

<p><b>BHOPAL MEMORIAL HOSPITAL &amp; RESEARCH CENTRE</b> UNDER DEPARTMENT OF HEALTH RESEARCH, MINISTRY OF HEALTH &amp; FAMILY WELFARE, GOVERNMENT OF INDIA <b>RAISEN BY PASS ROAD KAROND BHOPAL – 462 038 (M.P.)</b> Phones : + 91 755-2742212-16, Fax : + 91 0755-2748309</p>
<p><b>Notice for Expression of Interest (EoI) Ref. No: BMHRC/Tender/ES/Digitization/EoI/2015-16/022 (2<sup>nd</sup> call)</b></p>
<p><b>BMHRC, Bhopal</b> invites sealed Expression of Interest (EoI) from Govt agencies/PSUs/PSEs, having proven technical &amp; financial capabilities for “Engagement as Project Management Consultant (PMC) for Digitization of BMHRC Records at BMHRC, Bhopal”.</p> <p>The EoI document can be obtained from the office of Director BMHRC on payment of Rs 5,000/- (Rs Five Thousand only) in the form of cash deposit or DD in favor of ‘Director BMHRC, Bhopal’ from <b>06-01-2016</b> in working hours. The EoI document can be downloaded from the official website of BMHRC <a href="http://www.bmhrc.org">www.bmhrc.org</a> and requisite tender document fee to be submitted vide DD.</p> <p>EoI and accompanying documents shall be submitted by post or dropped in our Tender Box located at Administrative Block in a sealed cover properly superscripted, so as to reach us on or before <b>28/01/2016 by 14:00 hrs</b> addressed to "Director Bhopal Memorial Hospital &amp; Research Centre, Bhopal" will be opened on the same day at <b>15:30 hrs</b>.</p> <p style="text-align: center;"><i>DIRECTOR, BMHRC reserves the right to reject any or all EoI without assigning any reasons(s) there of.</i></p> <p><b>Note:</b> All subsequent corrigendum / amendment shall be published only on website and not in press. Hence, participants are advised to always be in touch with our said website until the EoI is finally opened.</p> <p style="text-align: right;"><b>DIRECTOR, BMHRC, BHOPAL</b></p>

**BMHRC/Tender/ES/Digitization/EoI/2015-16/022 (2<sup>nd</sup> call)**  
**INVITATION FOR EXPRESSION OF INTEREST (EoI) FOR**  
**ENGAGEMENT OF PROJECT MANAGEMENT CONSULTANT (PMC) FOR**  
**DIGITIZATION OF BMHRC RECORDS AT BMHRC, BHOPAL**

EoI is invited from Govt agencies/PSUs/PSEs for Project Management Consultancy for Digitization of BMHRC Records at **Bhopal Memorial Hospital & Research Centre**, Bhopal (hereinafter referred as the **BMHRC**). The last date for receipt of EoI is **28-01-2016 (02:00pm)**. Before submitting the bid, it is mandatory that the authorized representatives of the bidders should visit BMHRC for the assessment of scope of works.

**1. About BMHRC**

Bhopal Memorial Hospital & Research Centre is a 350 bedded multi specialty hospital being run by Department of Health Research, Ministry of Health & Family Welfare, Government of India.

Health care is just the first step in our service to the community, and can never be complete without research and spreading knowledge through teaching. The institute has a highly advanced research centre, teaching facilities including a Nursing College and a Para Medical Institute. DNB courses are offered in some of the super specialties like Cardio- Thoracic Vascular Surgery (CTVS), Gastro Surgery, Anesthesia and Critical care and Cardiology courses in other specialties will soon be available. The courses offered by Nursing College are Post Basic (B.Sc) Nursing & GNM and the college is affiliated with Barkatullah University, Bhopal.

**Abbreviations & their meaning assigned in EoI**

1. **BMHRC (Client)** - Bhopal Memorial Hospital & Research Centre and its all 8 nos Health Centers, Bhopal
2. **PMC** - Project Management Consultancy organization participated in EoI (PMC agency will never be the executing agency / contractor / vendor / supplier)
3. **Contractor / Vendor / Supplier** – Agency deployed by PMC through tender process for on behalf of BMHRC for execution of digitization work and implementation of digitization system at BMHRC

There will be a Tri party agreement between BMHRC, PMC & contractor for implementation of digitization system at BMHRC Bhopal

**2. ELIGIBILITY CRITERIA:**

Only those PSUs / Government Agencies having mandate of Information Technology (IT) related works and who have completed PMC works for atleast 3 single projects of digitization of records in last 5 years as on date of submission of EOI are eligible to participate.

**Following are the essential eligibility criteria conditions;**

1. Average annual turnover of the bidder during last 5 years should not be less than Rs 50.00 crores in each year.
2. The bidder should have awarded at least 10 digitization projects in Govt sector during last 5 years.
3. The bidder should have qualified/trained technical manpower to execute solutions and services of various capacities at varied locations (provide names of key personnel including qualification and relevant experience).
4. The Bidder should have local office in Bhopal or should submit an undertaking for opening of office at Bhopal if the work is awarded to it within one month from the date of award of contract.
5. The bidder should be ISO 9001:2008, ISO 20001, ISO 27001 & ISO 14001.
6. The bidder should have a valid Service Tax/PAN/TIN registration certificate (relevant tax registration certificates shall be submitted)
7. The bidder company should not have been defaulted/blacklisted due to bad performance/delayed delivery or any other reason by any Government agency during last 5 years.
8. The selected bidder shall have to sign the Integrity Pact.
9. No consortium will be entertained only individual companies will be allowed to quote.

### 3. SELECTION PROCESS:

The process of selection of PMC shall be done on the basis of **Combined Quality Cum Cost Based System (CQCCBS)** covering the Technical Bid, Presentation & Financial Bid. PMC shall be selected on the basis of the highest score obtained out of 100 Points (70 + 30). The details of the scoring system applicable to the process are as described below;

#### I. Technical Bid & Presentation:

Sl. No.	Sub-Head	Max Score	Remarks
1	Projects undertaken as PMC for higher educational Institutions, Hospitals, Universities in last five years or similar work to above in Central Government/State Government/PSU as on date of submission	25	<ul style="list-style-type: none"><li>• 05 marks for each completed project with total cost of Rs. 50 crore and above for each project</li><li>• 02 marks for each completed project with total cost of Rs above 25 crores &amp; below 50 crores</li><li>• 01 mark for each completed project with payment received to the below of Rs 25 crores</li></ul>
2	Annual turnover in last five years.	15	<ul style="list-style-type: none"><li>• 1 point for each year Rs 50 crore</li><li>• 2 points for each year Rs 75 crores or above</li><li>• 3 points for each year Rs 100 crores and above</li></ul>
3	Awards received for exemplary work in PMC	10	<ul style="list-style-type: none"><li>• 02 points for each international award / certificate</li><li>• 01 points for each national level award / certificate</li></ul>
4	Presentation of Technical proposal based on Terms of Reference (TOR) & Request for Proposal (RFP) before the Consultancy Evaluation Committee (CEC)	20	Presentation in support of company profile, understanding of the project, methodology, quality control, manpower to be deployed etc
Total Points		<b>70</b>	

## **II. Financial Bid: Max Score of 30 points**

The bidder who has quoted the lowest consultancy fee (%) will be assigned a score of 30 in the financial bid. The other bidders will be allotted score relative to the score of bidder with the lowest quote, as below:

$$Fs = FL/F \times 30$$

Where:

Fs = The financial score of the Financial Proposal being evaluated

FL= The consultancy fee (%) of lowest priced Financial Proposal

F = The consultancy fee (%) of Financial Proposal under consideration

For above selection process, the bidder should provide the following information/documents:

### **1. Technical Bid:**

- a. Submission of Letter of EoI on the prescribed format (Annexure – II).
- b. Details of similar projects handled as PMC (initiated or completed in the last 5 years) giving date of start, date of completion, cost of project and delay if any attributable to PMC. The Certificates issued to this effect must be as per the format at Annexure – I. However the desired certificates as mentioned in Annexure 1A & 1B to be considered not only on bidder's letterhead as they are Govt undertaking but these shall be supported with relevant documents from client side.
- c. List of similar projects in hand with PMC with description of projects, cost, time limit, targets etc. The desired certificate as mentioned in annexure IA and 1B to be considered on bidder letter head as they are government undertaking however they shall be supported by relevant documents from client side.
- d. Certified copies of Audited Balance Sheet for the last 5 years ending FY-2014-15. If audited Balance Sheet for FY 2014-15 is not available in that case the turnover certificate duly certified by Chartered Accountant is to be submitted.
- e. Report explaining PMCs approach particularly to this project describing implementation strategies starting from conceptualization, phasing, development approach, time management etc.
- f. Time schedule for complete development of total project in the form of BAR CHART.
- g. Alternate models/ methodology, phasing and development strategy.
- h. PMC's strategy for quality control on the project.
- i. List of Experts with PMC, to be made available for this project.
- j. The composition of the core team to be deployed on permanent basis to act as PMC. The number of officers and their designation, qualification & experience may be indicated.
- k. An undertaking that team deployed for the execution of the project will not be changed without the prior consent of the BMHRC.
- l. An undertaking on a Rs 500/- (Rupees Five Hundred only) Non-judicial stamp that: information furnished in their bid is true to best of their knowledge and the official/s to be engaged in this project have never been under any type of disciplinary/ vigilance proceedings. They would also undertake that their firm/ organization has not been blacklisted/barred by any State/Central Govt agency in past 5 years.

**2. Presentation:**

Only eligible bidders shall be allowed to participate in the presentation. The bidders are expected to cover following areas in their presentations:

- a. Methodology of handling Project Management Consultancy of a project of similar type, size & magnitude bringing out complex nature of the project and expertise of PMC in handling it.
- b. An overview of PMC capabilities in handling project of this nature.
- c. Vision and management planning to be adopted for completion of this project on broad basis but specially bringing out the manpower proposed to be deployed on the project and highlighting their proper and effective utilization and contribution towards this project. The qualifications & experience of the team to be deputed on the project should also be elaborated.

- 3. Financial Bid:** Bidders will be required to quote their consultancy fee as percentage of the **final project** cost fully to be paid by the BMHRC (Annexure-IV). The quoted percentage shall be inclusive of all costs and charges in Indian rupees for providing Project Management Consultancy Services to the BMHRC. The service tax on consultancy fee if applicable shall be borne by the BMHRC. However, the amount payable as fee shall be subject to TDS as per norms. As mentioned in the Schedule of Fee (Clause – 10), the initial installments of consultancy fee to the PMC shall be made on the basis of the estimated cost of the project/work. The total amount to be paid as the consultancy fee shall however be adjusted to the percentage of the **final project** cost at the completion of the project.

**4. EoI DOCUMENT, EMD & PERFORMANCE SECURITY:**

The EoI document for the engagement of PMC can be downloaded from the BMHRC website [www.bmhrc.org](http://www.bmhrc.org) The bidder shall deposit the cost of EoI document of **Rs 5,000/- (Five thousand only)** in the form of DD / Bankers cheque / Bank draft & EMD of **Rs 5,00,000/- (Rs Five lacs only)** in the form of Bankers cheque / Bank Draft drawn from any Commercial bank in favor of The Director, BMHRC, Bhopal, payable at Bhopal or in the form of Bank Guarantee in favor of Director BMHRC, valid for the period of one year. Both DDs/Bankers cheque / Bank draft/ Bank guarantee must be kept in sealed envelope & submitted with the proposal.

The bidders are advised not to make any corrections, additions, alterations in the downloaded bid document. In case, any corrections, additions, alterations are made in the downloaded bid documents; such bid shall summarily be rejected. The EMD of all the unsuccessful bidders shall be returned without any interest after the finalization of the EoI. No exemption from depositing the EMD shall be allowed to any participating bidder. The EMD without any interest shall be refunded to all bidders after signing of agreement with the selected PMC.

The selected PMC shall have to deposit **10% of the estimated consultancy fee** as the Performance Security in the shape of DD/Bankers cheque/Bank draft drawn from any Commercial bank in favor of Director BMHRC, Bhopal payable at Bhopal or in the form of performance guarantee from a Commercial Bank for the period of 36 months from the date of award of contract which is further extendable if period of completion extended in such case Bank Guarantee shall be for the period of beyond 6 month from the date of completion in the format as enclosed in **Annexure III**. It shall be returned to the PMC without any interest on successful completion of project as laid down in the agreement. In case of non-satisfactory performance, the BMHRC reserves the right to forfeit the Performance Security.

## 5. INSTRUCTIONS FOR SUBMISSION OF BIDS

**Envelope-I:** Technical bid should include separate DD's towards cost of tender form as well as EMD along with all accompanying documents, reports, photographs, time schedule, management planning as defined in point no 1 etc in a sealed cover. The bid document downloaded from the BMHRC website shall be duly signed on each page by the bidder and should be enclosed along with technical bid in envelope-I. In case, cost of the document and/or EMD is not deposited along with the technical bid, proposal of such bidder shall not be evaluated and shall be kept out from participating in the further bid process.

**Envelope-II:** Financial bid as per the format enclosed in the **Annexure-IV**. Should be packed in a separate envelope and sealed. Financial bid of only those firms shall be opened who are found eligible as per the requirements of the project. Unopened financial bids of all illegible bidders will be returned to them.

**Envelope-III:** This should contain Envelope-I and Envelope-II and shall be sealed. This envelope should be super scribed with the name of the project, date & time of submission and should be either hand delivered to the **office of Director, BMHRC, Bhopal** or sent by regd. Post/ speed post/ courier to reach the above address before the last date and time fixed for the receipt of bids. BMHRC will not be responsible for any postal delay.

## 6. DISQUALIFICATION:

BMHRC may disqualify bids on account of but not limited to the following reasons:

- a) If received after the last date and time.
- b) If the bidder disregards any of the terms & conditions of the bid and/or leaves any ambiguity in calculation of the consultancy fee
- c) If the participant attempts to influence any member of the selection board.
- d) Receipt of conditional bids.
- e) If the bidder provides any misleading information or conceals any information.

The decision of the BMHRC in the matter of disqualification shall be final and binding and no further correspondence shall be entertained from any disqualified bidder thereafter.

## 7. OTHER INSTRUCTIONS

- 1) The BMHRC reserves the right to modify unilaterally any part of this document at any stage of the selection of the PMC as per its own requirements.
- 2) All provisions in this document and future documents to be issued by the BMHRC in connection with this consultancy work are supplementary and complementary to each other and are not to be read in isolation.
- 3) The offer shall be valid for 180 days from the date of opening of EoI.
- 4) Applicants are advised to visit the BMHRC website [www.bmhrc.org](http://www.bmhrc.org) regularly for latest updates & clarifications regarding this EoI and subsequent stages.
- 5) The BMHRC reserves the right to:
  - i. Accept or reject any or all applications for this EoI without assigning any reason, whatsoever.
  - ii. Amend the provisions of this EoI or any other document issued at any stage of selection without assigning any reason, whatsoever.
  - iii. Amend the scope of work without assigning any reason, whatsoever.
  - iv. Debar applicant if during the process of selection process or later at any stage, it is found or discovered that applicant has/ had provided incorrect/ misleading information or material misrepresentation or concealment of information sought by the Institute.
  - v. Close the invitation at any stage without assigning any reason whatsoever.

- 6) In case of failure of in execution of the work by selected PMC, BMHRC shall have right to execute the work from any other agency at the risk & cost of original PMC agency, liability of original agency on this account will be limited to the performance guarantee of original PMC.
- 7) **Force Majeure conditions:**
- i. Natural phenomena, including but not limited to abnormally bad weather, unprecedented flood and draught, earthquakes & epidemics.
  - ii. Political upheaval, Civil commotion, strikes, lockouts acts of any Govt. (Domestic/foreign) including but not limited to war, proprieties, quarantine embargoes.
  - iii. In the event of delay due to Force Majeure for more than one month the contract may be terminated at the discretion of the BMHRC. Termination under such circumstances will be without any liability on either side.
    - Serious loss or damage by fire.
    - Any other causes which, at the sole discretion of BMHRC, is beyond the control of the contractor's.
- 8) **ARBITRATION:**
- a. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director BMHRC.
  - b. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding" s shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
  - c. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Contractor shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Bhopal only. In case of adjudication the jurisdiction of courts would be Bhopal only.
- 9) **Expected completion period of work is 30 (Thirty) months.**
- 10) The BMHRC shall not be bound to give justification for any aspect of the selection process and the decision of the BMHRC shall be final and binding on all without any right of appeal. Further, In case of any dispute, any suite or legal proceedings against the BMHRC, the jurisdiction shall be restricted to the Courts at Bhopal, M.P.
- 11) The eligible bidders, if interested can attend the opening of the Technical & Financial Bids.
- 12) In case the last date fixed for the submission of the EoI is declared a holiday/off-day, the next working day shall be deemed to be the last date.
- 13) For any clarification, please send us your query at [www.bmhrc.org](http://www.bmhrc.org)
- 14) **Pre Bid Meeting:** A Pre bid meeting is scheduled on dated 01-01-2016 at 12:00 noon in the Conference hall, Admin Block of BMHRC Bhopal with prospective bidder's representatives.

#### 15. TIME SCHEDULE

S.NO.	ACTIVITY	DATE
1	Availability of bidding document on website	06-01-2016
2	Pre EoI Meeting - Joint Visit of the bidders & the BMHRC team	12-01-2016
3	Receipt of clarifications by email, if any	15-01-2016
4	Posting of reply to the clarifications through email	19 -01-2016
5	Last date of submission of bids	28-01-2016
6	Opening the Technical Bids	28-01-2016
7	Presentations	00-00-2016
8	Opening of Financial Bids	00-00-2016

*Note: Changes if any, to the above dates will be notified on the BMHRC website. Further, as mentioned in this document, only eligible bidders shall be allowed to participate in presentation & onward process. List of such eligible bidders shall be available on the BMHRC website shortly after opening of Technical Bids.*

**Director BMHRC**

## Terms of Reference

### **1. SCOPE OF PMC SERVICES:**

Pursuant to the selection of the PMC, an agreement shall be signed by the BMHRC & the PMC elucidating the scope of services, duties & responsibilities of the PMC. An Integrity Pact shall be a component of the Agreement. The contents of the agreement shall broadly include but not limited to the following:

- a. PMC will prepares review, study and analyze the briefs, drawings, designs, concepts, preliminary & detailed designs, estimates, BOQ for tender documents etc. before recommending them for approval of the BMHRC. Thereafter, PMC will get approval of NIT from BMHRC and subsequently initiate the tender process & also get the work executed as per specifications & requirements approved by the BMHRC according to Govt. procedures including GFR provision of Govt of India etc.
- b. The Project Management Consultant will award the work to the Contractor for timely execution/completion of the projects based on functional requirement of the BMHRC after approval of the BMHRC. In addition to this, PMC shall also administer the Works Contract and ensure that the contract clauses related to quality and quantities of works are executed in accordance with provisions contained therein.
- c. PMC will be required to superintend and perform duties as stipulated in the contract between the BMHRC & PMC. The PMC will supervise the project work to ensure adherence to the plans, prescribed high standards of quality and timely completion of the project and verify and certify the contractor's bills and monitor the progress of the work.
- d. PMC will make all engineering decisions with consultation and Approval of BMHRC. Necessary correspondence with contractors required for the successful and timely implementation of the Project will also be done in Consultation with BMHRC.
- e. PMC will ensure adherence to relevant, BIS codes, CVC guidelines, environment and other regulatory requirements and will also ensure observance of all formalities/ documents/ day to day activities as defined in IT, Act & Work Contract and as directed by the BMHRC from time to time.
- f. In case of any bottleneck in execution of the project arising out of any activity in the scope of work, PMC will undertake such an activity so that the project does not get delayed or stuck up. However, for the work which is not in the scope of services of PMC, extra fee shall be paid to PMC as mutually agreed between the Director BMHRC and PMC.
- g. PMC will perform the function as enumerated in the Works Contract with the exception of the following for which PMC will seek prior approval of the Director BMHRC:
  1. Issuing/approving variation orders which have financial implications, except in emergency situation as reasonably determined by the Project Management Consultant in consultation with BMHRC.
  2. Approving rates for new items of work or for existing items of work which deviate in quantities beyond the limits defined in the contract if it is not due to fault on the part of the PMC in consultation with BMHRC.
  3. Approving the extension of time of completion of the works stipulated in the work contracts in consultation with BMHRC.
- h. The BMHRC at the cost of PMC may at its discretion, hire the services of an independent agency for quality audit for checking and ensuring the quality of project to which the PMC will render due assistance in discharge of their duties.

- i. The work is open to technical/quality audit by any authorized Government agency to which the PMC will render assistance in discharge of their duties.
- j. PMC shall be primarily responsible for quality control and shall put in place such measures as are essential for ensuring regular on site quality checks. In cases requiring independent tests, preferably from a Govt. Institutes, the cost shall be borne by PMC.
- k. The project shall be headed by most senior and competent person having relevant experience and of impeccable integrity. The PMC shall submit the tentative organization chart for managing the project so that appropriate decisions are taken quickly. However, the actual number of technical personnel to be deployed and the deployment schedule shall be prepared by the PMC and mutually agreed upon after award of work. This schedule shall be prepared in a manner that all the functions required to be performed by the PMC as per the scope of their work are performed completely and efficiently. The deployment schedule shall be reviewed from time to time and necessary revisions / adjustments shall be made in the schedule as may be found necessary on the basis of joint assessment of the site requirements by the BMHRC and the PMC. The Project Head and other officials assisting Project Head shall not be changed during the implementation of the project except with concurrence of the BMHRC. The decision of the BMHRC, shall be final and binding in this regard.

**2. DESCRIPTION OF PMC ROLE IN VARIOUS STAGES OF THE PROJECT**

The PMC shall be responsible for complete management and supervision of all the activities of the projects. PMC would be required to perform broadly the following activities at different stages of the project:

**a. Review & Preliminary Proposal Stage.**

- i. Prepares Review, study and analyze the design concept to ensure that these are in conformity with the requirements & needs of the BMHRC.
- ii. After the receipt of design and preliminary estimates duly scrutinized by PMC, the entire proposal will be processed by the BMHRC for administrative approval of competent authority and subsequent financial sanction. Further work beyond this stage will be taken up by PMC only after the BMHRC conveys its administrative approval.
- iii. PMC will issue NIT, Process & scrutinize the tender and award the works (Internal & External) and get them executed as per specifications & requirements approved by the BMHRC according to the provisions of IT, Act & GFR and government procedures.

**b. Pre-implementation Stage**

- i. Discussions with the BMHRC and finalization of project brief including illustrating the BMHRC requirements.
- ii. Preparing detailed PERT/CPM charts.
- iii. Carry out analysis for the various project related activities with reference to time frame, resource allocation & scheduling using latest techniques and software as approved by the BMHRC.
- iv. Prepare cash flow chart with reference to work planning.
- v. Preparing of the conceptual plans, technical specifications, services and all other drawings to ensure their completeness/correctness.
- vi. Checking of Cost estimates, bill of the quantities prepared & submitted by the contractor.
- vii. Process the pre-qualification of agencies generally as per Govt guidelines by following applicable government procedures: -
  1. Finalize the drawings / designs based on the scope of works defined.
  2. Hold vendor interaction meetings, pre bid meetings and ensure clarity on queries generated.
  3. Analyze the received bids for award of work in Consultation with BMHRC for various packages of Project after approval of BMHRC & inform the BMHRC about award of work.
  4. Furnish Financial & Physical progress reports as required by the BMHRC based on predetermined formats & time schedules.
  5. Receive and open the bids and process further for award of work.

**c. Implementation Stage:**

PMC shall execute the project in a time bound manner and hand over the digitization system and other associated works complete in all respects certified by the BMHRC within the time as mutually agreed upon. PMC shall ensure that no time and cost overrun occurs.

PMC shall provide project Management Services from the start of design upto commissioning and handing over of the project to the BMHRC for use. It shall also be the responsibility of the PMC to liaise and coordinate with various agencies for smooth execution of the project.

Responsibilities of Project Management Consultant for implementation stage shall, inter-alia, be as under:

- i. Assemble multi-disciplinary project management team as approved by the BMHRC and have preliminary interaction with the contractors.
- ii. Project Team on behalf of the BMHRC to initiate all preliminary actions and mobilization.
- iii. Prepare detailed coordinated project schedule.
- iv. To ensure that the project drawings & design are finalized after coordination with other disciplines and all agencies to have clear demarcated responsibility.
- v. Check and finalize contractor's detailed programme of activities commensurate with the Tender provisions.
- vi. Day-to-day supervision of work to ensure proper quality, workmanship and timely completion of the work by employing adequate number & level of engineers & supervisory staffs as per sound engineering practice. PMC will also depute its financial officers as a part of the project team for vetting / checking the bills.
- vii. Conduct site meetings & coordination meetings with all agencies for timely completion of the project.
- viii. Carry out quality assurance checks & adhere to maintain quality reports.
- ix. Provide effective coordination between various agencies working at the site to ensure timely availability of the inputs required for un-interrupted progress at site all in accordance with agreed programme of the activities.
- x. Be fully responsible for getting the project work executed as per drawings & specifications and should also ensure completion of job, quality expectations, within sanctioned cost outlay of the project. In case of any deviation from the preliminary approved drawings during execution of the works, the same shall be referred to the BMHRC for approval.
- xi. Rendering timely advice for implementing special measures for effecting cost/quality/time benefit for the project.
- xii. Interact & Liaison with the BMHRC to understand, integrate and link the IT services to the existing infrastructure / services of BMHRC.
- xiii. Provide detailed justification for necessity of changes in terms of design, quantities, and specifications etc. & obtain approval thereof from the BMHRC. In case there is likelihood of excess expenditure over the approved preliminary estimates at any stage of work, PMC shall submit revised detailed estimates along with justification for effected items of work for approval from the BMHRC. The BMHRC shall release further funds as per these approved revised estimates.
- xiv. Provide quick clarifications to designs or details that have been provided vide drawings or immediate solutions to the clarifications sought by the Vendors/Contractors.
- xv. Check and inspect testing of materials and work as required. If so required, testing and checking of manufactured items have to be carried out at the manufacturer's factory as per provision in the Contract, if found necessary.
- xvi. Drawing up and putting in place a Quality Assurance Plan as well as a Safety Assurance Plan along with an appropriate and efficient mechanism to ensure their effective implementation at site.
- xvii. Checking and Certification of contractors running and final bills of the works executed for the purpose of payment to be released to the execution agencies.
- xviii. Review & recommend rates for new items of work or for existing items of work which may deviate in quantities beyond the limits defined in the contract for the approval of the BMHRC.

- xix. Provide contract administration services of all Contract Agreements and devising a suitable dispute - resolution mechanism to facilitate a quick and amicable settlement of disputes, if any.
- xx. To reply and settle the observations/objections/ paras (if any) of the Chief Technical Examiner, Audit or any other checking / investigating agency of the Govt.
- xxi. Final inspection, supervision of testing and commissioning of various systems and assisting the BMHRC in taking over of various parts of works and of various systems.
- xxii. Generate and submit to the BMHRC time-to-time progress reports in the agreed formats and at the agreed frequency. For this all the necessary data relevant to the execution of work including materials brought and consumed at site, hindrances if any, daily labour deployed etc. shall be maintained.
- xxiii. PMC shall assist the BMHRC / Working Agencies in getting all connections for services like power, from local authorities etc.
- xxiv. PMC shall also apprise the BMHRC of the progress and/or activities of the project on weekly/fortnightly/ monthly basis as deemed fit by BMHRC by preparing and submitting monitoring reports.
- xxv. For all contracts awarded by PMC, the payment will be released by PMC out of funds made available by the BMHRC, and the BMHRC shall not be responsible and liable for any liabilities and defaults of PMC with any other third party.
- xxvi. PMC shall supervise and responsible to provide training of digitization system to every employee of the BMHRC as per the cadre functionality/use/utility on behalf of vendor.
- xxvii. Ensure all statutory inspections and checks.
- xxviii. PMC shall be fully responsible for dealing with the Arbitration cases, if any, for contracts entered between various agencies. PMC will prepare claims/ counter claims, attend hearings and provide all necessary assistance to the Arbitrator till final settlement of disputes which shall be as per PMCs own procedures by following Arbitration & Conciliation Act 1996. It shall be the sole responsibility of PMC to defend the case provided there is no fault/ negligence/ delay on the part of the BMHRC on any matter whatsoever for which dispute has arisen between two parties. The cost of arbitration/ litigation, if any, shall be borne by PMC only against claims awarded in favor of contractor attributable to gross negligence of PMC. PMC shall take all necessary steps to safeguard the BMHRC interest while awarding the works to the contractor.

#### **d. Post implementation Stage**

During this phase, the activities are likely to be as under:

- i. Settlement of all accounts of the contractors.
- ii. Witness testing & commissioning of all utilities and certify the same.
- iii. Provide project completion report which shall contain all technical and financial information of the project.
- iv. Co-ordinate with vendors/ contractors and arrange for user operation & maintenance manuals and training to clients representatives.
- v. Getting defects rectified through working agencies during Defect Liability Period
- vi. Settling the Audit /CTE's Observations and Arbitration cases etc, if any.
- vii. Provide all documents/ reports/ statements of facts/ counter statements of facts for settling Audit/ CTE's observations and arbitration cases etc. including attending the hearings as and when required by the BMHRC and providing necessary support as may be required by the BMHRC from time to time.
- viii. Any other activity that is deemed necessary for the project execution & completion, but not included in the above-mentioned list shall form the part of scope of work of the PMC and the decision of the BMHRC shall be final in this regard.
- ix. Submission of all the codes and design of digitization system project at BMHRC.

**e. Payments to Contractors / Vendors**

Payment of the contractor for running and final bill will be made by PMC after due verification of bills of the contractors with respect to the quality, quantity and technical specifications as well as BOQ of work done by the contractor. There will be tri party agreement between BMHRC and PMC as well as contractor. In no circumstances PMC will be vendor / contractor for execution of works. Funds for payment to the contractor shall be released to PMC after submission of abstracts for the work done.

**f. Working procedure during Implementation of the Project:**

- i. To ensure proper performance of all activities regarding implementation of the projects, the PMC shall have its office at or near the Projects site and shall have the required dedicated personnel stationed there after the approval of the BMHRC so that they are available for interaction all the time. No site personnel shall be transferred/ withdrawn without the consent of the BMHRC. Similarly prior to induction new personnel on the Project site, the approval of the BMHRC shall be obtained.
- ii. PMC shall prepare all conceptual and services designs & drawings along with preliminary & detailed estimates. PMC shall ensure self sufficiency of tender documents to eliminate any discrepancy between the intent of the specifications, those of the various items of BOQ and Estimates etc. based on technical design and implementation.
- iii. PMC shall call the tenders, and award the work to contractors / Vendors as per Govt approved procedure, after the approval of BMHRC.
- iv. Maintain records as per PMCs "Quality plans" finalized during execution of the works. On the completion of the project, all records including codes and design as completed shall be handed over to the BMHRC.
- v. Checking and inspection of quality of hardware's and software's, Peripherals, deployment of technical manpower of the contractor and giving suitable instruction for proper execution of works.
- vi. Certification of Quality, measurements & bills of all contractors / agencies/ vendors as per the terms of the order placed by PMC.
- vii. Administration of all contracts and resolve differences and disputes, if any.
- viii. Final inspection, checking / supervision of testing, commissioning of various systems and assist the BMHRC in taking over of various parts of works and of various systems.
- ix. PMC shall appraise the progress and / or activities of the Vendors & project on monthly basis in review meeting and prepare and submit Progress Reports as per approved format.
- x. PMC would be responsible to have all mandatory tests on hardware / software programmes carried out at various stages as per applicable codes of Bureau of Indian Standards & maintain such records.
- xi. An exceptional report for failure of tests (if any) along with remedial / corrective action.

**g. Other Responsibilities of PMC**

- i. Assist in Settlement of all accounts of the contractors including reconciliation of materials supplied to the contractors if any.
- ii. Ensuring of defect liability activities by the contractors during the respective liability periods.
- iii. Organizing/providing all operation and maintenance manuals through contractors and training to the BMHRC staffs.
- iv. Preparation of Final Report, which shall contain technical & financial information of the project.

- v. PMC will ensure all possible mandatory tests at site.
- vi. Checking & finalization of final estimates, assisting in the audit / technical observation, etc. (if any)
- vii. Conduct Arbitration matters between various agencies till final settlements of disputes
- viii. PMC shall prepare draft replies and get it vetted from the BMHRC in replying to the observations made by CTEs branch/ CAG Audit/ Vigilance etc., if required.
- ix. PMC and vendor shall handover the codes, design and IT Infrastructure complete in all respect, free from all encumbrances including the vacation of temporary workers etc. at site, if any to the BMHRC.
- x. PMC shall supervise and responsible for maintaining all registers/records during the execution of the work as stipulated in Government work manual (latest version).
- xi. At the end of every financial year and at the end of the project, PMC shall submit an expenditure and utilization of funds statement in the format of Govt (GFR) .

#### **h. Obligation of the BMHRC**

- i. The BMHRC shall designate in writing a representative or representatives, authorized to act on its behalf with respect to the project. This designated representative shall interact with PMC on all matters.
- ii. Obtaining electrical and network connections with the assistance of PMC. If required PMC shall make an alternate arrangement.
- iii. All contracts for execution of project works shall be signed by PMC & BMHRC with various agencies, there would be **Tri Party Agreement** between BMHRC, PMC & executing agency. The following clause shall be added in the contracts to be awarded by PMC.
- iv. "PMC is awarding this work on behalf of BMHRC. In case M/s.....(PMC) ceases to be the PMC, the right & responsibility of M/s .....(PMC) in the contract shall get transferred to BMHRC Bhopal or their nominated agency."
- v. The BMHRC shall hand over the site to PMC for execution of the work.
- vi. To watch and ensure that the labour laws are being followed by PMC.

#### **i. Time of Completion of the Project**

The Project Management Consultant will get the entire project completed within stipulated period. It will be expected to achieve progress on pro-rata basis as agreed between the BMHRC and PMC. The PMC will be required to prepare the detailed time schedule based on the total completion period. The entire project will be divided into activities & milestones and **Critical Path Method (CPM)/ Program Evaluation Review Technique (PERT)** charts will be prepared by PMC. Monitoring on monthly basis will be carried out by them. PMC will submit monthly monitoring of progress to the BMHRC along with their events, PERT chart and expenditure milestones and recommendations. In case of delays in any activity then the PMC will suggest & recommend remedial measures in order to get the project completed within stipulated time.

The duration of Project Completion is of 30 month from award of works to the contractor by PMC.

**3. Schedule Of Payment Of Fee To PMC Against Its Services For Implementation Of Digitization System Including Cost Of Maintenance After Warranty Period At BMHRC & It's All 08 Nos Health Centres**

Sl no	Stages of Work	Percentage of payment
1	Scrutiny and approval of preliminary schemes, drawings and estimates and its approval by the BMHRC against the Bank Guarantee	5 % of estimated fee payable on the basis of preliminary <b>estimated cost of project.</b>
2	Scrutiny of detailed drawings and detailed estimates, tender documents and then approval of the BMHRC	10% of the total fee payable less payment already made at stage -(1)
3	Issue of N.I.T. & award of works to vendors / agencies	15% of total fee payable on awarded work cost of tender less payment already made at stage (1) and (2)
4	During the execution of work by contractors / vendors (on pro-rata basis) commensurate with the value of the work executed	80% of total fee payable on awarded work cost of tender less payment already made at stage (1), (2) & (3) above
5	After successful completion & taking over & trial runs of project and on acceptance of project by the BMHRC	95% of total fee payable less payment already made at stage (1), (2), (3) & (4) <b>and after taking into consideration the difference in fee due to deviation in the estimated cost &amp; final built up cost of the project</b>
6	Balance payment	On Completion of Defect Liability Period

The payment on account of consultation fees during the CAMC (Comprehensive Annual Maintenance Contract) period would be applicable as follows;

- a. The percent rate of consultation fees on CAMC would be same as quoted by bidders in annexure IV in financial bid.
- b. Consultancy fees on CAMC would be calculated on the amount of CAMC charges paid to the contractor on yearly basis.
- c. Consultancy fees on CAMC shall be payable annually on satisfactory completion of annual maintenance period.

The PMC will have to deposit the security @10% of estimated CAMC consultancy charges of next 10 years post warranty period of 1 year after successful completion of project. The security shall be deposited in the form of Bank Guarantee of any Commercial Bank.

The BMHRC shall have the right to request in writing for additions/ alterations/ modifications or deletions in the design and drawing of any part of the work and to request in writing for such work in connection therewith and the PMC shall comply with such requests.

PMC shall not make any material deviation, alteration, addition to or omission from the work shown and described in this document except without obtaining the written consent of the BMHRC.

**Director – BMHRC**

## Request for Proposal

**The scope of work of PMC broadly comprises of;**

### **A) Background Information**

BMHRC, a 350 bedded super specialty hospital supported by its 8 mini units provide a high standard of healthcare to the Gas Victims and their dependents of Bhopal since July' 2000. The hospital has 18 super specialty disciplines and a full-fledged Research Department. For the last 15 years, hospital is providing services to the gas victims, their dependent and public at large which leads to accumulation of enormous data in form of paper.

### **B) Problem Description**

Accrual of colossal data in form of paper like maintenance of Medical Records of patients (IP and OP), prescriptions, Requisition slips, other official records etc. is a major challenge as presently there is not retention policy of records in the hospital. This may lead to

1. Medical reports like X-ray, MRI scans etc. can decay after a certain period of time, which may lead to destruction of medical history.
2. Records might be lost or stolen.
3. Loss of records due to fire, natural calamities etc.
4. Misplaced or lost records can spoil a medical case due to absence of certain important documents.

The records are increasing exponentially due to increase in bed Occupancy, Number of Admissions, OPD attendance etc. and presently the records of only one department i.e. MRD are scattered over different places in hospital. As a consequence, patient's files habitually get misplaced or lost. In the event of misplacement, the patients have to wait for a prolonged time lapse, till their files are found. The other problem with patient document going missing is loss of privacy and this could lead to prejudice and negative treatment of the patient in a city where there is still massive MIC stigma. The various places in hospital occupied by MRD for keeping the records are already full and no space left for keeping more files/ records. This is not only the problem of MRD but also of other departments maintaining various record in the form of paper, the record of various department in BMHRC are lying for the last 15+ year and so far no policy pertaining to disposal of records has been made. The manner in which records are increasing, it seems that there will be scarcity of space in future to keep them.

### **C) Proposal**

It is always imperative for any organizations to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic image of paper source documents where the image intended to replace the original as the official records, are captured in a way that ensure their reliability, authenticity, and usability over their entire retention period and that allows the image, or copies produced from the image, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings. BMHRC hopes to achieve the following by scanning and **digitizing documents** for various departments across the hospital and mini units. The advantage would be:

1. Less storage space for preserving the documents
2. Reductions in overall searching time
3. Increase in productivity of processes and office personal
4. Availability of the document for sending over mail
5. Reduced turnaround time of process
6. Increase control over all the important digitized documents by restricting access
7. Access from anywhere at any time

8. The ability for more than one person to access records at once
9. Make records copied and protected forever
10. The application of classification and indexing methods consistent for document retrieval.

#### **D) Digitization**

It is a process of converting patients Health Records into electronic forms. The Health Records are converted into digital format and stored securely at a central location for future references by healthcare professional. This can also be hosted on an internet / intranet environment.

#### **E) Outsourcing: A Healthy Approach to Migration**

Digitization has potential to improve the quality of patient care records administration. Rather than divert patient facing resources to scanning paper records, BMHRC may elect to outsource record capture and conversion. An out sourcing partner has the breadth depth of experience on records conversion, and will understand the best way to prepare files, clinical notes and other data collections to comply with the Government mandates. By working with an outsource partner to digitize records, the staff will gain real time access to these records and enable physicians group to reduce inefficient manual processes, lower compliance risks increase patient satisfaction.

**The core competency of a Hospital is promoting Health and wellness – not Document Management** – outsourcing back file conversion as well as day forward records offers significant benefits. An outsourcing provider that specializes in digitization has the expertise to ensure records are converted in a timely & accurate manner and at a more cost effective price points.

Like any other business, Healthcare is becoming increasingly competitive. Patients expect a consumer experience complete with good customer service and communication. **Moving historical records from paper to digital is a must in this digital age**, people share files on digital platform then physical papers.

In brief the scope of digitization of BMHRC records shall comprise of:

- Scanning/digitization, Indexing, Storing, Archiving & Retrieval of records in Digital form in secure manner in the specified period.
- Creation and Integration of metadata and data base structure.
- Setup of scanning and digitization facility at the End User Department's office.
- The PMC should provide enough equipment so as to complete the Scanning and digitization in the limited time provided by the end user departments. Delay in the completion of work will attract penalty to the PMC.
- Project involves broadly following activities:
  - Pre-Scanning Activities
  - Scanning Activities
  - Image Enhancement
  - Indexing/Metadata Entry
  - Storage & Retrieval of digitized documents
- A complete solution including hardware/software (server, storage etc) requirements has to be proposed by the PMC agency.

**Following shall be the minimum technical eligible criteria to be adopted for selection of agencies by PMC for various works related to digitization of records.**

<b>Qualifying Criteria</b>	<b>Documentary Evidence</b>
Firm should be a company registered under Indian Companies Act 1956 or a Partnership Firm registered under Indian Partnership Act, 1932.	The copy of Registration Certificate issued by Registrar of Firms/Certificate of Incorporation issued by Registrar of companies must be attached.
Firm should have minimum cumulative turnover of Rs. 25 crores from scanning & DMS over last 3 financial years.	Copy of the audited Profit & Loss Statement & Balance Sheet of the firm and Certificate from the Chartered accountant clearly stating the turnover from scanning and document management solutions.
Firm should have minimum cumulative number of scanned images as 5 crore over the last 5 financial years in Govt. sector/Education/Ministries.	Copy of work order along with the Work Competition Certificate signed by a competent authority clearly stating the volume of scanning work completed.
Firm (not Individual) should have valid documentary proof of Sales Tax / VAT Registration Number and Service Tax Registration Number, TAN Number.	Copy of Sales Tax / VAT Registration Number, Service Tax Registration Number and TAN Number.
Firm should have valid PAN Card. Firm must be a profit making company / firm for past five years	Provide a copy of PAN Card.
Firm should have capability of Inventorisation, Document Preparation Scanning, Post Scan Document Preparation, ICR (Intelligent Character Recognition) OCR(Optical Character Recognition) Software and process management system. This capability must be proven in at least one of the Govt. projects.	Provide documentary proof with orders and Acceptance Certificate of complete project and end to end completion of part of the project must be enclosed covering all these areas.
Firm should have atleast 20 high speed scanners of 70 pages/140 images per minute and minimum 2 scanners of 200 pages/400 images per minute. Firm should have minimum four book scanner of A0 to A4 Size. Failing which the EOI will be rejected.	The VAT paid invoices in case of domestic purchase of import & customs clearance documents in case of direct import must be attached for the proof of purchase.
Firm should have minimum 30 licenses of PDF compressor / PDF creator.	The VAT paid invoices in case of domestic purchase of import & customs clearance documents in case of direct import must be attached for the proof of purchase.
Firm should atleast have five user licenses for Forms Processing software (ICR/OMR).	Certificate issued by the Principal Company for usage of legal licenses along with the contact details of the software developer company.
Firm must have ISO 9001:2000 or ISO 20000:2005 certificate in its firm's name for document imaging/ scanning/software services.	Enclose documentary proof.

**SCOPE OF WORK FOR DIGITIZATION OF RECORDS AT BMHRC, BHOPAL**

<b>Department</b>	<b>Documents for Digitization</b>
Medical Record Department	<ol style="list-style-type: none"> <li>1. Medical Records</li> <li>2. Prescriptions</li> <li>3. X Rays</li> <li>4. Requisition Slip</li> <li>5. Antim Aadesh Patra</li> <li>6. Pro Rata</li> <li>7. Reports etc.</li> </ol>
Administration	<ol style="list-style-type: none"> <li>1. Letters</li> <li>2. Approval Papers</li> <li>3. Email Remarks</li> <li>4. Postal Invert/Outwards</li> <li>5. All Files etc.</li> </ol>
Personnel & Administration	<ol style="list-style-type: none"> <li>1. Service Book</li> <li>2. Employee File</li> <li>3. Postal Invert/Outwards</li> <li>4. Letters</li> <li>5. Approvals etc</li> </ol>
Store	<ol style="list-style-type: none"> <li>1. Indents</li> <li>2. Manual Purchase Requisition</li> <li>3. Approvals</li> <li>4. Correspondence (Internal/External)</li> <li>5. Bills</li> <li>6. PO Copies</li> <li>7. Stock Ledger/Registers</li> <li>8. Files etc</li> </ol>
Purchase	<ol style="list-style-type: none"> <li>1. Minutes of the Meetings</li> <li>2. Note Sheets</li> <li>3. Price Comparative Statements</li> <li>4. Tenders Documents etc</li> </ol>
Finance	<ol style="list-style-type: none"> <li>1. All Vouchers</li> <li>2. All Bills</li> <li>3. Payments/Receipts</li> <li>4. Books of Accounts</li> <li>5. Registers</li> <li>6. Files etc</li> </ol>
Engineering Services	<ol style="list-style-type: none"> <li>1. Files</li> <li>2. Drawings</li> <li>3. Tender Documents</li> <li>4. Correspondence</li> <li>5. House Allotments</li> <li>6. Daily Reports</li> <li>7. Inventory</li> <li>8. Invert/Outwards</li> <li>9. Issue and Receipts (Civil/Electricals)</li> <li>10. Register of Maintenance</li> <li>11. Register of Operations</li> <li>12. Civil Store</li> <li>13. Electric Store</li> <li>14. Furniture Store</li> <li>15. Ambulance details</li> <li>16. Ambulance Rent Details etc</li> </ol>
Nursing College	<ol style="list-style-type: none"> <li>1. Faculty Documents</li> <li>2. Student Documents</li> <li>3. Correspondence</li> </ol>

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	<ol style="list-style-type: none"> <li>4. University Letters</li> <li>5. Fees Registers</li> <li>6. Registers</li> <li>7. Files etc</li> </ol>
Paramedical Institute	<ol style="list-style-type: none"> <li>1. Faculty Documents</li> <li>2. Student Documents</li> <li>3. Correspondence</li> <li>4. University Letters</li> <li>5. Fees Registers</li> <li>6. Registers</li> <li>7. Files etc</li> </ol>
Mini Units	<ol style="list-style-type: none"> <li>1. Antrim Aadesh Patra</li> <li>2. Pro Rata</li> <li>3. Patients Book</li> <li>4. Referral Registers</li> <li>5. Prescriptions</li> <li>6. Stock on Hand Register</li> <li>7. Daily Drug Issue Register</li> <li>8. Stock Materials</li> <li>9. Daily Patients OPD Report</li> <li>10. Monthly Progress Report</li> <li>11. Bills/Statements</li> <li>12. Correspondence</li> <li>13. Office Files</li> <li>14. Reports</li> <li>15. Pharmacy Store</li> <li>16. Civil Store etc</li> </ol>
All Medical/Surgical/OPD Departments	<ol style="list-style-type: none"> <li>1. Purchase Requisitions</li> <li>2. Court Claims</li> <li>3. Medical Certificates</li> <li>4. Referral letters</li> <li>5. DNB Correspondence</li> <li>6. Monthly Bulletin</li> <li>7. Academic Activity</li> <li>8. Duty Roasters</li> <li>9. Reports</li> <li>6. Postal Invert/Outwards</li> <li>10. Correspondence Letters</li> <li>11. OT/Wards Equipments List</li> <li>12. OT/Wards Equipments Accessories</li> <li>13. Files etc</li> </ol>
Research	<ol style="list-style-type: none"> <li>1. Reports</li> <li>2. Research Work</li> <li>3. Patients Log Books</li> <li>4. Sample Collections</li> <li>5. All Files etc</li> </ol>
EDP	<ol style="list-style-type: none"> <li>1. All Logging Creation Form</li> <li>2. Items Creation Form</li> <li>3. Service Creation Form</li> <li>4. Approvals Letters</li> <li>5. Correspondence</li> <li>6. Call Reports</li> <li>7. Files etc.</li> </ol>
Registration	<ol style="list-style-type: none"> <li>1. Manual Cash Receipts</li> <li>2. Manual Refund Receipts</li> <li>3. Cash Collection Reports</li> <li>4. Gas Victims Documents</li> <li>5. Gas Victims Dependent Documents</li> <li>6. Employee Medical Documents</li> </ol>

	<ul style="list-style-type: none"> <li>7. Employee Medical Dependent Documents</li> <li>8. Original Handover documents form</li> <li>9. Deceleration Form</li> <li>10. Cash Handover Register (Internal)</li> <li>11. Reports</li> <li>12. Correspondence etc</li> </ul>
Bio Medical	<ul style="list-style-type: none"> <li>1. AMC of Equipments</li> <li>2. All Equipments Details</li> <li>3. Equipment Purchase Details</li> <li>4. Note Sheet</li> <li>5. Files etc</li> </ul>
Any Other Department	<ul style="list-style-type: none"> <li>13. All Files etc.</li> </ul>

**I- Warranty & Comprehensive Maintenance**

1. The complete system shall be under one year warranty, after successful testing, commissioning & handing over to BMHRC and defect free maintenance during the period. After the end of the warranty period, it will be mandatory on the part of the PMC and contractor to enter into a 10 year Comprehensive Annual Maintenance Contract with BMHRC.
2. During this 11 years period, contractor has to undertake preventive maintenance & breakdown maintenance, if any. PMC and Contractor shall ensure the availability of spares during CAMC period. The PMC and contractor shall depute competent and experienced two supervisory staff with degree in engineering and one service engineer in each shift having requisite qualifications and experience.
3. Contractor (third Party) shall make necessary arrangements for keeping the sufficient spares at site to minimize the down time.
4. The payment on account of consultation fees during the CAMC period would be applicable as follows;
  - a. The percent rate of consultation fees on CAMC would be same as quoted by bidders in annexure IV in financial bid.
  - b. Consultancy fees on CAMC would be calculated on the amount of CAMC charges payable to the contractor on yearly basis & shall be paid annually on satisfactory completion of annual maintenance period.
5. Training to be given to BMHRC staff for operation & maintenance, troubleshooting, user level training pertaining to system after successful commissioning.

**21. OTHER REQUIREMENTS AND TERMS & CONDITIONS :**

**1. Confidentiality :** The vendor shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the Vendor during execution of the work.

**2. Ownership :** Ownership of data: Bhopal Memorial Hospital & Research Centre will own the data, application and its source code whatsoever including supporting classes, modules, etc.

**Director BMHRC**

(On client's letter head)  
(Applicable for Completed Projects)

**To whom it may concern**

**Certified that M/s \_\_\_\_\_ (name of the Govt Department/PSU/PSE) having its registered office at \_\_\_\_\_ (address) has completed PMC work of one single Project for us with total cost of Its. \_\_\_\_ crores (in words). The said project was completed from \_\_\_\_\_ (date of initiation) to \_\_\_\_\_ (date of completion). The brief description of the works completed are as:**

- 1.**
- 2.**

**The performance of the above agency during this assignment has been satisfactory.**

**Signature:**  
**Name of the signing authority:**  
**Designation:**  
**Name of the Institution:**  
**Address:**  
**Contact Numbers:**  
**Website:**  
**Dated:**

(On client's letter head)  
(Applicable for Ongoing Projects)

**To whom it may concern**

**Certified that M/s \_\_\_\_\_ (name of the Department/PSU/PSE) having its registered office at \_\_\_\_\_.(address) has been allotted PMC work of one single Project by us with total estimated cost of Rs. \_\_\_\_\_ crores (in words). The said project has been initiated on \_\_\_\_\_ (date of initiation) by the said Department/PSU. The brief description of the works allotted are as:**

- 1.**
- 2.**

**It is also certified that an amount of Rs \_\_\_\_\_ crores (in words) has been released in favor of M/s \_\_\_\_\_ (name of the Department/PSU) for meeting the expenditure against the allotted works.**

**The performance of the above agency till date has been satisfactory.**

**Signature:**  
**Name of the signing authority:**  
**Designation:**  
**Name of the Institution:**  
**Address:**  
**Contact Numbers:**  
**Website:**  
**Dated:**

**Format of Letter of Expression of Interest**  
[On Department's/PSU's/PSEs letterhead]

Reference:  
Date:

The Director,  
Bhopal Memorial Hospital & Research Centre,  
Raisen By Pass Road, Karond,  
Bhopal, M.P. 462038.

**SUBMISSION OF EXPRESSION OF INTEREST**

Sir,

We hereby submit our Expression of Interest (EoI) for PMC services as explained in the Invitation for Expression of Interest for the afore-mentioned project. In support we submit all the necessary information and relevant documents for our participation in the process of selection. We hereby submit our willingness to work on the project as detailed in the EoI.

We undertake to abide by the provisions laid down in this EoI and any other document issued by the BMHRC during the process of this assignment.

We declare that at the time of submitting this EoI, neither we nor any of our constituents have been barred or blacklisted by Central and/or any State Govt Department/agency of India.

Yours faithfully,

Signature of Applicant:

(Should be signed by authorized representative of Applicant or the lead member in case Applicant is a consortium)

Name of Signatory:

Designation:

Name and address of PSU/PSE/Department:

Contact number:

Fax:

Email:

**Bhopal Memorial Hospital & Research Centre**  
BMHRC/Tender/ES/Digitization/EoI/2015-16/022 (2<sup>nd</sup> call)  
**Form of Performance guarantee / Bank guarantee bond**

In consideration of the Director BMHRC having offered to accept the terms and conditions of the proposed agreement between BMHRC and \_\_\_\_\_ [hereinafter called “the said PMC (Project Management Consultancy)”] for the **Project Management Consultancy work for Digitization system of BMHRC records at BMHRC, Bhopal** (Hereinafter called ‘the said agreement’) having agreed to production of an irrevocable bank guarantee for Rs \_\_\_\_\_ (Rs \_\_\_\_\_ only) as a security/guarantee from the PMC for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We \_\_\_\_\_ (hereinafter referred to as the ‘Bank’) hereby undertake to (indicate the name of the bank) pay to the BMHRC an amount not exceeding Rs \_\_\_\_\_ (Rs \_\_\_\_\_ only) on demand by the BMHRC.
2. We \_\_\_\_\_ do hereby undertake to pay the due and payable the BMHRC stating that the amount claimed is required to meet the recoveries due or likely to be due from the said PMC. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs \_\_\_\_\_ (Rs \_\_\_\_\_ only).
3. We, the said bank, further undertake to pay to the BMHRC any money so demanded notwithstanding any dispute or disputes raised by the PMC in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.
4. We \_\_\_\_\_ further agree that the guarantee herein contained shall (indicate the name of the bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the BMHRC under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Engineer-in-charge, on behalf of the BMHRC certified that the terms and condition of the said agreement have been fully and properly carried out by the said PMC and accordingly discharges this guarantee.
5. We \_\_\_\_\_ further agree with the BMHRC that the BMHRC (indicate the name of the bank) shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said PMC, and to forbear or enforce any of the terms & conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said PMC or for any forbearance, act of omission on the part of the BMHRC or any indulgence in the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the bank or the PMC.
7. We \_\_\_\_\_ lastly undertake not to revoke this guarantee except with (indicate the name of the bank) the previous consent of the BMHRC in writing.
8. This guarantee shall be valid up to \_\_\_\_\_ unless extended on demand by the BMHRC. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs \_\_\_\_\_ (Rs \_\_\_\_\_ only), and unless a claim in writing is lodged with us under this guarantee shall stand discharged.

Dated the \_\_\_\_\_ day of \_\_\_\_\_ for \_\_\_\_\_

(Indicate the name of the bank)

**Proforma for Financial Bid**  
[On Department's/PSU's/PSEs letterhead]

Reference:

Date:

The Director,  
Bhopal Memorial Hospital & Research Centre,  
Raisen By Pass Road, Karond,  
Bhopal, M.P. 462038.

**Subject: Project Management Consultancy work for Digitization system of BMHRC records at BMHRC, Bhopal.**

Sir,

In response to subject work, we hereby quote our Consultancy Fee as under:

Description of Work	Consultancy Fee including all taxes & charges, however excluding Service Tax (As percentage of Project cost)	
	In Figures	In Words
Project Management Consultancy work for Digitization system of BMHRC records at BMHRC Bhopal.	%	

*Notes:*

- 1. The Service Tax, if applicable on the consultancy fee will be paid by the BMHRC to the concerned Govt agency.*
- 2. Amount payable to the PMC shall be subject to TDS as per norms.*
- 3. Project cost would be the total cost of work executed for implementation of Digitization system of BMHRC records at BMHRC, Bhopal.*

Thanking you,  
Yours faithfully,

Signature of Applicant:  
(Should be signed by authorized representative of Applicant)

Name of Signatory:  
Designation:  
Name and address of PSU/PSE/Department  
Contact number:  
Fax:  
Email: