

ANNEXURE-II

OIL INDIA LIMITED

(A Government of India Enterprise)
P.O. Duliajan-786602, Assam, India
E-mail: material@oilindia.in

INVITATION FOR BID NATIONAL COMPETITIVE BID

OIL INDIA LIMITED invites National Competitive Bid (NCB) through its e-procurement portal <https://etender.srm.oilindia.in/irj/portal> for the following items:

E-Tender No.	Bid Closing / Opening Date	Item
SDI4604P18	29.06.2017	INFRARED CAMERA – 01 NO
SDI4646P18	29.06.2017	HOSPITAL MANAGEMENT SYSTEM – 01 NO
SSI4641P18	29.06.2017	CABLE – 31100 MTRS

Tender fee (Non-refundable): Rs 1,000.00 (to be paid online only); Bid Closing/Opening Time: (11 Hrs.) IST/(14 Hrs.) IST; Period of sale of documents: **Till one week prior to bid closing date.** The complete bid documents and details for purchasing bid documents, participation in E-tenders are available on OIL's e-procurement portal <https://etender.srm.oilindia.in/irj/portal> as well as OIL's website www.oil-india.com.

NOTE: All addenda, Corrigenda, time extension etc. to the tenders will be hosted on above website and e- portal only and no separate notification shall be issued in the press. Bidders should regularly visit above website and e-portal to keep themselves updated.



OIL INDIA LIMITED
(A Government of India Enterprises)
PO : Duliajan – 786602
Assam (India)

TELEPHONE NO. (91-374) 2808719

FAX NO: (91-374) 2800533

Email: ankurjyoti_sarmah@oilindia.in ; erp_mm@oilindia.in

FORWARDING LETTER

Tender No. : SDI4646P18 DT: 03.05.2017

Tender Fee : Rs 1,000.00

Bid Security : Applicable

Bidding Type : SINGLE STAGE TWO BID SYSTEM

Tender Type : Open Tender

Bid Closing / Opening on : As mentioned in the e-portal

Performance Security : Applicable

Integrity Pact : Applicable

OIL invites Bids for **PROCUREMENT OF HOSPITAL MANAGEMENT AND INFORMATION SYSTEM – QTY = 01 NO** through its e-Procurement site under **SINGLE STAGE TWO BID SYSTEM**. The bidding documents and other terms and conditions are available at Booklet No. MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders. The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area -> Tender Documents

The general details of tender can be viewed by opening the RFx [Tender] under RFx and Auctions. The details of items tendered can be found in the Item Data and details uploaded under Technical RFx.

The tender will be governed by:

- a) For technical support on various matters viz. Online registration of vendors, Resetting of Passwords, submission of online bids etc, vendors should contact OIL's ERP MM Deptt at following: Tel Nos = 0374-2807178, 0374-2807171 , 0374-2807192. Email id = erp_mm@oilindia.in.
- b) OIL's office timings are as below:

	Time (in IST)
Monday – Friday	07.00 AM to 11.00 AM; 12.30 PM to 03.30 PM
Saturday	07.00 AM to 11.00 AM
Sunday and Holidays	Closed

Vendors should contact OIL officials at above timings only.

OIL Bank Details :

	Bank Details of Beneficiary	
a	Bank Name	STAE BANK OF INDIA
b	Branch Name	Duliajan
c	Branch Address	Duliajan, Dist-Dibrugarh
d	Banker Account No.	10494832599
e	Type of Account	Current Account
f	IFSC Code	SBIN0002053
g	MICR Code	786002302
h	SWIFT Code	SBININBB479
i	Contact No.	9435554859
j	Contact Person Name	Mr. K.L.K.Banik, AGM
k	Fax No.	0374-2802729
l	Email Id	sbi.02053@sbi.co.in

- c) “General Terms & Conditions” for e-Procurement as per Booklet No. MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders.
- d) Technical specifications and Quantity as per **Annexure – 1A**.
- e) The prescribed Bid Forms for submission of bids are available in the Technical RFx -> External Area -> Tender Documents.
- f) Amendments to the NIT after its issue will be published on OIL’s website only. Revision, clarification, addendum, corrigendum, time extension etc. to the tender will be hosted on OIL website only. No separate notification shall be issued in the press. Prospective bidders are requested to visit website regularly to keep themselves updated.
- g) Any sum of money due and payable to the contractor (including Security Deposit refundable to them) under this or any other contract may be appropriated by Oil India Limited and set-off against any claim of Oil India Limited (or such other person or persons contracting through Oil India Limited) for payment of sum of money arising out of this contract or under any other contract made by the contractor with Oil India Limited (or such other person or persons contracting through Oil India Limited).
- h) Bidder are advised to fill up the Technical bid check list (**Annexure EEE**) and Response sheet (**Annexure FFF**) given in MS excel format in Technical RFx -> External Area -> Tender Documents. The above filled up document to be uploaded in the **Technical Attachment**. For details please refer “Vendor User Manual” / “NEW INSTRUCTIONS”

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1.0 Vendors having OIL's User ID & password may pay Tender Fee on-line through OIL's electronic Payment Gateway upto one week prior to the Bid closing date (or as amended in e-portal).

Vendors who do not have OIL's User ID & password, may generate User ID & password online by the Vendor by using the link for supplier enlistment given in OIL's e-tender portal and then pay Tender Fee on-line through OIL's electronic Payment Gateway upto one week prior to the Bid closing date (or as amended in e-portal).

No physical tender documents will be provided. Details of NIT can be viewed using "Guest Login" provided in the e-Procurement portal. The link to e-Procurement portal has been also provided through OIL's web site www.oil-india.com.

NOTE:

In case of MSE/PSUs/ Govt. Bodies / eligible institutions etc., they shall apply to DGM-Materials, Oil India Limited, P.O. Duliajan, Assam-786602 for waiver of Tender Fee upto one week prior to the Bid closing date (or as amended in e-portal).

2.0 The tender is invited under SINGLE STAGE-TWO BID SYSTEM. The bidders are required to submit both the "TECHNO-COMMERCIAL UNPRICED BID" and "PRICED BID" through electronic format in the OIL's e-Tender portal within the Bid Closing Date and Time stipulated in the e-Tender.

2.1 Please ensure that Technical Bid / all technical related documents related to the tender are uploaded in the RFx Information > Technical Attachment only. The "TECHNO-COMMERCIAL UNPRICED BID" shall contain all techno-commercial details except the prices. Please note that no price details should be uploaded in Technical RFx Response.

2.2 The "PRICE BID" must contain the price schedule and the bidder's commercial terms and conditions. For price upload area , please refer "NEW INSTRUCTIONS"

2.3 Offer not complying with above submission procedure will be rejected as per Bid Rejection Criteria mentioned in [Annexure-CCC](#).

3.0 Please note that all tender forms and supporting documents are to be submitted through OIL's e-Procurement site only except following documents which are to be submitted manually in sealed envelope super scribed with Tender no. and Due date to DGM-Materials, Materials Department, Oil India Limited, Duliajan - 786602, Assam on or before the Bid Closing Date and Time mentioned in the Tender.

- a) Original Bid Security**
- b) Detailed Catalogue (if any)**
- c) Any other document required to be submitted in original as per tender requirement**

All documents submitted in physical form should be signed on all pages by the authorised signatory of the bidder and to be submitted in Duplicate.

4.0 Benefits to Micro & Small Enterprises (MSEs) as per OIL's Public Procurement Policy for Micro and Small Enterprises (MSEs) shall be given. Bidders are requested to go through ANNEXURE – I of MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders for more details. MSE bidders are exempted from submission of Tender Fees and Bid Security/Earnest Money provided they are registered for the items they intend to quote.

- 5.0 Bidders are requested to examine all instructions, forms, terms and specifications in the bid. Failure to furnish all information required as per the NIT or submission of offers not substantially responsive to the bid in every respect will be at the bidders risk and may result in rejection of its offer without seeking any clarifications.
- 6.0 Bidders must ensure that their bid is uploaded in the system before the tender closing date and time. Also, they must ensure that above documents which are to be submitted in a sealed envelope are also submitted at the above mentioned address before the bid closing date and time failing which the offer shall be rejected.
- 7.0 Bid must be submitted electronically only through OIL's e-procurement portal. Bid submitted in any other form will be rejected.
- 8.0 **SINGLE STAGE TWO BID SYSTEM** shall be followed for this tender and only the PRICED-BIDS of the bidders whose offers are commercially and technically acceptable shall be opened for further evaluation.
- 9.0 a) **The Integrity Pact is applicable against this tender. Therefore, please submit the Integrity Pact document duly signed along with your quotation as per BRC. OIL shall be entering into an Integrity Pact with the bidders as per format enclosed vide Annexure DDD of the tender document. This Integrity Pact proforma has been duly signed digitally by OIL's competent signatory. The proforma has to be submitted by the bidder (along with the technical bid) duly signed (digitally) by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid. Uploading the Integrity Pact with digital signature will be construed that all pages of the Integrity Pact has been signed by the bidder's authorized signatory who sign the Bid. If any bidder refuses to sign Integrity Pact or declines to submit Integrity Pact with the offer, their bid shall be rejected straightway.**
- b) **The name of the OIL's Independent External Monitors at present are as under:**
- SHRI RAJIV MATHUR, IPS (Retd.)**
Former Director, IB, Govt. of India,
e-Mail ID : rajivmathur23@gmail.com
- SHRI SATYANANDA MISHRA, IAS (Retd.)**
Former Chief Information Commissioner &
Ex-Secretary, DOPT, Govt. of India
E-Mail ID : satyanandamishra@hotmail.com
- 10.0 The tender shall be governed by the Bid Rejection & Bid Evaluation Criteria given in enclosed **Annexure-CCC**. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (as per **Annexure-CCC**) contradict the Clauses of the tender and / or "General Terms & Conditions" as per Booklet No. MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders elsewhere, those in the BEC / BRC shall prevail.
- 11.0 To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.

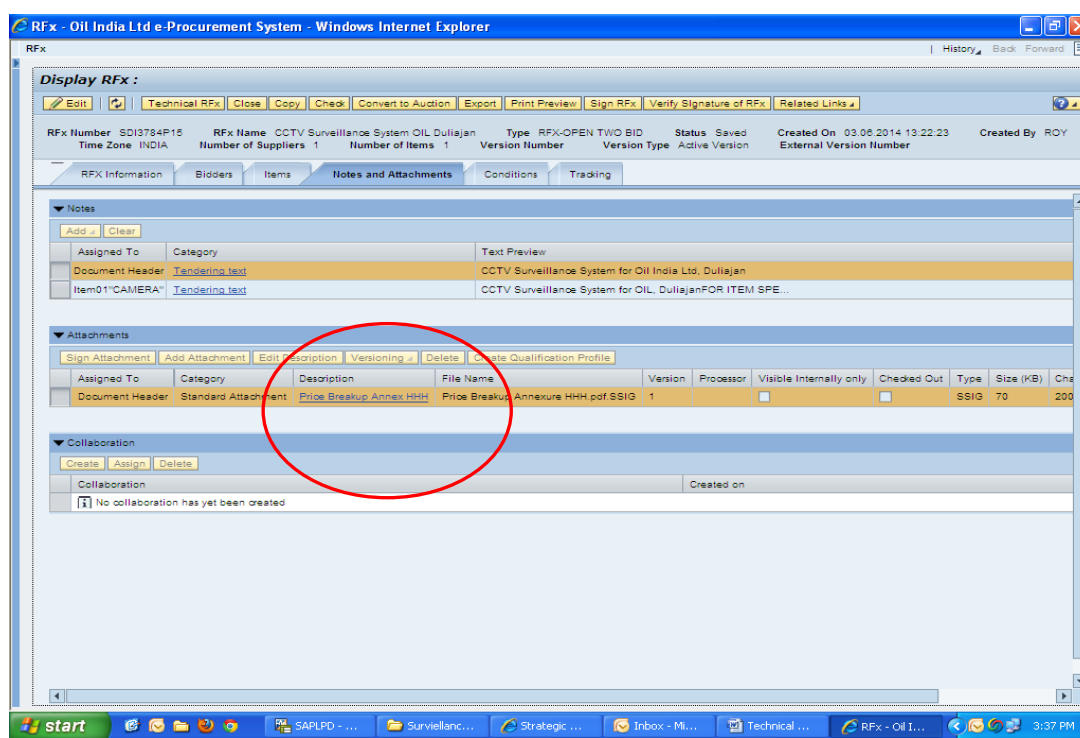
12.0 Please do refer the User Manual provided on the portal on the procedure How to create Response for submitting offer.

13.0 If Bank Guarantee is submitted towards 'Bid Security', then bidders have to ensure that the Bank Guarantee issuing bank indicate the name and detailed address (including e-mail) of their higher office from where confirmation towards genuineness of the Bank Guarantee can be obtained.

14.0 **Price Breakup:**

Bidders should submit the price breakup of all the items as per "Annexure HHH" which has been uploaded under "Notes & Attachments" > "Attachments" as shown below. The price breakup "Annexure HHH" should be filled up, signed and uploaded under "Notes & Attachments" > "Attachments" only. **The filled up price breakup of all the items should**

not be uploaded in Technical Attachment.



Please do refer "NEW INSTRUCTION TO BIDDER FOR SUBMISSION" for the above two points and also please refer " New Vendor Manual (effective 12.0.2017) " available in the login Page of the OIL's E-tender Portal.



Oil India Limited e-Procurement

User ID *

Password *

Logon Problems? [Get Support](#)

[Supplier Enlistment for E-Tender](#)

[Important Note for New Portal Users:](#)

[Click here to View Comptability Settings](#)

[General Guidelines to bidders](#)

[Click for User Manuals](#)

Click here for
the New
Manual &
Instruction

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NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions of NIT.

Yours Faithfully

**Sd-
(A.J. SARMAH)
MANAGER MATERIALS (IP)
FOR : DGM-MATERIALS**

Tender No & Date: SDI4646P18 DT: 03.05.2017**BID REJECTION CRITERIA (BRC) / BID EVALUATION CRITERIA (BEC)**

The following BRC/BEC will govern the evaluation of the bids received against this tender. Bids that do not comply with stipulated BRC/BEC in full will be treated as non responsive and such bids shall prima-facie be rejected. Bid evaluation will be done only for those bids that pass through the “Bid Rejection Criteria” as stipulated in this document.

Other terms and conditions of the enquiry shall be as per General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders. However, if any of the Clauses of the Bid Rejection Criteria / Bid Evaluation Criteria (BRC / BEC) contradict the Clauses of the tender or MM/LOCAL/E-01/2005 elsewhere, those in the BRC / BEC shall prevail.

<u>Criteria</u>	Complied / Not Complied. (Remarks if any)
<p>1.0 BID REJECTION CRITERIA (BRC):</p> <p>The bid shall conform generally to the specifications, terms and conditions given in this document. Notwithstanding the general conformity of the bids to the stipulated specifications, the following requirements will have to be particularly met by the Bidders without which the same will be considered as non-responsive and rejected.</p> <p>A) <u>TECHNICAL:</u></p> <p>1) The bidder has to be OEM or Authorised representative of the OEM. Authorised representative of the OEM must submit Authorisation Certificate (in original) from OEM, as per <u>Annexure-A1</u> (For Hardware Items viz. High End Rack Server, Back-up server, Storage area Network, SAN Switch, Tape Library and <u>Annexure-A2</u> (For Hospital Management and Information System Software), attached herewith. Bid(s) not accompanied with Authorization Certificate (in original) from OEM will be rejected.</p> <p>2) The Bidders other than OEM should submit an undertaking to enter into a back to back agreement with the OEM for providing AMC services for Software during AMC period as per <u>Annexure A3</u>, attached herewith, failing which, their offer will be rejected. The successful bidder must provide documentary proof of the back to back agreement with the OEM for providing AMC services for software before commencement of the AMC.</p> <p>3) The bidder should fulfil the following criteria :</p> <p>a) The bidder should have experience of successfully executing one similar order of HMIS at one Govt. / Corporate/ Private Hospital with bed capacity of minimum 150 beds, in preceding five years from the original bid closing date and with minimum following major software modules:</p>	

- (i) Out Patient Department
- (ii) Investigation Procedure (Radiology and Laboratory)
- (iii) IPD section
- (iv) Central Drug Store and Pharmacy Management

Or

b) The bidder should have experience of successfully executing one similar order of HMIS amounting to minimum Rs. 2.96 Crore at atleast one Govt. / Corporate/ Private Hospital, in preceding five years from the original bid closing date and with minimum following major software modules:

- (i) Out Patient Department
- (ii) Investigation Procedure (Radiology and Laboratory)
- (iii) IPD section
- (iv) Central Drug Store and Pharmacy Management

Or

c) The bidder should have experience of successfully executing one similar order of HMIS at atleast one Govt. / Corporate/ Private Hospital, which is still under execution and the already executed value of the Order is minimum Rs. 2.96 Crore, in preceding five years from the original Bid Closing date, with completion of minimum following major software modules:

- (i) Out Patient Department
- (ii) Investigation Procedure (Radiology and Laboratory)
- (iii) IPD section
- (iv) Central Drug Store and Pharmacy Management

Or

d) The bidder should have experience of successfully executing one similar order of HMIS at one Govt. / Corporate/ Private Hospital with bed capacity of minimum 150 beds, which is still under execution, in preceding five years from the original Bid Closing date, with completion of minimum following major software modules:

- (i) Out Patient Department
- (ii) Investigation Procedure (Radiology and Laboratory)
- (iii) IPD section
- (iv) Central Drug Store and Pharmacy Management

NOTE:

Documentary evidence in respect of the above must be submitted in the form of copies of relevant Purchase Order along with Completion certificate with date of completion or Payment Certificate or any documentary evidence that can substantiate the satisfactory completion of the purchase order cited above clearly mentioning the requirement of the clauses above, failing which the offer shall be rejected.

4) Bid(s) not complying technical specifications, delivery, installation & commissioning, integration, training, warranty and AMC clauses of NIT will be rejected.

5) The bidder should quote for all the items mentioned in the tender, failing which their bid will be rejected.

6) Delivery, installation, integration, training and commissioning of the HMIS shall be completed within 9 months of placement of purchase order. Offers not complying with this requirement shall be rejected.

B) FINANCIAL

a) Annual Financial Turnover of the bidder during **any of preceding 03 (three) financial / accounting years from the original bid closing date** should be at least **Rs. 296.68 Lakhs**

b) Net Worth of the firm should be Positive for preceding Financial / Accounting year (FY 2016-2017).

Note -For (a) & (b): Considering the time required for preparation of Financial Statements, if the last date of preceding financial / accounting year falls within the preceding six months reckoned from the original bid closing date and the Financial Statements of the preceding financial / accounting year are not available with the bidder, then the financial turnover of the previous three financial / accounting years excluding the preceding financial / accounting year will be considered. In such cases, the Net worth of the previous financial / accounting year excluding the preceding financial / accounting year will be considered. However, the bidder has to submit an affidavit/undertaking certifying that ‘the balance sheet/Financial Statements for the financial year..... (As the case may be) has actually not been audited so far’.

Notes:

a) For proof of Annual Turnover & Net worth any one of the following document must be submitted along with the bid:-

i) A certificate issued by a practicing Chartered Cost Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover & Net worth as per format prescribed in ANNEXURE-J.

OR

ii) Audited Balance Sheet along with Profit & Loss account.

b) In case the bidder is a Central Govt. Organization/PSU/State Govt. Organization/Semi-State Govt. Organization or any other Central/State Govt. Undertaking, where the auditor is appointed only after the approval of Comptroller and Auditor General of India and the Central Government, their certificates may be accepted even though FRN is not available. However, bidder

to provide documentary evidence for the same.

C) COMMERCIAL:

i) Validity of the bid shall be minimum 120 days from the Bid Closing Date.

ii) Bid security:

The bid must be accompanied by Bid Security of **Rs. 13,87,000.00** in OIL's prescribed format as Bank Guarantee in favour of OIL. The Bid Security may be submitted manually in sealed envelope superscribed with Tender no. and Bid Closing date to Head Materials, Materials Department, Oil India Limited, Duliajan- 786602, Assam on or before the Bid Closing Date and Time mentioned in the Tender. **The Bank Guarantee towards Bid Security shall be valid for 7 months from Bid closing date. (i.e. upto 29.01.2018).**

Bid Security may also be paid online on or before the Bid Closing Date and Time mentioned in the Tender.

If bid security in ORIGINAL of above mentioned Amount and Validity is not received or paid online within bid closing date and time, the bid submitted through electronic form will be rejected without any further consideration.

For exemption for submission of Bid Security, please refer Clause No. 8.16 of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders.

The format of Bank Guarantee towards Bid Security (Annexure – VII) has been amended to Annexure – VII (Revised) and bidders should submit Bank Guarantee towards Bid Security as per Annexure – VII (Revised) only.

iii) Bids are invited under “Single Stage Two Bid System”. Bidders have to submit both the “Techno-commercial Unpriced Bids” and “Priced Bids” through electronic form in the OIL’s e-Tender portal within the bid Closing date and time stipulated in the e-tender. The Techno-commercial Unpriced bid is to be submitted as per scope of works and Technical specification of the tender and the priced bid as per the online Commercial bid format. For details of submission procedure, please refer relevant para of General Terms and Conditions vide MM/LOCAL/E-01/2005 for E-Procurement of Indigenous Tenders. Any offer not complying with the above shall be rejected straightway.

iv) Performance Security: The successful bidder shall submit Performance Security as below:

a) 1st Performance Security @ 10% of total cost of Hardware & Software + Installation & Commissioning + Training charges + Warranty + Integration charges. The Performance Security must be valid for 12 months from the date of commissioning plus 3(three) months or 18 months from the date of shipment/despatch plus 3(three) months whichever concludes earlier.

b) 2nd Performance Security @ 10% of total cost of AMC for 4 years prior to expiry of the 1st Performance Security. The Performance Security must be valid for 4 years plus 3(three) months.

NOTE: Total quoted 4 years AMC cost should be atleast 30% of the total cost of the entire project. In case the bidder quotes Total 4 years AMC cost less than 30% of the total cost of the entire project then the bidder shall agree to submit performance security @ 10% of the total cost of the entire project valid for 5 years plus 3(three) months. The performance security shall be released after successful completion of 1 year warranty and 4 years AMC period.

The Performance Security shall be in the following form :

A Bank Guarantee in the prescribed OIL's format valid for 3(three) months beyond the Warranty period indicated in the Purchase Order /contract agreement.

Bidders should undertake in their bids to submit Performance Security as stated above.

The validity requirement of Performance Security is assuming despatch within stipulated delivery period and confirmation to all terms and conditions of order. In case of any delay in despatch or non-confirmation to all terms and conditions of order, validity of the Performance Security is to be extended suitably as advised by OIL.

v) The prices offered will have to be firm through delivery and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and rejected.

vi) Bids received after the bid closing date and time will be rejected. Similarly, modifications to bids received after the bid closing date & time will not be considered.

vii) All the Bids must be Digitally Signed using "Class 3" digital certificate with Organisation's name (*e-commerce application*) as per Indian IT Act obtained from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) of India. The bid signed using other than "Class 3 with Organisation's Name" digital certificate, will be rejected.

viii) **Technical RFx Response folder is meant for Technical bid only. Therefore, No price should be given in Technical RFx Response folder, otherwise the offer will be rejected.**

ix) Price should be maintained in the "online price schedule" only. The price submitted other than the "online price schedule" shall not be considered.

x). A bid shall be rejected straightway if it does not conform to any one of the following clauses:

- (a) Validity of bid shorter than the validity indicated in the Tender.**
- (b) Original Bid Security not received within the stipulated date & time mentioned in the Tender.**
- (c) Bid Security with (i) Validity shorter than the validity indicated in Tender and/or (ii) Bid Security amount lesser than the amount indicated in the Tender.**
- (d) In case the Party refuses to sign Integrity Pact.**
- (e) Annual Turnover of a bidder lower than the Annual turnover mentioned in the Tender.**

2.0 BID EVALUATION CRITERIA (BEC)

The bids conforming to the terms and conditions stipulated in the tender and considered to be responsive after subjecting to the Bid Rejection Criteria as well as verification of original of any or all documents/ documentary evidences pertaining to BRC, will be considered for further evaluation as per the Bid Evaluation Criteria given below.

A) TECHNICAL:

The total of all the items quoted including warranty and 4 years AMS charges will be considered together i.e. Purchase Order shall be placed on the bidder who is lowest (L1) after considering cost of all items together.

B) COMMERCIAL:

i). To evaluate the inter-se-ranking of the offers, Assam Entry Tax on purchase value will be loaded as per prevailing Govt. of Assam guidelines as applicable on bid closing date. Bidders may check this with the appropriate authority while submitting their offer.

ii) Priced bids of only those bidders will be opened whose offers are found technically acceptable. The technically acceptable bidders will be informed before opening of the "priced bid".

iii) A job executed by a bidder for its own organization / subsidiary cannot be considered as experience for the purpose of meeting BEC.

iv) To ascertain the substantial responsiveness of the bid OIL reserves the right to ask the bidder for clarification in respect of clauses covered under BRC also and such clarifications fulfilling the BRC clauses in toto must be received on or before the deadline given by the company, failing which the offer will be summarily rejected.

NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the terms and conditions of NIT.

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TECHNICAL SPECIFICATIONS WITH QUANTITY

Tender No & Date: SDI4646P18 DT: 03.05.2017

MATERIALS DESCRIPTION	Complied / Not Complied. (Remarks if any)
<p><u>ITEM NO. 10:</u></p> <p><u>SOFTWARE; Qty: 1 no.</u></p> <p><u>Make: To be compulsorily quoted</u></p> <p><u>A. Software Component:</u></p> <p>(Supply , commissining amd maintainance of HMIS for a minimum period of 1+4 years). HMIS Solution need to be installed and operationalised on turn-key basis for Oil India Hospital, Duliajan and six satellite dispensaries at different locations viz. Manabhum in Arunachal Pradesh, Naharkatia, Moran, Jorhat, Guwahati in Assam and Sonapur in West Bengal.</p> <p>OIL is presently looking for a comprehensive solution covering all the activities of the hospital as mentioned below.</p> <p>1. Patient Registration Module:</p> <p>The system should capture the demographic details of the patient, it should be able to capture the photograph of the patient and should generate unique permanent Patient Registration ID (PRID). With the help of Patient Registration ID the system shall retrieve complete OPD / IPD, history, billing information of a patient at any time.</p> <p>i) On subsequent visit of patient to OPD, patient will have the assigned unique Patient Registration ID but different visit number. After registration patient is assigned clinic number to consult a doctor. In OPD clinic doctor shall be able to write patient's history and examination detail in system with drop-down menu facility. If patient need admission, then on doctor's advice admission sheet shall be printed with IP number and ward is assigned.</p> <p>ii) Facility for advance multi-criteria search for registered patients.</p> <p>2. Emergency Management module:</p> <p>i) Medical Emergency / Accidents will be handled by this module.</p> <p>ii) Patient can be admitted in casualty ward or can be admitted to other ward.iii) Services booking iv) Statutory forms and reports.</p> <p>3. Doctor's Workbench Module:</p> <p>i) Keeps track of individual doctor OPD & IPD patient's appointment.</p> <p>ii) Print daily appointment list of patient.</p> <p>iii) Facility to assign time slot and days to a particular doctor's schedule in advance.</p> <p>iv) Facility to cancel appointment.</p> <p>v) Direct Registration or OPD entry of a patient from appointment list.</p>	

- vi) Consultant doctor/ doctor can see the list of Registered OPD Patient, which is registered for him/her
- vii) Can be able to write complete past history, family history, personal history, professional history, and present history and major complains of patient.
- viii) Write examination of patient.
- ix) Assign Provisional Diagnosis.
- x) Order investigations (Electronically), direct order goes to respective Laboratory. The above features must have dropdown menu.

4. Wards and Nursing Management:

This module will take care of admitted patient in wards/HDU/NICU and help ward staff to manage the wards and shall be integrated with admission, discharge, bed transfer, ward transfer, diagnostic centre, surgery management, pharmacy and billing management, diet, OT. Maintenance of clinical and input output chart of patient. This module shall work in conjunction with doctor's workbench and other modules of hospital management system for patient care and to monitor patient's condition.

5. Radiology Information System (RIS) Module:

- i) This Module will contains Following Module:- X-Ray, Ultrasound, CT Scan, MRI, Colour Doppler, Mammography, Bone densitometry, OPG, Echocardiography, Stress Test, EEG, ECG, Any new test group can be incorporated.
- ii) Electronic Request comes to radiology directly from consultant doctor /ward.
- iii) Patient viewed by radiologist and enters the investigation result.
- iv) Report can be viewed by consultant doctor in their chamber/ward.
- v) PACS integration with radiology equipment.
- vi)Predefined report formats for various tests.
- vii) Provision to send images via emails.
- viii) Facility to highlight the abnormal findings.
- ix) PACS Radiology
 - a) Ability for all the image storage to be on-line.
 - b) Ability to automatically display warning when the storage space is above 70% used.
 - c) Ability to support the current American College of Radiologists.
 - d)Ability to provide for the maintenance of the storage system without loss of data or time.
 - e)Ability to provide purge, archive and move lists by user-defined criteria.
 - f) Ability to track films at the following levels
 - . Master folder
 - . Sub folders
 - . procedure incl. C.T.
 - . Reported status
 - . Unreported status
 - . Picture Archiving Communitaing System(PACS)should be implemented and connected to all radiology modalities
 - g)PACS should be integrated with the HMIS where films and reports are easily accessed and previous images/reports should be available for any references.
 - h) Ability to view radiographic images at wards , ER, clinics, with or without reports.
 - i) Ability to view primary and final reports for urgent cases at ER and any selected area.
 - j)Ordering physicians have the ability to refer any unreported images to radiologist requesting urgent report.
 - k) Ability to view the same image in different areas such as wards, clinic, etc.

l)Ability to print high quality diagnostic images in hard copy or to be saved on CD. m)Ability to send these images via internet or remote connection such as outside hospital clinic along with reports.

n)PACS Feature List:

i)Compliance and Security:

1. DICOM MWL support
2. US FDA Approved
3. HIPAA compliant,
4. Audit Trail
5. Image Transfer in encrypted format
6. HL7 complaint.

ii) Interoperability :

1. Vendor Neutral Archive
2. Vendor Neutral Connectivity
3. Fast and lossless image transfer
4. Consistent Image quality
5. CD/DVD/Blu Ray DVD Writing with Embedded DICOM Viewer
6. Access Images/Reports using ipads/mobile handsets
7. Seamless integration with Non DICOM modalities like Endoscopy/C Arm/Microscopes

iii) Ease of Use:

1. Web based.
2. Streaming of images to support even low bandwidth.
3. Consistent Image quality
4. Multisite Hospital Connectivity with Global Worklist & Datasync
5. Teleradiology ready
6. Multimodality Connectivity
7. Customizable User views
8. Active Collaboration features
9. Advanced processing tools
10. Inbuilt Reporting - Templates, Speech recognition, Dictation
11. Customized multimodality, multipatient film printing formats
12. CD/DVD/Blu Ray DVD Writing with Embedded DICOM Viewer
13. Digital Signature facility
14. 3D/MIP/MPR support
15. E-mail / Fax / SMS Support
16. Platform Independent - Windows/Mac/Linux
17. Report Search Engine

iv) Requirement: There should be no restriction of license in PACS based on radiological examination per annum.

v) PACS software must not be an open source software.

6. Laboratory Information System - LIS:

i) This Module will contain Following Modules: - Biochemistry, Clinical Pathology, Serology, Microbiology, Histopathology, Cytology and Immunology. Any new test group should be incorporated immediately.

ii) Request comes directly in the lab from Consultant doctor / from ward

iii) Test Samples of OPD Patient taken in lab

iv) Test Samples of IPD Patients taken in ward.

- v) Printing of stickers with bar codes for easy identification of samples.
- vi) Lab equipment shall be interphase with the system for uploading the results automatically.
- vii) Results are verified by Doctors before release.
- viii) Investigation Report should be viewed by Consultant doctor in their chamber or in wards electronically. EMR Software.
- ix) Inventory control in Lab
- x) Facility for with quality control measures

7. Blood Bank Management Module:

- i) Donor / Blood bag entry
 - ii) Patient entry. Cross match entry
 - iii) Blood component generation
 - iv) Blood bag issue
 - v) Blood bag Billing
 - vi) Inventory Management
 - vii) All screening test for blood donor
 - viii) Blood collection
 - ix) Issue of compatible blood and blood components
 - x) Inventory control in Blood bank and Blood group data
 - xi) Reports of blood bank: Some of them are: Monthly CMIS Report, Donor Register, Master Register, Issue Register, Daily stock book, Daily donor records, and Discard register.
- The blood bank management module shall meet the NACO and NABH guidelines.

8. Billing and Transactions Reports Module:

- i) Define patient type, for example NEP, Paid service to companies.
- ii) Bill for OPD patients and IPD patients.
- iii) Generation of service orders by service points like clinics, wards and OT.
- iv) Define bill particulars
- v) Define bill sub particulars
- vi) Define bill charges depending upon patient type
- vii) Define bill charges depending upon room type
- viii) Automatic posting of consultant charges
- ix) Automatic posting of operation charges, surgery charges, anaesthetist charges etc.
- x) Automatic posting of lab charges
- xi) In wards, nurses can post complete procedures, visiting doctor details, medicine charges. It will automatically be shown when bill is generated.
- xii) Summary / detail IPD Bill Report
- xiii) Daily Cash Register: Operator wise, Shift wise, Patient type wise, Department wise etc.
- xiv) Bill wise income report
- xv) OPD / IPD/ LAB wise income report
- xvi) Detail lab income Report
- xviii) Payment by CASH /CORPORATE / Bill
- xviii) See who is currently logged in the system.
- xix) Facility to enter bill pattern of any insurance company
- xx) Provision to give discount at administrator level with a provision to write a note for discount.

9. Hospital Helpdesk Management Module:

i) Help desk will provide the features like quickly search the information regarding admitted patient, the required information asked by staff within the hospital. Information such as patients ward/bed, doctors availability/schedule etc. can be maintained and searched.

10. OPD Pharmacy / Inventory Management Module:

i) The main function of OPD pharmacy is to issue medicines to patients, issue of medicines for first aid boxes to different department. OPD pharmacy will raise indent to central drug store and medicines will be issued from central drug store mentioning against which indent number the drug/items are issued.

ii) This module will maintains:- Patient wise drug issue report, Date wise drug issue report, Drug wise drug issue report, drugs issued by different user in pharmacy, Stock position of drugs. Complete tracking of particular drug, Current stock, stock on a given date, Expiry date warning of drugs. Return of medicines to central drug store and also receiving returned medicines by patients.

11. Hospital Certificates Issue Module:

i) Birth Certificate

ii) Death Certificate

iii) Fitness Certificate

iv) Referral Letter

v) Thanks Letter

vi) Sickness Certificate

12. Healthcare Communication Module:

i) This is an intranet-messaging system.

ii) Any user can send messages to other users through the software.

iii) If receiver is already logged at some terminal, he/she will get instant message.

iv) If user is not logged in system, he / she will get message when they will login.

v) Doctor can send message to lab for immediate test result.

vi) Any communication should be possible without phone lines.

vii) File can be attached.

viii) SMS alerts may be incorporated.

13. Hospital Management address Directory Modules:

i) Complete record of hospital employee, their address, telephone number, email address, Mobile Nos., Birthday, Wedding Anniversary, etc.

ii) If a Doctor, what is his speciality?

iii) Maintains the Record Department-wise, category-wise

iv) Searching of person by name, telephone number, category, city, etc.

v) Direct sending Email/SMS to a person.

14. Central Drug Store (Hospital Inventory and Fixed Assets Management Module):

i) Oil Hospital is having central store, which purchases the items for hospital in association with material department and maintains the complete stock.

ii) Central Drug Store purchase drug items and non-drug items

iii) Central store issues the items to wards and OPD pharmacy store against a requisition on the

basis of first in first out (FIFO) or issue of early expiry medicines.

- iv) This module will maintain, purchase of items, issue of items and can search how many items issued to particular ward/ pharmacy store.
- v) Stock position of all items in central store.
- vi) Expiry status of drugs
- vii) Reorder level of drugs
- viii) Stock position at a particular time and date
- ix) Medicine master and inventory data base as per industry standard.
- x) Store-in-charge and pharmacy-in-charge shall have facility to open multiple window at a given time.
- xi) Reports for high value and low value items.
- xii) On reaching critical stock level of a particular item system should give an alarm.
- xiii) Maintain supplier's database.
- xiv) Vendor Return: This will allow the material to be return to different vendors.
- xv) Generation of reports at central store as per audit requirement.
- Xvi) The drug store module shall have interface with barcode reader for stock entry.

15. Hospital MIS Reports Module:

This module should provide information related to performance of all the section of hospital so that management can analyse the effectiveness of various functions performed in the hospital.

This module shall have:

- i) Powerful reporting tools.
- ii) Statistical tools for visually analyse the data.
- iii) Date wise OPD Patient list
- iv) Department wise patient registration.
- v) Date wise IPD admission List
- vi) Discharge statistics
- vii) Bed/ward transfer statistics
- viii) Birth register
- ix) Death register
- x) Drug expiry control
- xi) Consumption analysis and dynamic reorder level
- xii) Slow and fast moving item report
- xiii) ICD based reports
- xiv) OPD Summary Report
- xv) MIS Reports in respect of pharmacy, Central store and billing.
- xvi) Dashboard interface
- xvii) Separate interface for Auditor
- xviii) Easy exportability to various formats such as MS word, PDF, MS excel etc.

16. Operation Theatre Management Module:

- i) Should define operation by Operation theatre (OT) name.
- ii) Check the availability of time slot for particular Operation Theatre
- iii) Check the operation list by surgeon name
- iv) Check the operation list by Anaesthetist name
- v) Check the operation list by department name
- vi) Able to search the record of particular patient
- vii) Should able to print complete OT schedule for particular dates. Search OT Register
- viii) It maintains complete record of operation:

- Patients information, Operation name, Surgeon name, Assistant Surgeon name, Anaesthetist name, Nurse name, OT boy name, Blood given or not, How much Fluid Given, Swab Counting, Any Complication, Sample for HPE, Operation Notes

ix) Search OT Register:

- By Date range
- By Surgeon name
- By Anaesthetist name
- By Patient ID
- By Operation name

x) Interface with inventory and billing

17. Physiotherapy Module:

Maintain a schedule for patient's physiotherapy session, provide a schedule of exercise to be performed, to collect detailed description of a physiotherapy session and track the pattern of improvement of the patient.

18. Diet and Kitchen Module:

i) The system shall help in generating the daily diet requisition for the various wards and help in maintenance of meal scheduling, customizing meals as per patient's meal and helps in maintaining stock management, diet scale management, menu plan and supply of materials. The meals are served and depending upon the type of patient he / she is billed or not billed.

ii) Creation of meal plan for kitchen in the system, for breakfast, lunch and dinner as per requirement.

iii) Capture the calorie count and nutritional information of all the food items.

iv) Requisition preparation from kitchen module for supply of material

19. Housekeeping and Laundry Management module:

i) Scheduling the cleaning of various area of hospital

ii) Scheduling the changing of linen used by the wards iii) Maintaining the stock of incoming and outgoing laundry items

iv) Scheduling maintenance activities of laundry equipment.

20. Central Sterile Supply Section:

The CSSD receives unsterilized linens and other items from OT, wards and OPD and after sterilisation send them back to its place of origin. CSSD shall interface with central store for online stock request. It shall also keep detail records of cleaning, disinfection and sterilization and shall be able to generate reports as and when required. Shall have facility to incorporate hospital infection control policy. It should have facility to monitor quality of sterilization.

21. Biomedical Waste Management:

The main functions of Hospital Waste Management Module are Handling, segregation, mutilation, dis-infection, storage, transportation and final disposal of biomedical waste in accordance with BMW management and Handling rules 2016.

22. Duty Roster Management:

For scheduling working hours of doctor, nurses and other staff of various department. The module shall be able to assign various timing to different shift, assign shift to various employees section wise and also substitution of absent employee.

23. Patient Referral Module:

This module shall facilitate the referral of a patient to other predefined hospitals in Assam or outside Assam for specialised treatment. Module shall have facility to send the patient's detail to referral hospital electronically. On return of patient's treatment and bill need to be entered. The module shall have reporting facility in regard to number of patient sent to different hospital and also cost incurred.

24. Medical record Section:

This module shall store complete health related clinical information of a patient electronically which can be retrieved at any moment of time. The module shall be capable of scanning the patient related documents and tagging them with identification number for storage and retrieval.

25. Occupational Health Module:

- i) Appointment: Generate group appointment for consultation and examination, facilitate departmental heads to schedule appointment for employees.
- ii) Illness profile
- iii) Injury profile
- iv) Medical Surveillances: pre-employment, pre-promotional, periodic and pre-retirement medical examination and data entry of clinical examination and predefined medical tests data entry.
- v) Industrial Hygiene: Hazard analysis, safety factors, sampling and walk through
- vi) Hearing conservation
- vii) Pulmonary function
- viii) Ophthalmic intervention
- ix) X Ray-ILO
- x) Regulatory compliances
- xi) Data analysis and reports displaying using graphical outputs.
- xii) Requisition to department by email.
- xiii) Referral to consultant with his remarks.

B. HMIS COMPLIANCE STANDARDS

The HMIS has to be compliant to following standards:

- i) ICD 10 or latest version
- ii) HL-7 (health level-7) for messaging and communication with HL-7 compliant system.
- iii) NACO (National Aids Control Organization)
- iv) NABH (National Accreditation Board For Hospitals & Health Care Providers)
- v) GFR (General Financial Rules)
- vi) CIMS (Current Index of Medical Specialities)
- vii) DICOM (Digital Imaging & communication in Medicine)
- viii) Interfaces to laboratory equipments complying with ASTM (American Society for Testing and Materials)

C. INTERFACES

The HMIS should have following interfaces

- i) Bar Code interface
- ii) Digital Tablet
- iii) Smart Card
- iv) Auto Analyser
- v) Medical equipment interface
- vi) Interface with printers, scanners, webcam etc.

D. Essential Features:

- i) The system shall be User Friendly.
- ii) The HMIS shall be complete database Driven and easy to be customized.
- iii) It shall be modular in structure, highly secured and have role based authentication for modules
- iv) The MIS shall be Graphical
- v) The system shall have single window view to locate patient Billing, Collection, Discharge Detail, Patient Medical History, clinical notes, OT details etc.
- vi) Package Should Supports Adaptability & Scalability of Software making it more robust.
- vii) General and Standardized Health Packages for the OPD & IPD Patients generated.
- viii) Easy Query Handling for instant decision of Bed Allocation for Patients, and request for the Bed Transfers.
- ix) Effective Search Facility to Search any type of Information related to Patient.
- x) Graphical Presentation of the Data for Top Management for Analysis.
- xi) Comprehensive Performance Reports.
- xii) Built-in Workflow Managment.
- xiii) HMIS should have facility to enter demographic data of Other Entitled Person (OEP) at 4 different locations at Duliajan mainly CISF, Security, Administration & Employee Relations Deptt.

E. Standards of Performance:

The vendor will complete the project in accordance with the specification given by OIL from time to time and in conformity with the international standards on Information Security and Audit and as per various relevant laws such as Information Technology Act 2000 and other related Laws, Rules and Regulations.

F. Installation and Commissioning:

1. The bidder shall supply and install all the hardware components as per tender terms and conditions.
2. The HMIS product and all its modules has to be customized as per requirements of OIL India Hospital.
3. Along with the installation & Commissioning of the solution data migration of 5 years data is to be done from the current systems to the new systems followed by testing.
4. The project will be considered as commissioned only after user acceptance test by and final project sign off by Oil India Ltd. Warranty will start for both hardware and software after sign off date.

G. Integration of HMIS solution :

The successful bidder must integrate HMIS solution with :

i) SAP applications of OIL. The HMIS system should have integration with SAP HR, Purchase Requisition and Service Entry Sheet preparation process of SAP ERP. The integration should be done as per requirement of OIL Hospital.

ii) Scope of SAP Integration:

Medicines and other materials are received at Medical Deptt and Service Entry Sheet (SES) or Goods Receipt Note (GRN) in SAP is raised. The stock details should automatically update to HMIS system after SES / GRN is raised. After issue of Medicines or other materials from HMIS it shall be successful bidder's responsibility to update the data in SAP. The stock position in SAP and HMIS should always be the same.

All the bills shall be generated in HMIS and it shall be successful bidder's responsibility to update / post the total amount collected in SAP.

It shall be successful bidder's responsibility to import all the SAP HR master data relevant to Medical Deptt to HMIS. Any future changes in SAP HR master data should get automatically updated in HMIS.

iii) The list of equipment's of OIL hospital and other information is enclosed as **Annexure - A4.**

H. Testing:

1. The vendor will thoroughly test the HMIS onsite before its deployment on the Production system for proper functioning.

2. OIL authority will scrutinize the software to certify the security, technicality and suitability of the HMIS to meet the requirements of OIL. OIL will give the Final approval/ User Acceptance of the software and the system only after satisfactory performance.

I. Database Management

The successful bidder has to supply version of MS SQL Server 2016 Standard Edition or higher standard edition Database along with minimum 4 numbers of licenses required for successful implementation of HMIS solution including PACS.

The successful bidder will be responsible for end-to-end management of database (MS SQL Server) on an ongoing basis to ensure smooth functioning of the same.

If any problem in undertaking the requirement of processing arises, the matter be discussed with the concerned OIL Officers before proceeding further.

J) Six satellite dispensaries at different locations viz. Manabhum in Arunachal Pradesh, Naharkatia, Moran, Jorhat, Guwahati in Assam and Sonapur in West Bengal shall have following modules:

- a) Patient registration module
- b) Emergency management module

c) Doctors workbench module d) Pharmacy and inventory management module e) Central Drug store (Hospital Inventory and fixed Assets Management Module) f) Physiotherapy module at Guwahati dispensary only g) patient referral module i) Occupation health module j) Reports module	
<p><u>ITEM 20:</u></p> <p><u>HIGH END RACK SERVER; Qty: 4 nos.</u></p> <p><u>Make and Model: To be compulsorily quoted</u></p> <p><u>SPECIFICATION OF HIGH END RACK SERVER</u></p> <p>1) CPU: 2x Intel Xeon 12 Core CPU @ 2.0 GHz or higher or equivalent.</p> <p>2) Cache L3: A minimum 12MB of L3 Cache</p> <p>3) Chipset: Compatible Intel or OEM Chipset</p> <p>4) Memory: 64GB DDR-3 ECC Memory Upgradeable to 128 GB</p> <p>5) Memory protection: ECC, Memory Mirroring, Memory Sparing</p> <p>6) SCSI Controllers :Integrated Hardware Raid Controller to supports Hardware Raid 0,1</p> <p>7) Disk Drives : 2 x 600GB 6Gbps 10K SAS Hard Disk Drive</p> <p>8) Graphics Controller : 16 MB SDRAM</p> <p>9) I/O Interface</p> <ol style="list-style-type: none"> Network Interface : Integrated network adapter with 2 numbers of 10GbE Ports Storage Connectivity: FC HBA 16 Gbps with minimum 2 ports <p>10) I/O Expansions : Min 2 Nos. PCIe expansion slots.</p> <p>11) Failure Alerting Mechanism : The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards.</p> <p>12) OS :Microsoft windows server 2012 or latest version of Microsoft windows server edition with necessary license.</p> <p>13) Virtualization :</p> <p>2 No.s of VMware Vsphere Enterprise 6 Plus software latest version License with necessary (SNS) Production Support/Subscription should be provided in each server with necessary server management software.</p>	

<p>14) Others: Redundant fans and power supplies, necessary power & interface cables etc. needs to be provided.</p>	
<p><u>ITEM NO. 30 :</u></p> <p><u>STORAGE AREA NETWORK (SAN) & SAN SWITCH; Qty: 1 no.</u></p> <p><u>A) Storage Area Network (SAN) [Qty: 1 No.]</u></p> <ol style="list-style-type: none"> 1. Make and Model: To be compulsorily quoted. 2. Form Factor Rack Mounted SAN Storage System. 3. Architecture & Dual Active-Active Controller Processing Single Enclosure HA. 4. a) Capacity - Usable 60TB (Min) in RAID Scalability RAID 6. b) Hot Swappable SAS 10K RPM Disk Drive using Min 1.2 TB Hard Disk. 5. Cache: Dual controllers each with Min 24GB Cache 6. Ports: Min 2 (Two) Nos. 10 GbE and Min 2 (Two) No.s of FC 16 Gbps Target Ports per controller. 7. RAS Features Redundant hot-swappable controller, disk, power supply and cooling fans. 8. Management: GUI-based and web-based administration interface for configuration, storage management. Capable to manage more than one array of same family. 9. OS Support: Support MS Windows Server, Linux, VMware®, ESX/ESXi. 10. Disk Drive Support: 6Gbps dual-ported drives Support of 900GB, 1.2TB SAS drives. 11. Storage: FC, iSCSI licensed from Controller day one. Must also support Protocol NFSv2/3/4 or higher, CIFS in the storage 12. Hot Spare: Appropriate number of "Global Hot Spare" drives should be supplied and installed to support desired volume of internal storage as given point 4 above. 13. Power Details: Complete power requirement details of the equipment. 14. Licensing: All the necessary licenses on the storage system must be provided. <p><u>B) SAN Switch [Qty: 2 Nos.]</u></p> <p>Make and Model: To be compulsorily quoted.</p> <ol style="list-style-type: none"> 1. Bidder must specify Make and Model number of the SAN switch offered in the bid. Relevant product datasheet must be submitted along with the bid. 2. Form factor : 19 inch Rack-mountable 3. Quantity to be supplied : 02 numbers 4. Minimum 24 nos. of 16 Gbps FC Ports active per switch Necessary licenses if required must be supplied with the solution. 5. Type of Ports : Suitable ports of required type must be present on the switches so that servers, SAN storage etc. can be inter-connected with no single point of failure to meet the requirements of the solution. 6. 2/4/8/16-Gbps auto-sensing with 16 Gbps of dedicated bandwidth per port. 7. Supported Media types: Hot-swappable SFP and SFP+ optics 8. Aggregate bandwidth: Minimum 384 Gbit/sec end to end 9. Management <ol style="list-style-type: none"> a) HTTP, SNMP v1/v3 b) Out-of-band 10/100/1000 Ethernet port c) CLI and web based GUI 10. Power Supply 	

<p>a)Redundant, hot-swappable power supplies b)Single Phase 230 V AC 50 Hz c)India Standard Power Pin 11.Diagnostic Features a)Port-level statistics b)Fibre Channel ping c)FC traceroute 12.Fabric Services a)Name server b)Zoning 13.Others a)All required modules, SFPs, connectors, Fibre patch cables etc. for the entire configuration of the SAN switch must be supplied with the solution from day one. b)Any SAN Switch level configuration required for integration of the storage with any new server / applications in future to be carried out by the bidder during implementation and warranty period with no extra cost (as many times as may be required). 14.License (if any) a)If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet. b)The bidder must supply the necessary software licenses to meet the stipulated specifications. c)The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license.</p>	
<p><u>ITEM NO. 40:</u> <u>42 U RACK; Qty : 1 No</u> 1. Make & Model: To be quoted by bidder 2. Rack : 42U Server OEM Rack 3. Rack Console: 17/18.5 inch Rack console (Monitor, foldable TFT display with Keypad, Touch keypad & touch pad. pad) This should be of 1U size. 4. KVM Switch: 16-port USB KVM Switch to connect all the Windows/Linux servers to TFT monitor, keyboard, mouse to carry out administrative functions of all the servers using the common monitor, keyboard and mouse. 5. Accessories: Rack-mounting accessories and all necessary software for KVM Switch are to be supplied. Good quality Indian type Power strips,</p>	

<p>connectors, cables, plugs, etc. must be supplied.</p> <p>6. Fan: 4 fans mounted on top cover</p> <p>7. Power: PDU 12 x 6/16 Amp Socket with 32 Amp MCB</p>	
<p><u>ITEM NO. 50:</u></p> <p><u>SOFTWARE; Qty: 1 no.</u></p> <p><u>A. BACK UP SOFTWARE; Qty : 01 No.</u></p> <p>The Successful bidder must supply suitable Backup software with necessary licenses for the entire solution to take following backups:</p> <ol style="list-style-type: none"> File system Backup. Offline Backup. Online database backup of MS SQL Server. VM backup. Should be capable of taking VMware Consolidated backup of all Virtual Machines into LTO 6 Tapes of Tape Library. The backup software must support both SAN based and LAN based backup. The backup software has to be certified for installation in 64 bit Red Hat Enterprise Linux operating system. Successful Bidder must provide all necessary licenses. <p><u>B. BACKUP SERVER; Qty : 1 No.</u></p> <p>Make and Model: To be compulsorily quoted.</p> <ol style="list-style-type: none"> Processor : 2 X Intel Xeon E5-2630 v4 2.2 Ghz, 25 MB cache, 10 core RAM: 32 GB (Minimum) DDR3 ECC RDIMM upgradable up to 256 GB System Disk : 2x600 GB (Minimum) with atleast 10K rpm SAS with RAID 1 implementation. Storage Controller : SAS RAID controller Optical Drive: DVD Drive - 1 (One) no. I/O Interface: <ol style="list-style-type: none"> 1 Gigabit Ethernet Interface with RJ-45 Port-Min 4 (Four) Nos. Storage Connectivity: FC HBA 16 Gbps with minimum 2 ports Adapter slots: 2 nos PCI-e slots free Ports: Minimum 2 no of USB 2.0/3.0 ports Reliability, Availability and Serviceability (RAS) features : <ol style="list-style-type: none"> ECC in memory Hot swappable disk bays Redundant cooling fan Redundant power supply (230v, 50 Hz) Form Factor: Max 2U Rack form factor Rack model with rack mounting kit Operating System: 64 bit Red Hat Enterprise Linux operating system with unlimited user license on DVD/CD media. Others : Successful Bidder must provide all necessary licenses and connecting/interface cables. 	

<p><u>ITEM NO. 60:</u></p> <p><u>TAPE LIBRARY; Qty: 1 No.</u></p> <ol style="list-style-type: none"> 1. Make and Model: To be compulsorily quoted. 2. Tape Drive: LTO-6 Technology 3. Number of Drives: Minimum 2 LTO6 tape drives. 4. Cartridge Slots : Minimum 20 Slots 5. Management : Tape library shall provide web-based remote management. Should provide automated and remote management of tape media within the library. 6. Barcode Reader : Tape library must be able to read Barcode labels of tape cartridges. 7. Library Features : Tape library should be rack mounted. Rack mounting kit to be supplied. 8. Host Interface : FC 16 Gbps for connectivity to SAN Switch-Min 2 ports. 9. LTO-6 Cartridges : Ultrium 40 Nos. LTO-6 cartridges along with barcode labels for data & 2 cleaning cartridges to be supplied. 10. Cables/ All connectors/cables, etc.: Connectors for installation of the equipment to be provided. 11. Power Details : Complete power requirement details of the equipment. 12. The successful bidder must supply any additional hardware/ equipment/ device for establishing communication between Tape Library and the SAN Switch if required. 13. If the Tape Library and Backup software are not from the same OEM, the Backup software must be compatible with and support the Tape Library. Necessary documentary evidence indicating the support must be submitted by the bidder along with the bid. 14. Licensing: Bidder must provide all the necessary licenses. 	
<p><u>ITEM NO. 70</u></p> <p><u>ONLINE UPS; Qty 1 No.</u></p> <p>Make and Model: To be compulsorily quoted.</p> <p>Successful bidder must provide online UPS of suitable rating(in KVA) and battery bank of appropriate size and configuration to provide backup for minimum 90 mins at 100% Load for the entire HIS solution including backup solution.</p>	
<p><u>ITEM NO. 80</u></p> <p><u>INSTALLATION & COMMISSIONING; Qty: 01 AU</u></p>	
<p><u>ITEM NO. 90:</u></p> <p><u>TRAINING; Qty: 01 AU</u></p>	
<p><u>ITEM NO. 100:</u></p>	

<u>4 YEARS ANNUAL MAINTENANCE CONTRACT (AMC); Qty: 01 AU</u>	
<u>ITEM NO. 110</u>	
<u>WARRANTY; Qty: 01 AU</u>	
<u>ITEM NO. 120</u>	
<u>INTEGRATION WITH ERP-SAP & MEDICAL EQUIPMENT; Qty: 01 AU</u>	

SPECIAL TERMS AND CONDITION:

Preamble:

OIL INDIA LIMITED (OIL) is a Government of India NAVARATNA company, engaged in Exploration, Production and Transportation of Crude oil & Natural gas and Production of LPG in India with participating interest in E&P sector in various overseas projects.

Oil India Hospital is a 190 bedded central hospital of Oil India Ltd. situated at Duliajan, Dist. Dibrugarh, Assam, PIN - 786602 (India). Oil India Hospital is planning to implement Hospital Management and Information System (HMIS) at central hospital at Duliajan and six satellite dispensaries located at Manabhum (Arunachal Pradesh), South Bank (Naharkatia), Moran, Jorhat, Noonmati (Guwahati), Sonapur (West Bengal) . Oil India Hospital is a multispecialty secondary care hospital catering to the needs of its employees, their dependants, other entitled patients and their dependants (like CISF, AISF, School teachers, Zaloni club, Co-operative society etc.) and also general public (NEP) on nominal charges.

A. GENERAL TERMS & CONDITIONS:

1. The successful bidder will be wholly and solely responsible for the required uptime of the overall solution during the warranty/AMC period. Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty/AMC period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the warranty/AMC period. An escalation matrix must also be provided to OIL by the successful bidder within two months of the commissioning of the system.
2. During the warranty/AMC period, bidder must depute 2(two) engineers (one engineer for hardware maintenance and one engineer for HMIS software Support) at Duliajan exclusively against this order. Salary, boarding, lodging and all expenses of the deputed engineers shall be borne by the successful bidder.
3. The engineers deputed for warranty/AMC services should report every OIL working day at 07.00 AM at OIL Hospital, Duliajan. In case the engineer is on leave, a replacement engineer should be deputed within 24 hours, for providing the warranty services. If the engineer does not report for duty, penalty as mentioned in penalty clause will be levied.
4. Bidder shall provide the complete bio-data of the deputed personnel during warranty/AMC period. In case of not being satisfied with the performance of any of the persons deputed, OIL reserves the right to ask for change of any or all of the concerned persons. The successful bidder will have to provide suitable replacement personnel within a maximum period of two weeks of such notice from OIL.
5. The vendor will ensure the data integrity by taking all necessary precautions as per standard practices with back-up server facility.

6. The vendor has to carry out necessary development / customization of the solution in line with OIL's requirement as and when required during warranty and AMC period.
7. The data migration to be done from the current Oracle database systems to the new systems followed by testing.
8. Integration of HMIS with existing Radiology and Lab equipment.
9. The HMIS shall be integrated with SAP ERP system.
10. Acceptance testing as per criteria defined during project kick-off will be prime responsibility of the bidder for successful completion of the project.
11. All the services (hardware & software) should be available as per SLA.
12. There must be a single point of contact for any eventuality. The escalation matrix must be provided with the bid.
13. The Servers will be hosted at Existing IT Data Center at Duliajan.

B. TRAINING:

On site training of Hospital staff on different modules of HMIS software application before Go-Live of the system to be done by the vendor. Oil India Hospital will provide computers for operationalisation of the HMIS.

- a) Training has to be provided to End Users, Super Users and Adminsitrator.
- b) The entire training period shall be covered in 20 Man Days.
- c) Training mannual and user mannual shall be provided by the vendor.

C. Payment Terms:

1. 70% of the Hardware & Software cost will be made within 30 days of delivery subject to no dispute.
2. Balance 30% of the Hardware & Software cost alongwith 100% of the data migration, Radiology & Lab equipment integration, SAP integration, training, installation & commissioning and other cost (if any) will be made after successfully implementation & migration of the solution.
OIL will issue a commissioning certificate only after completion of all the activities listed under Heading: Scope of Work.
3. During AMC period, payment for AMC charges will be paid quarterly on successful completion of every 3 months.
4. During warranty period payment will be done on half yearly basis.

D. SERVICE LEVEL AGREEMENT (SLAs)

Definitions:

1. Incidents : Any hardware or software related failure/malfunctioning in the solution.

2. Service Request: Any operational/administrative job assigned to the Service Engineer by OIL as per the scope of the managed services for the solution.

3. Non-Availability: The service(s) is not available.

4. Severity Level -1

i) Software Failure: Is defined as, any of the service is not available due to reasons other than OIL's end user network issue or the Service is available but the critical software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status.

ii) Hardware Failure: Is defined as, any of the service is not available due to reasons other than OIL's end user network issue or the Service is available but the critical redundant hardware/software components have failed and there is urgent need to fix the problem to restore the service to the high availability Status. The list of critical redundant hardware/software components are:

- a) Any of the physical servers
- b) Any of the SAN switches
- c) SAN storage.

5. Severity Level -2

Is defined as, the service is available but there is compromise on the features available in the system due to failure of any other hardware/software component of the solution and are required to fix the problem to bring the service to Normal Level.

6. Severity Level -3 (Any Other)

Is defined as, the service is available but there is compromise on the features available which does not affect the normal operation of the system but needs to be fixed to make the system error free.

7. Response Time:

Represents the period of time from the problem occurrence to the time when the problem is first attended by your engineer.

8. Resolution Time:

Represents the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.

9. Planned/Scheduled Downtime:

Planned/Scheduled downtime shall be mutually decided by the vendor for preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to vendor's (or Service Provider's) failure to exercise due care in performing vendor's responsibilities.

10. The SLA schedule

CONDITION	RESPONSE TIME	MAXIMUM RESOLUTION TIME ALLOWED
Severity Level -1		
Software Failure:	15 minutes	3 hours
Hardware Failure:	30 minutes	24 hours
Severity Level-2	1 hours	48 hours

Severity Level-3 10 hours 72 hours

E. Penalty Terms:

Failure to meet resolution time requirement shall attract penalty calculated as per the following:

i) For Severity Level -1:

a) Software Failure: 0.5 % of quarterly AMC fee per additional 4 hour period since the expiry of maximum resolution time allowed

b) Hardware Failure: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed

ii) For Severity Level -2: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed

iii) For Severity Level -3: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed

iv) In case successful bidder's service engineers do not report to duty and no substitute is provided, an amount of INR 3000.00 will be levied on per day basis.

If for any reason, the successful bidder fails to provide services within seven successive days from the date of reporting, the period of Warranty or AMC will be extended by that number(s) of days, at same rate, terms and conditions of the order.

NOTE: The total penalty per annum shall be subject to a maximum of 15% of the annualized AMC value which will be determined proportionately.

F. Annual Maintenance Contract (AMC):

a) The bidder has to quote for 4 year comprehensive Annual Maintenance Contract (AMC) for the entire solution.

NOTE: Total quoted 4 years AMC cost should be atleast 30% of the total cost of the entire project. In case the bidder quotes Total 4 years AMC cost less than 30% of the total cost of the entire project then the bidder shall agree to submit performance security @ 10% of the total cost of the entire project valid for 5 years plus 3(three) months. The performance security shall be released after successful completion of 1 year warranty and 4 years AMC period.

b) AMC will start immediately after successful completion of warranty period.

c) All services under AMC have to be provided at site.

d) During the AMC period, successful bidder must depute minimum two competent engineers for HMIS Solution Support at Duliajan exclusively against this order. The personnel should be able to maintain the entire HMIS solution. Critical spares may be kept onsite for any break-down / malfunctioning of the systems.

e) The back up of the HMIS solution has to be taken by the vendor as per backup strategy to be provided by Oil to ensure that there is no loss of data.

f) The charges for AMC should be quoted on yearly basis and 4 years AMC charges in total will be considered for commercial evaluation.

g) The bidder shall have to supply and install all upgrades / firmwares released for the supplied softwares /hardware during the AMC period, at no extra cost to OIL.

h) Any software or hardware problem shall have to be rectified as per SLA clause.

i) The successful bidder will be wholly and solely responsible for adhering to the SLA of the overall solution during the AMC period.

Vendor shall supply and install all upgrades released for the supplied software applications during the AMC period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the AMC period.

j) An escalation matrix must also be provided to OIL by the successful bidder.

G. Others:

1. Client side software, if any, must be supplied, installed and configured by the bidder.

2. All patch upgrades, version upgrades, firmware upgrades, bug fixes, database-related patches of the supplied software (including any third-party software provided with the HMIS software) must be supplied and installed by the bidder. The bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the entire duration of the PO.

3. Any third-party software, if necessary, to perform any of the aforementioned jobs has to be supplied, installed and configured by the bidder at no extra cost to OIL.

4. During the whole project period, the bidder is required to carry out knowledge sharing as well as sharing of all configuration-related documents with OIL.

5. The bidder must submit the detailed resumes of the persons who will be deputed for the following, along with the bid:

a) Solution implementation personnel (overall in-charge of the project): must have experience of at two similar implementations of the quoted HMIS solution.

b) Administrator: should have at least two years of experience in configuration and administration of the quoted HMIS solution.

In case of not being satisfied with the performance of any of the persons deputed for the above categories of jobs, OIL reserves the right to ask for change of any or all of the concerned persons. The successful bidder will have to provide suitable replacement personnel within a maximum period of two weeks of receiving such a notice from OIL.

6. Printed Technical Brochure/Product Catalogue for the make/model offered must be attached with the Bid.

7. The Bidder should provide an Undertaking of authenticity for the Quoted Server only,(in original), from OEM, as per **Annexure-I**, should be attached, stating that no duplicate/ second hand components/ parts/ assembly/ software, shall be used in the Server, failing which, their offer shall be liable for rejection.

8. Total number of users is 190 Nos and concurrent users is 110 Nos. including 6 satellite dispensary. Training shall be imparted to all the 190 users.

H. Confidentiality Agreement

1. OIL Confidentiality and Non-Disclosure Agreement(NDA) will be applicable.
2. The bidder must submit duly filled Non-Disclosure Agreement as per given format (**Annexure-II**) duly signed & Sealed by the authorized signatory of the bidder.

I. WARRANTY:

- a) Comprehensive on-site 1 year warranty for both software and hardware from the date of commissioning.
- b) Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty period.
- c) Any software or hardware problem shall have to be rectified as per SLA clause.
- d) The successful bidder will be wholly and solely responsible for adhering to the SLA of the overall solution during the warranty period.
Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The successful bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the warranty period. An escalation matrix must also be provided to OIL by the successful bidder within two months of the commissioning of the system.
- e) A minimum inventory of hardware spares may be maintained at Duliajan so that there is no downtime due to sourcing of spares when the situation arises.
- f) During the warranty period, successful bidder must depute minimum two competent engineers for HMIS Solution Support at Duliajan exclusively against this order. The personnel should be able to maintain the entire HMIS solution.
- g) The engineers deputed for warranty services should report every OIL working day at 07.00 AM at OIL Hospital , Duliajan. In case the engineer is on leave, a replacement engineer should be deputed immediately for providing the warranty services. If the engineer does not report for duty, penalty as mentioned in penalty clause will be levied.
- h) The back up of the HMIS solution has to be taken by the successful bidder as per backup strategy to be provided by Oil to ensure that there is no loss of data.

J. Bidders should fill-up and submit the check-list **Annexure-B along-with their offer.**

K. PRICE-BREAKUP:

Bidders should submit the price breakup of all the items as per “**Annexure HHH**” which has been uploaded under “Notes & Attachments” > “Attachments” as shown below. The price breakup “Annexure HHH” should be filled up, signed and uploaded under “Notes & Attachments” > “Attachments” only. **The filled up price breakup of all the items should not be uploaded in **Technical Attachment**.**

RFx - Oil India Ltd e-Procurement System - Windows Internet Explorer

RFx

Display RFx :

[Edit](#)
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[Close](#)
[Copy](#)
[Check](#)
[Convert to Auction](#)
[Export](#)
[Print Preview](#)
[Sign RFx](#)
[Verify Signature of RFx](#)
[Related Links](#)

RFx Number: SDI3784P15 RFx Name: CCTV Surveillance System OIL Duliagan Type: RFx-OPEN TWO BID Status: Saved Created On: 03.08.2014 13:22:23 Created By: ROY
 Time Zone: INDIA Number of Suppliers: 1 Number of Items: 1 Version Number Version Type: Active Version External Version Number

[RFx Information](#)
[Bidders](#)
[Items](#)
[Notes and Attachments](#)
[Conditions](#)
[Tracking](#)

Notes

[Add](#)
[Clear](#)

Assigned To	Category	Text Preview
Document Header	Tendering text	CCTV Surveillance System for Oil India Ltd, Duliagan
Item01"CAMERA"	Tendering text	CCTV Surveillance System for OIL, DuliaganFOR ITEM SPE...

Attachments

[Sign Attachment](#)
[Add Attachment](#)
[Edit Description](#)
[Versioning](#)
[Delete](#)
[Create Qualification Profile](#)

Assigned To	Category	Description	File Name	Version	Processor	Visible Internally only	Checked Out	Type	Size (KB)	Ch
Document Header	Standard Attachment	Price Breakup Annex HHH	Price Breakup Annexure HHH.pdf SSIG	1		<input type="checkbox"/>	<input type="checkbox"/>	SSIG	70	200

Collaboration

[Create](#)
[Assign](#)
[Delete](#)

Collaboration	Created on
No collaboration has yet been created	

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SAPLPD - ... Surveillanc... Strategic... Inbox - Mi... Technical... RFx - Oil I... 3:37 PM

Annexure-I

**Format of undertaking of authenticity letter from OEM
(To be typed on the letterhead of the OEM)**

Ref. No _____

Date _____

The Head (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Undertaking of authenticity of IT Hardware/Software supply

Ref: Your tender enquiry No. _____ Dated _____.

With reference to the Servers being quoted to you vide our quotation No. cited above, we hereby undertake that all the components/ parts/ assembly/ software used in the Servers under the above like Hard disk, Monitors, Memory, etc., shall be original, new components/ parts/ assembly only, from respective OEMs of the products and that no duplicate/ second hand components/ parts/ assembly/ software, are being used or shall be used.

We also undertake that in respect of licensed operating system, it shall be sourced from the authorized source (Authorized Microsoft Channel).

We also take full responsibility of both Parts & Service SLA as per the content, even if there is any defect by our authorized Service Centre/ Reseller/SI, etc.

Yours faithfully,
For (type name of the firm here)

Signature of Authorised Signatory

Name :

Designation :

Phone No.

Place :

Date :

(Affix Seal of the Organization here, if applicable)

Annexure-II

NON-DISCLOSURE AGREEMENT

BETWEEN

Oil India Ltd (OIL), a company incorporated under the Companies Act, 1956 and having its registered office at Duliajan, Assam – 786602, hereinafter referred to as "OIL" (which expression shall unless it be repugnant to the context or meaning thereof, mean and include its successors in office and assignees) of the ONE PART and
AND

_____ a company incorporated under the Companies Act, 1956 having its registered office at _____, (hereinafter referred to as "_____") which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the SECOND PART;

OIL and _____ are hereinafter collectively referred to as the "Parties".

WHEREAS, the Parties intend to engage in discussions and negotiations concerning the establishment of a business relationship between themselves. In the course of such discussions and negotiations, it is anticipated that each Party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "the Project").

The Parties wish to ensure that all such confidential information disclosed by either party will be held by the party who has received it in confidence and used solely in connection with their cooperation.

NOW, THEREFORE, in consideration of the foregoing premises, and the mutual covenants contained herein, the Parties hereby agree as follows:

ARTICLE 1. DEFINITION

For the purpose of this Agreement, **ARTICLE-1: CONFIDENTIAL INFORMATION**

"Confidential Information" shall mean and include any information of any nature (commercial, technical, marketing, financial, etc.) in any form including but not limited to copy, abstract, sample, note or module, disclosed by either party (the "Disclosing Party") to the other party (the "Receiving Party") within the scope of the Project, whether such information are disclosed through written documents, electronic transmissions, orally or visually, and without it being necessary for the Disclosing Party to specify the confidential nature of such information.

ARTICLE 2. CONFIDENTIALITY

2.1 The Receiving Party hereby agrees to consider and treat as strictly confidential, during the term of this Agreement, the Confidential Information of the Disclosing Party. This paragraph shall survive after any expiration or termination of this Agreement and shall bind Receiving Party, its employees, agents, representatives, successors, heirs and assigns.

The Receiving Party agrees in particular:

- i) not to publish in any manner or otherwise disclose to any third party any Confidential Information or part of it, and to treat all Confidential Information at least with the same degree of care as it applies to its own files of a confidential nature;
- ii) not to use Confidential Information, even partially, for the benefit of any third party or for its own account (except for the sole purpose of the business arrangement described in the recitals above);
- iii) not to decompile, disassemble, decode, reproduce, redesign, reverse engineer or manufacture any information, code, process, products or equipment of the Disclosing Party or any part thereof; and

iv) to disclose Confidential Information only to those of its employees and Affiliates who have a reasonable need to know in connection with the business arrangement described in the recitals above, to inform such employees of the confidential nature of the Confidential Information, and to cause them to comply with any and all terms of this Agreement.

v) to disclose confidential information to consultants engaged by receiving Party provided such consultant also executes a Non-Disclosure Agreement with the receiving party that contains terms and conditions that are no less restrictive than these and with the prior consent of the disclosing party.

2.2 Neither OIL nor _____ shall disclose to the public or to any third parties (i) the fact that the cooperation described in the recitals above is taking place between them, or (ii) the fact that Confidential Information have been made available to it or that it has inspected any portion of the Confidential Information, without the prior written consent of the other party, unless required to do so by applicable law or regulation.

In the latter case, prior to disclosure of any information concerning the existence of the cooperation, the party obliged to make a disclosure shall inform the other party of the reason and proposed content of such disclosure and shall written consent thereon.

ARTICLE 3. EXCEPTIONS

The obligations set forth in Article 2 of this Agreement shall not apply to Confidential Information which:

i) is in the public domain at the time of its disclosure by the Disclosing Party or thereafter falls into it without any breach of this Agreement (and, in that case, only from the date on which it fell into the public domain) ;

ii) was known by the Receiving Party prior to its disclosure by the Disclosing Party, provided that the Receiving Party gives proper evidence of such prior knowledge; or

iii) has been rightfully obtained by the Receiving Party from a third party without any breach of a confidentiality obligation towards the Disclosing Party; or

iv) has been independently discovered or developed by the Receiving Party without using Confidential Information, so long as such independent discovery or development can be documented and verified.

v) is required to be disclosed as per any law in force in India or under order of any competent court.

Confidential Information shall not be deemed to be or fall within exceptions i) to v) merely because it is embraced by more general information in the public domain or by more general information thereafter acquired or developed by the Receiving Party. In addition, any combination of features/items/information/data shall not be deemed to be within the foregoing exceptions merely because individual features/items/information/data are in the public domain or in the possession of the Receiving Party.

ARTICLE 4. RETURN OF DOCUMENTS

Upon the expiration of this Agreement, or at the Disclosing Party's request, the Receiving Party shall promptly return to the Disclosing Party all documents including but not limited to copies, abstract, extracts, samples, notes or modules embodying Confidential Information of the Disclosing Party, or, at the option and direction of the Disclosing Party, destroy all copies of the Disclosing Party's Confidential Information and certify in writing that such copies have been duly destroyed. Until that date, the Receiving Party shall keep such documents in a place permitting both their secrecy and their rapid recovery.

ARTICLE 5. NO OTHER RIGHTS OR OBLIGATIONS

5.1 Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information.

The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any

5.2 Nothing in this Agreement shall be construed as granting or conferring to either party any rights by license or otherwise in the Confidential Information, except as expressly provided herein.

5.3 Nothing in this Agreement shall be construed as (i) obligating either party to disclose any information which it does not wish to disclose, or (ii) obligating either party to accept any offer or enter into any agreement between the Parties.

5.4 Other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

ARTICLE 6. NO WAIVER OF RIGHT ON DELAY

6.1 No delay or omission by either party in exercising any rights under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

ARTICLE 7. APPLICABLE LAW – JURISDICTION

7.1 All disputes arising in connection with this Agreement, if not settled amicably by the Parties, shall be finally settled under the provisions of the Indian Arbitration and Conciliation Act, 1996 by three arbitrators appointed in accordance with the said Act.

7.2 The arbitration shall be conducted in English. The arbitral tribunal shall have its seat in Guwahati or any other place as may be mutually agreed by both the parties. The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly. The costs of arbitration shall be borne by the party as provided in the Act.

7.3 The Courts of Dibrugarh shall only have the jurisdiction for the purpose of this Agreement

ARTICLE 8. DURATION

This Agreement shall come into force on the date written hereunder, and shall remain in force for a period of four (4) years starting from such date. The obligations set forth in Article 2 hereof shall survive the expiration of this Agreement for the period specified in such Article.

ARTICLE 9. COMPLETE AGREEMENT

The Parties agree that this Agreement (i) is the complete and exclusive statement between the Parties with respect to the protection of the confidentiality of Confidential Information, (ii) supersedes all related discussions and other communications between the Parties, and (iii) may only be modified in writing by authorized representatives of the Parties.

ARTICLE 10. PUBLICATIONS

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents/provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

ARTICLE 11. REMEDIES

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

IN WITNESS WHEREOF the Parties have caused this Agreement to be executed by their duly authorized representatives on the date written hereunder.

Made on _____, at _____(Place)

On behalf of OIL

On behalf of _____

Signature : _____

Signature : _____

Name:

Name:

Designation:

Designation:

Annexure-A1

**Sample authorization letter from OEM
(To be typed on the letterhead of the OEM)
(For Hardware Items viz. Server, Storage, SAN Switch, Tape Library, Online UPS)**

Ref. No _____

Date _____

The Head (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Declaration & Authorization Certificate from M/s _____

Ref: Your tender enquiry No. _____ Dated _____.

A. We hereby authorize M/s _____ to quote, supply, install & commission, provide onsite warranty and AMC support, including replacement of spares, for the product quoted against above tender as per tender terms and conditions, on our behalf.

B. We hereby confirm that quoted model is not obsolete or near obsolescence and the essential spares and parts of the quoted model will be available in the market for a minimum period of 5 years from the date of Bid Closing.

Yours faithfully,
For (type name of the firm here)

Signature of Authorized Signatory
Name :
Designation :
Phone No.
Place :

Annexure-A2

**Sample authorization letter from OEM
(To be typed on the letterhead of the OEM)
(For Hospital Information System Software)**

Ref. No _____

Date _____

The Head (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Declaration & Authorization Certificate from M/s _____

Ref: Your tender enquiry No. _____ Dated _____.

A. We hereby authorize M/s _____ to quote, supply, install & commission, provide onsite warranty and AMC support, including software upgrades and patches (if any), for the product quoted against above tender as per tender terms and conditions, on our behalf.

B. We will enter into a back to back agreement with M/s _____ for providing warranty and AMC support for the software.

Yours faithfully,
For (type name of the firm here)

Signature of Authorized Signatory

Name :

Designation :

Phone No.

Place :

Annexure-A3

**Format of undertaking letter from bidder
(To be typed on the letterhead of the bidder)**

Ref. No _____

Date _____

The Head (Materials)
Oil India Limited,
Duliajan-786 602

Sir,

Sub: Undertaking
Ref: Your tender enquiry No. _____ Dated _____.

We hereby confirm that we shall enter into a back to back agreement with the OEM for providing AMC services for the software during the AMC period after issue of purchase order.

Yours faithfully,
For (type name of the firm here)

Signature of Authorised Signatory
Name :
Designation :
Phone No.
Place :
Date :
(Affix Seal of the Organization here)

-----**XXX**-----

NOTE:

Bidders should submit their bids (preferably in tabular form) explicitly mentioning compliance / non compliance to all the NIT terms and conditions.

Annexure – A4 (Tender No. SDI4646P18 DT: 03.05.2017)

List of equipment's of OIL hospital and other information

Section: A. Radiology

Sl No	Name of Instrument	Make	Model No
1	X-ray Machine	Siemens	Heliophos D
2	X-Ray Machine	Siemens	Heliophos D
3	Ultrasound Scanner	Philips	IU 22
4	Ultrasound Scanner	Philips	HD -7
5	Echocardiography	Philips	HD – 7
6	Dual Slice CT	Siemens	Emotion Duo
7	Bone Mineral Densitometer	Hologic	Discovery QDR Series
8	Computed Radiography System	Carestream	Direct View 850

New Equipment Expected:

1	1.5 T MRI		
2	Full Field Digital Mammography		
3	High end ultrasound System		

Section : B. OPHTHALMOLOGY

SL NO	Name of the Instrument	Make	Model No
1	A –Scan Biometer	Bio-Medix Optotechnik & Devices Pvt Ltd	Echorule 2
2	Slit Lamp Biomicroscope	HAAG-STREIT, Switzerland	BQ 900
3	Automated Perimetry	OCULUS Optikgerate Gmbtt, Germany	OCULUS TWINFIELD
4	Ultrasound B-Scan	Ellex Medical pty Ltd, Australia	Eye Cubed

Section : C. ENT OPD

SL NO	Name of the Instrument	Make	Model No
1	AUDIOMETER	ELKON	EDA 3N3 MULTI EN080519

Section : D. HDU & ECG

SL NO	Name of the Instrument	Make	Model No
1	Spirometry	Schiller	SP -1
2	TMT	Schiller	CS -200
3	Holter Recorder (2 nos)	Schiller	MT-101 /MT-100
4	ECG Machine	Schiller /BPL	AT-101/Cardiart 108 TDEGI

Section : E. Pathology Lab

SL NO	Name of the Instrument	Make	Model No
1	SELECTRA PRO M	ELITECH CLINICAL SYSTEM	13-7410
2	SELECTRA E	VITAL SCIENTIFIC	9-7064
3	BIORAD D-10	BIO RAD	220-0220
4	VIDAS	BIO MERIEUX	IVD7001886
5	9180 ELECTROLYTE ANALYSER	ROCHE	03157334001
6	MEDONIC CA 620	MEDONIC	8530
7	ACT 5 DIFF	BECKMAN COULTER	6605581
8	LISAQUANT -IT	TULIP	571612002 E
9	BACTEC 9050	BECTON DICKINSON	445800
10	IMMUNOLOGY ANALYZER		

Section : F. DENTAL CLINIC

SL NO	Name of the Instrument	Make	Model No
1	DIGITAL RADIOGRAPHY SYSTEM	KODAK	RVG 6000

Section : G. Occupational Health

SL NO	Name of the Instrument	Make	Model No
1	Personal Dust Sampler Kit	SKC	Sidekick MMMIK (SIMTX)
2	Area Heat Stress Monitor	Quest	Quest Temp 34.
3	Light Meter	Extech	EA 30
4	Multigas Detector	GFG	G460
5	PID Detector for VOC,s	Ion science	Phockcek Tiger
6	Personal Heat Stress Monitor	Quest	Quest Temp 11
7	Ionizing Radiation meter	Sper	840024
8	3 Axis EMF meter	Sper	TETM -192
9	Sound Level Meter	Quest	Quest -2900

10	Noise Dosimeter	Quest	Q-400
11	Multigas monitor	IBRID	MX6

Section : H. Surgical

SL NO	Name of the Instrument	Make	Model No
1	UGI Endoscope	Olympus	CV TO, CV150
2	LGI Endoscope	Olympus	CV TO, CV 150
3	Lapanscepic Set	Kart Storz	SC –WL26-A15

ACTIVITIES AT OIL HOSPITAL, DULIAJAN			
Sl. No	Activities	2014-2015	2015-2016
1	Total OPD Attendance	1,79,600	1,83,436
2	Total Indoor admission	7,243	7,599
3	Total emergency attendance	25,042	28,654
4	Major operations performed	950	567
5	Minor operations performed	967	158
6	Orthopaedic surgery	28	47
7	Female sterilization	229	135
8	IUCD/MTP	26	29
9	Total Immunization	11,070	11,219
10	Total pulse polio cases	1815	1,542
11	Total mobile dispensary Camp (by OIL Hospital, St. Luke's Hospital and Piramal Swasthya)	759	1,386
12	Patients treated in Mobile dispensaries	122881	1,79,109
13	Total Radiological Investigations	23988	23059
14	Total Blood collection	537	545
15	Total Pathological tests	265174	297639
16	Total number of Physiotherapy sessions	17899	20951

Radiology Section: 2015-2016

Investigations: X Ray

a) Plain X-Rays 12309

b) Barium X-Rays : 120

c) Fistulogram : 11

Total : 12440

Ultrasonography : 8794

CT Scan : 1592 (Plain 1283, Contrast Scans 282, Angiography 03, Urography 09, Enterography 07, Tube Cholangiogram 03, Virtual Colonography 05)

BMD : 233

Daily attendance at satellite dispensaries:

1.Manabhum Dispensary:	Average daily attendance:	15
2. Moran OIL Dispensary	Average daily attendance:	68
3. Jorhat Dispensary:	Average daily attendance:	35
4.Narengi Dispensary:	Average daily attendance:	80-100
5.Sonapur Dispensary:	Average daily attendance:	35

ANNEXURE-B (Tender No. SDI4646P18)

Specification	Bidder's Response	Does the product meet this specification? (Yes/ No)	Reference to relevant section in the technical documentation/O EM Website, wherever
1. Preamble			
<p>Procurement of Hospital Management and Information System (HMIS) for Oil India Hospital, Duliajan on turn-key basis . The solution comprises of one HMIS product, necessary hardware and software components with required licenses and one backup system for taking regular backups.</p> <p>Preamble:</p> <p>OIL INDIA LIMITED (OIL) is a Government of India NAVARATNA company, engaged in Exploration, Production and Transportation of Crude oil & Natural gas and Production of LPG in India with participating interest in E&P sector in various overseas projects.</p> <p>Oil India Hospital is a 190 bedded central hospital of Oil India Ltd. situated at Duliajan, Dist. Dibrugarh, Assam, PIN – 786602 (India). Oil India Hospital is planning to implement Hospital Management and Information System (HMIS) at central hospital at Duliajan and six satellite dispensaries located at Manabhum (Arunachal Pradesh), South Bank (Naharkatia), Moran, Jorhat, Noonmati (Guwahati), Sonapur (West Bengal) .</p>			
A. GENERAL TERMS & CONDITIONS:			
1. The successful bidder will be wholly and solely responsible for the required uptime of the overall solution during the warranty/AMC period. Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty/AMC period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The successful bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the warranty/AMC period. An escalation matrix must also be provided to OIL by the			
2. During the warranty/AMC period, successful bidder must depute minimum 2 competent engineers (one engineer for hardware maintenance and one engineer for HMIS software Support) at Duliajan exclusively against this order. Salary,			

3. The engineers deputed for warranty/AMC services should report every OIL working day at 07.00 AM at OIL Hospital, Duliajan. In case the engineer is on leave, a replacement engineer should be deputed within 24 hours, for			
4. Successful Bidder shall provide the complete bio-data of the deputed personnel during warranty/AMC period. In case of not being satisfied with the performance of any of the persons deputed, OIL reserves the right to ask for change of any or all of the concerned persons. The successful bidder will have to provide suitable replacement personnel within a			
5. The successful bidder will ensure the data integrity by taking all necessary precautions as per standard practices with back up server facility.			
6. The successful bidder has to carry out necessary development / customization of the solution in line with OIL's requirement as and when required during warranty and AMC period.			
7. The data migration to be done from the current Oracle database systems to the new systems followed by testing.			
8. Integration of HMIS with existing Radiology and Lab equipment.			
9. The HMIS shall be integrated with SAP ERP system.			
10. Acceptance testing as per criteria defined during project kick-off will be prime responsibility of the successful bidder for successful completion of the project.			
11. All the services (hardware & software) should be available as per SLA.			
12. There must be a single point of contact for any eventuality. The escalation matrix must be provided with the bid.			
13. The Servers will be hosted at Existing IT Data Center at Duliajan.			
B. TRAINING:			
On site training of Hospital staff on different modules of HMIS software application before Go-Live of the system to be done by the successful bidder. Oil India Hospital will provide computers for operationalisation of the HMIS			
a) Training has to be provided to End Users, Super Users and Administrator.			
b) The entire training period shall be covered in 20 Man Days.			
c) Training manual and user manual shall be provided by the successful bidder.			

C. Payment Terms			
1. 70% of the Hardware & Software cost will be made within 30 days of delivery subject to no dispute.			
2. Balance 30% of the Hardware & Software cost alongwith 100% of the data migration, Radiology & Lab equipment integration, SAP integration, training, installation & commissioning and other cost (if any) will be made after			
OIL will issue a commissioning certificate only after completion of all the activities listed under Heading: Scope of			
3. During AMC period, payment for AMC charges will be paid quarterly on successful completion of every 3 months.			
4. During warranty period, payment will be done on half yearly basis.			
D. Service Level Agreement (SLAs)			
Definitions:			
1. Incidents : Any hardware or software related failure/malfunctioning in the solution.			
2. Service Request: Any operational/administrative job assigned to the Service Engineer by OIL as per the scope of the managed services for the solution			
3. Non-Availability: The service(s) is not available.			
4. Severity Level -1			
i) Software Failure: Is defined as, any of the service is not available due to reasons other than OIL's end user network issue or the Service is available but the critical software components have failed and there is urgent need to fix the			
ii) Hardware Failure: Is defined as, any of the service is not available due to reasons other than OIL's end user network issue or the Service is available but the critical redundant hardware/software components have failed and there is urgent			
a) Any of the physical servers			
b) Any of the SAN switches			
c) SAN storage.			
5. Severity Level -2			
Is defined as, the service is available but there is compromise on the features available in the system due to failure of any other hardware/software component of the solution and are required to fix the problem to bring the service to Normal			
6. Severity Level -3 (Any Other)			
Is defined as, the service is available but there is compromise on the features available which does not affect the normal operation of the system but needs to be fixed to make the system error free.			
7. Response Time:			
Represents the period of time from the problem occurrence to the time when the problem is first attended by your engineer.			
8. Resolution Time:			
Represents the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem recurrence.			
9. Planned/Scheduled Downtime:			

Planned/Scheduled downtime shall be mutually decided by the successful bidder for preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to successful bidder (or Service Provider).			
10. The SLA schedule			
CONDITION RESPONSE TIME MAXIMUM RESOLUTION TIME ALLOWED			
Severity Level -1			
Software Failure: 15 minutes 3 hours			
Hardware Failure: 30 minutes 24 hours			
Severity Level-2 1 hours 48 hours			
Severity Level-3 10 hours 72 hours			
E. Penalty Terms:			
Failure to meet resolution time requirement shall attract penalty calculated as per the following:			
i) For Severity Level -1:			
a) Software Failure: 0.5 % of quarterly AMC fee per additional 4 hour period since the expiry of maximum resolution time allowed.			
b) Hardware Failure: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed.			
ii) For Severity Level -2: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed.			
iii) For Severity Level -3: 0.5 % of quarterly AMC fee per additional 8 hour period since the expiry of maximum resolution time allowed.			
iv) In case successful bidder's service engineers do not report to duty and no substitute is provided, an amount of INR 3000.00 will be levied on per day basis.			
If for any reason, the successful bidder fails to provide services within seven successive days from the date of reporting, the period of Warranty or AMC will be extended by that number(s) of days, at same rate, terms and conditions of the order.			
NOTE: The total penalty per annum shall be subject to a maximum of 15% of the annualized AMC value which will be determined proportionately. (Amended)			
F. Annual Maintenance Contract (AMC)			
a) The bidder has to quote for 4 years comprehensive Annual Maintenance Contract (AMC) for the entire solution.			
NOTE: Total quoted 4 years AMC cost should be atleast 30% of the total cost of the entire project. In case the bidder quotes Total 4 years AMC cost less than 30% of the total cost of the entire project then the bidder shall agree to submit performance security @ 10% of the total cost of the entire project valid for 5 years plus 3(three) months. The performance			
b) AMC will start immediately after successful completion of warranty period.			

c) All services under AMC have to be provided at site.			
d) During the AMC period, successful bidder must depute minimum two competent engineers for HMIS Solution Support at Duliajan exclusively against this order. The personnel should be able to maintain the entire HMIS solution.			
e) The back up of the HMIS solution has to be taken by the successful bidder as per backup strategy to be provided by OIL to ensure that there is no loss of data.			
f) The charges for AMC should be quoted on yearly basis and 4 years AMC charges in total will be considered for commercial evaluation.			
g) The successful bidder shall have to supply and install all upgrades / firmwares released for the supplied softwares / hardware during the AMC period, at no extra cost to OIL.			
h) Any software or hardware problem shall have to be rectified as per SLA clause.			
i) The successful bidder will be wholly and solely responsible for adhering to the SLA of the overall solution during the AMC period.			
The successful bidder shall supply and install all upgrades released for the supplied software applications during the AMC period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The successful bidder will be			
j) An escalation matrix must also be provided to OIL by the successful bidder.			
G. Others:			
1. Client side software, if any, must be supplied, installed and configured by the successful bidder.			
2. All patch upgrades, version upgrades, firmware upgrades, bug fixes, database-related patches of the supplied software (including any third-party software provided with the HMIS software) must be supplied and installed by the successful bidder. The successful bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any			
3. Any third-party software, if necessary, to perform any of the aforementioned jobs has to be supplied, installed and configured by the successful bidder at no extra cost to OIL.			
4. During the whole project period, the successful bidder is required to carry out knowledge sharing as well as sharing of all configuration-related documents with OIL.			
5. The bidder must submit the detailed resumes of the persons who will be deputed for the following, along with the bid:			
a) Solution implementation personnel (overall in-charge of the project): must have experience of at two similar implementations of the quoted HMIS solution.			
b) Administrator: should have at least two years of experience in configuration and administration of the quoted HMIS			
In case of not being satisfied with the performance of any of the persons deputed for the above categories of jobs, OIL reserves the right to ask for change of any or all of the concerned persons. The successful bidder will have to provide			
6. Printed Technical Brochure/Product Catalogue for the make/model offered must be attached with the Bid.			
7. The Bidder should provide an Undertaking of authenticity for the Quoted Server only, (in original), from OEM, as per Annexure-II, should be attached, stating that no duplicate/ second hand components/ parts/ assembly/ software, shall be			

8. Total number of users is 190 Nos and concurrent users is 110 Nos including 6 satellite dispensary. Training shall be imparted to all the 190 users.			
H. Confidentiality Agreement			
1. OIL Confidentiality and Non-Disclosure Agreement (NDA) will be applicable.			
2. The bidder must submit duly filled Non-Disclosure Agreement as per given format (Annexure-iv) duly signed & Sealed by the authorized signatory of the bidder.			
I. WARRANTY:			
a) Comprehensive on-site 1 year warranty for both software and hardware from the date of commissioning.			
b) Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty period.			
c) Any software or hardware problem shall have to be rectified as per SLA clause.			
d) The successful bidder will be wholly and solely responsible for adhering to the SLA of the overall solution during the warranty period.			
Successful bidder shall have to supply and install all upgrades released for the supplied software applications during the warranty period, at no extra cost to OIL. Supply and upgrading of any HMIS application patches, bug fixes, database-related patches, OS patches or firmware will also be the responsibility of the successful bidder. The successful bidder will be responsible for the upkeep of the entire hardware, HMIS software as well as any third-party software during the			
e) A minimum inventory of hardware spares may be maintained at Duliajan so that there is no downtime due to sourcing of spares when the situation arises.			
f) During the warranty period, successful bidder must depute minimum two competent engineers for HMIS Solution Support at Duliajan exclusively against this order. The personnel should be able to maintain the entire HMIS solution.			
g) The engineers deputed for warranty services should report every OIL working day at 07.00 AM at OIL Hospital , Duliajan. In case the engineer is on leave, a replacement engineer should be deputed immediately for providing the			
h) The back up of the HMIS solution has to be taken by the successful bidder as per backup strategy to be provided by OIL to ensure that there is no loss of data.			
J. Technical Specifications:			
1. HMIS software. Qty = 1 No			
Make: To be compulsorily quoted.			
A. Software Component:			

(Supply , commissioning and maintenance of HMIS for a minimum period of 1+4 years). HMIS Solution need to be installed and operationalised on turn-key basis for Oil India Hospital, Duliajan and six satellite dispensaries at different locations. Ministry of Health and Family Welfare, Government of Assam			
OIL is presently looking for a comprehensive solution covering all the activities of the hospital as mentioned below.			
1. Patient Registration Module:			
The system should capture the demographic details of the patient, it should be able to capture the photograph of the patient and should generate unique permanent Patient Registration ID (PRID). With the help of Patient Registration ID			
i) On subsequent visit of patient to OPD, patient will have the assigned unique Patient Registration ID but different visit number. After registration patient is assigned clinic number to consult a doctor. In OPD clinic doctor shall be able to write patient's history and examination detail in system with drop-down menu facility. If patient need admission, then			
ii) Facility for advance multi-criteria search for registered patients.			
2. Emergency Management module:			
i) Medical Emergency / Accidents will be handled by this module.			
ii) Patient can be admitted in casualty ward or can be admitted to other ward.			
iii) Services booking			
iv) Statutory forms and reports.			
3. Doctor's Workbench Module:			
i) Keeps track of individual doctor OPD & IPD patient's appointment.			
ii) Print daily appointment list of patient.			
iii) Facility to assign time slot and days to a particular doctor's schedule in advance.			
iv) Facility to cancel appointment.			
v) Direct Registration or OPD entry of a patient from appointment list.			
vi) Consultant doctor/ doctor can see the list of Registered OPD Patient, which is registered for him/her			
vii) Can be able to write complete past history, family history, personal history, professional history, and present history and major complains of patient			
viii) Write examination of patient.			
ix) Assign Provisional Diagnosis.			
x) Order investigations (Electronically), direct order goes to respective Laboratory. The above features must have dropdown menu			
4. Wards and Nursing Management:			

This module will take care of admitted patient in wards/HDU/NICU and help ward staff to manage the wards and shall be integrated with admission, discharge, bed transfer, ward transfer, diagnostic centre, surgery management, pharmacy and billing management, diet, OT. Maintenance of clinical and input output chart of patient. This module shall work in			
5. Radiology Information System (RIS) Module:			
i) This Module will contains Following Module:- X-Ray, Ultrasound, CT Scan, MRI, Colour Doppler, Mammography, Bone densitometry, OPG, Echocardiography, Stress Test, EEG, ECG. Any new test group can be incorporated.			
ii) Electronic Request comes to radiology directly from consultant doctor /ward.			
iii) Patient viewed by radiologist and enters the investigation result.			
iv) Report can be viewed by consultant doctor in their chamber/ward.			
v) PACS integration with radiology equipment.			
vi)Predefined report formats for various tests.			
vii) Provision to send images via emails.			
viii) Facility to highlight the abnormal findings.			
ix) PACS Radiology			
a) Ability for all the image storage to be on-line.			
b) Ability to automatically display warning when the storage space is above 70% used.			
c) Ability to support the current American College of Radiologists.			
d) Ability to provide for the maintenance of the storage system without loss of data or time.			
e) Ability to provide purge, archive and move lists by user-defined criteria.			
f) Ability to track films at the following levels:			
Master folder			
Sub folders			
Procedure incl. C.T.			
Reported status			
Unreported status			
Picture Archiving Communicating System(PACS)should be implemented and connected to all radiology modalities			
g) PACS should be integrated with the HMIS where films and reports are easily accessed and previous images/reports should be available for any references			
h) Ability to view radiographic images at wards , ER, clinics, with or without reports.			
i) Ability to view primary and final reports for urgent cases at ER and any selected area.			
j) Ordering physicians have the ability to refer any unreported images to radiologist requesting urgent report.			
k) Ability to view the same image in different areas such as wards, clinic, etc.			
l) ability to print high quality diagnostic images in hard copy or to be saved on CD.			
m) Ability to send these images via internet or remote connection such as outside hospital clinic along with reports.			
n)PACS Feature List:			

i)Compliance and Security:			
• DICOM MWL support			
• US FDA Approved			
• HIPAA compliant,			
• Audit Trail			
• Image Transfer in encrypted format			
• HL7 complaint.			
ii) Interoperability :			
• Vendor Neutral Archive			
• Vendor Neutral Connectivity			
• Fast and lossless image transfer			
• Consistent Image quality			
• CD/DVD/Blu Ray DVD Writing with Embedded DICOM Viewer			
• Access Images/Reports using ipads/mobile handsets			
• Seamless integration with Non DICOM modalities like Endoscopy/C Arm/Microscopes			
iii) Ease of Use:			
• Web based.			
• Streaming of images to support even low bandwidth.			
• Consistent Image quality			
• Multisite Hospital Connectivity with Global Worklist & Datasync			
• Teleradiology ready			
• Multimodality Connectivity			
• Customizable User views			
• Active Collaboration features			
• Advanced processing tools			
• Inbuilt Reporting - Templates, Speech recognition, Dictation			
•Customized multimodality, multipatient film printing formats			
• CD/DVD/Blu Ray DVD Writing with Embedded DICOM Viewer			
• Digital Signature facility			
• 3D/MIP/MPR support			
• E-mail / Fax / SMS Support			
•Platform Independent – Windows/Mac/Linux			
• Report Search Engine			
iv) Requirement: There should be no restriction of license in PACS based on radiological examination per annum.			

v) PACS software must not be an open source software			
6. Laboratory Information System - LIS:			
i) This Module will contain Following Modules: - Biochemistry, Clinical Pathology, Serology, Microbiology, Histopathology, Cytology and Immunology. Any new test group should be incorporated immediately.			
ii) Request comes directly in the lab from Consultant doctor / from ward			
iii) Test Samples of OPD Patient taken in lab			
iv) Test Samples of IPD Patients taken in ward.			
v) Printing of stickers with bar codes for easy identification of samples.			
vi) Lab equipment shall be interphase with the system for uploading the results automatically.			
vii) Results are verified by Doctors before release.			
viii) Investigation Report should be viewed by Consultant doctor in their chamber or in wards electronically. EMR			
ix) Inventory control in Lab			
x) Facility for with quality control measures			
7. Blood Bank Management Module:			
i) Donor / Blood bag entry			
ii) Patient entry. Cross match entry			
iii) Blood component generation			
iv) Blood bag issue			
v) Blood bag Billing			
vi) Inventory Management			
vii) All screening test for blood donor			
viii) Blood collection			
ix) Issue of compatible blood and blood components			
x) Inventory control in Blood bank and Blood group data			
xi) Reports of blood bank: Some of them are: Monthly CMIS Report, Donor Register, Master Register, Issue Register, Daily stock book, Daily donor records, and Discard register.			
The blood bank management module shall meet the NACO and NABH guidelines.			
8. Billing and Transactions Reports Module:			
i) Define patient type, for example NEP, Paid service to companies.			
ii) Bill for OPD patients and IPD patients.			
iii) Generation of service orders by service points like clinics, wards and OT.			
iv) Define bill particulars			
v) Define bill sub particulars			
vi) Define bill charges depending upon patient type			

vii) Define bill charges depending upon room type			
viii) Automatic posting of consultant charges			
ix) Automatic posting of operation charges, surgery charges, anesthetist charges etc.			
x) Automatic posting of lab charges			
xi) In wards, nurses can post complete procedures, visiting doctor details, medicine charges. It will automatically be shown when bill is generated			
xii) Summary / detail IPD Bill Report			
xiii) Daily Cash Register: Operator wise, Shift wise, Patient type wise, Department wise etc.			
xiv) Bill wise income report			
xv) OPD / IPD/ LAB wise income report			
xvi) Detail lab income Report			
xviii) Payment by CASH /CORPORATE / Bill			
xviii) See who is currently logged in the system.			
xix) Facility to enter bill pattern of any insurance company			
xx) Provision to give discount at administrator level with a provision to write a note for discount.			
9. Hospital Helpdesk Management Module:			
i) Help desk will provide the features like quickly search the information regarding admitted patient, the required information asked by staff within the hospital. Information such as patients ward/bed, doctors availability/schedule etc.			
10. OPD Pharmacy / Inventory Management Module:			
i) The main function of OPD pharmacy is to issue medicines to patients, issue of medicines for first aid boxes to different department. OPD pharmacy will raise indent to central drug store and medicines will be issued from central drug store			
ii) This module will maintains:- Patient wise drug issue report, Date wise drug issue report, Drug wise drug issue report, drugs issued by different user in pharmacy, Stock position of drugs. Complete tracking of particular drug, Current stock, stock on a given date, Expiry date warning of drugs. Return of medicines to central drug store and also receiving			
11. Hospital Certificates Issue Module:			
i) Birth Certificate			
ii) Death Certificate			
iii) Fitness Certificate			
iv) Referral Letter			
v) Thanks Letter			
vi) Sickness Certificate			
12. Healthcare Communication Module:			

i) This is an intranet-messaging system.			
ii) Any user can send messages to other users through the software.			
iii) If receiver is already logged at some terminal, he/she will get instant message.			
iv) If user is not logged in system, he / she will get message when they will login.			
v) Doctor can send message to lab for immediate test result.			
vi) Any communication should be possible without phone lines.			
vii) File can be attached.			
viii) SMS alerts may be incorporated.			
13. Hospital Management address Directory Modules:			
i) Complete record of hospital employee, their address, telephone number, email address, Mobile Nos., Birthday, Wedding Anniversary, etc.			
ii) If a Doctor, what is his speciality?			
iii) Maintains the Record Department-wise, category-wise			
iv) Searching of person by name, telephone number, category, city, etc.			
v) Direct sending Email/SMS to a person.			
14. Central Drug Store (Hospital Inventory and Fixed Assets Management Module):			
i) Oil Hospital is having central store, which purchases the items for hospital in association with material department and maintains the complete stock			
ii) Central Drug Store purchase drug items and non-drug items			
iii) Central store issues the items to wards and OPD pharmacy store against a requisition on the basis of first in first out (FIFO) or issue of early expiry medicines			
iv) This module will maintain, purchase of items, issue of items and can search how many items issued to particular ward/ pharmacy store			
v) Stock position of all items in central store.			
vi) Expiry status of drugs			
vii) Reorder level of drugs			
viii) Stock position at a particular time and date			
ix) Medicine master and inventory data base as per industry standard.			
x) Store-in-charge and pharmacy-in-charge shall have facility to open multiple window at a given time.			
xi) Reports for high value and low value items.			
xii) On reaching critical stock level of a particular item system should give an alarm.			
xiii) Maintain supplier's database.			
xiv) Vendor Return: This will allow the material to be return to different vendors.			
xv) Generation of reports at central store as per audit requirement.			
xvi) The drug store module shall have interface with barcode reader for stock entry.			

15. Hospital MIS Reports Module:			
This module should provide information related to performance of all the section of hospital so that management can analyse the effectiveness of various functions performed in the hospital.			
This module shall have:			
i) Powerful reporting tools.			
ii) Statistical tools for visually analyse the data.			
iii) Date wise OPD Patient list			
iv) Department wise patient registration.			
v) Date wise IPD admission List			
vi) Discharge statistics			
vii) Bed/ward transfer statistics			
viii) Birth register			
ix) Death register			
x) Drug expiry control			
xi) Consumption analysis and dynamic reorder level			
xii) Slow and fast moving item report			
xiii) ICD based reports			
xiv) OPD Summary Report			
xv) MIS Reports in respect of pharmacy, Central store and billing.			
xvi) Dashboard interface			
xvii) Separate interface for Auditor			
xviii) Easy exportability to various formats such as MS word, PDF, MS excel etc.			
16. Operation Theatre Management Module:			
i) Should define operation by Operation theatre (OT) name.			
ii) Check the availability of time slot for particular Operation Theatre			
iii) Check the operation list by surgeon name			
iv) Check the operation list by Anaesthetist name			
v) Check the operation list by department name			
vi) Able to search the record of particular patient			
vii) Should able to print complete OT schedule for particular dates. Search OT Register			
viii) It maintains complete record of operation:			
- Patients information, Operation name, Surgeon name, Assistant Surgeon name, Anaesthetist name, Nurse name, OT boy name, Blood given or not, How much Fluid Given, Swab Counting, Any Complication, Sample for HPE, Operation			
ix) Search OT Register:			
- By Date range			
- By Surgeon name			
- By Anaesthetist name			

- By Patient ID			
- By Operation name			
x) Interface with inventory and billing			
17. Physiotherapy Module:			
Maintain a schedule for patient's physiotherapy session, provide a schedule of exercise to be performed, to collect detailed description of a physiotherapy session and track the pattern of improvement of the patient			
18. Diet and Kitchen Module:			
i) The system shall help in generating the daily diet requisition for the various wards and help in maintenance of meal scheduling, customizing meals as per patient's meal and helps in maintaining stock management, diet scale management,			
ii) Creation of meal plan for kitchen in the system, for breakfast, lunch and dinner as per requirement.			
iii) Capture the calorie count and nutritional information of all the food items.			
iv) Requisition preparation from kitchen module for supply of material			
19. Housekeeping and Laundry Management module:			
i) Scheduling the cleaning of various area of hospital			
ii) Scheduling the changing of linen used by the wards			
iii) Maintaining the stock of incoming and outgoing laundry items			
iv) Scheduling maintenance activities of laundry equipment.			
20. Central Sterile Supply Section:			
The CSSD receives unsterilized linens and other items from OT, wards and OPD and after sterilization send them back to its place of origin. CSSD shall interface with central store for online stock request. It shall also keep detail records of cleaning, disinfection and sterilization and shall able to generate reports as and when required. Shall have facility to			
21. Biomedical Waste Management:			
The main functions of Hospital Waste Management Module are Handling, segregation, mutilation, dis-infection, storage, transportation and final disposal of biomedical waste in accordance with BMW management and Handling rules 2016			
22. Duty Roster Management:			
For scheduling working hours of doctor, nurses and other staff of various department. The module shall be able to assign various timing to different shift, assign shift to various employees section wise and also substitution of absent employee			
23. Patient Referral Module:			

This module shall facilitate the referral of a patient to other predefined hospitals in Assam or outside Assam for specialised treatment. Module shall have facility to send the patient's detail to referral hospital electronically. On return of patient's treatment and bill need to be entered. The module shall have reporting facility in regard to number of patient			
24. Medical record Section:			
This module shall store complete health related clinical information of a patient electronically which can be retrieved at any moment of time. The module shall be capable of scanning the patient related documents and tagging them with			
25. Occupational Health Module:			
i) Appointment: Generate group appointment for consultation and examination, facilitate departmental heads to schedule appointment for employees			
ii) Illness profile			
iii) Injury profile			
iv) Medical Surveillances: pre-employment, pre-promotional, periodic and pre-retirement medical examination and data entry of clinical examination and predefined medical tests data entry			
v) Industrial Hygiene: Hazard analysis, safety factors, sampling and walk through			
vi) Hearing conservation			
vii) Pulmonary function			
viii) Ophthalmic intervention			
ix) X Ray-ILO			
x) Regulatory compliances			
xi) Data analysis and reports displaying using graphical outputs.			
xii) Requisition to department by email.			
xiii) Referral to consultant with his remarks.			
B. HMIS COMPLIANCE STANDARDS			
The HMIS has to be compliant to following standards:			
i) ICD 10 or latest version			
ii) HL-7 (health level-7) for messaging and communication with HL-7 compliant system.			
iii) NACO (National Aids Control Organization)			
iv) NABH (National Accreditation Board For Hospitals & Health Care Providers)			
v) GFR (General Financial Rules)			
vi) CIMS (Current Index of Medical Specialties)			
vii) DICOM (Digital Imaging & communication in Medicine)			
viii) Interfaces to laboratory equipments complying with ASTM (American Society for Testing and Materials)			

C. INTERFACES			
The HMIS should have following interfaces:			
i) Bar Code interface			
ii) Digital Tablet			
iii) Smart Card			
iv) Auto Analyser			
v) Medical equipment interface			
vi) Interface with printers, scanners, webcam etc.			
D. Essential Features:			
i) The system shall be User Friendly.			
ii) The HMIS shall be complete database Driven and easy to be customized.			
iii) It shall be modular in structure, highly secured and have role based authentication for modules			
iv) The MIS shall be Graphical			
v) The system shall have single window view to locate patient Billing, Collection, Discharge Detail, Patient Medical History, clinical notes, OT details etc.			
vi) Package Should Supports Adaptability & Scalability of Software making it more robust.			
vii) General and Standardized Health Packages for the OPD & IPD Patients generated.			
viii) Easy Query Handling for instant decision of Bed Allocation for Patients, and request for the Bed Transfers.			
ix) Effective Search Facility to Search any type of Information related to Patient.			
x) Graphical Presentation of the Data for Top Management for Analysis.			
xi) Comprehensive Performance Reports.			
xii) Built-in Workflow Management.			
(xiii) HMIS should have facility to enter demographic data of Other Entitled Person (OEP) at 4 different locations at Duliajan mainly CISE, Security, Administration & Employee Relations Deptt			
E. Standards of Performance:			
The successful bidder will complete the project in accordance with the specification given by OIL from time to time and in conformity with the international standards on Information Security and Audit and as per various relevant laws such as Information Security Act, 2008, Information Technology Act, 2008, etc.			
F. Installation and Commissioning:			
1. The successful bidder shall supply and install all the hardware components as per tender terms and conditions.			
2. The HMIS product and all its modules has to be customized as per requirements of OIL India Hospital.			
3. Along with the installation & Commissioning of the solution data migration of 5 years data is to be done from the current systems to the new systems followed by testing.			
4. The project will be considered as commissioned only after user acceptance test by and final project sign off by Oil India Ltd. Warranty will start for both hardware and software after sign off date.			

G. Integration of HMIS solution :			
The successful bidder must integrate HMIS solution with :			
i) SAP applications of OIL. The HMIS system should have integration with SAP HR, Purchase Requisition and Service Entry Sheet preparation process of SAP ERP. The integration should be done as per requirement of OIL Hospital			
ii) Scope of SAP Integration:			
Medicines and other materials are received at Medical Deptt and Service Entry Sheet (SES) or Goods Receipt Note (GRN) in SAP is raised. The stock details should automatically update to HMIS system after SES / GRN is raised. After issue of Medicines or other materials from HMIS it shall be successful bidder's responsibility to update the data in SAP.			
All the bills shall be generated in HMIS and it shall be successful bidder's responsibility to update / post the total amount collected in SAP			
It shall be successful bidder's responsibility to import all the SAP HR master data relevant to Medical Deptt to HMIS. Any future changes in SAP HR master data should get automatically updated in HMIS			
iii) The list of equipment's of OIL hospital and other information is enclosed as Annexure – A4.			
H. Testing:			
1. The successful bidder will thoroughly test the HMIS onsite before its deployment on the Production system for proper functioning			
2. OIL authority will scrutinize the software to certify the security, technicality and suitability of the HMIS to meet the requirements of OIL. OIL will give the Final approval/ User Acceptance of the software and the system only after			
I. Database Management			
The successful bidder has to supply version of MS SQL Server 2016 Standard Edition or higher standard edition Database along with minimum 4 numbers of licenses required for successful implementation of HMIS solution including			
The successful bidder will be responsible for end-to-end management of database (MS SQL Server) on an ongoing basis to ensure smooth functioning of the same			
If any problem in understanding the requirement of processing arises, the matter be discussed with the concerned OIL Officers before proceeding further			
J) Six satellite dispensaries at different locations viz. Manabhum in Arunachal Pradesh, Naharkatia, Moran, Jorhat, Guwahati in Assam and Sonapur in West Bengal shall have following modules :			
a) Patient registration module			
b) Emergency management module			
c) Doctors workbench module			
d) Pharmacy and inventory management module			

e) Central Drug store (Hospital Inventory and fixed Assets Management Module)			
f) Physiotherapy module at Guwahati dispensary only			
g) patient referral module			
i) Occupation health module			
j) Reports module			
2. HIGH END RACK SERVER Qty: 04 Nos			
Make and Model: To be compulsorily quoted.			
1)CPU: 2x Intel Xeon 12 Core CPU @ 2.0 GHz or higher or equivalent.			
2) Cache L3: A minimum 12MB of L3 Cache			
3) Chipset: Compatible Intel or OEM Chipset			
4) Memory: 64GB DDR-3 ECC Memory Upgradeable to 128 GB			
5) Memory protection: ECC, Memory Mirroring, Memory Sparing			
6) SCSI Controllers :Integrated Hardware Raid Controller to supports Hardware Raid 0,1			
7) Disk Drives : 2 x 600GB 6Gbps 10K SAS Hard Disk Drive			
8) Graphics Controller : 16 MB SDRAM			
9) I/O Interface			
a. Network Interface : Integrated network adapter with 2 numbers of 10GbE Ports			
b. Storage Connectivity: FC HBA 16 Gbps with minimum 2 ports			
10) I/O Expansions : Min 2 Nos. PCIe expansion slots.			
11) Failure Alerting Mechanism : The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and			
12) OS :Microsoft windows server 2012 or latest version of Microsoft windows server edition with necessary license.			
13) Virtualization : 2 No.s of VMware Vsphere Enterprise 6 Plus software latest version License with necessary (SNS) Production Support/Subscription should be provided in each server with necessary server management software			
14) Others: Redundant fans and power supplies, necessary power & interface cables etc. needs to be provided.			
3. Storage Area Network (SAN) Qty: 1 No.			
1. Make and Model: To be compulsorily quoted.			
2. Form Factor Rack Mounted SAN Storage System.			
3. Architecture & Dual Active-Active Controller Processing Single Enclosure HA.			
4. a) Capacity - Usable 60TB (Min) in RAID Scalability RAID 6.			
b) Hot Swappable SAS 10K RPM Disk Drive using Min 1.2 TB Hard Disk.			
5. Cache: Dual controllers each with Min 24GB Cache			

6. Ports: Min 2 (Two) Nos. 10 GbE and Min 2 (Two) No.s of FC 16 Gbps Target Ports per controller.			
7. RAS Features Redundant hot-swappable controller, disk, power supply and cooling fans.			
8. Management: GUI-based and web-based administration interface for configuration, storage management. Capable to manage more than one array of same family.			
9. OS Support: Support MS Windows Server, Linux, VMware®, ESX/ESXi.			
10. Disk Drive Support: 6Gbps dual-ported drives Support of 900GB, 1.2TB SAS drives.			
11. Storage: FC, iSCSI licensed from Controller day one. Must also support Protocol NFSv2/3/4 or higher, CIFS in the storage.			
12. Hot Spare: Appropriate number of "Global Hot Spare" drives should be supplied and installed to support desired volume of internal storage as given point 4 above.			
13. Power Details: Complete power requirement details of the equipment.			
14. Licensing: All the necessary licenses on the storage system must be provided.			
4. SAN Switch Qty: 2 No.			
Make and Model: To be compulsorily quoted.			
1. Bidder must specify Make and Model number of the SAN switch offered in the bid. Relevant product datasheet must be submitted along with the bid.			
2. Form factor : 19 inch Rack-mountable			
3. Quantity to be supplied : 02 numbers			
4. Minimum 24 nos. of 16 Gbps FC Ports active per switch Necessary licenses if required must be supplied with the			
5. Type of Ports : Suitable ports of required type must be present on the switches so that servers, SAN storage etc. can be inter connected with no single point of failure to meet the requirements of the solution.			
6. 2/4/8/16-Gbps auto-sensing with 16 Gbps of dedicated bandwidth per port.			
7. Supported Media types: Hot-swappable SFP and SFP+ optics			
8. Aggregate bandwidth: Minimum 384 Gbit/sec end to end			
9. Management			
a) HTTP, SNMP v1/v3			
b) Out-of-band 10/100/1000 Ethernet port			
c) CLI and web based GUI			
10. Power Supply			
a) Redundant, hot-swappable power supplies			
b) Single Phase 230 V AC 50 Hz			
c) India Standard Power Pin			
11. Diagnostic Features			
a) Port-level statistics			

b)Fibre Channel ping			
c)FC traceroute			
12.Fabric Services			
a)Name server			
b)Zoning			
13.Others			
a)All required modules, SFPs, connectors, Fibre patch cables etc. for the entire configuration of the SAN switch must be supplied with the solution from day one			
b)Any SAN Switch level configuration required for integration of the storage with any new server / applications in future to be carried out by the bidder during implementation and warranty period with no extra cost (as many times as			
14.License (if any)			
a)If any of the specification listed above requires purchase of separate software license apart from the base hardware, it must be specified in the technical specification response sheet			
b)The bidder must supply the necessary software licenses to meet the stipulated specifications.			
c)The software license provided by the bidder must be perpetual in nature; there must not be any requirement for renewal of the license			
5. 42 U RACK Qty : 1 No			
1. Make & Model To be quoted by bidder			
2. Rack 42U Server OEM Rack			
3. Rack Console 17/18.5 inch Rack console (Monitor, foldable TFT display with Keypad, Touch keypad & touch pad.			
4. KVM Switch 16-port USB KVM Switch to connect all the Windows/Linux servers to TFT monitor, keyboard, mouse to carry out administrative functions of all the servers using the common monitor, keyboard and			
5. Accessories Rack-mounting accessories and all necessary software for KVM Switch are to be supplied. Good quality Indian type Power strips, connectors, cables, plugs, etc.			
6. Fan: 4 fans mounted on top cover			

7. Power PDU 12 x 6/16 Amp Socket with 32 Amp MCB			
6. BACK UP SOFTWARE QTY : 01 Nos			
The Successful bidder must supply suitable Backup software with necessary licenses for the entire solution to take following backups:-			
a) File system Backup.			
b) Offline Backup.			
c) Online database backup of MS SQL Server.			
d) VM backup. Should be capable of taking VMware Consolidated backup of all Virtual Machines into LTO 6 Tapes of Tape Library			
e) The backup software must support both SAN based and LAN based backup.			
f) The backup software has to be certified for installation in 64 bit Red Hat Enterprise Linux operating system.			
g) Successful Bidder must provide all necessary licenses.			
7. BACKUP SERVER. Qty : 1 No.			
Make and Model: To be compulsorily quoted.			
a. Processor : 2 X Intel Xeon E5-2630 v4 2.2 Ghz, 25 MB cache, 10 core			
b. RAM: 32 GB (Minimum) DDR3 ECC RDIMM upgradable up to 256 GB			
c. System Disk : 2x600 GB (Minimum) with atleast 10K rpm SAS with RAID 1 implementation.			
d. Storage Controller : SAS RAID controller			
e. Optical Drive: DVD Drive - 1 (One) no.			
f. I/O Interface:			
i) 1 Gigabit Ethernet Interface with RJ-45 Port-Min 4 (Four) Nos.			
ii) Storage Connectivity:FC HBA 16 Gbps with minimum 2 ports			
g. Adapter slots: 2 nos PCI-e slots free			
h. Ports: Minimum 2 no of USB 2.0/3.0 ports			
i. Reliability, Availability and Serviceability (RAS) features :			
i) ECC in memory			
ii) Hot swappable disk bays			
iii) Redundant cooling fan			
iv) Redundant power supply (230v, 50 Hz)			
j. Form Factor: Max 2U Rack form factor Rack model with rack mounting kit			

k. Operating System: 64 bit Red Hat Enterprise Linux operating system with unlimited user license on DVD/CD media.			
l. Others : Successful Bidder must provide all necessary licenses and connecting/interface cables.			
8. Tape Library Qty: 1 No.			
1. Make and Model: To be compulsorily quoted.			
2. Tape Drive: LTO-6 Technology			
3. Number of Drives: Minimum 2 LTO6 tape drives.			
4. Cartridge Slots : Minimum 20 Slots			
5. Management : Tape library shall provide web-based remote management. Should provide automated and remote management of tape media within the library.			
6. Barcode Reader : Tape library must be able to read Barcode labels of tape cartridges.			
7. Library Features : Tape library should be rack mounted. Rack mounting kit to be supplied.			
8. Host Interface : FC 16 Gbps for connectivity to SAN Switch-Min 2 ports.			
9. LTO-6 Cartridges : Ultrium 40 Nos. LTO-6 cartridges along with barcode labels for data & 2 cleaning cartridges to be supplied.			
10. Cables/ All connectors/cables, etc.: Connectors for installation of the equipment to be provided.			
11. Power Details : Complete power requirement details of the equipment.			
12. The successful bidder must supply any additional hardware/ equipment/ device for establishing communication between Tape Library and the SAN Switch if required.			
13. If the Tape Library and Backup software are not from the same OEM, the Backup software must be compatible with and support the Tape Library. Necessary documentary evidence indicating the support must be submitted by the bidder.			
14. Licensing: Bidder must provide all the necessary licenses.			
9. Online UPS :Qty 1 Nos.			
1. Make and Model: To be compulsorily quoted.			
2.Successful bidder must provide online UPS of suitable rating(in KVA) and battery bank of appropriate size and configuration to provide backup for minimum 90 mins at 100% Load for the entire HIS solution including backup.			

Technical Bid Checklist**Annexure-EEE**

Tender No.			
Bidder's Name :			
		Compliance by Bidder	
SL. NO.	BEC / TENDER REQUIREMENTS	Indicate 'Confirmed' / 'Not Confirmed' / Not applicable	Indicate Corresponding page ref. of unpriced bid or Comments
1	Confirm that validity has been offered as per NIT.		
2	Confirm that Bid Security / Earnest Money has been submitted as per NIT (Wherever Applicable) ?		
3	Confirm that you shall submit Performance security (in the event of placement of order) (Wherever Applicable) ?		
4	Confirm that duly signed Integrity Pact has been submitted as per NIT (Wherever Applicable) ?		
5	Confirm that you have submitted documentary evidence of successfully executing one Purchase order as stipulated in NIT in any of the preceding 5 financial years (*)		
6	Confirm that you have submitted Balance Sheet and Profit and Loss Account of any of the preceding 3 financial years certified by a chartered accountant.		
7	Confirm that the bid has been signed using Class 3 digital certificate with Organisation's Name as per NIT.		
8	Confirm that you have not taken any exception/deviations to the NIT .		

NOTE: Please fill up the greyed cells only.

(*) Purchase Orders along with copies of any of the documents in respect of satisfactory execution of the Purchase Orders should be submitted – (i) Satisfactory Inspection Report (OR) (ii) Satisfactory Supply Completion / Installation Report (OR) (iii) Consignee Receipted Delivery Challans (OR) (iv) Central Excise Gate Pass / Tax , Invoices issued under relevant rules of Central Excise / VAT (OR) (v) any other documentary evidence that can substantiate the satisfactory execution of the purchase order cited above.

Response Sheet**Annexure-FFF**

Tender No.
Bidders Name

Bidders Response Sheet

Sl No.	Description	Remarks
1	Place of Despatch	
2	Whether Freight charges have been included in your quoted prices	
3	Whether Insurance charges have been included in your quoted prices	
4	Make of quoted Product	
5	Offered Validity of Bid as per NIT	
6	Bid Security Submitted (if applicable)	
6	Details of Bid Security Submitted to OIL (if applicable)	
	a) Bid Security Amount (In Rs):	
	b) Bid Security Valid upto:	
7	Whether you shall submit Performance Security in the event of placement of order on you (if applicable)	
8	Integrity Pact Submitted (if applicable)	
9	Whether you have submitted documentary evidence of successfully executing one Purchase order as stipulated in NIT in any of the preceding 5 financial years (*)	
10	Whether you have submitted Balance Sheet and Profit and Loss Account of any of the preceding 3 financial years certified by a chartered accountant.	
11	Delivery Period in weeks from placement of order	
12	Complied to Payment terms of NIT (if applicable) otherwise to Standard Payment Terms of OIL or not.	
13	If bidder is MSE whether you have quoted your own product	
14	If Bid security submitted as Bank Guarantee, Name and Full Address of Issuing Bank including Telephone, Fax Nos and Email id of branch manager	

NOTE: Please fill up the greyed cells only.

(*) Purchase Orders along with copies of any of the documents in respect of satisfactory execution of the Purchase Orders should be submitted – (i) Satisfactory Inspection Report (OR) (ii) Satisfactory Supply Completion / Installation Report (OR) (iii) Consignee Receipted Delivery Challans (OR) (iv) Central Excise Gate Pass / Tax , Invoices issued under relevant rules of Central Excise / VAT (OR) (v) any other documentary evidence that can substantiate the satisfactory

ANNEXURE - GGG

**(TO BE FILLED UP BY ALL THE VENDOR IN THEIR OWN LETTER HEAD)
(ALL FIELDS ARE MANDATORY)**

Tender No. :.....
Name of Beneficiary :M/s.....
Vendor Code :.....
Address :.....
.....
Phone No. (Land Line) :.....
Mobile No. :.....
E-mail address :.....
Bank Account No. (Minimum
Eleven Digit No.) :.....
Bank Name :.....
Branch :.....
Complete Address of your
Bank :.....

IFSC Code of your Bank
a) RTGS :.....
b) NEFT :.....
PAN :.....
VAT Registration No. :.....
CST Registration No. :.....
Service Tax Registration No. :.....
Provident Fund Registration :.....

I/We confirm and agree that all payments due to me/us from Oil India Limited can be remitted to our above mentioned account directly and we shall not hold Oil India Limited responsible if the amount due from Oil India Limited is remitted to wrong account due to incorrect details furnished by us.

Office Seal

.....
Signature of Vendor

Counter Signed by Banker:
Seal of Bank:

Enclosure: Self attested photocopies of the following documents-

- 1) PAN Card
- 2) VAT Registration Certificate
- 3) Service Tax Registration
- 4) CST Registration
- 5) Provident Registration Certificate
- 6) Cancelled cheque of the bank account mentioned above (in original).
- 7) Bank Statement not older than 15 days on the date of submission.