

GURU ANGAD DEV VETERINARY AND ANIMAL SCIENCES UNIVERSITY

Accounts Officer, Purchase Cell, Office of Comptroller

Ferozepur Road, Ludhiana- 141004 – Punjab (India)

Email : officepurchasecell@gmail.com Website: www.gadvasu.in

Phone 0161-2553353

DETAILED NOTICE INVITING e-TENDER

Note:- The e-Tender of Guru Angad Dev Veterinary & Animal Sciences University, Ludhiana appeared/listed on website <https://eproc.punjab.gov.in> under Organisation "Department of Animal Husbandry" and Division "Purchase Cell".

<u>CRITICAL DATE SHEET</u>	
Tender Reference No.	PC/2018-19/1863 Sr No. 2
Tender ID No.	2018_DAH_24358
Last Date & time for submission of online Bid	22-01-2019 upto 2.00 pm
Date & time for opening of technical Bid	23-01-2019 at 2.15 pm
Address for Communication	Accounts Officer, Purchase Cell O/o Comptroller, Guru Angad Dev Veterinary and Animal Sciences University, Ferozepur Road, Ludhiana- 141004 Email : officepurchasecell@gmail.com Website: www.gadvasu.in Phone 0161-2553353
Contact person for required item related enquiry (Name and contact number of Indentor)	Dr. Raj Sukhbir Singh M-+9194178-07152

Guru Angad Dev Veterinary and Animal Sciences University, Ludhiana invites e-tenders through the website <https://eproc.punjab.gov.in> under two bid systems from eligible and qualified bidders for supply of the following goods, as per the required specification with full terms & conditions.

Details of required item(s)

Sr. No.	Name of required item(s)	Quantity	Name of indenting department/ place of delivery /installation of item(s)
1	Customized Hospital Database Management Software with accessories	One	Professor cum Head, Department of Teaching Veterinary Clinical Complex, College of Veterinary Science, Guru Angad Dev Veterinary & Animal Sciences University, Ludhiana.

Detailed specifications of the required item(s):-

Specifications/ Requirements for software and hardware

A. Hospital database management software

Basic requirements of software:

- Web Based Application
- Application should be in .NET Technologies
- Database-Microsoft SQL Server Standard Core (Academic)
- At least 150 concurrent users at a time
- Well-designed user interface compatible with various devices (like PC, Tablets and Mobile)
- User friendly and easily understandable to the newer user
- Compatible with Virtualization of System (allow running of different applications requiring different OS on one computer system), Web Service Interface, and solutions extended with HL, FTP, COM & WEBAPI
- The product developed should be flexible to take care of future changes if required
- Software should be fully secure with physical security, OS and network security, database security and application security
- Reports should be viewed in software before printing
- Software application should automatically take backup of data twice in a day.
- Provision of import/ export data in XLS, PDF and Doc file
- Maintaining the Log records of each user entry.
- An android based mobile app with basic requirements like scheduling an appointment and pet health card
- Package of at least 50, 000 SMS/year for 2 years

Software should include following modules

1. Clinical Management

- Owner and patient registration through website. Patient appointment with owner information, patient (canine, feline, bovine, equine and other) information and patient photo with barcode printing facility
- Information about vetero-legal cases
- Detail/management of clinician/resident/staff on duty
- Details of history of patient, clinical examination findings, diagnostic tests, tentative diagnosis, medicine prescribed or clinical procedure performed and patient follow ups
- Operation theater (OT) management like scheduling, entry, etc.
- Electronic prescription directly linked with vaccination, medicine, laboratory, radiology, etc.
- Ability to display and manage health maintenance alerts including chronic disease or other health related reminders for the patient owners through website (email) or mobile (SMS)
- Software should be compatible/ networked with PACS system for authorized accessing of radiographic picture and reports
- Vaccination master or module including vaccination type and schedule and link with available brands. Also have provision of alerts for owners (through SMS and email) for vaccination of their animals
- Ability for the clinician to customize frequently used notes, prescription, drugs etc.
- Integrated with medication list with dosages, and available brands



- Able to show editable body parts like dental charts, uterus, eye, limbs
 - Display notification/messages to in-charge of specialized sections of the hospital such as cardiology, ophthalmology, radiology, clinical laboratory, etc. for immediate attention with a prioritization alert
 - Disease list and associated information like diagnostics, treatment, etc. can be updated or edited and signed any time by any authorized person. Has standard order sets that can be customized by each user based on his/her favorites
- 2. Administrative Management**
- Finance management including charges related with registration, laboratory tests, radiology, postmortem examination, etc.
 - Management of staff like attendance, assigned duty, working time, etc.
 - Automatic alerts through SMS and email for working staff or circular/notice display on web application
 - Inventory of medicines (with expiry detail), surgical equipment, disposable material, indents etc.
 - Ability to add or delete any data or manage masters by authorized person
 - Ability to display comprehensive reports/graphs on data pertaining to patient, disease, laboratory, inventory, finance, etc. during any specified time frame
- 3. Management Information System**
- For regular or special reports on operations for every level of management
 - Should be compatible with Health Level Seven International (HL7)
 - Provide at least 20 customized reports in addition to minimum of 200 standard/operational reports
- 4. Pharmacy Management System**
- Ability for automatically link prescription to the appropriate drug formulary, customize formulary, search and report on prescribed medication in case of a drug recall
 - Cost analysis of prescribed medication in comparison to formulary and generics, maintain medication lists in different list for historical and current, and provide alternative suggestions for medications
- 5. Electronic Health Record**
- Provision to print entire record, electronically transmit patient record with in the enterprise, bill the patient visit, carry forward review of systems, problem lists, medication, etc. from last visit, insert anatomical markups into documentation, document visit using prebuilt templates
- 6. Laboratory Information System**
- Laboratory module must supports to perform various tests under the different disciplines like Biochemistry, Cytology, Haematology, Microbiology, Serology, Feed testing, Toxicology, Parasitology, Radiology, Post-mortem, Histopathology, etc.
 - Customization and management of tests and results as per need e.g., can be grouped under various sections and sample type (specimen), ability to input the sample and generate the sample number as per request, can enter results based on the sample type either to one test or multiple tests
 - Supervisor can able to approve the result and make it available to concerned clinicians on duty
 - Include features like manage test master, price list, templates, specimen details, barcode and colour-code management, invoicing, sample collection, result entry or auto result posting by equipment interfacing, result verification and approval by pathologist, report printing and delivery (written/ email/SMS /on monitor), customer access to verified reports (SMS/email), TAT monitoring, should able to represent lab data in graphical and tabular format
- 7. Inventory Management System**
- Module for computerization of inventory items covering non-consumable and consumable

items

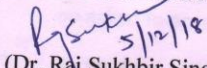
- Module should cover functions of purchase order, purchase, stock & issue of items, stock accounting and inventory control functions like minimum/ maximum/ reorder level/ reorder quantity/ safety stock management, internal indent processing, issue and return of medicine from/ to patient, issue and billing of consumables to patient, user friendly dashboard


B. Hardware and Accessories


Server, Operating System, Desktop and UPS

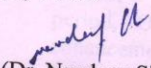
Configuration	Quantity
<ul style="list-style-type: none"> Tower Server, Intel Xeon E3 – 1220 v6, 8MB 3.00 GHz, 32 GB, 2 X 1TB Enterprise SATA 3.5". RAID 0,1,5,10 (RAID 121i), Keyboard, Mouse, Monitor with 3 Years Onsite Warranty 	One
<ul style="list-style-type: none"> OS- Windows Server 2016 (Academic) 	One
<ul style="list-style-type: none"> Desktop - Intel i5 with 7th generation, 4 GB RAM, 1 TB HDD, Windows 10 Professional, 18.5" LED Monitor, in-built wireless access, loaded with latest version of MS office (academic paper license). Preferable brands: HP/DELL/Lenovo, minimum of 3 years warranty 	One
<ul style="list-style-type: none"> UPS - Online 3 KVA UPS with maintenance free dry batteries providing backup of at least 5 hour on full load. Preferable brands: APC/Microtek/Emerson 	One

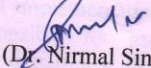
PI and Co-PIs of the Project

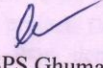

(Dr. Raj Sukhbir Singh)
PI, TVCC


(Dr. Arun Anand)
Co-PI, VSR

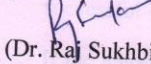

(Dr. Dhiraj Gupta)
Co-PI, VMD

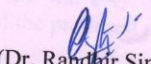

(Dr. Navdeep Singh Ratta)
Co-PI, VGO

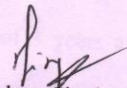

(Dr. Nirmal Singh)
Co-PI, Library, GADVASU

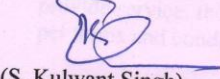

(Dr. SPS Ghuman)
Co-PI, TVCC

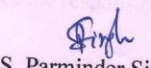
Sub-purchase committee

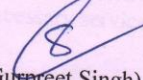

(Dr. Raj Sukhbir Singh)
Indenter, TVCC


(Dr. Randhir Singh)
Nominee, Dean, COVS



(Dr. Navdeep Singh)
Nominee, Head, TVCC


(S. Kulwant Singh)
Nominee, Comptroller,
GADVASU


(S. Parminder Singh Mangat)
Technical member, Librarian
GADVASU


(Sh. Gurpreet Singh)
Storekeeper, TVCC

It is certified that the above specifications are general and do not favour any specific model/brand/company etc.


(Head, TVCC)

Terms and Conditions

1. Authorized bidder/dealer should be registered with GST. Provide documentary proofs in technical bid.
2. Authorized bidder/dealer must provide technical and financial bids in separate envelopes. Technical bid should carry all the details related to the software and hardware such as specifications, model/make, version, application, material used, warranty period, period of annual maintenance, terms of work (complete details regarding implementation of project), Authorization Certificate from the Original manufacturing company (OMC), etc.

Financial bid should contain details of all types of charges (in INR) related to software and hardware like customization, installation, AMC, taxes, payment terms, etc.

Rates should be item wise with overall cost of the project at the end.
3. Authorized bidder/dealer must have an annual turnover of Rs. 2 Crores for the last 3 consecutive years. Provide documentary proofs in technical bid.
4. Tender for the hospital management software and hardware shall be awarded to the authorized bidder/dealer who will quote lowest price of the whole project in total (i.e. combined for software and hardware).
5. Original manufacturing company (OMC) should have at least one office in Punjab/ Chandigarh/Delhi. Provide documentary proofs in technical bid.
6. Authorized bidder/dealer must have provided similar product in Government/ Private Institutes/ Universities in India. Enclose documentary proofs in technical bid. Bidder may be asked to provide on-site demonstration of similar product at their own cost.
7. Authorized bidder/dealer must provide free AMC of the complete software for a period of at least 2 years after successful implementation/live of the proposed project. During this period, OMC shall be responsible for implementation of any new demographic enhancements suggested by the department free of cost. Any consumables if carry lesser warranty must be clearly mentioned in the bid. Any update in software shall be provided free of cost.

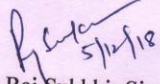
Bidder must also provide with the warranty of hardware for a period of 3 years after successful implementation/live of the proposed project.
8. If the tender is being quoted by an authorized bidder/ dealer, a letter from the OMC must be enclosed in technical bid stating that in case the authorized bidder/dealer refuses to provide service, the OMC will take the responsibility of providing all necessary services as per terms and conditions.
9. On award of tender, the authorized bidder/dealer/OMC shall submit a detailed plan for the implementation of project at the beginning. After approval, the OMC has to develop the standard product as per the hospital need. During development, OMC should provide routine demonstrations regarding configuration and customization of modules. The authorized bidder/dealer/OMC must ensure to provide software to the full satisfaction of the department.
10. The product developed should be flexible to take care of future changes if required. The OMC has to implement new enhancements if asked by the hospital during later stages after




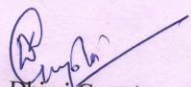
start of the project.

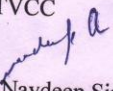
11. The authorized bidder/dealer/OMC must ensure to provide round the clock with functional and technical support of both hardware & software. Online help is must. Should have remote access and support.
12. The authorized bidder/dealer/OMC must provide training to the team nominated by GADVASU after installation & should also ensure to provide similar training in future if required. Complete documentation/manual of all configuration settings, steps and stages involved in the implementation of the project shall have to be provided to the GADVASU. Adequate training material including manuals, quick reference cards etc. should be in paper and electronic media.
13. Quoted prices should be FOR to the GADVASU, Ludhiana.
14. All disputes are subjected to Ludhiana jurisdiction only.

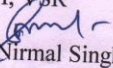
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

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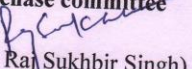

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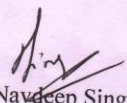

(Dr. Nirmal Singh)
Co-PI, Library, GADVASU

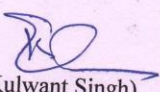

(Dr. SPS Ghuman)
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
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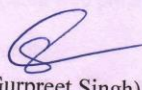

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Prof. cum Head,
Dept. of Teaching Tech. Complex,
GADVASU, Ludhiana.

<u>DETAILS OF FEES</u>	
Details	Amount (Rs)
Tender Fees (Non-refundable)	2,910/-
Earnest Money Deposit (EMD) (Refundable) The EMD will be returned to the unsuccessful bidders automatically by the State Public Portal i.e. http://eproc.punjab.gov.in . Note: 1. Earnest Money Deposit (EMD) of successful bidder will be refunded only after receiving the satisfactory report from the inspection committee of the concerned department/college as per the tender terms and conditions, and guidelines laid down in the Purchase Procedure of Guru Angad Dev Veterinary and Animal Sciences University. 2. The units registered with National Small Industries Corporation (NSIC) or the concerned Ministry or Department shall be exempted from the payment of Bid Security (Earnest Money Deposit) as defined under General Financial Rules, 2017. In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format.	87,300/-

Processing Fee for the tender

Estimated Cost of item (in INR)	Total Processing Fee including GST @ 18% to be paid by bidder (in INR)
Not disclose	Rs 2,360/-

The firms are also required to upload copies of the following documents in a single file of .pdf format with Technical Bid:-

- a) Scanned copy of Full details of Item(s), sub systems and additional items/accessories to be quoted (i.e. Full name, Model number, Name of Accessories, Manufacture Details, Literatures/brochures/write-ups, Guaranty/Warranty, AMC details etc.) as mentioned in the technical bid.
- b) Scanned copy of all document(s) mentioned in the above detailed specification of the required items (if any).
- c) Scanned copy of the Authorization dealer/distributor/stockiest certificate issued by Manufacturer.
- d) In case of imported equipment, scanned copy of Manufacturers Authorization Certificate issued by Principal Manufacturer duly verified by the Indian Agent.
- e) Scanned copy of Tender Acceptance letter (Annexure-I).
- f) Scanned copy of Undertaking as per (Annexure – II).
- g) Scanned copy of Bank details (Annexure-III).
- h) Scanned copy of firm's Registration, PAN Card, GSTIN.
- i) Scanned copy of Income Tax Statement for the last two years.

Guidelines for submission of FINANCIAL BID:

- (a) The rates should be quoted as per the BOQ uploaded on the SPP Portal. Taxes, if any, should be indicated separately. The bidders are advised to download this BOQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the Financial Bid. The Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with GADVASU.
- (b) The bidders are advised to quote price for equipment in INR.

Guidelines for bidders for Registration and Submission of bids:-

1. Bidders should enroll/register in the e-procurement module of State Public Procurement Portal (SPP Portal) through the website: [URL:http://eproc.punjab.gov.in](http://eproc.punjab.gov.in) for participating in the bidding process. Useful information for Registration of first time bidder and instructions for submitting the online bids on the SPP Portal is available at [URL:http://www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in) through its link "Bidder Manual Kit" (<https://eproc.punjab.gov.in/nicgep/app?page=BiddersManualKit&service=page>).
2. Tender Documents can be downloaded from the State Public Procurement Portal [URL:http://eproc.punjab.gov.in](http://eproc.punjab.gov.in).
3. Any change/corrigendum/extension of opening date in respect of this tender shall be issued through websites www.gadvasu.in and www.eproc.punjab.gov.in only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit these websites for updates. Bidder should also take into account any all corrigendum(s) published before submitting the bids online.
4. The bidders are required to submit their bids online on the SPP Portal, using valid Digital Signature Certificates. Bids received only on SPP Portal will be considered, however bids sent through sealed cover/email/post/fax, etc. will be rejected.
5. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender.
6. The date and time fixed for opening of bids will remain unchanged, even if it is declared as a holiday by the Government. GADVASU will not be responsible for any delay in enrolment / registration as bidder or submitting /uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website [URL:http://eproc.punjab.gov.in](http://eproc.punjab.gov.in) and enrol their Digital Signature Certificate and upload their bids/documents well in advance.
7. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the tender.
8. Any queries relating to the process of online bid submission or queries relating to SPP Portal in general may be directed to the SPP Portal Helpdesk. The contact number for the helpdesk may be seen on website under "contact us" or 0172-2970263, 0172-2970284.

General Terms & Conditions / Instructions for bidders:-

1. The interested, bona fide and reputed dealers/distributors/stockists/manufacturers or Indian agents (on behalf of their foreign principals) may submit online bids for each of the required item(s) along with all requisite documents, Tender Fee, Processing Fee and EMD.
2. EMD(s) for different required item(s) as indicated in respective cell(s) under the EMD column of the above table should be submitted separately for each item(s).
3. The units registered with National Small Industries Corporation (NSIC) or the concerned Ministry or Department shall be exempted from the payment of Bid Security (Earnest Money Deposit) as defined under General Financial Rules, 2017. In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format.
4. The EMD will be returned to the unsuccessful bidders automatically by the State Public Portal i.e. <http://eproc.punjab.gov.in>.
5. The EMD will be forfeited if the bidder fails to accept the order based on his/her offer/bid or fails to supply the items.
6. The quoted equipment shall be in compliance with the required specifications mentioned in tender and shall be of the latest technology, best quality and high standards. Any optional accessories/ tooling, besides the standard equipment recommended for the better performance of the equipment, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents. No extra payment shall be paid on account of any discrepancy in nomenclature of items.

7. The item should be delivered F.O.R. at GADVASU/Research Stations/KVKs/Colleges etc. as mentioned in Tender document and the supplier shall be responsible for any damage during the transit of goods. The FOR price should be inclusive of all incidental charges i.e. freight, forwarding, insurance, etc.
 8. The clearing charges from custom house will be borne by the Indian Agent of supplier.
 9. Validity period 60 days
 10. All miscellaneous charges on foreign transactions make Form 15A and its subsequent charges on verification by Chartered Accountant would be borne by the bidder.
 11. The documents will be provided to the Indian Agent on request by GADVASU.
 12. Tenderer shall take into account all costs including installation, commissioning, cartage, etc. for giving delivery of material at site before quoting the rates. In this regard no claim for any extra payment for any reason shall be entertained.
 13. Our Institute is registered with DSIR and are exempted from Excise Duty & Custom Duty. Hence, CDEC/DSIR will be provided to the firm, if demanded. Rates should be quoted accordingly.
 14. **The University is entitled for Discounted GST @ 5% on items which are covered under Notification No 47/2017- Integrated Tax (Rate) Dt 14th Nov, 2017, Notification No. 45/2017-Central Tax (Rate) Dt 14th Nov, 2017 and Amendment no. 10/2018- Integrated Tax (Rate) Dt 25th Jan, 2018 and University shall provide Declaration for GST Benefit.** Therefore all charges including GST according to above circulars and any other levies payable by University should be clearly indicated otherwise it would be presumed that the rates quoted are inclusive of all these charges and will not be paid.
 15. The quantity can be increased/decreased as per the actual requirement.
 16. The bidder is required to furnish the non-blacklisting certificate as per Annexure – III.
 17. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tender stipulate any condition of his own, such conditional tender is liable to be rejected.
 18. GADVASU reserves the right to accept/reject any or all the tenders in part/full without assigning any reason thereof.
 19. All disputes shall be subject to Ludhiana jurisdiction only.
- Place: Ludhiana

Sd/-
Accounts Officer
Purchase Cell O/o Comptroller
GADVASU

TENDER ACCEPTANCE LETTER

(To be given on firm letter head)

Date:

To,

Assistant Accounts Officer,
Purchase Cell O/o Comptroller
Guru Angad Dev Veterinary and Animal Sciences University
Ludhiana

Sub: Acceptance of Terms and Conditions of Tender.

Tender Reference No:

Name of the tender/work:-

Sir,

1. I/we have downloaded the tender documents for the above mentioned Tender/Work from the website(s) www.eproc.punjab.gov.in as per your advertisement.
2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like Annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/we shall hereby abide the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization has also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum(s) in its totality /entirety.
5. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully

Date:

Place:

**Signature of the Bidder
with Official Seal**

Name -----

Designation-----

Under Taking

(To be given on firm letter head)

Date:

To,

Assistant Accounts Officer,
Purchase Cell O/o Comptroller
Guru Angad Dev Veterinary and Animal Sciences University
Ludhiana

Tender Reference No:

Name of the tender/work:-

Sir,

1. I/we certify that the items/products quoted by our firm comply all required Technical Specifications as mentioned in the DNIT (Detailed Notice Inviting Tender) under 'Detailed Specifications of the required items'.
2. I/we hereby certify that all miscellaneous charges on foreign transactions, make Form 15A and its subsequent charges on verification by Chartered Accountant would be borne by our firm /dealer/distributor.
3. I/we hereby certify that our company/Firm has not been **blacklisted/debarred** by any Govt. Department/Public Sector Undertaking/ Research Institution/Statutory body/University in India during the last **Five** years.
4. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully

Date:

Place:

**Signature of the Bidder
with Official Seal**

Name -----

Designation-----

(To be given on firm letter head)

MANDATE FORM FOR BANKING DETAILS

Date:

Name of the Firm:

Registered /Postal Address:

- 1 Permanent Account Number (PAN) No.
- 2 Service Tax Registration No., if applicable
- 3 Bank details:

a. Bank Name	
b. Branch Address	
c. Account No.	
d. Type of Account (Current/Savings)	
e. MICR No	
f. RTGS/NEFT Code	

Date:

Place:

**Signature of the Bidder
with Official Seal**

Name -----

Designation-----