

OFFICE OF THE DIRECTOR
RAJENDRA INSTITUTE OF MEDICAL SCIENCES, RANCHI -834009, JHARKHAND

Tender Notice No.

/RIMS, Ranchi, Dated :

NOTICE INVITING TENDER FOR OUTSOURCING OF SERVICES FOR OPERATION OF CASH COUNTER

Sealed offers, from competent agencies, are invited in two bid system by speed post or registered post, providing manpower & computers with hardware and software with all accessories to operate cash receiving counters (especially for various diagnosis purposes) at RIMS, Ranchi. Tenders will not be accepted by hand or any other means/agency.

Important dates for Tenders

1.	Pre bid meeting for discussion among intended bidders and purchase committee	On 20.9.2014 from 12:30 P.M onwards at RIMS Conference hall. All the intending bidders must have to attend the pre-bid to know the technical aspect. No Claims will be considered after finalization of tender paper.
2.	Date of issue of tender documents	From 29.9.2014 to 27.10.2014 on all working days. The intended bidders may purchase the tender document from RIMS, Ranchi after depositing Rs. 5000/- (Rupees Five thousand) only on any working day.
3.	Last date of tender submission.	On 31.10.2014 till 04:30 P.M. (At RIMS, Ranchi) Late tenders will not be accepted.
4.	Opening of technical bid.	On 01.11.2014 at 12:30 P.M onwards in RIMS, Ranchi. The bidders must represent the bid opening process. The bids will be opened by purchase committee.

Note: For rest terms and conditions of the tender please visit RIMS website www.rimsranchi.org

Director
Rajendra Institute of Medical Sciences
Ranchi.

Memo No. 9535/RIMS, Ranchi, Dated 11/9/14
Copy to : Medical Supdt/Dy. Supdt./Medical Officer (Stores)/Accounts Officer/Office
Supdt./Accountant/Chief Cashier/Cashier/Receipt Section/Director Cell, RIMS, Ranchi for
information & necessary action.


Director
Rajendra Institute of Medical Sciences
Ranchi.




SAMPLE TENDER TERMS :-

Qualification criteria/requirements of the tender/Check list of the tender :- All the bidders must fill all the rows & columns of this compliance report/Check list. This report will be verified and evaluated by purchase committee and accordingly the documents will be verified and evaluated by purchase committee, and accordingly the documents will be verified on the concerned (Given pages of tender:- In case of lack of any essential required documents the tender will be rejected.

Sl. No	Enclosures/essential required documents (Copy of all these documents should be enclosed in the bid)	Have you enclosed these documents in your technical offer. If Yes then on Page of this bid.
1.	Income tax PAN No. (Please mention clearly that PAN No. of Proprietor or PAN No. of Company)	On Page No.
2.	Earnest Money in form of Demand Draft issued by any nationalized bank only in favour of Director, RIMS, Ranchi having value Rs. 3,00,000/- (Rupees Three lac) only. DD No. dated Issued by (Name of bank) Amount Rs.	On Page No.
3.	Service tax No. (Copy of S.T. Registration)	On Page No.
4.	IT return certificate & balance sheet of the bidder for last three consecutive years having minimum turnover of Rs. 50,00,000/- in any one year within last three year.	On Page No.
5.	Affidavit in original through first class magistrate/notary public mentioning that :- (i) Our company has not been blacklisted or convicted in the past by any govt/Semi Govt./PSus/CBI/CCI and the firm has no vigilance case/CBI/FEMA/CCI Case pending against him/company (Principal) (ii) That the company shall not make any fraud during the contract period. (iii) That in case of fault/fraud, the company shall be responsible for payment of the defalcation amount with interest to RIMS, Ranchi. i.e. Company shall pay the defalcated amount with interest.	On Page No.
6.	Work experience (for similar nature of work) of the Company. At least three years experience of similar nature. Please enclose the payment certificate & work order for similar work.	On Page No.
7.	Copy of the invoice/bill of the equipments (computer, Printer & other accessories) which they have with them.	On Page No.
8.	List of manpower working in their organization (with name, full address, qualification, proof of address, with photograph of the employee with proof of their salary payment for at least last six months from the bidding organization)	On Page No.
9.	Bank solvency certificate of minimum Rs. 10,00,000.00 (Ten lakhs) issued by any nationalized bank in the name of the bidding agency (in case of proprietary firm the solvency must be in the name of proprietor or in the name of firm But in case of Partnership firm or company the solvency must be in the name of firm or company.)	On Page No.
10.	N.O.C (No Objection) i.e certificate of satisfaction from the organization where the bidding agency has worked previously.	On Page No.

Terms of tender :-

1. The counter will run 24 Hours x 7 days basis (1st Shift i.e 8AM to 04:00PM at least 03 counters/ 2nd Shift 04:00PM to 10:00 PM at least 02 Counters/3rd Shift 10:00PM to 08:00AM at least 01 Counter will be operative) Since RIMS has to provide 24 hrs x 7 days emergency service, hence no holiday for counters. The bidders have to organize man power accordingly.
2. The bidders have to provide 3 copies of all the bills/receipts out of which 02 copies for patients and 01 copy for RIMS Account's Section. All the receipts will have receipt numbers, name of patient, deptt. concerned name of the diagnostic tests and amounts.
3. The daily collected money from all the cash counters must be deposited/submitted by the bidder on the same day to RIMS Bank Account. After deposit the amount the bidder will submit the bank challan showing deposited amount and all the receipts generated by them on that day against the challan. The amount of deposited money should match the amount of all the receipts and summary sheet of that very day. All these three documents will be made available by the bidder to RIMS Cashier.
4. At the time of cancelation of receipts bidder has to confirm that :

- (i) Doctor has confirm & signed for the cancelation of receipt
or
- (ii) Patient has signed in the receipt for cancelation of receipts.
- (iii) Patient is producing original 02 copy of receipt at the time of cancelation.

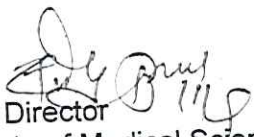
After receiving of the same bidder has to put the stamp of "Paid and Cancel" in the receipt and on daily basis refunded receipts needs to be submission to the cashier along with summary sheet of refunded receipt & original 02 copy of receipts.

5. The bidders have to provide such a software system that if there is need of refund of money from previously generated receipt, then the system will make entry of the refunded money adjacent to the generated receipt so that the RIMS authority may get confirmed at a glance on their own computer sets. If the bidders have refunded the money & they haven't entered it on the same day of refund, then the amount will be charged of recovered from the bidder's account.
6. Software System :- The bidders have to provide original version of the soft ware, which they will install on the counters. The system should be installed in such a manner that at any time on any day, the director and Account Officer may view transactions/Operate/receive the message/look into the current status of all the cash counters on the director's computer and accounts officer's computer system. The bidders have to install the separate L.A.N from Director's and Accounts officer's room and to connect the cash counters by their own and for this all the accessories including software will have to be supplied & installed by the successful bidders on bidder's cost.
7. In any case the counters should not be shut down for more than 15 minutes. If there will be any breakdown in the system, the bidders have to keep such arrangements that the counters will re-open within 15:00 minutes of breakdown. Failing which the penalty @ Rs.2000/- per hour will be charged to the bidders.
8. During inspection by RIMS officials if any fault or fraud will be found, the RIMS authority may cancel the P.O. on spot without assigning any reason. The reasons for such cases will be made available later on only after getting all the findings from concerned officials.

9. The main electrical power at counters will be provided by RIMS. Despite it The bidders have to make their own arrangements to run the counter during power cut. They may use silent generator set or U.P.S system. No extra payment will be made by RIMS for such arrangements.
10. The bidder have to quote their rates on per receipt basis RIMS shall pay the bidders on per (each) receipt basis. No extra payment will be made other than per receipt basis. The quoted rates will be valid for a minimum period of two years. During this period there will not be provision of rate escalation.
11. The term and conditions may get changed or get corrected after pre-bid meetings. Hence all the bidders have to visit RIMS website for final tender papers from due date of sale of papers.
12. The director has the right to accept or reject or cancel any tender or all the tenders or bids without assigning any reason.
13. The matters (if any) related to this tender shall be under jurisdiction of Hon'ble Jharkhand High Court, Ranchi.
14. The interested bidders have to attend the pre-bid with their proposed software's for the above works. They have to show the same of their proposals to the members of purchase committee through their laptop.
15. During pre-bid the committee may see the practical demo (if required) of their proposals.

Sd/-
Director
Rajendra Institute of Medical Sciences
Ranchi.

Memo No. 9535/RIMS, Ranchi, Dated 11/9/14
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