

VALLABHBHAI PATEL CHEST INSTITUTE
UNIVERSITY OF DELHI: DELHI-110007.

Ref. No. VPCI/SP-RRS/2014-15/241

Date: 29/04/2014

To

Sub: Proposal for providing Radiology Reporting Service (Tele-Radiology)

Sir,

Sealed Bids are invited from reputed, qualified and experienced Service Provider/Firms for providing Radiology Reporting Service (Tele-Radiology) to the institute.

You are requested to submit your proposals on or before **19/05/2014 to 1.00 PM**, to the Deputy Registrar, VP Chest Institute, University of Delhi, Delhi 110 007, giving the most competitive rates.

Please read the following documents, attached herewith, carefully before submitting your tender for the above mentioned system:

1. Information to Service Providers regarding the procedure for submission of proposal (Annexures 'A, A-1, A-2').
2. Terms of Reference (TOR) (Annexure 'B').
3. Terms & Conditions (Annexure 'C').

In case of any information/clarification you may visit our office on any working day between 3.00 PM and 5.00 PM on or before 16/05/2014 with prior permission/appointment on Phone No. 011-27402423, after which no clarification/information will be entertained.

Yours faithfully,

Encls. As above

Deputy Registrar

**INFORMATION TO AMC SERVICE PROVIDERS REGARDING THE PROCEDURE
FOR SUBMISSION OF PROPOSAL**

You are requested to submit your proposal/tender in two bids system viz. (i) technical and (ii) financial, separately as per enclosed standard formats (Annexure 'A-1' and Annexure 'A-2'), to the Deputy Registrar, Administrative Block, Multi-storey Building, 3rd Floor, V.P. Chest Institute, University of Delhi, Delhi 11007 latest by **19/05/2014 upto 1.00 PM**. The authorised representative of the service provider/firm(s) with the prior permission/appointment of the Institute/ Officer-In-charge of the system can visit the VPCI from 3.00 p.m. to 5.00 p.m. on or before 16/05/2014 to see complete details about existing system with its peripherals for the purpose for providing Radiology Reporting Services (Tele Radiology) at VPCI.

FORMAT OF TECHNICAL PROPOSAL

1. Name of Firm
2. Address& contact details of the Firm
3. Names/list of clients whose AMC work has been undertaken by the Firm in the past.
4. Details of the experience of the Firm/Service Provider for executing similar AMC work by them at Govt. Hospitals/Institute/Offices etc.
5. CVs' of the team leader/key person and Service Engineer(s) to be deployed by the Firm for executing the work.

ANNEXURE 'A-2'

FORMAT FOR FINANCIAL PROPOSAL

I, _____ (authorized person of the firm) accept all the terms & conditions of V.P. Chest Institute, University of Delhi, Delhi-7, vide letter No. VPCI/SP-RRS/2014-15 dated 23 /04/2014. I hereby undertake to sign the Contract Agreement, if any, within ten days from the date of issue of the Confirmed Order by the Institute. I am submitting herewith our charges of Radiology Reporting Services (Tele-Radiology) as under:-

S. NO.	DESCRIPTION	AMOUNT (RS.)
1.	CT Chest/Any Body Part	
	Total	
	Service Tax	
	Grand Total	

Date:

Place:

Authorised Signatory
Seal of the Firm/Service Provider

N.B. The format may be printed on the letter head of the firm/service provider

Terms of Reference:

**1. OBJECTIVE:TO PROVIDE RADIOLOGY REPORTING SERVICE
(TELE-RADIOLOGY)**

Following should be complied and offered:-

1. The System should be connect to existing CT & PACS System seamlessly.
2. CT Images should be transferred from existing network to server for reporting. The reports should be available within agreed Turnaround time on viewing station of the respective consultant.
3. Should have provision of sending images directly from CT Machine or PACS.
4. The images shall be stored on the service provider's server and made available to consultant over internet with adequate security provision.
5. The quality of images should not be effected when transferred over to reporting Centre by the system offered.
6. Communication between reporting radiologist and referring consultants should be online with call centre contact number and should be available during reporting hours.
7. Turnaround Time should be mentioned clearly and separately for Urgent Reporting (Should be 4 Hrs Normal and 60 Minutes for Urgent) and any charges for urgent Reporting should be mentioned separately.
8. A panel of 10 Radiologists with MD/DNB/equivalent qualification and 10 years experience should be provided for approval of the Institute.
9. Clinical Audit Reports should be submitted time to time.
10. Viewer Access to consultants should be provided.
11. Terms for Medico Legal Case should be mentioned.
12. Reporting Time should be mentioned for all weekdays.
13. Tenure of providing services should be also mentioned in the offer.
14. Reporting service charges for CT Scan should be mentioned.
15. All Hardwares/Softwares will be installed and maintained by the Service Provider at no cost to the Institute. The Institute will provide power supply with generator back-up.
16. All other incidental costs will be met by the Service Provider.
17. Any other requirement should be clearly mentioned.
18. Continuation of services will depend upon monthly satisfactory report from the Institute and may be terminated by either side with one month's notice.

TERMS & CONDITIONS

1. The tender must be submitted in two bids one containing the technical bid and the other containing the price bid.
2. The technical bid shall not contain any indication of the price offered for the item for which Tender is given by the vendor. In case it is found that the technical bid contains the price for the item or any direct or indirect indication of it, the entire bid documents will be summarily rejected and steps as per the existing Govt. rules will be initiated against the bidder.
3. A separate envelope shall be enclosed in addition to the price and technical bid containing the demand draft for Bid Security.
4. All Tenderers are to note that tenders containing any deviation from the terms and conditions, specifications and other requirements are liable to be rejected. The tenderer who does not meet the appropriate standard of capability and financial resources, may not be considered. The inviting authority reserves all rights to reject any or all the tenders without assigning any reason and split up the service if necessary and to accept the tender in whole or part. Invitation of the tender shall under no circumstances create any right, legal or otherwise in favor of the tenderer in case the tender is closed, withdrawn or cancelled before issuance of order nor shall the inviting authority be liable to explain the reason of such closure, withdrawal or cancellation of the tender.
5. The tender documents can be downloaded from our website www.vpci.org.in. Requisite tender processing fees of Rs. 500/- have to be submitted along with the bid documents in a separate envelope by demand draft payable at Delhi in favor of "Director, VPCI" at the time of deposit or submission of tender/bid documents.
6. The Tender Documents shall be available on the official website of the Institute at www.vpci.org.in till **19/05/2014 upto 1.00 PM**. Request for sending tender document by post shall not be entertained.
7. The tender shall be submitted in the prescribed form in English. All papers and correspondences in connection with the tender shall be in English.
8. The validity of the offer shall be for 90 days from the date of opening of the tender.
9. Bid Security @ Rs.10,000/- is to be deposited by the tenderer along with the tender documents in the form of Demand Draft./Banker's Cheque from a nationalized bank payable at Delhi in favor of "Director, VPCI". In case of failure to execute the work, the Bid Security of the successful Bidder will be forfeited. The Bid Security shall be forfeited in the event of withdrawal of the tender document within the original validity period, once submitted or the successful

bidder fails to execute necessary agreement within the period specified or for submitting false, incorrect, misleading information in the bid, mistakes, miscalculations.. Bid Security will be released to the unsuccessful tenderer, after finalization of the tender and in case of successful tenderer, it will be converted towards part deposit the Performance Security. No interest on Bid Security is admissible. Tender documents without Bid Security will not be accepted. Bid Security, if not submitted with the tender documents cannot be submitted after tender documents are opened on the stipulated date of opening.

10. All the tenders must be accompanied with the current:-

(a) Valid PAN No. (b) Service Tax & Sales tax clearance certificate of state and /or central as applicable. If any bidder does not fall within the ambit of VAT/Service Tax/Sales tax, that shall be indicated separately with supporting documents from the competent authority. (c) Professional tax clearance certificate. (d) Trade license (e) Past experience for undertaking similar type of work in other organization(s) of repute (f) VAT registration number (g)Copies of the Balance Sheet of the firm for the last 3 years to be provided..

11.Tender should be deposited in tender box kept at Administrative Block, 3rd Floor, Multi Storey Building, VPCI allotted for the purpose in the Institute on all working days (except Saturday, Sunday and other public holidays) during working hours from 9.00 AM to 5.30 PM. The last date for submission of the tender is **19/05/2014(till 1.00 PM)**. Tender should be submitted in sealed cover superscribing “TENDER FOR PROVIDING RADIOLOGY REPORTING SERVICES (TELE-RADIOLOGY)”. Separate envelopes for Technical Bid, Financial Bid, Bid Security and Tender fees may kindly kept in the main envelope. The Tender Notice No: VPCI/SP-RRS/2014-15 and **DO NOT OPEN BEFORE 19/05/2014 AT 2.30 PM** should also be written in bold letters on the main envelope and deposited. Tender received late for any reason will not be considered and will not be opened. Telephonic tender will not be entertained.

12. If the cover is not sealed & marked properly as above, no responsibility will be assumed for any misplacement of the tender or premature opening of the envelope or parcel. Tenderers can send the tender by post but the Institute authorities shall not take any responsibility for misplacement in the tender documents sent by post, or delay in delivery by post. No arrangement will be made to collect tender from any delivery point other than specified in the Tender Notice. All papers submitted with the tender must be serially numbered. Tender submitted are to be written in ink neatly or to be typed without overwriting/illegible writing. Words in figures must be sufficiently clear in the quotation paper. No change in the Tender Schedule will be accepted. Rates must be quoted in the format provided in the Tender Schedule. Literatures/Catalogues etc. If any, should be enclosed. However, Tenderer if necessary may attach supplementary information. The tenderer must enclose a visiting card of his organization and the name of the authorized personnel indicating in details the registered office address as well as contact numbers

separately. The Service Provider shall have to rectify the defects as and when called by VPCI. The person signing the tender documents must initial correction or any other changes.

13. Tender will be opened on **19/05/2014 at 2.30 PM** in Committee Room, Administrative Block, 3rd Floor, M.S. Building, VPCI, in presence of the intending tenderers/their representatives, if any. If for any administrative reason the date of opening of the tenders be a declared holiday, the tender will be opened on the next working day at the same time and place. If the tender could not be opened on the date of opening due to any unavoidable circumstances such as riots, commotion, strike, heavy torrential rain leading to massive water logging etc. that shall be indicated along with the revised date of opening of tender in the Institute website which may be checked.

14. The successful tenderer will have to submit the security deposit/performance security @ 5% to 10% (to be decided by the Institute) of the total charges value in a quarter in the form of Demand Draft / Bank Guarantee of equivalent amount drawn on any nationalized bank payable to Director, VPCI payable at Delhi before the payment of Service Charges are made. The Security Deposit shall be valid till the expiry of contract period. The performance Security shall be forfeited in case any terms and conditions of the contracts are infringed or the Bidder fails to make complete service satisfactorily or fails to complete the work within the Completion period agreed in the contract without prejudice to the purchaser's right to take further remedial actions in terms of the contract or bidding documents which formed part of the contract. No interest on security deposit is admissible. The security deposit shall be released on written request from the service provider only after completion/termination as the case may be of contract period.

15. PAYMENT:- (a) Payment will be made on monthly basis for the satisfactory services provided on submission of bill along with the service report(s), if any. (b) No additional charges will be paid other than the quoted price.

16. The Bidders & its staff, if any, in the contracts are required to observe the highest standard of ethics during the procurement and execution of this contract by not being engaged in Corrupt, fraudulent, collusive, coercive or obstructive practice as generally defined. Non-Compliance of the above will lead to rejection of proposal for award/declaring a firm or individual ineligible etc even for future bidding.

17. The Institute shall award the contract, within the validity period of tenders, to the bidder who meets the tender conditions in all aspects, has the necessary technical and production capabilities and financial resources and whose bid is substantially responsive to the tender conditions and has offered the lowest evaluated cost. The Institute can, if so desired, depute a team of 3-4 officers to the premises of Service provider to whom the contract is proposed to be awarded to satisfy itself that the Service provider has the capability to produce the required quality. The terms of the accepted offer shall be incorporated in the Service Order.

18. SPECIAL TERMS AND CONDITIONS:- While tenders are under consideration, tenderers and their representatives or other interested parties shall refrain from contacting by any means any persons or representatives of the buyer on matters relating to the tender under study. The buyer if necessary may request for clarification of tender in writing. After the public opening of the tenders, information relating to examination, clarification and evaluation of tenders and recommendations concerning awards shall not be disclosed to bidders or other persons not officially concerned with this process until the successful bidder is notified of the award of the contract.

19. Termination: VPCI, Delhi reserves the right to terminate this agreement any time without assigning any reason by giving prior notice to the contracting firm. If the termination of the contract is done before completion of the period of contract, the payment shall be made to the firm/service provider for effective period of the contract on pro rate basis subject to the satisfactory performance by the firm.

20. Sub Contract: Work shall not be sublet without sanction of VPCI, Delhi.

21. The contract will be initially for one year which may be extended beyond this on agreed terms & conditions based on the performance of the contracting firm subject to the approval from the Competent Authority of VPCI. The change in charges, if any, not more than 10% of ongoing charges may be decided by mutual negotiation between the firm/service provider and the Institute.

22. Jurisdiction: Jurisdiction shall be Courts of Delhi.