



Department of Health, Government Of Bihar

State Health Society, Bihar

Pariwar Kalyan Bhawan, Sheikhpura, Patna-14

fcqki lidki



NOTICE INVITING EXPRESSION OF INTEREST (EOI)

For

**Design, Development and Implementation of a Hospital Management System (HMS) in
Government Medical College & Hospitals and District Hospitals in Bihar**

Expression of Interest (EOI) is invited from reputed Companies/agencies/Firms for Design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar. The detailed terms and conditions may be downloaded from website (www.statehealthsocietybihar.org). A pre-bid meeting is scheduled at 3:00 P.M. on 13/02/2014 in the Conference Hall of State Health Society, Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014. Competent Companies/agencies/Firms are requested to submit the details of their proposal to the SHSB on or before 26/02/2014 by 5.00 P.M. All the applications received by due date will be opened at 11:00 A.M. on 28/02/2014 in front of bidders or their representatives. Based on the eligibility criteria as mentioned in Eoi, firms will be short listed. The shortlisted agencies will be issued RFP against which firms will be required to submit technical and financial bid in sealed cover.

For any further clarifications, please contact Mr. Arvind Kumar on mobile no: 9470003015 during official working hours only.

Secretary Health cum Executive Director
State Health Society Bihar

Expression of Interest (EOI) for Design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar

1. Introduction

State Health Society Bihar (SHSB) is committed to improve efficiency of government hospitals through re-engineering of their processes and using ICT to improve the service delivery. Automation of Hospitals using Hospital Management System (HMS) not only enhances the efficiency of working of the Hospital but also optimizes the resources of the Hospital like equipment, manpower, medicines etc.

Electronic Medical Records of the citizens would help the department to provide quality healthcare facility to its citizens because Hospital will have all the historical data about the medical history of all the patients. The HMS project is envisaged to be implemented in MCHs and DHs to automate systems and processes of hospitals and bring all information into a centralized databases of State Health Information system through the network to ensure continuity in health care systems in Bihar.

SHSB invites Expression of Interest from eligible companies/agencies/firms for Design, Development and Implementation of a Hospital Management System in six Medical College Hospitals (MCHs), six District Hospitals (DHs) and Indira Gandhi Institute of Medical Sciences (IGIMS), Patna in Bihar, who meets the eligibility criteria individually or as a consortium (maximum of three members shall be allowed in a consortium) mentioned in the subsequent section of this Eoi.

2. Purpose

Purpose of this EOI is intended to identify experienced firms (single or consortium) that have the capacity to supply, install and support a Hospital Management System. Subsequently, the SHSB will prequalify firms that will be invited to bid for the design, develop and implementation of a Hospital Management System for the six MCHs, six DHs and IGIMS in Bihar.

The project envisages end-to-end Information Management system automation in IGIMS, all Medical College & Hospitals and District Hospitals. This should cover all the operations of registration, admission, emergency, OPD, pharmacy, stores, blood bank, surgery, radiology, pathology, ambulance services, surveillance of disease, discharge, etc. This shall create a reliable, secure and dynamically updated database of medical information about citizens in the form of Electronic Medical Record (EMR) of the citizen's health Database. Authorized persons in any healthcare institution covered under this project can get access to centralized database to provide continuity in healthcare services to citizen.

3. Scope of Work

The solution seeks to achieve increasing efficiency and effectiveness of the functioning of select government run hospital in the state. The solution shall be deployed in a hybrid model wherein a miniature data center shall be set-up in MCHs to have the application deployed locally for them and DHs and a state level data center shall be set-up to have centralized application to serve as a centralized data repository and act as disaster

management tool. State Level Data Center, Miniature Data Center and DHs shall have redundant MPLS VPN connectivity. Selected vendor shall have to provide manpower to run front-office application in the IGIMS, MCHs and DHs. The scope of work also involves supply of client side and data center hardware.

The functionality of the HMS shall include but not be limited to the following modules -

A. Hospital Management System

- | | |
|-------------------------------|--|
| 1. Registration | 12. Lab |
| 2. Admission | 13. Blood Bank |
| 3. Emergency | 14. Medico-Legal Case/Report |
| 4. Patient Care Management | 15. Ambulance Services |
| 5. Transfer | 16. Hospital Connectivity to other Institutions |
| 6. Patient Billing | 17. Birth/Death Registration |
| 7. Discharge | 18. Surveillance of Diseases – new as well as emerging |
| 8. Electronic Medical Records | 19. Pharmacy Management |
| 9. Nursing Management System | |
| 10. Surgery Management | |
| 11. Radiology | |

B. Back-Office Function

- | | |
|--|--|
| 1. Organization Structure, Master Data & General | 7. Human Resource Management |
| 2. Purchase & Inventory Management | 8. Record Room |
| 3. Dispatch/Issue | 9. Integration with Drug Procurement Management System |
| 4. Administration | 10. Inventory Management |
| 5. Fixed Assets Management | 11. Purchase Order Processing |
| 6. Financial Accounting | 12. Store Management |

C. Reporting

- | | |
|----------------------------------|--------------------------------|
| 1. Reporting | 4. Enterprise Data Search |
| 2. Ad-hoc Query and Analysis | 5. Business Process Monitoring |
| 3. Content Management and Search | |

The HMS Solution should be based on web based multi-tiered Service Oriented Architecture (SOA) model. The proposed application will be built based on the Open Standards policy of Government of India and shall comply with e-governance standards prescribed by DeitY, Government of India. Also, solution should conform to the HL7, ICD 10, DICOM and other health standards.

4. General Terms and Conditions

- i. Sub-contracting for any part or any setup would not be allowed. The selected agency would have to report to the SHSB, the name, qualification, photograph and other details of every personnel working in different capacity in different installations under the proposed set up through the proposed dynamic website.
- ii. In case the agency fails to make the facility functional within the stipulated time frame, the offer may be withdrawn after following the due process by the SHSB.
- iii. All internet usage charges have to be met by the agency. The hardware and software for internet usage has also to be provided by the agency.

- iv. The Bidder shall be responsible for all of the cost associated with the preparation of the EOI and its participation in the pre-bid meeting. The SHSB will not be responsible for any cost, regardless of the conduct for outcome of the bidding process.
- v. In the event that two or more Bidders quote the same amount, the Authority shall identify the Selected Bidder by draw of lots, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend.
- vi. Number of Applications and costs thereof: No Applicant shall submit more than one Application for the Project. An applicant applying individually or as a member of a Consortium shall not be entitled to submit another application either individually or as a member of any Consortium, as the case may be.
- vii. The SHSB may in its sole discretion place additional conditions on the ability of applicant(s) to affiliate or form consortia at the time of submission of proposals. The SHSB, reserves the right to seek any additional clarification and/or information from the applicant(s).
- viii. SHSB reserves the right to reject any application(s) if:
 - (a) At any time, a material misrepresentation is made or uncovered, or
 - (b) the applicant(s) does not provide, within the time specified by SHSB, the supplemental information sought by SHSB for evaluation of the application(s). Such misrepresentation/ improper response shall lead to the disqualification of the applicant(s). If the applicant(s) is a **Consortium**, then the entire **Consortium** shall be disqualified / rejected.
- ix. Any misrepresentation or hiding facts/ truths will lead to blacklisting of the firms.

5. Eligibility Criteria

This Eoi is open to all entities registered in India who fulfill eligibility criteria as specified below.

- a) The Bidders shall satisfy all of the criteria mentioned below:
 - i. The participation is restricted to companies registered in India
 - ii. The Bidder (all members in case of a Consortium) should be an established IT services company, and should have been in operation for a period of at least 5 years as on January 31, 2014, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies.
 - iii. The bidder (Lead Bidder in case of a Consortium) must have an office in Patna, Bihar or should furnish an undertaking that the same would be established within one month of signing the contract.
 - iv. The Bidder (or Lead Bidder in case of a Consortium) must have an average annual turnover of not less than Rs. 200 Crores in the last three financial years (as on 31-03-2013) from IT services (IT Infrastructure procurement and commissioning, IT Application Customization, Integration with legacy systems, Deployment and Maintenance), as evidenced by the audited accounts of the company.
 - v. The bidder (or all members in case of a consortium) should be a profitable vendor for the last three years as on 31st March 2013 as evidenced by the audited accounts of the company.
 - vi. Net worth of the bidder (or all members in case of a consortium) should be positive.

- vii. The bidder (Lead Bidder or Consortium member) must have been assessed and must possess a valid certification for CMMi Level 5 as on the date of submission of bid.
- viii. The bidder (all members of the consortium) must have been assessed and must possess a valid ISO 9001 or above certificate as on the date of submission of bid.
- ix. The Bidder (or any member of the consortium) should have prior experience of successfully completing / be in the process of executing large turnkey ICT implementations in government sector in India the last five years and should fit at least one of the following criteria:
 - a) One large ICT implementation costing not less than the amount equal to Rs. 20 crores
 - b) Two projects of similar nature costing not less than the amount equal to Rs. 10 crores
 - c) Three projects of similar nature costing not less than the amount equal to Rs.7 crores

The in-progress projects should have reached the steady state of operations as on the date of submission of bids and this should be certified by the client of the bidder.

- x. The Bidder (or any of the consortium members) must of prior experience of successfully completed / be in the process of executing large one turnkey IT projects in Healthcare / Hospital Management Information System (private or government) in India in the last five years. The in-progress projects should have reached the steady state of operations as on the date of submission of bids and this should be certified by the client of the bidder. The realized value of the project should be Rs. 5 crores or higher. The experience for Government/Private Hospitals shall be considered.
- xi. The bidder (or any of the consortium members) must have prior experience of working on at least two (2) Software Services Projects for any hospital (private or government) anywhere in India in the last five years. Each project must be worth at least Rs. 2 (two) Crores. Bidder must provide as a supporting documentary proof in form of work order confirming year and area of activity, value of services to be delivered for the project, Completion/ Partial Completion Certificate from Client confirming year and value of Bidder's scope of work, scope of work completed by the Bidder and its value along with Reference details of the Client

6. Instructions to Bidders

- a) Eligible bidders should read this document in detail and assess their capabilities for provision of a total solution before submission of Expression of Interest.
- b) Companies/agencies may download the EOI document from the website: www.statehealthsocietybihar.org
- c) A pre-bid meeting for this Eoi shall be held on 13/02/2014 at 3:00 P.M. in the conference hall of the State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna.
- d) Any subsequent corrigendum/clarifications, if required, will be made available on website of SHSB (www.statehealthsocietybihar.org)
- e) Interested agencies may submit their Expression of Interest (Eoi) by providing all the necessary documents in English as specified in the response.
- f) The Expression of Interest document should be submitted in a sealed cover marked as **“Expression of Interest for Design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar”** along with an application duly signed by an authorized signatory and must

reach the SHSB office by 17:00 hours on or before 26/02/2014 at the address: State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Baily Road, Patna-800014. Any submission beyond the stipulated time will not be considered. SHS, Bihar reserves the right to extend the time period of submission.

- g) All the applications received by due date will be opened at 11:00 A.M. on 28/02/2014 in front of bidders or their representatives.
- h) EOI sent by email or fax shall not be considered for evaluation.
- i) SHS, Bihar reserves the right to withdraw this EOI without any assigning any reason.
- j) The Technical Evaluation Committee constituted by the SHS, Bihar shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may result in non-consideration of the EOI proposal
- k) Each of the responses shall be evaluated to validate compliance of the bidders according to the supporting documents specified in this document.
- l) The decision of the Technical Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- m) Based upon the shortlisted EOI, RFP will be issued and accordingly shortlisted bidders will be asked to submit technical and financial bid before the date and time mentioned in the RFP.
- n) The Technical Evaluation Committee reserves the right to not consider any or all proposals
- o) Respondents are requested to submit their responses in the format given below –
 - 1. Covering Letter as per the format provided in Appendix I
 - 2. Other related information as per Appendix II
 - 3. PoA (Power of Attorney) document which authorizes the signatory to sign on the documents on behalf of the company (Lead bidder in case of a consortium) should be attached in the format available with the participating agency.
 - 4. Proposal should contain a comprehensive solution document consisting of the Approach & Methodology (maximum 5 pages), Technical Details of the Integrated Hospital Management System (HMS) solution proposed (inclusive of PACs) with integrated single sign-on) Technical Architecture, Solution Architecture, Deployment Architecture, Technology platform, Scope and modules available, Licensing schemes, Hardware and Network requirements, Third Party software, if applicable, etc.
 - 5. Profile of personnel with qualification & experience, who may be engaged in the project.
 - 6.

7. Contact Details

State Health Society, Bihar
Parivar Kalyan Bhavan, Sheikhpura, Baily Road,
Patna - 800 014

The decision of SHSB to accept or reject any or all of the application(s) shall be final and binding and shall not be subject to any review or revision by any judicial or quasi-judicial authority. The State Health Society Bihar reserves the right to modify the terms & conditions partially or wholly or cancel the tender without assigning any reason.

For any further clarification, please contact Mr. Arvind Kumar on mobile no. 9470003015 during official working hours only.

Executive Director cum Secretary Health
State Health Society Bihar

Appendix I: Covering letter from the Bidder (or Lead Bidder in case of Consortium)

Company Letterhead

[Date]
 Executive Director
 State Health Society, Bihar
 Parivar Kalyan Bhavan,
 Sheikhpura,
 Patna - 800 014.

Reference: *Invitation for Expression of interest-Design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar*

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EoI for *Design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar*. Primary and Secondary contacts for our company are:

Name:	Primary Contact	Secondary Contact
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
E-mail:		

We confirm that the information contained in this response or any part thereof , including its exhibits, and other documents and instruments delivered or to be delivered to State Health Society, Bihar is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements there in do not in whole or in part mislead the SHSB in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing processor unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the work to "*design, Development and Implementation of a Hospital Management System (HMS) in Medical College & Hospitals and District Hospitals in Bihar*" project.

We agree to abide by the conditions set within this EoI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this, Day of , **2014**

(Signature)

(In the capacity of)

Duly authorized to sign the EoI Response for and on behalf of:

Sincerely,

[Bidder's Name]

Name

Title
Signature Date
(Name and Address of Bidder)
Seal/ Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,.....,certify that I am
.....of.....,and that
.....who signed the above response is authorized to bind
the corporation by authority of its governing body.

(Seal here)
Date

Appendix II: INDEX OF FORMATS

The bidder would be required to provide all the information in forms listed below. All participating bidders would be required to furnish required supporting documents as mentioned in the eligibility criteria.

Sr.	Form
1.	Form I: Details of the Bidder
2.	Form II: Financial Information
3.	Form III: Information on Experience in large scale Integration projects
4.	Form IV: Information on Prior Experience in Turnkey Project in Healthcare / Hospital Management Information System (private or government)
5.	Form V: Information on Prior Experience in Software Services Projects for any Hospital (Private or Government)
6.	Form VI: Roles of Members of a Consortium, if applicable
7.	Comprehensive Solution Document (Maximum 25 pages)

Appendix III: Formats for Responses

Form I: Details of Bidder*	
Name	
Nature of Business	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Contact Person & Contact Number	
Other Relevant Information	

* - In case of a consortium, please furnish the details separately for each of the consortium members.

Form II: Financial Information			
	Revenue (in INR Crores)	Profit Before Tax (in INR Crores)	Net Worth (in INR Crores)
FY 2012-13			
FY 2011-12			
FY 2010-11			

Form III: Information on Prior Experience in Large Scale Turnkey ICT Projects	
Client Information	
Name of the Client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Scope of Engagement	
Duration of maintenance support	

Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution	
Other Relevant Information	

Form IV: Information on Prior Experience in Turnkey Project in Healthcare / Hospital Management Information System (Private or Government)

Client Information	
Name of the Client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution	
Other Relevant Information	

Form V: Information on Prior Experience in Software Services Projects for any Hospital (Private or Government)

Client Information	
Name of the Client	
Details of the Client's contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	

Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion	
Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution	
Other Relevant Information	

Form VI: Roles of Members of a Consortium		
Sr.	Name	Roles & Responsibilities
1.		
2.		
3.		