

Notice Inviting Tender for Selection of Vendor for Implementation of Document Management System for BMSICL

Sealed Tender are invited under two bid system from reputed Software Company/ Firm/Agency for developing a **Document Management System for BMSICL**.

Details regarding scope of work, eligibility criteria, bidding process etc. can be found in the bidding document, which can be downloaded from BMSICL website (www.bmsicl.gov.in). Bidding documents can also be purchased from the office of BMSICL on payment of Rs. 10,000(Ten Thousand only) as tender document fee. In case of downloaded tender documents, tenderdocument fee shall be submitted along with the bid.

Last date for receipt of Tender is **31/10/2013 (till 3P.M.)** through regd. / speed post/ courier/ by hand. Bids will be opened at 3.30P.M.on the same day at BMSICL office.

Managing Director



Bihar Medical Services & Infrastructure Corporation Limited

5th floor, Bismaun Bhawan, Gandhi Maidan, Patna 800 001

Phone: +91 612 2219634; Fax: +91 612 2219635

www.bmsicl.gov.in

BIDDING DOCUMENTS FOR LETTET TRACKING SYSTEM

Bid Reference: BMSICL/Systems/01/13

**Bihar Medical Services and Infrastructure Corporation, Limited, Patna.
5th Floor Bismaun Bhawan Gandhi Maidan,
Patna (Bihar) India**

Telephones: 0612-2219634

INVITATION FOR BIDS FOR LETTER TRACKING SYSTEM

BID REFERENCE : BMSICL/IT/01/13

DATE OF COMMENCEMENT OF
SALE OF BIDDING DOCUMENT : 7/10/2013

LAST DATE FOR SALE OF
BIDDING DOCUMENT : 31/10/13

PRE-BID MEETING : 21/10/13 at 12 pm
LAST DATE AND TIME FOR

RECEIPT OF BIDS : 31/10/13 up to 3 pm

TIME AND DATE OF OPENING : 31 3.2013 at 3 pm

OF BIDS

PLACE OF OPENING OF BIDS: :Bihar Medical Services & Infrastructure
Corporation Limited, 5th Floor,
Bisomaun Bhawan, Gandhi Maidan, Patna
800001. Bihar

ADDRESS FOR COMMUNICATION: Bihar Medical Services & Infrastructure Corporation
Limited, 5th Floor, Bisomaun Bhawan, Gandhi
Maidan, Patna 800001. Bihar

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Tender for LETTER TRACKING SYSTEM FOR BMSICL

1. BACKGROUND

Government of Bihar (GoB) is committed to provide timely and effective Health Care Services to the people of Bihar. A majority of the poor people of Bihar usually depend on Public/Government Health Care Delivery Systems to address their preventive and curative health needs. Optimal availability of good quality drugs procured at

competitive prices, quality provision of health related services and proper construction and maintenance of health facilities are of paramount importance for better Health Care Delivery. In such a scenario, the financing and supply of drugs, services, etc. for government health services has become one of the key concerns for GoB.

To meet the above mentioned objectives in professional manner GoB has set up the Bihar Medical Services & Infrastructure Corporation Ltd (BMSIC) under the aegis of the Department of Health and Family Welfare (DoHFW). BMSIC is incorporated under the Companies Act, 1956 and is responsible for the procurement of quality drugs, Equipments, services and works for the DoHFW.

2. PURPOSE OF TENDER

The project is for implementation of the automation of the dispatch section in the department. This system will work on the local network as well as on the web. The Objective of the dispatch Automation is to facilitate the department with the efficient real time tracking of the files as well as various pendency reports of the files. The dispatch module of the software will enable the department with the real time delivery of letters as well as marinating the letters file wise manner.

3. Scope of Work

The broad scope of work is as follows:

- a. System study of issue & Dispatch and Receiving section of BMSICL
- b. Customization and implementation of application for automation of letter issue, dispatch and receiving section of BMSICL. Functional requirement of the proposed application should be as under –
 - 1) System should be able to create a digital data repository of incoming and outgoing letters from BMSICL which would be accessible to users on departmental intranet/internet
 - 2) System should be able to track incoming and outgoing letters and communication based on key parameters like name, date of issue/receiving, department etc.
 - 3) System should be able to generate and assign a unique number for each letter in both dispatch and receiving section along with tag (for search) updating as indicated by the concerned user for each document.
 - 4) System should be able to track dispatch and receipt details by maintaining and storing data in a chronological order
 - 5) System should be able to generate an automated “Delivery” and “Read” flag on the letter delivery and opening of document by concerned officials
 - 6) System should be able to show the different dept. name and concerned official whom the letter has been issued
 - 7) System should be able to ensure delivery of letters by auto email and/or through web.
 - 8) System should be able to develop a tag library to enable tag based search along with an interface application for accessing the letters.
 - 9) System should have in-built security feature to ensure access of repository of database to be enabled with administrator assigned User Id's and password only
 - 10) System should be able to create electronic files with the help of the scanned letter.
 - 11) System administrator should have an user Interface system for creation/modification/deletion of user ids and password & assigning access rights
- c. Supply and Implementation of an application for the defined users to access the letters sent by BMSICL on their desktop/laptop
Hosting of application on Server provided by the BMSICL
- d. Providing user training to the BMSICL officials
- e. Providing One competent manpower (Computer science graduate) for one year for operating the application and handholding of the application
- f. Maintenance of application for one year

4. Scope of the work for *Application Software*

4.1 The vendor has to design **Application Software** in such a manner that which will cover all the functionality mentioned below.

- i. Establish and effective communication system within the Department and the BMSICL and the line officers
- ii. Tracking system for outgoing letters and communication
- iii. Creating a digital data repository with digital PDF/scanned copy of important orders from HO which would be accessible to users on departmental intranet/internet
- iv. To provide maintenance support for one year.
- v. Conduct a study of the existing as is system of the department and the BMSICL with respect to the issue and despatch section
- vi. Develop the software application as per the specifications and complete a pilot test in the BMSICL .
- vii. Configuration of the application in the Server
- viii. The following components/parameters need to be integrated in **APPLICATION SOFTWARE**
 - a. Generate and assign a unique number for each document/letter in dispatch section along with tag updation as indicated by the concerned user for each document
 - b. Track the dispatch and receipt details by maintaining a chronological storage of Information.
 - c. Generate an automated “Delivery” and “Read” flag on the document/letter delivery and opening of document by the concerned official
 - d. Ensuring the delivery of letters by email and through web space
 - e. Develop a tag library to enable tag based search for along with an interface application for accessing the letters
 - g. Access of document/letter database needs to be secure and needs to be enabled with Administrator assign User Id’s and password.
 - h. Development of a Desktop application for the line offices / defined users to access the letters sent by the office of BMSICL.
 - I . Creation of file indexing of the files in the BMSICL
 - j. Creating Electronic files with the help of the scanned letter.

4.2 The software should be designed in such a formed that it can be integrated with project management & supervision application and drug and equipment inventory system & supply chain system. The software should have the provision for creating the file index automatically at the time of letter issue/dispatch

4.3 Develop an Administrator driven User Interface system for User and password creation and assigning access rights

4.4 Application will be customized as per the requirement of the BMSICL related to application Software

4.5 Orientation and training of Department and BMSICL officials on the use of the software application by conducting training sessions at Department office as well as the BMSICL office and providing handholding support to the BMSICL and the Department.

4.6 Agency will provide one resource at the BMSICL for the smooth functioning of the **APPLICATION SOFTWARE**.

4.7 The agency will provide a mechanism to back up the data on weekly/monthly basis and would be responsible for ensuring the application flow during the project period.

4.8 The agency will provide a mechanism to back up the data on weekly/monthly basis and would be responsible for ensuring the application flow during the project period.

4.8 Vendor needs to submit the required hardware and other required IT infrastructure to host the website

4.9 The Hosting environment for the **APPLICATION SOFTWARE** will be provided by the BMSICL.

5. Timeline

The overall duration of assignment is 48 weeks after development and successful implementation of the application Timeline for milestones is given below –

- a. Submission of System Requirement Specification- 1 week
- b. System Study and Development- 3 Week
- c. Application Implementation, Demonstration and Training – 4 Weeks
- d. Application Maintenance – 45 Weeks after successful implementation of the application
- e. Man Power Support-After Successful implementation of the application

6. Penalty Clause:

Should the Agency fails to develop and implement the Software application within the period prescribed for delivery, the purchaser shall be entitled to recover 0.5 % of the value of the delayed supply for each week of delay or part thereof for a period up to 20 (Twenty) weeks. After 20 weeks if agency will not be able to develop and implement the software the Award of contract will be cancelled

7. Project Deliverables / Milestone payment Mechanism:

Project Deliverables	Timeline
• SRS/ Detailed Design Document (Hard & Soft Copy) – 2 Nos. each within 1 month	1 Month
• Application software on CD Media – 2 Nos. within 2 months	2 months
• Source code on CD Media – 2 Nos. within 2 months	2 months

<ul style="list-style-type: none"> User manual (Hard Copy & Soft copy) – 2 Nos. each within 4 months 	4 months
<ul style="list-style-type: none"> Backup and Restoration Plan – within 2 Months of signing the contract 	2 Months
<ul style="list-style-type: none"> Software Implementation at site – within 2 Months of signing the contract 	2 Months
<ul style="list-style-type: none"> Maintenance of the System for a period of 1 year after successful installation and training 	1 Year
<ul style="list-style-type: none"> Onsite Helpdesk & Technical Support for a period of 1 years after successful implementation of the application 	1 Year

8. Eligibility Criteria:

- i. The bidder should have an average annual turnover of at least Rs.2,00,00,000/- in IT / ITES sector during last three Financial Years ending on 31-Mar-2013 and must submit certified copy of the audited statement of accounts (PL Account & Balance Sheet), as a proof of annual turnover stated.
Documents Required: Balance Sheet & Profit & loss statement of last three consecutive Financial Year ending on 2013.
- ii. Should have an experience of implemented at least 3 similar projects in the automation of the Issue and Dispatch Section / Office Automation in any of the government departments in India.
Documents Required: Work Order of the mentioned Projects.
- iii. The firm / company / organization should be registered under companies act 1956, as per law. **Documents Required:** Copy of Certificate of Incorporation
- iv. No consortium of vendors is allowed to bid for the project.
- v. The vendor must be CMMI Level 3 or above certified at least for software development and project management consultancy. **Documents Required:** Copy of the Certificate
- vi. Applicants should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India / State Governments. A self-declaration certificate should be enclosed.
Documents Required: Self Declaration on the letter head of the Company

9. Selection Process

Technical Evaluation (Total Marks – 100)

Vendors shall submit with their offer documents and/or other evidence of their ability to carry out the contract, failing which the vendor will not be considered for evaluation and award process.

Criteria, Sub- Criteria and point system for evaluation of full technical proposals	Points
<p>1.) Experience of the vendor relevant to the assignment:</p> <p>1. The vendors having knowledge and functional expertise in office automation for Govt Departments</p> <p>More than 6 Implementation – 35 marks</p> <p>From 3- 6 Implementation - 20 marks</p> <p>From 3- 6 Implementation - 10 marks</p> <p><i>* Vendor has to provide Supporting documents as Work Orders for showing the Credentials</i></p> <p>Total points for criterion 1.</p>	<p>35</p> <p>35</p>
<p>2) Specifications of the vendor</p> <p>I. Turn Over of the Vendor</p> <p>≥10 Crs = 20 Marks</p> <p>Less than 10cr and greater 2crs = 15 Marks</p> <p>II. The vendor should be CMM Level 3 certified.</p> <p>CMMI 5 – 10 Marks</p> <p>CMMI 3 or above – 6 Marks</p> <p>Total points for criterion 2.</p>	<p>20</p> <p>10</p> <p>30</p>
<p>3) Technical Presentation on the Understanding of the Requirement and the Proposed Solution</p> <p>Total points for criterion 3</p>	<p>35</p> <p>35</p>
TOTAL	100

NOTE: Vendors with more than 60% (60 marks out of 100) will be considered for Commercial Evaluation.

COMMERCIAL OPENING

Commercial opening will be done and on the basis of price quoted vendors will be termed as – L1, L2, L3 and so on... as per the rank of lowest price quoted.

BID EVALUATION

- vii. If commercial bids for bidder 1, 2, 3, 4... are taken as L1, L2, L3, L4... where Lmin is the lowest bid then the weightage given to commercial bids would be: $L_{min}/L1, L_{min}/L2, L_{min}/L3, L4/L_{min}$ and so on...
- viii. Similarly weightage will be calculated for Technical Evaluation: $T1/T_{max}, T2/T_{max}, T3/T_{max}, T4/T_{max}$ and so on... for bidder 1, 2, 3, 4... respectively
- ix. Each proposal would be evaluated against the 60 – 40 Criteria. This means 60% weightage will be given to Technical Proposal 40% to Financial Proposal.

AWARD

Finally the technical and commercial scores obtained by all the vendors would be summed and the vendor with highest score would be AWARDED THE BID.

The final scores of the vendors would be as given below –

Bidder 1:

$$(T1/T_{max}) * 0.6 + (L_{min}/L1 * 0.4)$$

Bidder 2:

$$(T2/T_{max}) * 0.6 + (L_{min}/L2 * 0.4)$$

Bidder 3:

$$(T3/T_{max}) * 0.6 + (L_{min}/L3 * 0.4)$$

Bidder 4:

$$(T4/T_{max}) * 0.6 + (L_{min}/L4) * 0.4$$

The vendor with the highest marks computed above on cost and quality basis will be awarded the bid.

10. REJECTION

- I. BMSICL reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.
- II. In the event any or all proposals are rejected, in whole or in part, thereafter BMSICL in its sole discretion may initiate a new RFP process including all or part of the components of this Request for Proposals.

11.PROPOSAL FORMATS

Tender should invariably be submitted in TWO BID SYSTEM consisting of two parts as detailed below:

PART-I : TECHNICAL PROPOSAL IN ONE SEALED COVER

PART-II : COMMERCIAL PROPOSAL IN ONE SEALED COVER

12.FINANCIAL PROPOSAL

The Financial Proposal should be in the below format:

Sl.No	Item	Price *(Rs.)
1	Designing ,Development and Deployment of the APPLICATION SOFTWARE for the BMSICL including Maintenance for the One year	
2	One In House Technical Manpower Support for 1yr (Rate to be quoted per month wise)	
3.	Annual Maintenance charge after 1 st year for 2 nd and 3 rd year	
Taxes (If any)		

Total	
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Note *:-

1.For Serial No. 1:80 % Payment Will be paid after successful Designing ,Development and implementation of the ***APPLICATION SOFTWARE after satisfactory report from Systems department and 20% will be paid after successful contract period.***

2.For Serial No. 2: Payment will be given per quarter wise after satisfactory report from Systems Department.

3. L1 rate will be decided by the sum off serial no 1,2 and 3

13.GENERAL TERMS AND CONDITIONS

13.1. Before tendering, the tenderers are advised to carefully go through the Terms and Conditions of the Contract and the Tender Notice which form part of the Agreement to be entered into.

13.2The rates quoted shall remain valid for 3 MONTHS from the date of opening of tenders. Withdrawal of tender during the above period of three months shall entail forfeiture of the full amount of the Earnest Money Deposit.

13.3. In the event of the tender being submitted by a firm, the tender must be signed separately and legibly by each partner or member of the firm or in their absence, the person holding the power of attorney on behalf of the firm. In the later case, the power of attorney, duly attested by a Gazetted Officer, must accompany the tender.

13.4.Every tender must be accompanied by a Demand Draft for Rs.**30000/- (Rupees ThirtyThousand only)** drawn in favour of Managing Director, BMSICL, Payable at Patna towards Earnest Money. This money shall not carry any interest and the money will be refunded to the unsuccessful tenderers after three months from the date of opening of the tender or within one week from the date of finalisation of the award whichever is later. EMD can be deposited by a DD from Scheduled Banks.

13.5. Tenders without Earnest Money Deposit will not be accepted. EMD is to be paid by a DD only. Payment by any other mode except DD towards Earnest Money Deposit is not acceptable.

13.6. Successful Tenderer has to submit a performance security of 10% of the tendered quoted value in form of Demand Draft or Bank guarantee in the format given by BMSICL

13.7. Successful tenderers have to execute an agreement on stamp paper of Rs.1000/- as token of having accepted the rates, terms and conditions of this Contract.

13.8. In case the Organization whose tender is accepted fails to sign the contract Bond and deposit the necessary Security deposit and arrange for Bank guarantee as required, within fifteen days from the date of receipt of orders to execute the contracts, the amount of Earnest Money already deposited by them shall be forfeited and acceptance of his tender will be withdrawn.

13.9. If a Tenderer withdraws their offer after submission and before acceptance of their tender then the Earnest Money deposited by him is liable to be forfeited.

13.10. BMSICL, reserves the right to accept or reject any tender in part or full at their discretion without assigning any reason.

13.11. The offers should be in full conformity with the terms and condition of this tender. No BMSICL/Systems/01/13 counter conditions are acceptable, and incorrect and incomplete tenders will be rejected.

13.12. Tenders not submitted on the prescribed forms will be rejected.

13.13. If a tenderer deliberately gives wrong information in his tender or creates conditions favourable for the acceptance of his tender, BMSICL, reserves the right to reject such tender at any stage.

13.14. The contract shall be governed by and interpreted in accordance with the laws of India from the time being in force. All disputes arising out of this tender will be subject to jurisdiction of courts of law in Patna.

13.15 Tender documents can be purchased from this office on payment of Rs10,000/- (Ten Thousand only) against tender fee. Tender forms can also be downloaded from BMSICL website: www.bmsicl.gov.in. and Tender fee (Rs10,000/-) can be submitted along with the tender.

14. Last Date of Submission of Proposal

The Tender may reach the office of the undersigned on or before 3.00PM on **31 /10/13 through** Registered post/ Courier/Speed Post in the office of **Managing Director, BMSICL, 5th floor, Biscomaun Bhawan, Gandhi Maidan Patna-1, Bihar**. Tender received after the said time would be returned unopened.

The Tender will be open on 31 /10/2013 (**3.30 pm**) at 5th floor, Biscomaun Bhawan, Bihar and the decision of the BMSICL shall be final, and no enquiries, or application for review, shall be entertained. The BMSICL reserves the right to cancel or reject any Tender /all Tender without assigning any reason at any point of time. For all enquiries the interested Company / Firm/ NGO/ Agency may contact concerned Officer DGM Inventory email on dgm-sc-bmsicl-bih@nic.in and Manager (Systems), email on sa-bmsicl-bih@nic.in on 0612-2219634 during office hours (9:30 AM to 6 PM) on all working days.

Managing Director

15. Bid Forms:

Form 1:

Performance Security Bank Guarantee

(Unconditional)

Date: *[insert: date]*

Tender No: *[insert: name or number of Tender]*

Contract: *[insert: name or number of Contract]*

To:

Managing Director,
Bihar Medical Services and Infrastructure Corporation Limited,
Patna

Dear Sir or Madam:

We refer to the Contract Agreement ("the Contract") signed on *[insert: date]* between you and *[insert: name of Agency]* ("Agency") concerning the development and implementation of *[insert: a*

brief description of the Software application]. By this letter we, the undersigned, *[insert: name of bank]*, a bank (or company) organized under the laws of *insert: country of bank* and having its registered/principal office at *[insert: address of bank]*, (hereinafter, “the Bank”) do hereby jointly and severally with the Agency irrevocably guarantee payment owed to you by the Agency, pursuant to the Contract, up to the sum of *[insert: amount in numbers and words]*. This guarantee shall be reduced or expire as per the tender clause.

We undertake to make payment under this Letter of Guarantee upon receipt by us of your first written demand signed by your duly authorized officer declaring the Agency to be in default under the Contract and without cavil or argument any sum or sums within the above-named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Agency to dispute or question such demand. Our liability under this Letter of Guarantee shall be to pay to you whichever is the lesser of the sum so requested or the amount then guaranteed under this Letter in respect of any demand duly made under this Letter prior to expiry of this Letter of Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Letter of Guarantee shall be valid from the date of issue until the date of expiration of the guarantee, as governed by the Contract. Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation. Our liability under this Letter of Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made under this Letter after such expiry or after the aggregate of the sums paid by us to you shall equal the sums guaranteed under this Letter, whichever is the earlier. All notices to be given under this Letter shall be given by registered (airmail) post to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released, or discharged by mutual agreement between you and the Agency and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notice to us and without the necessity for any additional endorsement, consent, or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event, or condition that by any applicable law should operate to discharge us from liability hereunder shall have any effect, and we hereby waive any right we may have to apply such law, so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

For and on behalf of the Bank

Signed:

Date:

In the capacity of: *[insert: title or other appropriate designation]*

Common Seal of the Bank

Form – 2 Form of Contract Agreement

THIS CONTRACT AGREEMENT is made the _____ day of _____ [month and year purchase] and between the Bihar Medical Services And Infrastructure Corporation Limited, Patna [Name of Purchaser] on Bihar (hereinafter referred to as the ‘Purchaser’) and _____ [Name of Agency], having its principal place of business at _____ [address of Supplier] (hereinafter referred to as the “Supplier) on the other part.

WHEREAS the Purchaser invited bids for certain goods and ancillary services, viz., [insert: **brief description of Software application and services**] and has accepted a bid by the Agency for the the development of the application and services in the sum of [insert: **contract price in words and figures**] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. It shall constitute the Contract between the Purchaser and the Agency, and each shall be read and construed as an integral part of the Contract as per the tender clause
3. In consideration of the payments to be made by the Purchaser to the Agency as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the development of the application , implementation and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the Software application and services which shall be supplied/provided by the Supplier are as under:

SL. BRIEF DESCRIPTION SOFTWARE APPLICATION

TOTAL VALUE:

Delivery Schedule:

For and on behalf of the Purchaser

Signed:

In the capacity of [*insert: title or other appropriate designation*]

In the presence of

For and on behalf of the Supplier

Signed:

In the capacity of [*insert: title or other appropriate designation*]

In the presence of

CONTRACT AGREEMENT

Dated the [*insert: number*] day of [*insert: month*], [*insert: year*]

BETWEEN

Bihar Medical Services and Infrastructure Corporation Limited, “the Purchaser”
and

[*insert: name of Agency*], “the Agency”

