



OFFICE OF THE SUPERINTENDENT BHIMA BHOI MEDICAL COLLEGE & HOSPITAL
At/PO/Dist – Balangir, PIN – 767001 (Odisha)
E-mail: gmchospitalbalangir@gmail.com



Notice No. 312A / Estt.(BBMC&H)/23,

Balangir

Dt. 31-05-23

**TENDER DOCUMENT FOR PROVIDING SYSTEM INTEGRATOR FOR
DEVELOPMENT AND IMPLEMENTATION OF SMART QUEUE MANAGEMENT
SYSTEM [SQMS] AT
BHIMA BHOI MEDICAL COLLEGE & HOSPITAL, BALANGIR**

Date of publication of the Tender	:	01.06.2023
Date of Opening of Tender	:	26.06.2023
Last date of receiving Queries	:	08.06.2023/ 03:00 PM Through email Id: gmchospitalbalangir@gmail.com
Pre-Bid Meeting	:	09.06.2023 at 11.00 AM
Date of publication of corrigendum if any	:	12.06.2023
Start Date of Submission of BID	:	13.06.2023
Last Date of Submission of BID	:	23.06.2023 Up To 11.00 AM
Date of Opening of pre-Qualification and Technical Bid	:	26.06.2023 at 11.00 AM
Date of Opening Financial Bid	:	Will be intimated later
Approximate Maximum project cost	:	Rs. 63 Lakhs
Publication Detail	:	The Tender can be seen and downloaded from the website: www.dmetodisha.gov.in/ http://bbmchbalangir.nic.in
Place of Opening of Tender & Address For Communication	:	Office of Superintendent, Bhima Bhoi Medical College & Hospital, At/PO/District-Balangir, Odisha, PIN- 767 001

M Pande
31.05.23
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



REQUEST FOR PROPOSAL



SELECTION OF SYSTEM INTEGRATOR FOR DEVELOPMENT AND IMPLEMENTATION OF SMART QUEUE MANAGEMENT SYSTEM (SQMS) IN BBMCH, BALANGIR

(RFP Ref. No. 3124 / Estt.(BBMC&H)/23, Dt: 31/05/2023)

BHIMA BHOI MEDICAL COLLEGE & HOSPITAL

BOLANGIR

Address: Office of Superintendent, Bhima Bhoi Medical College & Hospital,
At/PO/District-Balangir, Odisha, PIN- 767 001



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1 Glossary of Terms

ATS	Annual Technical Support
CPU	Central Processing Unit
CBT	Computer Based Training
CV	Curriculum Vitae
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
HLD	High Level Design
ISO	International Organization for Standardization
IT	Information Technology
LOI	Letter of Intent
MIS	Management Information System
MPR	Monthly Progress Reports
OSDC	Odisha State Data Centre
PBG	Performance Bank Guarantee
PMU	Project Management Unit
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
RFP	Request for Proposal
ROC	Registrar of Companies
SDLC	Software Development Life Cycle
SI	System Integrator
SLA	Service Level Agreement
SRS	Software requirement Specification Document
SSL	Secure Socket Layer
SSO	Single Sign-on
SFTP	Secure File Transfer Protocol
SMS	Short Message Services
FRS	Functional requirement specification
GIGW	Guidelines for Indian Government Websites
GuDApps	Guidelines for Development of eGovernance Applications

M. Bhoi
31.05.23

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OFFICE OF THE SUPERINTENDENT BHIMA BHOI MEDICAL COLLEGE & HOSPITAL

At/PO/Dist – Balangir, PIN – 767001 (Odisha)

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2 Fact Sheet:

S. #	Item	Description
1.	Project Title	SELECTION OF SYSTEM INTEGRATOR FOR DEVELOPMENT AND IMPLEMENTATION OF SMART QUEUE MANAGEMENT SYSTEM (SQMS) IN BOLANGIR HOSPITAL.
2.	Name of Purchaser	BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR MEDICAL COLLEGE AND HOSPITAL
3.	Contact Person, Address and Email	Superintendent, Address: Office of Superintendent, Bhima Bhoi Medical College & Hospital, At/PO/District-Balangir, Odisha, PIN- 767 001 Email: gmchospitalbalangir@gmail.com / gmchospitalbalangir1@gmail.com
4.	RFP Document Fees	₹5,600 inclusive of GST @ 12% (Rupees Five Thousand and Six Hundred only)
6.	Earnest Money Deposit	Bidders shall submit, along with their Bids, EMD of ₹10,00,000/- (Ten lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP issued by any scheduled bank in favor of Superintendent, Bhima Bhoi Medical College and Hospital payable at Balangir, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid. The EMD is exempted for MSME registered units. The bidder must submit the valid MSME registration certificate with covering letter for EMD exemption.
7.	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation)
8.	Last date for submission of queries by Bidders	08.06.2023 Up To 03.00 PM
9.	Pre-bid Meeting	09.06.2023 at 11.00 AM
10.	Pre-bid clarifications issue of corrigendum (if any)	12.06.2023
11.	Last date and time for receipt of proposals from Bidders	23.06.2023 Up To 11.00 AM

M. Panda
31.05.23

Superintendent

Bhima Bhoi Medical College & Hospital
Balangir - 767001



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At/PO/Dist – Balangir, PIN – 767001 (Odisha)

E-mail: gmchospitalbalangir@gmail.com



12.	Date and time for opening of Technical Proposals	26.06.2023 At 11.00 AM
13.	Date and time for Technical Presentation	26.06.2023 At 11.00 AM
14.	Date and time for opening of Commercial Bids	To be notified later
15.	Bid Validity Period	180 Days
16.	Project Term	3 years
17.	Address of sending proposal	Superintendent, Address: Office of Superintendent, Bhima Bhoi Medical College & Hospital, At/PO/District-Balangir, Odisha, PIN- 767 001 Email: gmchospitalbalangir@gmail.com / gmchospitalbalangir1@gmail.com

3 Introduction

Bids are invited from interested bidders for the Selection of System Integrator for development and Implementation of Smart Queue Management System (SQMS) in BBMCH/DHH, Balangir as per scope of work which is detailed in the RFP document.

The contents of this volume broadly cover following areas:

- Project Background
- Instruction to Bidders
- Criteria for evaluation
- Payment Terms and Schedule
- Formats for Pre-Qualification, Technical and Financial Bid response
- Preparation of SRS, Detailed Design and other Technical Artifacts
- Scope of Work for development of application
- Software Testing
- User Acceptance Testing
- Security Audit and Quality Assurance
- Training
- Operation and Maintenance
- User support

M. Panda
31.05.23

Superintendent

Bhima Bhoi Medical College & Hospital
Balangir - 767001



4 Project Background

4.1 **Objective** – To Implement Smart and effective Queue Management System at Bhima Bhoi Medical College and Hospital, Balangir

4.2 About Bhima Bhoi Medical College and Hospital, Balangir –

The Hospital is laid in an area of 12 acres of land now functioning in Co-located District Head Quarters Hospital at District: Balangir in the State of Odisha. The hospital has 500 sanctioned beds with service facility of all the regular clinical departments along with ICU, ICCU, SNCU and separate OPD for each clinical Department.

5 Instruction to the Bidders

5.1 General

While efforts have been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet requirements. Also, bidders may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**. Any notification of preferred Bidder status by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall not give rise to any enforceable rights by the Bidder. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** may cancel this procurement process at any time prior to a formal written contract being executed by or on behalf of **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**.

This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance and dependence on such communications.

5.2 Compliant Proposals and Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

M Pandey
31/05/23
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



OFFICE OF THE SUPERINTENDENT BHIMA BHOI MEDICAL COLLEGE & HOSPITAL
At/PO/Dist – Balangir, PIN – 767001 (Odisha)
E-mail: gmchospitalbalangir@gmail.com



Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- i. Include all documentation specified in this RFP.
- ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.
- iii. Comply with all requirements as set out within this RFP.

The response should be accompanied by an authorization in the name of signatory of the Bidder. The authorization shall be in the form of a written Power of Attorney or a Board resolution in favor of person signing the Proposal.

- i. All provisional conditions in the Power of Attorney should be adhered to by authorized signatory before signing of the bids. Any non-compliance to this effect will be the responsibility of Bidder and can lead to disqualification.
- ii. The authorized signatory representing the Bidder shall sign and stamp on forms and required documents as provided in this RFP document.

5.3 Disqualification

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet bidding requirements as indicated in this RFP:

- i. Proposal is not submitted in accordance with the procedure and formats prescribed in this document i.e. a non-conforming proposal.
- ii. During validity of the Proposal, or its extended period, if any, Bidder increases its quoted prices.
- iii. Proposal is conditional and has deviations from the Terms & Conditions of RFP.
- iv. Proposal is received in incomplete form.
- v. Proposal is not accompanied by all the requisite documents.
- vi. Information submitted in pre-qualification or technical or commercial bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- vii. Bidder tries to influence the proposal evaluation process using unfair means at any point of time during the bid process.
- viii. Prices should have indicated prices in the pre-qualification or technical proposal.

5.4 Consortium/Joint Venture.

Consortium/ Joint Venture is not allowed for this bid.

M Pandey
31.05.23

Superintendent 9
Bhima Bhoi Medical College & Hospital
Balangir - 767001



5.5 Proposed requirement as per departmental requirement.

1. ORTHOPAEDIC DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Display	OPD Room Token Display	1
2	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
3	Smart Q Call Button	Smart Q Consultation Call	4
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	130 M

2. SURGERY DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Display	OPD Room Token Display	1
2	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
3	Smart Q Call Button	Smart Q Consultation Call	4
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	130 M

M. Panda
31.05.23



● 3. MEDICINE DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Display	OPD Room Token Display	2
2	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
3	Smart Q Call Button	Smart Q Consultation Call	8
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	200 M

● 4. O & G DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
2	Smart Display	OPD Room Token Display	1
3	Smart Q Call Button	Smart Q Consultation Call	4
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	120 M

M. Pande
31.05.23



● 5. SKIN DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
2	Smart Display	OPD Room Token Display	1
3	Smart Q Call Button	Smart Q Consultation Call	4
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	130 M

● 6. PAEDIATRIC DEPARTMENT

Sl.#	Hardware Component	Purpose	Unit(s)
1	Smart Kiosk	Registration Form Scanner and Token Dispenser	1
2	Smart Display	OPD Room Token Display	1
3	Smart Q Call Button	Smart Q Consultation Call	4
4	Smart Q Call Button Hub	Smart Q Call Button Connectivity	1
5	Gigabit Port Switch	Network Connectivity	1
6	Gigabit Port Router	Network Connectivity	1
7	Cat 6/ RJ45 Ethernet Cabling	Network Connectivity	130 M

M. Panda
31.05.23



5.6 Pre-Bid Meeting and Clarifications

Pre-Bid Meeting

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope of work, Service levels, Specifications, and Schedules of this RFP. If the Bidder has any doubt as to the meaning of any part of these conditions or of the specifications, the Bidder shall submit the queries in given format and participate in the pre-bid meeting as per the schedule specified in this RFP. The purpose of the meeting is to provide Bidders with any clarifications regarding the RFP. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP.

- BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall hold a pre-bid meeting with the prospective bidders on 09.06.2023 at 11.00 AM **at 4 PM**.
- Link will be provided to the interested bidders who will submit their queries through email to gmchospitalbalangir@gmail.com.
- The representatives of Bidders (restricted to two persons) may attend the Pre-bid meeting.
- On the meeting the representative of the bidders should only ask the show stopper queries and relevant queries which was an obstacle for them to participate on the tender.
- The Bidders should submit their queries in writing in below specified format (in MS-Excel only) by the schedule as mentioned in this RFP, prior to attending the pre-bid meeting. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall not be responsible for any Bidders' queries received by it in any other format. Any requests for clarifications post the indicated date and time mentioned will not be entertained by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**.

vi.

SL#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

Responses to Pre-Bid Queries and Issue of Corrigendum:

- BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** will endeavor to provide timely response to all queries. However, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** undertake to



- answer all the queries that have been posed by the Bidders.
- ii. At any time prior to the last date for receipt of bids, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by corrigenda and/or addenda.
 - iii. The Corrigendum (if any) and clarifications to the queries from all Bidders will be posted on the **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** Portal.
 - iv. Any such corrigenda and/or addenda shall be deemed to be incorporated into this RFP.
 - v. In order to provide prospective Bidders reasonable time for taking the corrigenda and/or addenda into account, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** may, at its discretion, extend the last date for the receipt of Proposals

5.7 RPF Document Fees

The bidder must furnish along with its bid required bid processing fee amounting to ₹ 5,600/- inclusive of GST @ 12% in shape of DD in favor of **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**, drawn in any scheduled commercial bank and payable at **Bolangir** failing which the bid will be rejected.

5.8 Earnest Money Deposit

As per the government of Odisha finance department office memorandum no 8943 dated 18.03.21 and 8484 dated 05.04.22 the EMD is exempted. The bidder has to give bid security declaration as per the format attached in this RFP.

- a) Bidders shall submit, along with their Bids, EMD of ₹10,00,000/- (Ten lakhs) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favor of **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**, payable at **Bolangir**, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) EMD of all unsuccessful bidders would be refunded by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
 - i. if a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.



- iii. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
- iv. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- v. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers

5.9 Submission of Proposals

Instruction to Bidders for Bid Submission

Preparation of Bids

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

Submission of Bids

The Bids should be submitted to the Office of the Superintendent, Bhima Bhoi Medical Collage & Hospital, At/PO/District-Balangir, Odisha, PIN- 767 001 before the last date of Submission with all the documents in sealed envelope.

Tender Validity

Proposals shall remain valid for a period of 1 Year from the date of opening of Bids. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** reserves the rights to reject a proposal valid for a shorter period as non- responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period.

Submission and Opening of Proposals

- i. The bidders should submit their responses as per format given in this RFP in the following manner:
 - Response to Pre-Qualification Criterion
 - Technical Proposal
 - Commercial Proposal



- ii. Please Note that Prices should not be indicated in the Pre-Qualification Response or Technical Proposal but should only be indicated in the Commercial Proposal.
- iii. The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted to **Superintendent Bhima Bhoi Medical College and Hospital, Balangir**

The Proposals submitted up to **Superintendent Bhima Bhoi Medical College and Hospital, Balangir** will be opened on 23.06.2023 At 12.00 AM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

Late Bids

- i. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and opened.
- ii. **The bids shall be submitted in hard copy by Registered Post/Speed Post or through Courier only. No other means shall not be considered and no correspondence will be entertained through any other means on this matter.**
- iii. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings or discussions or presentations, preparation of Proposal, in providing any additional information required by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in



English language is to be duly attested by Bidders. For purposes of interpretation of the Proposal, English translation shall govern.

Acceptance and Rejection of Bids:

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR reserves the right to reject in full or part, any or all bids without assigning any reason thereof. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** reserves the right to assess the Bidder's capability and capacity. The decision of **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall be final and binding. Bid should be free of overwriting. All measures, correction or addition must be clearly written both in words and figures and attested. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.

5.10 Right to Terminate the Process

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR may terminate the RFP process at any time without assigning any reason. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**. The Bidder's participation in this process may result in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** selecting the Bidder to engage towards execution of the contract.

5.11 Evaluation of bid

- i. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- ii. The Proposal Evaluation Committee constituted by **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall evaluate the responses to RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of the bid.
- iii. The decision of Proposal Evaluation Committee in evaluation of responses to the RFP shall be final.
- iv. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- v. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

M. P. S.
31.05.23



- vii. Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if Proposals are:
- Not submitted as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Found with suppression of details
 - Found with incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in checklist
 - Submitted with lesser validity period

- viii. All responsive Bids will be considered for further processing as below:

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR will prepare a list of responsive bidders, who comply with all the Terms and Conditions of RFP. All eligible bids will be considered for further evaluation by a committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

6 Criteria for Evaluation

The overall objective of this evaluation process is to select the capable and qualified firm and providing associated capacity building, training and operations & maintenance support.

The Pre-Qualification proposal will be evaluated as per criteria mentioned below and only those bidders who qualify the requirements will be eligible for next step of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

Bidders should submit supporting documentary evidence with respect to the above, in absence of which their proposals will be summarily rejected.

M. Panda
31.05.23

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6.1 Pre-Qualification Criteria

Sl #	Basic Requirement	Specific Requirement	Documents required
a.	Legal Entity	<ul style="list-style-type: none"> Responding Firm/ Company should be: Registered as a Company/LLP under Companies Act, 1956/2013 OR Partnerships Firm registered under LLP Act, 2008. Registered with Goods and Services Tax Network (GSTN). Have been operating for at least ten (10) financial years as on 31st March 2023. 	<ul style="list-style-type: none"> Copy of Certificate of Incorporation/ Registration along with Copy of the work order/completion certificate as documentary proof in S/W development Valid GSTIN and copy of GST Registration Certificate with up to date GST clearance. Turnover certificate/audited balance sheet and profit & loss statement from the Statutory Auditor for last three years i.e. FY 22-23. FY 21-22.
b.	Sales Turnover in system Integrator	Sales Turnover must be Rs.5 Crores in last three financial years ending at 31st March 2022.	Copy of audited Profit & Loss Statement OR Certificate from the Statutory Auditor
c.	Net worth	The company must be profit making & positive net worth in last three financial years ending at 31st March 2022.	Certificate from the Statutory Auditor
d.	Certifications	The bidder must possess a ISO 9001 or similar certificate as on date of submission of this RFP.	Copy of valid certificates
e.	Technical Capability	<p>The bidder must have successfully completed projects for any Government Department / Government Agency / PSU in India during last 3 years as on bid submission date.</p> <p>1 project not less than 2 Cr. OR 2 projects not less than 1.5 Cr. each OR</p>	Work Order + Project completion /Go-live certificate



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E-mail: gmchospitalbalangir@gmail.com



Sl #	Basic Requirement	Specific Requirement	Documents required
		3 projects not less than 1 Cr. each	
f.	<ul style="list-style-type: none">• EMD &• Document Fee	<ul style="list-style-type: none">• EMD: ₹10,00,000 (Rupees Ten Lakhs only).• Tender fee of ₹5,600 inclusive of GST @ 12% (Rupees Five Thousand and Six Hundred only).	<ul style="list-style-type: none">• In shape of DD in favor of SUPERINTENDENT, BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR• Self-declaration for EMD submission on given format.
g.	Existence in Odisha	The bidder should have a Centre operational in Odisha	Trade License/ Leased Agreement etc. / Declaration
h.	Black Listing	The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self-Declaration
i.	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy
j.	IT Resources	The bidder should have minimum 50 IT resources engagement as on 31 st March 2023	HR declaration from Head of HR department with Name and qualification of the resources with latest EPF Challan copy.

M.Panda
31-05-22



6.2 Technical Evaluation Scoring Matrix

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

Sl#	Evaluation Criterion	Max Score	Documents Required
a)	Annual turnover in last 3 years ≥ 5 Cr: 3 Marks (For additional 1 crore turnover additional 1 mark should be given maximum up to 5 marks)	5	Certificate from statutory auditor
b)	Quality Certification ISO 9001 + ISO 27001 + ISO 20000	5	Valid recognized and published certificate copy
c)	The bidder should have minimum 50 IT resources engagement as on 31 st March 2023 70 ≥ 50 = 3 Marks 100 ≥ 70 = 4 marks ≥ 100 = 5 marks	5	HR declaration from Head of HR department with Name and qualification of the resources with latest EPF challan copy.
d)	The bidder should have experience in development and implementation of e-Governance application / project for any State/Central Government of India/ PSU with minimum order value of Rs.2 Crore during last 3 years as bid submission date. Rs. 2 Crore 1 Project = 10 marks Rs. 1.5 Crore 1 Project = 4 marks Rs. 1 Crore 1 Project = 2.5 marks (For additional 1 crore project additional 2 mark should be given maximum up to 15 marks)	15	Work Order & Phase Completion certificate or Go-Live certificate

M.Panda
31.05.23

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Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



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At/PO/Dist – Balangir, PIN – 767001 (Odisha)
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Sl#	Evaluation Criterion	Max Score	Documents Required
e)	The bidder should have experience in implementing the Smart Queue Management System (SQMS) at 10 locations for any State/Central Government of India/ PSU during last 3 years as on bid submission date. 10 Locations = 5 marks 20 Locations = 7.5 marks (For additional 5 Locations additional 2 mark should be given maximum up to 10 marks)	10	Certificate from the competent authority that the Smart Queue Management System (SQMS) in running satisfactory.
f)	Bidder should have implemented mobile application developed based on Android or iOS platform and available on play store or app store. [Each project will be awarded 5 marks]	10	Work Order / Documentary evidence confirming number of downloads
g)	Proposed Solution and its components with Prototype design and Live demonstration of Smart Queue Management System (SQMS).	30	Technical presentation
h)	Work plan, approach & methodology for completing the work. – Technologies used, – Risks and Mitigation Plan – Training Methodology and plan time frame. – Operation and maintenance road map. – Clear and unambiguous narration of exit – Management activities of the bidder. – Challenges likely to be encountered – Client references.	20	Technical proposal and Presentation

- All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Scores for other than H1 bidders will be evaluated using the following formula:

$$T_n = \left\{ \left(\frac{\text{Technical Bid score of the Bidder}}{\text{Highest technical evaluation marks}} \times 100 \right) \% \right\} \text{ (Adjusted to two decimal places)}$$
- The commercial bids of only the technically qualified bidders will be opened for further processing.

MPaw
31.05.27
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



6.3 Evaluation of Commercial Bids

- i. The Commercial Bids of technically qualified bidders (i.e. Bidders with more than 70 marks in Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- ii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- iv. Any conditional bid would be rejected.
- v. Commercial bids whose value is less than 30% of the average bid price will be disqualified (the average price shall be computed by adding all commercial bid values of the technically qualified bidders' and dividing the same by number of qualified bidders).
- vi. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of error, its bid will be rejected".
- vii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- viii. In the event that there are 2 or more bidders having the same value in commercial bid, the bidder securing highest technical score will be adjudicated as "Best responsive bid" for award of the Project.
- ix. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial score for other bidders will be evaluated using the following formula:
$$Fn = \{(\text{Financial Bid of L1} / \text{Financial Bid of Bidder}) * 100\} \%$$

6.4 Final Evaluation of Bids

- i. The technical and financial evaluation scores secured by each bidder will be added using weightages of 70% and 30% respectively to compute composite score. The composite score will be computed as under:
- ii. $Bn = 70\% * Tn + 30\% * Fn$
- iii. The bidder securing highest composite score will be adjudicated as most responsive bidder for award of project.

M. Panda
31.05.23



7 Appointment of Implementation Agency

7.1 Award Criteria

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR will award the Contract to the successful bidder whose proposal has scored the highest composite score and would consider it as substantially responsive as per the process outlined above.

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR reserves the right to accept or reject any proposal, and to annul the tendering process/ public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** action.

7.3 Notification of Award

Prior to the expiration of the proposal validity period, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/public procurement process has not been completed within the stipulated period, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute formation of the Contract. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG).

7.4 Contract Finalization and Award

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR may also like to reduce or increase the quantity of any item in the Scope of Work defined in RFP. Accordingly, total contract value may change on the basis of rates defined in the financial proposal

7.5 Performance Guarantee

BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 3% of the total cost of Contract. The Performance Guarantee should be valid for the stipulated period of the project plus 90 days. The Performance Guarantee shall be kept valid till completion of the project and Warranty period, if any. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the



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selected bidder fails to submit Performance Guarantee within the time stipulated, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** at its discretion may cancel the order placed on the selected bidder without giving any notice. **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall invoke the Performance Guarantee in case the selected bidder fails to discharge their contractual obligations during the period or **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** incurs any loss due to bidder's negligence in carrying out the project implementation as per agreed terms and conditions.

7.6 Signing of Contract

After **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** notifies the successful bidder that its proposal has been accepted, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall enter into a contract with the successful bidder (prime bidder in case of consortium), incorporating all clauses, pre-bid clarifications and proposal of the bidder

A draft MSA document has been provided as a separate document for the reference of bidders only. The agreement with the selected bidder will be signed after getting the same vetted from competent Legal Authority.

7.7 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the draft legal agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of award, in which event **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** may call for new proposals from the interested bidders. In such a case, **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR** shall invoke the PBG of successful bidder.

MPand
31.05.23

Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



Formats for Response

7.8 Pre-Qualification Bid Formats

FORM PQ-1: Cover Letter

(To be submitted on the Letterhead of Bidder)

To

The Superintendent,

Bhima Bhoi Medical College and Hospital, Balangir

Subject: Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR**

Ref: RFP Reference No **XXXXXXXXXXXXXXXXXXXXXXXXXXXX**

Sir/Madam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. **XXXXXXXXXXXXXXXX** dated XXX. We hereby submit our proposal which includes the pre-qualification proposal, technical proposal and commercial proposal, sealed under separate envelopes. Our proposal will be valid for acceptance up to 180 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR/Scope including of our technical and financial proposal are found to be deviated, then you shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

M Pandey
21.05.23
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



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E-mail: gmchospitalbalangir@gmail.com



Yours faithfully,

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

FORM PQ-2: Bidder's Organization (General Details)

(To be submitted on the Letterhead of Bidder)

Sl#	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Address of local office in Odisha. If bidder has no local office at the time of bid submission, an undertaking has to be furnished on bidder's letter head on setting up an office within 7 days from issuance of work order.	
5.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
6.	Mobile no. of contact person:	
7.	E-mail address of contact person:	
8.	GST Number of the Firm	
9.	PAN No. of the firm	

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

APaw
31/05/23

Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001 27



FORM PQ-3: Acceptance of Terms and Conditions

(To be submitted on the Letterhead of Bidder)

To

The Superintendent,

Bhima Bhoi Medical College and Hospital, Balangir

Subject: Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.**

Sir/Madam,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the **XXXXXXXXXXXXXXXXX dated XXXXX** regarding RFP for "Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.**"

I declare that all the provisions/clauses including scope of work of this RFP are acceptable to our company. I further certify that I am an authorized signatory of the company and I am, therefore, competent to make this declaration.

Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:



FORM PQ-4: Bid-Security Declaration

(Company letter head)

To

The Superintendent,

Bhima Bhoi Medical College and Hospital, Balangir

Sub: Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR. – Bid-Security Declaration**

Sir/Madam,

In response to the RFP No.: **XXXXXXXXXX-XXXX dated XXXXX** regarding RFP for "Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.**" I/We, irrevocably declare as under:

I/We understand that, as per tender clause EARNEST MONEY DEPOSIT (EMD), bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of 5.6 year from the date of disqualification as may be notified by you (without prejudice to FACT's rights to claim damages or any other legal recourse) if,

MPandey
31-05-23

Superintendent 29
Bhima Bhoi Medical College & Hospital
Balangir - 767001



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1. I am /We are in a breach of any of the obligations under the bid conditions,
2. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
3. On acceptance of our bid by FACT, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature:

Name & designation of the authorized person signing the Bid-Securing Declaration Form:

Duly authorized to sign the bid for and on behalf of:____(completename of Bidder)

Dated on____day of _month,____year.

M Pandey
31.01.23



FORM PQ-5: Self-Declaration: Not Blacklisted

(Company letter head)

To

The Superintendent,

Bhima Bhoi Medical College and Hospital, Balangir

Sub: Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR. – Self Declaration for not Blacklisted

Sir

In response to the RFP Ref. No.: XXXXXXXXXXXX dated xxxxxxxx for RFP titled "Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.**", as an owner/ partner/ Director of (organization name)_____. I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:



Name of the Bidder:

FORM PQ-6: Project Citation Format

1.	Project Name:	
2.	Value of Contract/ Work Order (In INR):	
3.	Name of the Client:	
4.	Project Location:	
5.	Contact person of the client with address, phone and e-mail:	
6.	Project Duration:	
7.	Start Date (month/year): Completion Date (month/year):	
8.	Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
9.	Narrative description of the project with scope:	
10.	List of Services provided by your firm/company:	

M. Panda
31.05.23

Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



7.9 Technical Bid Formats

FORM TECH-1: Description of Proposed Solution along with Technology, Scalability, Completeness, Simplicity and Interoperability

Bidder has to provide details of the entire solution proposed, along with its key differentiators, covering all requirements.

Bidder has to specifically include (but not limited to) diagram and detailed description of the following:

- Functional Architecture
- Technical Architecture
- Network Architecture
- Deployment Architecture
- Security Architecture

Bidder must cover all aspects of the solution while showcasing its scalability, completeness, simplicity and interoperability.

FORM TECH-2: Description of Proposed Approach and Methodology

Bidder is free to propose any type of approach for implementation of Smart Queue Management System (SQMS) for **BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.**

FORM TECH-4: Detailed Work Plan with Activities, Duration, Sequencing, Interrelations, Milestones and Dependencies

SL#	Deliverable/ Activity*	Months							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									



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h)									
i)									
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n)									
o)									
p)									
q)									
r)									
s)									

Miranda
31.05.23
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



7.10 Financial Bid

FORM FIN-1: Financial Bid Covering Letter

(To be submitted on the Letterhead of Bidder)

To

The Superintendent,

Bhima Bhoi Medical College and Hospital, Balangir

Subject: Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) in BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR.
Ref: RFP Reference xxxxxxxxxxx-xxxxxx dated xxxxxx

Sir/Madam,

I /We, the undersigned, offer to provide the service for Selection of System Integrator for Development and implementation of Smart Queue Management System (SQMS) for BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR as per RFP No.: xxxxx-xxxxxx dated xxxxxx and our Pre-Qualification, Technical and Financial Proposals. Our attached Financial Proposal is exclusive of all applicable taxes and duties.

1. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in this RFP. These prices are indicated in the Financial Bid as part of this RFP response. In case there is substantial difference between the component wise price approved by BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR and the price quoted by the bidder, BHIMA BHOI MEDICAL COLLEGE AND HOSPITAL, BALANGIR will have the rights to ask the bidder to realign their prices without impacting the total bid price. We hereby agree to submit our offer accordingly.

2. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We understand that our proposal is binding on us and that you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal: Name:

Title:

M. Panda
31-05-23
Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001



Address of Bidder:

FORM FIN-2: Summary of Financial Bid (in Indian Rupees)

Costing of Digital Library:

Sl#	Item/Description	Unit	Rate	Qty	Cost
a)	HARDWARE COMPONENT COST (Department wise)	One time			
b)	Application COST	One time			
c)	Application maintenance Cost (Optional)	Per Year			
d)	SSL Certification	Per Year			
e)	Cyber Security Audit	No.			
f)	Operational Support Executive 3 Resources for 3 years	Man month			
g)	Desktop server	No.			
Total					

* Total Amount will be considered for commercial evaluation

M. Panda
21.05.23

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Superintendent
Bhima Bhoi Medical College & Hospital
Balangir - 767001