- The ability for more than one individual to access the patient data at once.
- Capability of accessing the patient data from anywhere at any time (Currently with-in NIMHANS WAN Network).
- Access only to authorized personnel through personalized login and password.
- Access to simultaneous and large information by a click of a mouse.
- Access to information speedily and economically
- NIMHANS invites online tender in two bid form at QCBS basis from eligible interested Bidders for undertaking digitization of old Archival records in NIMHANS Archives. The estimated number of pages to be digitized is approx. 7,00,00,000 pages of documents and shall be completed within 18 months from the date of commencement of work and may be extended for up to six months if required by NIMHANS at the same terms and conditions as in this tender subject to review of performance of the successful Bidder and to the satisfaction of the NIMHANS. The number of pages to be digitized may be increased or decreased at the discretion of the NIMHANS.
- The Bidders interested in submitting their tender should be a well- established registered entity. They should have at least 5 years' experience in digitization of old Record documents. They should fulfill the prequalification criteria as mentioned at serial no.2.
- The documents are to be digitized in the premises of the NIMHANS Bangalore as per requirements specified in this Tender Document.
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- Last date of submission bids is **09/01/2021 up to 11.00 hrs.**
- The completed Tender shall be submitted before the last date and time through online only.
- Tender(s) submitted after the last date and time shall not be accepted.
- The Technical Bid (**Part-I**) will be opened on **11.00 hrs on 11/01/2021**. The bids will be assessed and evaluated based on the prequalification criteria and also using QCBS format as mentioned in the tender.
- The Commercial Bids will be opened after evaluation of Technical Bids. Date and time of opening of the Commercial Bid will be communicated only to the technically qualifying Bidders at a later date.
- The NIMHANS reserves the right to accept or reject any or all the Tenders or part thereof, without assigning any reason. The tender document can be downloaded from the Tender Section on the NIMHANS's website www.nimhans.ac.in and e-procurement of karnataka <https://eproc.karnataka.gov.in>

1. Pre-Qualification Criteria

SI No	Pre- Qualification Criteria	Supporting Document(s) required to be submitted by all Bidders
1.	A single entity firm duly registered as per the Companies Act Partnership Act or any other relevant Act in India or globally.	Copy of Registration, No joint venture Bidding will be allowed
2.	The prospective bidder should be in the business of Scanning and Digitizing archived Records for at-least the last 5 years in India.	Details of digitization work undertaken by the Bidder along with work order for archived records and completion certificate.
3.	The successful Bidder should have an average turnover of Rs. 1 crore or above during the last three financial years i.e., 2017 – 2018, 2018 – 19 and 2019-20.	a) Certificate from a Chartered Accountant (CA) certifying the annual turnover for the year 2017 – 2018, 2018 – 19 and 2019-20. b) Certified copy of the Profit and Loss Account of the firm /agency.
4.	The prospective bidder should have done a work of similar nature in minimum of 5 Institute/office/organizations/hospitals etc across India, out of which at-least 3 should be in government sectors etc.	a) The bidder should submit experience certificate on the letterhead of the clients from the client organization. Please see Annex-II . b) The Vender should submit photocopy of the work order document.



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5	Prospective Bidder should not have any negative remarks from any client regarding non-completion of the ordered work across India. This will be stringently verified.	Self-certification by the bidder on their letter Head duly signed by the authorized signatory.
6	The Bidder should not have been blacklisted by any State Government or Central Government or any other organization in India or anywhere as on the date of submission of this Bid.	Self-certification by Bidder on their letterhead duly signed by the authorized signatory should be submitted.
7	The successful Bidder should be registered for Goods and Services Tax (GST) and any other such requirements as stipulated by the Government.	Documentary proof should be submitted along with GST Number.
8	Prospective bidder should have completed the work of scanning and digitizing of various records in two separate organizations / institutions / offices / hospitals etc. Independently across India with a minimum of 3 crore pages of records in each of these organization/ institutions / offices / hospitals etc.	Vendors should also fill up the details of work experience given in Annex-II of this Tender Document. The experience certificate should have information about the duration, nature and quantum of completed scanning and digitization work. The Vendor should submit photo copy of work order certificate issued by the Client organization. <u>Note: Applications not containing the above documents and information from the client organization and not supported by proof will be rejected.</u>

Scope of Work

1.1 Pre and Post-Scanning Activities

Technical Requirements and SCOPE OF SCANNING AND DIGITIZATION WORK:

- The successful Bidder will be required to handle the documents carefully and ensure their safety and security at all times.
- Space for scanning and digitization along with raw power (electricity) will be provided by “MRD Section, NIMHANS”.
- Scanners must have minimum resolution of 300 dots per inch (dpi) with scanning being in black and white with the scanning output having minimum 300DPI resolution.
- Few of the colour scanning of papers may be required.



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- The Bidder must be able to carry out cropping and cleaning of images (removing noises around the text), skew correction to make the images straight and provide equal margins all around the text as far as possible. Small documents need to be scaled up during the scanning process, if required.
- Removal of Noise around the borders without affecting the original text and DE skewing must be done. The Bidder must be able to carry out cropping and cleaning of images (removing noises around the text), skew correction to make the images straight and provide equal margins all around the text as far as possible. Small documents need to be scaled up during the scanning process, if required.
- The scanning of documents to the maximum extent possible should be done on an overhead scanner / digitization scanner wherever feasible. SLR camera-based scanners not allowed.
- Blank papers should not be scanned and should be deleted from the scanned documents.
- The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.
- “MRD Section, NIMHANS” will provide the files and other documents to the authorized representative of the tenderer, supervising the Scanning/digitizing work, on week to week basis under proper receipt and it will be the responsibility of the tenderer to accomplish the task of scanning/digitization after following all the processes, namely Unbundling, Rebounding, Super Indexing, Scanning/digitizing, Splitting and Merger, Storing, Retrieval, etc. It will be the responsibility of the tenderer to return the file to hospital staff under acknowledgment in the same shape and condition in which it was taken.
- The representatives of the tenderer shall prepare each file/case record before starting scanning, indexing (about 10 fields) Archiving (Scanning and Storing PDF/A format) and Retrieval. The indexing would include Name, Address, UHID No., MLC No. (wherever applicable), Date of Admission, Department, Consultant’s Name / unit name, Operation/procedure done, date of discharge, disease coding as per ICD 10 classification. There should be a provision to add any additional field at any stage and a minimum of 20 tags for each file may be provided for a separate software for retrieval of diagnostic data should be provided with various parameters viz., retrieval of data disease wise, sex wise, age wise, unit wise, geographical wise, etc.



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- Software for MRD functions i.e. file request, file issue, reports & follow up of records with various departments as and when any other required, training of MRD staff to work on software is to be provided. Training is to be done for a period of at least two days to one week depending upon the cadre of staff being trained.
- Scanning and storing of the data in scanned form should be done locally on a storage with mirroring facility (not in cloud) and also on one additional back-up on hard disk drive. The page size for scanning may vary from legal/A3/A4/A5 and various other sizes is 9" x 11", 10.5" x 16", 11.5" x 17", 15" x 20" etc. However, 95% of pages shall be A4 size. ECG, EEG papers and legal-size papers may also be available. The papers may have printed / typed / handwritten data on both the sides as well. Storage and server hardware shall be provided by the institute on consultation with the successful bidder /bidders.
- Creation of Final delivery formats must have
 - Archive copy – Original scanned image for Archiving.
 - Master copy – Cleaned/Post image processing of the scanned image.
 - Render Copy – SPDF/A of the file.
- Scanning of the files should be started from current year backwards and simultaneously prospectively opened new files during the time of digitization of files shall need to be scanned. Modality of workflow of scanning prospectively opened files shall be decided with the successful bidder.
- Handing over the stored scanned data should be done on an appropriate electronic media to **"MRD Section, NIMHANS"** or **NIMHANS DATA CENTRE**. Server / Hard Disk / SAN storage shall be procured and given by the Institute (according to bidders configuration). The scanned data should be with mirroring facility and one additional back-up on hard disk drive. If required, the scanning of a page of the medical record whether to be done in mono (line art), greyscale or colour will be as required and confirmed by the authorized officers of NIMHANS.
- The output of scanning & digitization will have to be posted in the MRD software provided by the tenderer from time to time.



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- Imparting of adequate training to the staff of **“MRD Section, NIMHANS”** for (1) archival (scanning and storing of prospective files) (2) retrieval and printing is the responsibility of the tenderer.
- Full maintenance and support for one year after the completion of the work. Bidders may be asked to Provide Onsite Support Resources (Skilled Resource) at NIMHANS on need basis. Onsite resources are required to work Monday to Saturday during working hours except Indian holidays (applicable as per NIMHANS directive). NIMHANS may require Onsite resource separately to perform Quality Check, Uploading Files, or any other activities on requirement basis. Onsite Resources may be asked to work prior to start the Scanning Activities/During the Scanning Process and Post Scanning Activities.
- The workflow of scanning cell (where scanning activity by the tenderer will be carried out) will be formulated and finalized by **“MRD Section, NIMHANS”** to synchronize with functioning of other concerned sections.
- The output of scanning/digitization will be verified by authorized officers of **“MRD Section, NIMHANS”** based on all the technical parameters of this tender including the economy of disk storage of the output.
- The process by which the tenderer will scan/digitize the medical records will be in batches and include the following:
 - Authorized representative of tenderer will receive files from staff of the **“MRD Section, NIMHANS”** under proper receipt.
 - Prepare the files for scanning/digitization after the removal of tags, pins, dust, etc.
 - Check the numbering of each document/case sheet before its scanning and digitize each document of file and the data is to be stored by way of images in Portable Document Format PDF/A with adequate resolutions. The scanned documents so stored in the database should be properly indexed as per the requirements of **“MRD Section, NIMHANS”** and should be capable of adding more scanned documents, at later stage if need be, in an old stored file. The data so stored shall be in a non-editable form.
- Files shall be returned to the authorized representative of **“MRD Section, NIMHANS”** against proper receipt.



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- Apart from above, tenderer should have readily available security provision for below mentioned functionalities. Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files and PDF files should comply to the following specifications PDF/A format (ISO 19005-1:2005).
- The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for mono/colour/grey scale scanned documents retaining search ability, good view and print quality. Should be linearized PDFs as defined by PDF reference manual (ISO 3200- 1:2008)) to ensure faster web viewing.
- Apart from above functionalities, bidder should have readily available security provision for below mentioned functionalities. Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files:
 - Password protected.
 - Certificate protected.
- Policy-protected- it should be possible to apply persistent and dynamic policies that help to maintain confidentiality and controlled use of PDFs even when these PDFs go out of DMS/HIS. NIMHANS should be able to change usage rights for a PDF, even after the file is distributed to users outside the DMS. NIMHANS should be able to create a short-term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside the DMS. This will enable online leasing of these PDF files for research and academic activities.
- The PDF should not be saved/printed by users without the permission of the administrator or authorized users.
- These PDF files should be easily searchable on metadata using standard pdf viewer search facility on the local computer.
- Index the stored scanned data with following indexing parameters: - Name, Address, CR No., UHID No., MLC No. (wherever applicable), Department, Unit, consultant name, Date of Admission, Operation/procedure done, Date of discharge/ death etc.



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- Multipage PDF/A output should be possible to be extracted for a document or the whole case from the storage-retrieval software being used by the vendor and DMS to be implemented for NIMHANS Medical Records.
- In case the tenderer finds any original document, which is in a very bad condition, it will make its best efforts to take out better copy (either by typing on separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant data base. The original papers shall however be retained in the main file. All photocopies and / or sheets typed to improve the digital quality must be handed over to MRD with adequate documentation.
All Scanned/digitized files will be stamped and duly signed by the tenderer and labeled indicating that the " **FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED**" with a reference number and the tenderer will be fully responsible for any loss/damage of any document. The same is to be verified by the user on file. The authorized representatives of the tenderer after successfully storing the data on their own computer shall transfer the same on the computer/server/SAN storage to be provided by "**MRD Section, NIMHANS**" / **IT Cell of the institute** along with the documentation, technical and user manual. However, the tenderer shall be fully responsible for the proper archiving, storing and retrieval of the scanned/digitized data for a minimum period of one year after completion of his/her work.
- On the issue of privacy of the records, role-based access, privacy, security, confidentiality, authenticity should be followed as per the policy of NIMHANS, Bengaluru which may be updated periodically.
- The Company shall ensure that Archiving is in 'read only' mode, and that its scanning equipment and storage media are tamper-proof and shall not permit additions/ insertions/copying/ deletions / omissions / alterations in the scanned and stored data. The equipment's installed in "**MRD Section, NIMHANS**" shall be used exclusively for the purpose of scanning, storing, retrieving and web hosting the data of "**MRD Section, NIMHANS**" and not for other purpose. The Company shall generate (comma-separated value) based csv file containing tagged / indexed key fields.
- The tenderer will ensure that the documents/files handed over to them are kept in proper condition and no document gets soiled/lost/trimmed/damaged/misplaced.



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- Complete secrecy and confidentiality are required to be maintained by the tenderer and his employees.
- The tenderer shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy without the written permission of the competent authority and the scanning/digitizing work has to be carried out in “MRD Section, NIMHANS” premises itself.
- The tenderer using the integrated software for scanning/digitizing and document management or any other similar programme shall provide its license to “MRD Section, NIMHANS”. The software module should have multiple access with security features, with facility for updating the information etc.
- The same software should get integrated to the NIC HIS software present in the institute at present for seamless transfer of data without any additional cost. This should also get integrated to the any other relevant alternate software including HIS Software, if the institute chooses to in the future (after sharing proper relevant API’s) resulting in seamless data transfer, without any additional commercial implications on the institute.
- The tenderer must develop and supply the software products along with the integration of third- party software if needed.
- It shall be the duty of the tenderer to have the licensed software updated from time to time and provide all possible assistance/help during the scanning/digitization work.
- On the completion of the work, the tenderer shall hand over the latest licensed updated software and also the database to “MRD Section, NIMHANS”, which shall become the property of “MRD Section, NIMHANS” for all intents and purposes.
- The DMS should have role-based features, creating users, tracking the users, Audit logs, Reports.
- The key if any for all the above software i.e. scanning & MRD Functions should be given to server room of this hospital for any repair/alteration/corrections/additions, as & when required.
- The successful tenderer shall compile and make an Instruction Manual for scanning/digitizing, storing and online retrieval operations and the same shall be provided to NIMHANS for use of its staff for carrying out the operation of future scanning/digitizing and retrieval, if required.



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- The specifications of the hardware to be used by the tenderer (only Server and storage) shall be given in advance so that NIMHANS procures it. Once it is installed it will not be allowed to be taken away by the tenderer, without express permission from the NIMHANS, IT cell. The digitization software should be web enabled. The scanned/digitized record will be the property of NIMHANS. The tenderer shall have no right, title, or interest in it and shall not use it in any manner.
- The vendor should provide certificate of compliance with Quality standards like ISO for Digitization and CMMI 3 for software integration and DMS development at the Minimum.

• **Important Instructions to the Bidder**

Commencement of Work

- The successful Bidder will commence the work within 1week from the issue of work order.
- Bidder shall be required to install and maintain adequate IT infrastructure for the digitization project including equipment and peripherals such as hardware, software, computers, scanners, UPS, network setup etc. at his own cost.
- The list of the equipment being brought inside NIMHANS Archives should be provided to the NIMHANS by the Bidder. After completion of the project, the Bidder will take back the equipment with prior permission from NIMHANS at their own cost.
- The Bidder should take care of their equipment's and NIMHANS will not be liable for damage of any equipment used by the bidder for the project. Cleanliness of Work Area, Digitization Equipment, and Originals like Scanners and Computer equipment's etc. will have to be cleaned on a routine basis by the vendor's staff.
- Frequent change of staff deployed for the digitization work in NIMHANS Archives by the Bidder should be avoided.
- The staff provided by the selected Bidder should be knowledgeable and experienced so that they are also able to evaluate digitization process.



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- The performance of the equipment provided for the scanning and digitization shall be checked by NIMHANS before commencement of work by the selected Bidder. The testing would also be done periodically for resolution performance, lighting and image uniformity etc.
- If the result of the sample is not found to be good, it shall be the responsibility of the successful Bidder to change the equipment promptly which shall again undergo testing as mentioned above. At any point during the execution of the project, if the quality of the output deteriorates, then it shall be the responsibility of the successful Bidder to promptly change the equipment provided as per NIMHANS's requirement as stated above.
- The Bidder will undertake Quality Assurance processes for all aspects of processing and post-processing of scanned files including image capture, indexing, storage and return.
- The Bidder's staff will perform quality control to ensure that each page is fully captured and properly aligned, and free of distortions. Inspection and quality control data shall always be recorded on the worksheet accompanying each volume. When necessary (e.g., poor image capture of an illustration), the staff will re-scan from the original record and insert the image(s) into proper image file sequence.
- The Bidder shall return the files to the NIMHANS after ensuring that all the pages in the files are in order and intact.
- Continuance of the contract and payment of the work done shall be subject to evaluation of satisfactory performance by such officers as are nominated/authorized by the NIMHANS for regular as well as random checking and further subject to the tenderer fulfilling all the terms and conditions of the contract. The contract may be cancelled at any time if the tenderer fails to fulfil the terms and conditions of the contract. The decision of the NIMHANS authorities, in this regard shall be final and binding. **Successful bidder is required to scan minimum of 10,00,000 pages / week.** The tenderer shall be able to do the scanning/digitization work on all working days usually between 9:30 A.M. To 5 P.M. however facilities can be created as and when required, by NIMHANS so that the tenderer may also be allowed to work on holidays and odd hours to finish the work for which necessary permission in writing is to be obtained by the Tenderer from the NIMHANS Authorities.



• **Duration of Contract**

The Contract of agreement with the successful Bidder shall be for 18 months from the commencement of work. The Agreement may be continued and extended up to six (06) months if required by the NIMHANS at the same terms and conditions as in this tender subject to review of performance of the successful Bidder and to the satisfaction of the NIMHANS. Subsequent to completion of project, the bidder is expected to continue the maintenance support for a period of one year from the date of completion of the project.

• **Non-disclosure**

- The successful Bidder shall not disclose directly or indirectly any information, materials and details of the NIMHANS's infrastructure / systems/ equipment etc., which may come to his / her possession or knowledge during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence.
- The successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the NIMHANS.
- The successful Bidder shall indemnify the NIMHANS for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful Bidder and the NIMHANS shall be entitled to claim damages and pursue legal remedies.
- The successful Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- The successful Bidder's obligations with respect to non- disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.



- **Abiding by the provisions of Sexual Harassment Act, 2013 at workplace**
 - The successful Bidder shall be solely responsible for full compliance with the provisions of 'Sexual Harassment for Women at Work Place (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the NIMHANS, the complaint will be filed before the Internal Complaints Committee constituted by the successful Bidder and the successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.
 - Any complaint of sexual harassment from any aggrieved employee of the successful Bidder against any employee of the NIMHANS shall be taken cognizance of by the Regional Complaints Committee constituted by the NIMHANS.
 - The successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the successful Bidder, for instance any monetary relief to NIMHANS's employee, if sexual harassment by the employee of the successful Bidder is proved.
 - The successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
 - The successful Bidder shall provide a complete and updated list of its employees who are deployed within the NIMHANS's premises.

Other Instructions:

- **No joint venture Bidding will be allowed.**
- The Bidders are advised to study the tender document carefully. The Bidder may, if desired, visit the NIMHANS Archives to understand the nature of work expected before submission of tender. Submission of the tender shall be deemed to have been done after careful study and examination of all instructions, terms & conditions given in the tender document. The files / registers etc. to be digitized are available for viewing during 10:00 hrs to 16:00 hrs in the Medical Record Section, NIMHANS on all working days before the last date of submission of tender.
- The proposed work should be taken up and completed within the premises of NIMHANS and **no documents** (hard copy or soft copy) would be allowed to be taken outside the premises of NIMHANS.



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- The successful Bidder will **not** make or retain any digital copy of the documents / records of the NIMHANS for any purpose whatsoever, except for submitting the digital copies to the NIMHANS.
- The successful Bidder should deploy professionally qualified supervisor/s who should check the digital images and effective retrieval of information/documents before the same is handed over to the NIMHANS for final checking. They are expected to check the ICD coding too during indexing of the digitized files.
- All digitized data will be the sole property of NIMHANS Archives, the successful Bidder don't have any right on that. NIMHANS Archives have the special right to use this digital data in any manner.
- The representative(s) / staffs of the successful Bidder shall **not** be permitted access to any other areas inside NIMHANS Archives, other than the place of execution of the job. They must also follow all safety regulations.
- After completion of the job, the Bidder shall clean off its system and no document should be in the possession of the successful Bidder or its associates or employees after completion of the task.
- The successful Bidder shall provide identity cards to his/her employees or agents who shall be doing the digitization job at the NIMHANS's premises. All the employees and agents should bear the identity card for all the times they are working in NIMHANS premises. The successful Bidder will depute employees whose antecedents have either been verified by police or in the absence of such verification will arrange for police verification of employees deputed.
- All the scanned and digitized data and documents shall be the property of the NIMHANS and Bidder shall have no right, title or interest in it. NIMHANS shall have the exclusive right to use the digital data anywhere and in any manner.
- No documents shall be allowed to be taken or transmitted outside the NIMHANS Archives premises, in any manner what so ever. No employee of Bidder shall share any document or information relating to it to any outside unauthorized person. Violation of this will render immediate termination of contract and no payments will be made to the Bidder along with forfeiture of Performance Security. Bidder shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court.
- Bidder shall be principal employer of all the workers, labourer, out sourced persons and such persons shall not have any right to claim, any right of employment or contract with the NIMHANS.



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- Bidder shall be responsible to comply with all the Acts and or Rules and Regulation framed by Government of India or state Government of the work and employees. Bidder alone shall be the principal employer of all the employees engaged by them and shall comply with all labour laws including minimum wages, gratuity, EPF, ESI etc. whichever is applicable. The NIMHANS shall not be responsible for the terms and conditions of employment of the staff engaged for the work undertaken by the vendor.
- **Parties to the Contract:** The parties to the Contract are the successful Bidder and The Director, NIMHANS, Bangalore.
- **Address of the Bidder:** For all purposes of the Contract, the address of the Bidder mentioned in the Tender shall be final unless the Bidder notifies a change of address by a separate letter sent to The Director, NIMHANS, Bangalore-560029.
- **Signing of Tender**
 - Individual signing the tender or other documents connected with contract must specify whether he / she signs as: The "sole proprietor" of the concern or constituted attorney of such sole proprietor.
 - A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to NIMHANS administration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
 - Director or Principal Officer duly authorized by the Board or Directors of the Company, if it is a Company.
 - In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn of affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the Tender.
 - In case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties the Tender and all other related documents must be signed by all partners of the firm.



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- A person signing the Tender form or any documents forming part of the Tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, the NIMHANS may without prejudice cancel the contract and hold the signatory liable for all costs, consequences, and damages under the civil and criminal remedies available.
- The successful Bidder should sign and affix his / his firm's stamp at each page of the Tender and all its Annexures as the token of having read and understood the documents. The successful Bidder, having been communicated about acceptance of his offer and award of the Tender, shall have to enter into an agreement with the NIMHANS in non-judicial Stamp Paper of Rs. 100/- (or as applicable) **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS TENDER DOCUMENT.**
- **Sub-letting of Work**

The successful Bidder shall not assign, transfer or sublet or attempt to assign, transfer or sublet, whether wholly or in part, any portion of the work to any other agency / entity.
- **Penalties**
 - Any loss or damage to the document by the Bidder or their staff may lead to imposition of **penalty of Rs.1,000/- per page subject to maximum of Rs. 10,000/- on one single occasion and or legal action if required.**
 - Any delay by the successful Bidder in the performance of its contractual obligations for digitization of records shall render the Bidder liable for a deduction at the rate of 1.0% of the total amount of contract per week of delay subject to a maximum of 10% of the value of the contract which will be recovered from the pending bills.
 - The vendor should use authorized PDF licenses. If the vendor is found not using authorized PDF licenses. He shall be liable to a penalty of minimum @2% of the tender value.
- **Payment Terms**
 - **No advance payment will be released by the NIMHANS.**
 - The Bidder should submit the digitized data along with its list to NIMHANS Archives in the first week of every month.



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- Bills will be raised by the Bidder after checking and acceptance of the digitized data by NIMHANS Archives and payment will be released thereafter.
- All payments are subject to statutory and other deductions in force and as modified in future by the enforcing authorities.
- Penalties, if any, under the contract shall be recoverable from the payment due to the Bidder.
- The successful Bidder will be responsible for liabilities of all kind including local and other taxes. Deductions will be made from each bill towards all applicable taxes as per Income Tax provisions.
- If the successful Bidder is not able to fulfill its obligations under the contract, which includes non-completion of the work order, the NIMHANS reserves the right to get the work accomplished by another Bidder and Performance Guarantee / EMD / Security Deposit of defaulting Bidder shall be forfeited. Such a Bidder shall be liable to pay any or all costs, damages/compensation, etc. resulting out of the non-performance by the defaulting firm.
- If the successful Bidder fails to do satisfactory work in the initial weeks contrary to the provisional requirements stipulated in the tender, the NIMHANS will have the option to cancel the contract immediately. No compensation will be paid for cancellation of the contract. It may result in awarding the contract to another Bidder at the discretion of the NIMHANS.
- No interest will be payable on any delayed payments and all the payments will be made through NEFT to the NIMHANS Account of the selected Bidder.
- The payments of work done on number of pages will be calculated taking into consideration successful completion of all the parameters of those numbers of pages i.e. Scanning, digitization, PDF/A, Digital signature enablement, HIS/PACS porting, XML output etc as per the terms and conditions.
- **Submission and Selection of Bids**
 - The Prospective Bidder is expected to examine all instructions, forms, terms and conditions in the Tender. The bid should be precise, complete and in the prescribed format as per requirements detailed in the Tender. All the pages comprising the Technical and Commercial Bid shall be serially numbered. Failure to furnish all information required, or submission of a Bid not conforming to the



requirements in every respect will be at the Bidder's risk and may result in rejection of the Bid and forfeiture of Earnest Money Deposit.

- The Bidder shall bear all costs associated with the preparation and submission of the Bid and the NIMHANS will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

- **Amendment of Bidding Documents**

At any time before the deadline for submission of Bids, the NIMHANS for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the bidding document by amendment. All prospective Bidders shall be notified of the amendment through the NIMHANS's website & eprocurement portal and all such amendments shall be binding on them. If required, in order to allow Bidders reasonable time in which to take the amendment into account in preparing their Bids, the NIMHANS reserves the rights to extend the deadline for the submission of Bids and the same shall be notified on the NIMHANS's website i.e www.nimhans.ac.in **HYPERLINK** "<http://www.nimhans.ac.in/>" or Karnataka e-portal website.

- **Earnest Money Deposit(EMD)**

- All Bidders will have to deposit an EMD amounting to **Rs. 5,00,000/-** (Rupees Five Lakh only) to be remitted through **NEFT/RTGS of Karnataka eprocurement portal**. The details of transaction should be enclosed along with the Tender Document. Failure to comply with this condition will render the tender void.
- EMD amount is exempted, if they enclose valid NSIC/MSME Certificate under the Scanning and Digitization Category only. Failing, EMD exemption will not be considered.
- GOI guidelines shall apply as on the date of bid submission.
- EMD of the successful Bidder will be retained by the NIMHANS as Security Deposit till the successful Bidder furnishes a Performance NIMHANS Guarantee. EMD will be forfeited if the successful Bidder fails to execute the required agreement for the tendered work. EMD of the Bidder whose bid are not accepted will be refunded once the contract has been awarded. The EMD amount will not bear any interest.



- **Performance NIMHANS Guarantee(PBG)**

The successful Bidder shall deposit Performance NIMHANS Guarantee (PBG) @ ten per cent of the contract amount in favour of The Director, NIMHANS, Bangalore with letter of acceptance of contract. The PBG shall be valid for a period of 60 days beyond the date of termination of the contract. The PBG deposited by the successful bidder shall be invoked in the event of unsatisfactory performance of the Bidder and / or loss/ damage if any sustained by the NIMHANS on account of failure or negligence of the workers deployed by service provider or in the event of breach of the terms and conditions of the agreement. The Performance NIMHANS Guarantee will have to be provided as per format given in [Annex III](#).

- **Tender to be signed**

Each page of the tender document should be signed by an authorized signatory of the Bidder in token of his/their having acquainted himself/ themselves with the conditions of contract, etc. as laid down. Any tender with any of the documents not signed will be liable for rejection.

- **Signature on Tender**

The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company authorized to do so by the Board (copy of Board resolution must be submitted), failure to comply as stated above, the tender may be rejected by the NIMHANS.

- **Non-acceptance of Tender**

The NIMHANS does not bind itself to accept the lowest tender or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

- **Invalid Tender**

After prima facie scrutiny, if any of the Bidders is found not satisfying the required eligibility criteria, the tender submitted by him/her will not be processed further.



- **Validity of Tender**

Tender shall remain valid for acceptance by the NIMHANS for a period of 120 days from the date of opening of the tender, which period may be extended by mutual agreement, the Bidders shall not cancel or withdraw the tender during this period.

- **NIMHANS not Liable for Damages**

In the event of termination of the contract for any reason whatsoever, the Bidder / or persons employed by it shall not be entitled for any sum or sums whatsoever from the NIMHANS by way of compensation or damages. The personnel deployed by the successful Bidder for the services mentioned above shall be the employees of the Bidder for all intents and purposes and the persons so deployed shall remain under the control and supervision of the bidder. In no case shall a relationship of employer and employee arise between the said persons and the NIMHANS, implicitly or explicitly. It will be the responsibility of the Bidder to ensure that no liability on this count should devolve on the NIMHANS in respect of workers deployed by it.

- **Renewal of Contract**

The Contract of agreement with the successful Bidder may be renewed at the sole discretion of the NIMHANS subject to review of performance of the successful Bidder and to the satisfaction of the NIMHANS.

- **Agreement for Contract**

The successful bidder shall have to execute an agreement with the NIMHANS in this regard, in duplicate (in English) on receipt of intimation from the NIMHANS of the acceptance of its tender.

- **Disqualification**

The NIMHANS reserves the right to reject Bids in the following cases:

- The Bids which are received after due date and time.
- Bids not accompanied by all requisite documents along with the Earnest Money Deposit (EMD).
- If the copy of Commercial Bid is not signed by the authorized signatory of the agency.
- Bids not substantially responsive and not submitted in accordance with the required formats.



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- If the agency increases the quoted prices during the validity of the bid or its extended period, if any.
- If the Bidder submits the bid specifying his own terms and conditions.
- Information submitted in Technical Bid is found to be misrepresented, incorrect or false.
- Bidder fails to deposit the Performance NIMHANS Guarantee (PBG) or fails to enter into a contract within 10 working days of the date of notice of award of contract or within such extended period, as may be specified by the NIMHANS.
- Bidders may specifically note that while evaluating the Bids, if it comes to the notice of the NIMHANS's knowledge, expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Bids, then the Bidders so involved are liable to be disqualified for this contract.

• **Last Date for Submission of Tender**

The last date for submission of Tender is 09/01/2021 at 11.00 AM. In the event of the specified date for the submission of Bids being declared a Government holiday the Bids will be received up to the appointed time on the next working day.

• **Extension of Last Date for Submission**

The NIMHANS may extend the last date for submission of Tender and notify the same through the NIMHANS's website and E-portal.

• **Prices**

The rates quoted by the Bidder in the Commercial Bid are final and no adjustment of the contract price shall be made on account of any variations in costs of manpower and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract.

The price would be inclusive of all taxes, duties, charges and levies as applicable / GST. Only indicate GST percentage separately at icon "Action column" by clicking the % symbol.

The prices, once offered, must remain fixed and must not be subject to escalation, for any reason whatsoever, within the period of contract. A proposal submitted with an adjustable price quotation or conditional proposal will be rejected as non responsive.



- **Modification and Withdrawal of Bids**

The Bidder is not permitted to modify, substitute, or withdraw the bid proposal after submission.

- **Acknowledgement of Understanding of Terms**

By submitting a bid, each Bidder shall be deemed to have acknowledged that it has carefully read all sections of this tender document, including all forms and has fully informed itself as to all existing conditions and limitations.

- **Bid Submission**

Submission of Bids shall be in accordance with the instructions followed in e-procurement portal GOV Karnataka.

- **Evaluation of Tender**

The Technical Bid will be evaluated as per the eligibility conditions mentioned in the Tender Document. Only the bidders meeting the predefined qualification criteria are called for technical evaluation. They are evaluated on Quality Cum Cost Based Selection method following the parameters and the markings as mentioned below in the table below.

They are permitted to present their Proof of Concept and demonstrate the scanning DMS software and the workflow to be adopted before the institute technical committee. The vendors are expected to present / demonstrate the DMS software having at least 10 different indexing fields relevant to medical records such as name, age, sex, UHID number, P or N number followed at NIMHANS, Address, Date of Admission, Discharge, Diagnosis, ICD Coding etc. Only after evaluation under QCBS system and approval by the Institute technical committee, prospective bidder is termed as technically qualified.

List of technically qualified Bidders will be prepared and the intimation will be sent by e-mail mentioning the date and time of opening of the Commercial Bid.



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QCBS EVALUATION TABLE

Sl.No	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
1	Bidder's Average overall Annual turnover in the last 3 financial years (In Rs Crores)	i. Greater Than one crore and less than 5 crore – 3 Marks. ii. Greater than INR 5 Crore & Less than INR 10 Crore: 5 marks iii. Equal or Greater INR 10 Crore: 10 marks	10 marks	Copy of the Audited Balance sheet with Profit & Loss.
2	Bidder's Average Annual turnover in Scanning and Digitization in the last 3 years (In Rs Crore)	i. Greater than one crore and less than 5 crore – 3 marks. ii. Greater than INR 5Crore & Less than INR 8 Crore: 5 marks iii. Greater INR 8 Crore: 10 marks	10 marks	Certificate from the statutory auditor for three years.
3	Experience in Archival Document Scanning & Digitization project within last 5 years in national/state archives or similar institutes, old historical & handwritten documents preservation institute, in India with single work order.	Scanning and Digitization of documents in single work order i. More than 3 Crore Pages and less than 4 crore pages – 5 marks. ii. More than 4 Crore and less than 5 crore Pages – 7 Marks. iii. More than 5 crore Pages – 10 Marks.	10 Marks	Work Order and Client Testimonial clearly indicating no. of Pages digitized till date.



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4	Experience in scanning and digitizing archived records of various duration (Should have scanned and digitized minimum of 20 lakh pages in each duration parameter)	1. Digitizing Records of less than 20 years duration (from 2020 Dec Backwards) – 5 marks. 2. Digitizing Records of more than 20 years duration (from 2020 Dec Backwards).	10 Marks	Work Order and Client Testimonial clearly indicating the duration of the preserved records that are digitized and their number.
5	Experience in Document Indexing project with minimum of 15 indexing fields within last 5 years in national/state archives or similar institutes, old historical & hand written documents preservation institute, in India with minimum of 2 crore pages (Single Contract) .	Indexing per record i. Upto 15 fields – 5 marks. ii. Above 15 fields – 10 Marks	10 Marks	Work Order and Client Testimonial clearly indicating no. of indexing fields per record.
6	Quality Certifications	i. Only ISO 9001: 2015 – 5 Marks ii. ISO 27001: 2013 – 5 Marks. iii. CMMI Level 3 & or PRISM Certificate – 5 marks.	15 Marks	Copies of required Quality Certificates.
7	Tools and Machines	The firms should have Digitization related State of the Art equipment including ADF / Overhead scanners of total worth of at least INR 1 Cr as on date of submission of proposal. Firms should provide details of the type, number and make of the State of Art equipment they propose to use for digitization of the archival records and submit	10 Marks	A Self Certification by the authorized signatory along with documentary proof regarding their ownership, possession of the said equipment at the time of submission of online bids.



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		documentary proof for the same.less than 1 crore – 3 marks. 1 Cr. to 2 Cr.: 5 Marks >2Cr.to3Cr.:7Marks >3Cr. : 10 Marks		
8	PROPOSED APPROACH & METHODOLOGY and PRESENTATION	Proposed NIMHANS Digitization of medical record files Implementation Plan Proposed team structure, Service Level Management Quality Assurance Methodology, etc to be included. Proof of concept including demonstration of the DMS software having at least 10 different indexing fields relevant to medical records such as name, age, sex, UHID number, P or N number followed at NIMHANS, Address, Date of Admission, Discharge, Diagnosis, ICD Coding etc to be done.	25 Marks	

Note: The **minimum technical score** required for passing technical bid evaluation and qualifying for the Financial Bid opening is **70 Marks** out of 100. The financial bids for bidders whose technical score is less than **70 marks** will not be opened.

• **Evaluation of Financial Bids:**

NIMHANS will determine whether the Financial Bids are complete, i.e. whether the Bidder has included all components as per the tender document. All price bids shall include all taxes, etc. The price schedule shall also have the indicative price break-ups. No assumptions shall be allowed and the financial bid should be complete in all respects.

The financial bids are to be submitted in the E-portal.

The Tenderers are required to quote their lowest per page rates including tax component for scanning and digitizing and the same will be used as a criterion to decide the successful lowest bidder among



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the technically qualified bidders. Please quote the Per Page OCR / colour scanning cost also, however it will not be taken for consideration to arrive at lowest financial bid status.

The Bidder is required to submit financial bid in the following format.

Sl. No.	Item	Cost in INR (Including GST)
A.	Per page Cost of Scanning and Digitization of paper records	
B.	One year maintenance cost after completion of the project + Ten onsite support Human resource cost during the same period of one year.	

TOTAL FINANCIAL COST: (A X 5,00,00,000) + B

Note: At “Action column” by clicking the % symbol which will be mentioned as Added statutory components like Base Value of the per page cost of Scanning and digitization quoted, one year maintenance cost, onsite manpower cost, GST percentage, etc to be mentioned separately.

• **Overall Ranking:**

The combined result of the technical and financial bids will determine the final, overall ranking. The method for obtaining the overall ranking will be as follows:

$$\text{Final Marks (F)} = (T / T_{\text{high}}) * 0.70 + (C_{\text{low}} / C) * 0.30$$

T_{high} - Highest Technical Score Obtained

T - Technical Score of the Current Bid

C_{low} - Lowest Price Bid

C - Price of the Current Bid

• **Award of Contract**

The contract shall be awarded to the bidder **who will have the highest score in overall ranking**. However, in case there is a tie between two or more Bidders, the Bidder with the highest score in examination of Technical Bids shall be awarded the contract.

The Commercial Bid will be opened on the date and time so decided in the presence of the representatives of the Bidders willing to attend the Bid opening.

• **Force Majeure**

If either of the parties suffer delay in due execution of their contractual obligation due to the operation of one or more of the force majeure events such as but not limited to, war, flood, earthquake, strikes, lockouts, fire, epidemics, riots, civil commotions etc. the agreed time for the completion of respective obligations shall be extended by a period of the time equal to the period of



the delay occasioned by such events. On the occurrence and cessation of any such event, the party effected thereby shall give notice in writing to the other party. Such notices are to be given within 15 days of occurrence / cessation of the event concerned. If the force majeure conditions continue beyond 30 days the parties shall mutually decide about the future course of action.

• **Termination of Contract on Default**

The NIMHANS may without prejudice to any other remedy for breach of Contract, by one month's written notice of default sent to the successful Bidder and upon the successful Bidder's failure and neglect to propose and / or execute any corrective action to set right the default, terminate this Contract in whole or in part:

1. If the successful Bidder fails to deliver any or all of the items of work as specified in the tender document within the time period specified in the Contract; or If the successful Bidder fails to perform any other obligation(s) under the Contract.
2. On termination of the Contract for default, the security deposit of the successful Bidder will be forfeited.
3. On termination of the Contract for default, action will be taken to blacklist the successful Bidder at the discretion of the NIMHANS.
4. The NIMHANS has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

• **Jurisdiction.**

The contract shall be deemed to have been made at the place from where the work order is issued and only the courts of that place shall have jurisdiction to decide on any dispute arising out of the contract.

• **Warranty**

The bidder should provide a warranty that the solution provided will perform satisfactorily as per requirements mentioned in the specification during implementation, operation and maintenance period.



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Annex – I

Proforma for furnishing Technical Bid

(The terms and conditions in the tender document should be clearly understood before filling up the Technical Bid)

1.	Name, Address and Telephone Number of the Organization.	
2.	Date of Commencement of Business (Please furnish proof).	
3.	Status of the Organization (i.e., whether Proprietorship, Partnership, Private Limited / Public Limited Company, registered under Societies Registration Act, etc.).	
4.	Registration Number of the Organization (Please attach Certificate of Registration / Incorporation).	
5.	Name of the CEO / Proprietor.	
6.	Name, designation and address, including phone / mobile number of the contact person.	
7.	Annual Turnover (Attach photocopies of Balance Sheet / I.T. Returns / C.A.'s Certificate for the last three financial years).	
8.	Goods and Services Tax (GST) Number	
9.	TAN of the Organization	
10.	EMD UTR Number of NEFT/RTGS for Rs. 5,00,000/-	UTR No.
		Date
		Bank
11.	Details of contracts successfully completed during the last three years as on the date of submission of the bid along with address, telephone numbers of contact persons of client organizations, copies of work order and completion certificate from client organizations.	
12.	Number of employees on the rolls of the Bidder Managerial, Supervisory, Clerical, others (please specify).	



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- Details of five digitization projects undertaken / completed by the bidder

Name and Address of the Organisation	Name and Phone No. of Contact Person(s)	Cost of Contract	Period of contract

- **DECLARATION to be given by the Bidder:**

- It is certified that the information furnished above is correct.
- We have gone through the terms and conditions stipulated in the tender document and confirm to abide by the same.
- We understand that the decision of the NIMHANS on the acceptance or rejection of the Technical and Commercial Bids and the final outcome of the tender would be final and binding.
- The signatory to this bid is authorized to sign such bids on behalf of the organization.

Signature:

Name:

Designation:

Seal of the Company:

Mobile Number:

Email ID:



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Annex – II

Work Experience of the Bidder

Sl. No.	Items	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
Project details		
3.	Project Title	
4.	Start Date: MM / YYYY End Date : MM / YYYY	
5.	Number of staff deployed in the assignment size of the project	
Size of the project		
6.	Total Cost of the project	
7.	Technologies / products used	
8.	Number of pages scanned	
9.	Advanced features provided	
10.	Any other information to be shared	
11.	Narrative description of the project	
12.	Documentary proof and necessary details	
13.	Cost of the Equipment owned by the bidder with documentary proof of the same.	
Please attach the Experience Certificate / Work Order and proof of work done along with the duration of the Records Archived that are scanned issued by the client or organization.		



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Annex – III

Draft Proforma of Performance NIMHANS Guarantee

(To be submitted on Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing NIMHANS)

Place: _____

Date: _____

The Director,
NIMHANS, Bangalore

Dear Sir / Madam,

Name of the Work: Scanning and Digitization of Medical Records (paper format) at the NIMHANS

WHEREAS

The NIMHANS, Bangalore (here in after called as the NIMHANS) has invited tenders for the captioned work (hereinafter called “the said successful Bidder”) on the terms and conditions mentioned in the said tender document.

It is one of the terms of invitation of tenders that the successful Bidder shall furnish a NIMHANS Guarantee @ ten per cent of the contract amount in favour of The Director, NIMHANS, Bangalore with the letter of acceptance of the contract.

M/s. (Name of the successful Bidder) _____, (hereinafter called as “the successful Bidder”), who are our Clients/Constituents intend to submit their tender/Bid for the said work and have requested us to furnish NIMHANS Guarantee to NIMHANS in respect of the said sum of Rs. _____ (Rupees only) in respect of Performance NIMHANS Guarantee (PBG).



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NOW THIS GUARANTEE WITNESSETH

- We _____ (Name of the scheduled NIMHANS) do hereby agree with and undertake to the NIMHANS, their Successors, Assigns that in the event of the NIMHANS coming to the conclusion that the successful Bidder have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said successful Bidder; we shall on demand by the NIMHANS, pay without demur to the NIMHANS, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the NIMHANS. Our guarantee shall be treated as equivalent to ten per cent of the contract amount for the due performance of the obligations of the successful Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees only).
- We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the NIMHANS on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the NIMHANS shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the NIMHANS within a period of one week from the date of receipt of the notice as aforesaid.
- We confirm that our obligation to the NIMHANS under this guarantee shall be independent of the agreement or agreements or other understandings between the NIMHANS and the successful Bidder.

This guarantee shall not be revoked by us without prior consent in writing of the NIMHANS. We hereby further agree that –

- Any forbearance or commission on the part of the NIMHANS in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by the NIMHANS to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the successful Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).



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



E-Procurement Tender No.NIMHANS/2020-21/IND755

18.12.2020

- Our liability under these presents shall not exceed the sum of Rs._____ (Rupees_____ only).
- Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients intending for the said work or their obligation there under or by dissolution or change in the constitution of our said constituents.
- This guarantee shall remain in force upto _____ (six months from the last date of receipt of the successful Bidder) provided that if so desired by the NIMHANS, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- Our liability under these presents will terminate unless these presents are renewed as provided here in above on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the NIMHANS alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within ___ or any extended period, all the rights of the NIMHANS against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of _____ issuing NIMHANS.

Authorized Official (with seal)

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).



E-Procurement Tender No.NIMHANS/2020-21/IND755

18.12.2020

Part – II Commercial Bid

Tender for Scanning and digitization of Medical Records (paper format) at the NIMHANS.

SI No	Service Description	Rate in Rupees + GST
1.	Per page Cost of Scanning and Digitization of paper records.	Rs. ___ Per page (Rupees ___) per page (price/commercials details should not to be written here, it's only the format for understanding the actual price for that you are quoting)
2.	One year maintenance cost after completion of the project + Ten onsite human resources cost during the same period of one year.	

- **Note: At "Action column"** by clicking the % symbol which will be mentioned as Added statutory components like Base Value of the per page cost of Scanning and digitization quoted, one year maintenance cost, onsite manpower cost, GST percentage, etc to be mentioned separately.
- The above rate is comprehensive and inclusive of all taxes. There will be no extra payment chargeable on behalf of any work as to cost of labour, dusting, page numbering, scanning, equipment maintenance as mentioned in the tender document. The bid shall be valid for a period of one year like to be extended at the discretion of the NIMHANS if required.
- **The Commercial bid sheet should be filled without the price and should be uploaded with technical document.**
- I / We accept all the terms and conditions of the tender.
- I, undertake to abide by the Terms and Conditions as laid down in the tender document of the NIMHANS, and follow the instructions given by the authorized officer nominated by the NIMHANS in executing the job work.

Signature of Authorized Representative / Proprietor

Name : _____

Designation : _____

Name of the Firm/Agency : _____

Tel. No. : _____

E-mail : _____

Cell Phone No. : _____

Place : _____

Date : _____

OFFICESEAL



E-Procurement Tender No.NIMHANS/2020-21/IND755

18.12.2020

Check list of Documents to be submitted by the Bidder

Sl. No.	Documents	Submitted in Tender Document at Page No.	Remarks
a)	Certificate of Registration		
b)	Certificate of CA - Annual Turnover of average Rs. One crore for Digitisation work.		
	2017-18		
	2018-19		
	2019-20		
c)	Certified Copy of the Profit and Loss Account of the firm / Agency		
d)	5 years' Experience Certificate on the letter head of the Client(s) with details in Annex -II .		
e)	Documentary evidence in support of completing <u>minimum 3 crore pages</u> of Documents in <u>two organizations each (separately) during 2014-2020.</u>		
f)	Not Black Listed Self-certification on letter head duly signed by the authorized signatory		
g)	GST Registration Certificate		
h)	EMD Online Transfer Details		
i)	Full tender Document duly signed with stamp.		
J)	Documentary evidence in support of having completed archiving of records in 5 organizations / offices / institutions / hospitals out of which 3 are in government sectors during 2015-2020.		

Seal and signature