



लोकप्रिय गोपीनाथ बरदलै क्षेत्रीय मानसिक स्वास्थ्य संस्थान

तेजपुर: असम: पिन: 784001

LGB REGIONAL INSTITUTE OF MENTAL HEALTH

(An Autonomous body under Ministry of Health and Family Welfare, Govt. of India)

Website: www.lgbrimh.gov.in, e - Mail: mail@lgbrimh.gov.in

Post Box No. 15:: FAX No. (03712) 233623

TEZPUR:: 784001 :: ASSAM

LGB/IT/4155/2023/1244

Date: 6th March, 2023

NOTICE INVITING QUOTATION

Sealed Quotations are invited for Supply, Installation, commissioning and operation of Web Based Scheduled SMS & Out Bound Dialing (OBD) Reminder System at LGBRIMH, Tezpur as per the scope of work and on the terms and conditions mentioned in the enclosed document.

The technical and financial quotations should be submitted in the separate sealed envelopes. No quotations would be accepted by e-mail and only hard copies will be considered. Subject line and Tender Reference should be written on the Top of the envelope. Bidder can submit query at lgbetender@gmail.com latest within 7 days from the date of publication of the quotation.

The quotations may be submitted to the Office of the undersigned within 21 days from the date of issue of notification addressed to the Director, LGBRIMH, Tezpur, Sonitpur, Assam 784001. The rate should be quoted both in figure and words. Any corrections made should be authenticated. Use of whitener is strictly unacceptable. The quotation should be submitted in the sealed cover super scribed "Supply, Installation, commissioning and operation of Web Based Scheduled SMS & OBD Reminder System at LGBRIMH, Tezpur" and addressed to: - The Director, LGBRIMH, Tezpur, Sonitpur, Assam-784001.

Sealed Quotations should reach on or before 21 days from the date of publication of the quotation.

Director
LGBRIMH, Tezpur

A. Technical Quotation:

The following documents have to be provided along with the technical quotation:

- i. Provide Profile of Firm/Company along with the Year of establishment. Declaration by the proprietor of the firm, in case, the firm is proprietorship *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public*. In case of partnership firm, a scanned copy of partnership deed duly registered by the Register of Firms. Incorporation certificate in case of company should be submitted.
- ii. EMD of Rs. 4,000.00 in the form of DD/FDR/BG in the favor of Director, LGBRIMH, Tezpur payable at Tezpur, Sonitpur, Assam or proof of EMD exemption should be submitted.
- iii. Annual turnover of the bidder for the last 3 Years from Chartered Accountants should be submitted.
- iv. Names & addresses of similar projects in Govt./ Semi-govt./Govt. Autonomous & Other Institutions along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Documentary evidence to be provided for the same.
- v. Recent non-conviction/ non-blacklisting certificate *on non –judicial stamp paper of worth Rs. 100.00 – duly attested by Notary Public* (As per annexure III) should be submitted.
- vi. Updated Income Tax return documents should be submitted.
- vii. PAN Card and GST registration certificate should be submitted.
- viii. Valid Trade License or Incorporation certificate should be submitted.
- ix. Duly filled annexure IV and V should be submitted.
- x. Make in India specific Authorization certificate to be enclosed.
- xi. Scanned copy of local supplier declaration / certificate needs to be uploaded.

B. General Terms & Conditions:

- i. Technical and Financial quotation should be submitted on company letter head and should be submitted duly signed by the authorized person.
- ii. The payment will be made after the successful supply, installation, testing and commissioning of the product quoted and on receipt of bill for the same.
- iii. This contract shall be valid for a period of initially one year which could be extended on mutually agreed terms after completion of satisfactory services for next period. Institute reserves the right to terminate the contract by giving one month notice in writing without assigning any reason whatsoever.

- iv. Free technical support has to be provided by the successful bidder for 5 years after successful go-live of the Web Based Scheduled SMS & Out Bound Delivery (OBD) Reminder System.
- v. The quoted price shall be valid for at least 1 year. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever.
- vi. A Live Demo of the project should be presented before the Technical Evaluation Committee as and when necessary.
- vii. Financial quotation of only those firms will be opened, whose Technical Quotations are eligible after Technical evaluation.
- viii. Sub-letting/Sub-contract of project and services is not allowed.
- ix. LGBRIMH, Tezpur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.
- x. In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.
- xi. 99% uptime should have to be maintained during the contract period. If the breakdown is not attended within 12 hours of call then 0.5% of total contract value per day delay will be deducted.
- xii. The warranty period for the Web Based Scheduled SMS & Out Bound Dialing (OBD) Reminder System will be for a period of 5 years after complete installation, testing and commissioning.
- xiii. L1 evaluation will be based on total value wise evaluation of all the items mentioned in the financial quotation. The bidder has to quote all the CMC prices for five years.
- xiv. Public Procurement (Preference to Make in India) order no. P-45021/2/2017-BE-II dated 15 June, 2017 and subsequent amendment on 16th September, 2020 issued by DPIIT, Ministry of Commerce and Industry and as amended from time to time and its subsequent orders notifications issued by concerned Nodal Ministry will be applicable in this tender.
- xv. The bidder should not be an employee of LGBRIMH and should not have any relative working in LGBRIMH.

C. EMD/ PERFORMANCE SECURITY

- a) Bidder should submit EMD of Rs. 4,000.00 in the form of DD/FDR/BG drawn in favor of Director, LGBRIMH, Tezpur, Assam, payable at Tezpur, Sonitpur, Assam failing which the tender shall not be considered for acceptance and will be summarily rejected. Cash, cheque or any other mode of payment will not be accepted at all. The EMD deposited against previous tender cannot be adjusted or considered for this tender. No interest will be payable on the EMD/QUOTATION security. The EMD of the approved bidder will be released only after the concerned firm deposits necessary performance security. **The DD/FDR/BG of EMD should**

reach LGBRIMH before the last date of opening of technical quotation. EMD of unsuccessful bidders will be returned in due time.

- b) **PERFORMANCE SECURITY:-** Performance Security, equivalent to 3% of the total cost of the items approved shall have to be deposited by the successful bidder in the form of DD/FDR/BG drawn in favor of Director LGBRIMH, payable at Tezpur. Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The same amount will be released after fulfillment of contractual obligations and no interest shall be payable thereof.

D. Scope of the Work:

LGBRIMH visualize a solution that will facilitate sending customized Web Based Scheduled SMS & OBD Reminder System to our patients, two/three days before their date of Re-Visit. A web based user interface/tool should be provided with the following minimum provision:

- Login with Username and Password.
- Forget Password Provision.
- To feed the patient’s Mobile No and the days after which they should come for revisit (shown in Schematic Diagram).
- Report of Appointments: Date wise, Monthly, Yearly.
- Manage Reminders Frequency: Manage the text of Reminders and frequency.
- Reminder Report.
- View Patients’ Appointment History.
- Dashboard to check the Data Counts.
- Manage Patients’: View, Add, Edit, Delete.
- Check Today’s Appointment.
- To view the delivery status.
- To view and download line listing of delivery report for specific period.

A schematic diagram for feeding the Patient data and the role of the web based application has shown below.

Date of Entry:

22-12-2022

A	B	C
<i>Patient Mobile No</i>	<i>Revisit after (in days)</i>	<i>Role of the web based Application</i>
<i>7725124525</i>	<i>15</i>	<i>The system will send SMS to this mobile no on 4th</i>

		<i>January, 2023 (i.e. one day before the date of Revisit)</i>
9452365236	30	<i>The system will send SMS to this mobile no on 20th January, 2023 (i.e. one day before the date of Revisit)</i>

Column A and B will be filled by the Data Entry Operator of LGBRIMH.

1. There should be a provision in the web application to change the scheduled date (i.e. 2/3/4.. days before the date of Revisit).
2. The bidder should have capabilities to send SMS/ Voice Calls to all GSM and CDMA handsets and on all telecom operators available in India without any exception.
3. Provision of text SMS may have to be delivered in English.
4. Provision of Voice Call will be in Assamese, Hindi & English simultaneously (i.e. in a single call)
5. The SMS/ Voice Calls should be delivered from 9AM to 10PM positively.
6. All sent SMS/ Voice Calls should have delivery details and should be accessible by LGBRIMH, Tezpur. Payment will be as per delivery details of SMS/ Voice Calls.
7. One Text SMS should have minimum 160 characters in English.
8. DLT (Distributed Ledger Technology) Registration and Minimum two numbers of Sender ID should be provided by the vendor.
9. Sender ID should be approved by LGBRIMH, before sending the SMS.
10. In case of any SMS related issues LGBRIMH will lodge a complaint which should be attended immediately.
11. Uninterrupted Service must be provided.
12. The selected vendor shall provide all technical support.
13. The selected vendor should provide a contact number and escalation matrix for attending complaints and to provide technical support which should be available on 24 X 7.
14. The selected vendor will do all liaisoning & co-ordination job and will be a single point of contact for all issues.

The selected vendor will have keep the database of delivery reports in the live server for at least one years or till completion of agreement period and settlement of bills which should be easily accessible by LGBRIMH through secured user login. Necessary login credential should be provided to LGBRIMH.

E. Purchasers Rights :

- a. Institute reserves the right to accept/reject any or all the Quotations in whole or in part and annul the quotation process without assigning any reason whatsoever. No correspondence will be entertained.
- b. Institute reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- c. Institute reserves the right to black list a bidder for a suitable period in case the firm fails to honor its quotation without sufficient grounds.
- d. If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited.
- e. It shall in no way be binding on the Institute to purchase the exact number of quantities as indicated in the Tender Document. The actual quantities that may be purchased by the Institute may vary in each case.
- f. If the bidder gives false statement on any of the above information, the firm / supplier will not be considered and their tender shall be deemed to be rejected and the security deposited will be forfeited.
- g. The Institute reserves the right to cancel the contract at any point of time during the contract period.

G. AGREEMENT:- An agreement will have to be executed on non judicial stamp paper of Rs.100 /- by the successful bidder with the institute authority in the format (Annexure IV) prescribed by the institute within 10 days from the date of Award of Contract(AOC)

H. REJECTION OF THE TENDER :- Terms & Conditions

The Bid will be rejected due to any of the reason or reasons mentioned below:-

- a) Non submission of tender within the stipulated date and time.
- b) Submission of tender without EMD (as applicable).
- c) Failure to provide the Tender Documents as per Para 1.b of bid document

I. DISPUTE ADJUDICATION:-

In case of any dispute the same shall be mitigated as per provision of the tender and territorial jurisdiction shall be within the limit of the Tezpur District Court.

Technical Quotation

Quotation for Supply, Installation, commissioning and operation of Web Based Scheduled SMS & OBD Reminder System at LGBRIMH, Tezpur

Sl. No.	Description	Company Response	Remarks
1.	Profile of Firm/Company Year of establishment Number of employees a. Technical b. Non Technical Annual turnover for the last 3 Years. (Provide details & relevant documents.) Attached separate sheet.		
2.	Names & addresses of similar projects in Govt/Semi-govt./Govt. Autonomous or other Institutions along with the telephone numbers of the contact persons of the clients to whom similar services provided by your company. Documentary evidences to be provided.		
3.	Contact details of the authorized person of the company. Name : Office Tel No. : Mobile no. : Official E-mail id :		
4.	Resolution time to rectify problem in SMS/Voice Call Reminder System.		
5.	Name of the product quoted		
6.	Any other Information from the Vendor		
7.	Escalation matrix for troubleshooting		
8.	Training for users of LGBRIMH (Operational)		
9.	Deviation of specifications (if any)		

Date :

(Signature)

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....
..... Resident
of.....
.....
..... Do
solemnly pledge and affirm:

1. That I am the proprietor /partner/authorized signatory of

M/s.

.....
.....

1. No police case is pending against the Proprietor / partner of the Company (Agency).
Indicate any convictions if any against the Company/firm/partner.
2. I/We have not quoted the price higher than previously supplied to any Government
Institute / Organisation / reputed Private Organisation in recent past.
3. (Proprietor/firm) has never blacklisted by any organization.

Name & Signature
Seal of the participating Bidder Company
Affirmation/Verification

UNDERTAKING

**The Director,
LGBRIMH, Tezpur**

Sir,

1. The undersigned certify that I/we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I/we have no objection for any of the content of the tender document and I/we undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. I/ We enclose herewith the bank DD/FDR/BG No. Dated.....For Rs. (For Rupees.....) drawn in favor of the Director LGBRIMH, Tezpur towards EMD.
3. I/We undersigned hereby bind myself/ourselves to LGB Regional Institute of Mental Health, Tezpur, Assam -784001 to supply the approved product in the approved prices to **LGBRIMH, Tezpur**. The product shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Director, **LGBRIMH, Tezpur**, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I/we undertake to arrange for a demonstration of the product, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the quotation. Cost of such demonstration shall be borne by me/ us.
5. Performance security 3% of the cost of the product approved shall be deposited by me/us in the form of DD/FDR/Bank Guarantee in the name of Director, **LGBRIMH, Tezpur** on award of the contract from a Nationalised / Commercial Bank and shall remain in the custody of the Director **LGBRIMH, Tezpur** till the validity of the Contract period plus two month (i.e. for 14 months).
6. I/We declare that no legal/financial irregularities are pending against the proprietor Partner of the tendering firm or manufacturer.
7. I/We undertake that the product supplied are as per Make/Model /Catalogue/ technical literature description.
8. I/we do hereby confirm that the prices/rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs. I/we also offer to supply the product at the prices and rates not exceeding those mentioned in the Financial Quotation.
9. I pledge and solemnly affirm that the information submitted in quotation documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period, the Director, **LGBRIMH, Tezpur** (India) will have full authority to take appropriate action as he/she may deem fit.

Signature of bidder
With seal of firm (Name of bidder)

Place

Date.....

Organization's contact details

NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent	
Phone	
Fax	
E-mail	
Contact Person Name	
Mobile Number	
TIN Number	
PAN Number	
GST Number	
Bank details	
EMD Details	

Financial Quotation:

Annexure V

Sl. No.	Item description	Rate without tax (in Rs.) (Inclusive of installation charges, if any)	GST (in Rs.)	Total Amount Inclusive of all taxes
1.	Server, Domain & SSL Charges (recurring for 5years) (if any)			
2.	One Time Development Cost			
3.	DLT Registration & Processing charge for 5 years			
4.	Per SMS Cost			
5.	Voice Call Cost (per 30 Seconds pulse)			
6.	Grand Total			

Annual Maintenance Contract (AMC) after free technical support of 5 years (in Rs.)

CMC	Amount Inclusive of all taxes
AMC for 1 st year after free technical support of 5 years	
AMC for 2 nd year after free technical support of 5 years	
AMC for 3 rd year after free technical support of 5 years	
AMC for 4 th year after free technical support of 5 years	
AMC for 5 th year after free technical support of 5 years	