

INVITATION OF
EXPRESSION OF INTEREST (EOI)

No. RPC/EOI/2018-19/Smart Card

Date: 04/04/2018

**For providing Integrated solution for Smart card System at
Dr. Rajendra Prasad Centre for Ophthalmic Sciences,
All India Institute of Medical Sciences
Ansari Nagar, New Delhi- 110 029
email: sorpcaiims@gmail.com
Tel No. 011-26593105**

**DR. RAJENDRA PRASAD CENTRE FOR OPHTHALMIC SCIENCES,
All India Institute of Medical Sciences, Ansari Nagar, New Delhi - 110 029**

No. RPC/EOI/2018-19/Smart Card

Date: 04/04/2018

Expression of Interest (EOI) are invited online through EOI system for “**providing Integrated solution for Smart Card System at Dr. R.P.Centre, AIIMS**”. Manual submission of EOI shall not be accepted. The details of EOI are as under.

1. The EOI document are available on our website www.aiims.edu (for reference only) & www.eprocure.gov.in and same can be downloaded.
2. EOI document may be downloaded from AIIMS website www.aiims.edu (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

INDICATIVE CRITICAL DATE SHEET

Publish date	04.04.2018 (06:00 PM)
EOI Document Downloaded Start Date	04.04.2018 (06:00 PM)
Pre Bid Meeting	23/04/2018 (03:30 PM)
EOI Submission Start Date	24/04/2018 (10:00 AM)
EOI Submission End Date	19/05/2018 (03:00 PM)
Technical EOI Opening Date	21/05/2018 (03:00 PM)
Validity of EOI	270 days from the last date of submission of EOI.

3. EOI shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Applicants/Contractors are advised to follow the instructions provided in the ‘Instructions to the Contractors/Applicants for the esubmission of the EOI online through the Central Public Procurement Portal for eprocurement at <https://eprocure.gov.in/eprocure/app>’. EOI documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Not more than one EOI shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to EOI for the same contract as separate competitors. A breach of this condition will render the EOI of both parties liable to rejection.

5. Applicants who has downloaded the EOI from the AIIMS website www.aiims.edu (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not modify the EOI form in any manner.**

6. Intending Applicants are advised to visit again AIIMS website www.aiims.edu and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission

of EOI for any corrigendum / addendum/ amendment.

Submission of EOI

The EOI shall be submitted online in Technical only.

All the pages of EOI being submitted must be sequentially numbered by the Applicant irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Technical EOI

The following documents are to be furnished by the Applicant along with **Technical** as per the EOI document (As applicable):-

- i) Scanned Copy of valid certificate of registration of the applicant
- ii) Scanned Copies of PAN card, GST and Service Tax/ Sales Tax registration certificate.
- iii) Letter of Application (As per the template attached in Annexure I)
- iv) Copy of previous experience (Annexure II)
- v) Copy of power of attorney for EOI signatory

Instructions for Online EOI Submission

The Applicants are required to submit soft copies of their EOI electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Applicants in registering on the CPP Portal, prepare their EOI in accordance with the requirements and submitting their EOI online on the CPP Portal.

More information useful for submitting online EOI on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Applicants are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Applicant Enrolment**” on the CPP Portal. ge.
- 2) As part of the enrolment process, the Applicants will be required to choose a unique username and assign a password for their accounts.
- 3) Applicants are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal
- 4) Upon enrolment, the Applicants will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

- 5) Only one valid DSC should be registered by a Applicant. Please note that the Applicants are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Applicant then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

SEARCHING FOR EOI DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate Applicants to search active EOIs by several parameters. These parameters could include EOI ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for EOIs, wherein the Applicants may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a EOI published on the CPP Portal.
- 2) Once the Applicants have selected the EOIs they are interested in, they may download the required documents / EOI schedules. These EOIs can be moved to the respective 'My EOIs' folder. This would enable the CPP Portal to intimate the Applicants through SMS / e-mail in case there is any corrigendum issued to the EOI document.
- 3) The Applicant should make a note of the unique EOI ID assigned to each EOI, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF EOI

- 1) Applicant should take into account any corrigendum published on the EOI document before submitting their EOI.
- 2) Please go through the EOI advertisement and the EOI document carefully to understand the documents required to be submitted as part of the EOI. Please note the number of covers in which the EOI documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the EOI.
- 3) Applicant, in advance, should get ready the EOI documents to be submitted as indicated in the EOI document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. EOI documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every EOI, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Applicants. Applicants can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a EOI, and need not be uploaded again and again.

This will lead to a reduction in the time required for EOI submission process.

SUBMISSION OF EOI

- 1) Applicant should log into the site well in advance for EOI submission so that they can upload the EOI in time i.e. on or before the EOI submission time. Applicant will be responsible for any delay due to other issues.
- 2) The Applicant has to digitally sign and upload the required EOI documents one by one as Indicated in the EOI document
- 3) The server time (which is displayed on the Applicants' dashboard) will be considered as the standard time for referencing the deadlines for submission of the EOI by the Applicants, opening of EOI etc. The Applicants should follow this time during EOI submission.
- 4) All the documents being submitted by the Applicants would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of EOI opening. The confidentiality of the EOI is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any EOI document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/EOI opener's public keys. Overall, the uploaded EOI documents become readable only after the EOI opening by the authorized EOI openers.
- 5) The uploaded EOI documents become readable only after the EOI opening by the authorized EOI openers.
- 6) Upon the successful and timely submission of EOI (ie after Clicking "Freeze EOI Submission" in the portal), the portal will give a successful EOI submission message & a EOI summary will be displayed with the EOI no. and the date & time of submission of the EOI with all other relevant details.
- 7) The EOI summary has to be printed and kept as an acknowledgement of the submission of the EOI. This acknowledgement may be used as an entry pass for any EOI opening meetings.

ASSISTANCE TO APPLICANTS

- 1) Any queries relating to the EOI document and the terms and conditions contained therein should be addressed to the EOI Inviting Authority for a EOI or the relevant contact person indicated in the EOI.
- 2) Any queries relating to the process of online EOI submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232, 91-7878007972 and 91-7878007973.

Sub: Expression of Interest (EOI) are invited online EOI system for " Integrated Solution for Smart Card System

Terms of Reference (ToR) for Smart card System

1. Background Information

Dr. Rajendra Prasad Centre for Ophthalmic Sciences, named after the first President of India, Dr. Rajendra Prasad, was established on the 10th of March, 1967 as an Apex National centre for ophthalmic science, to provide state of the art patient care, expand human resources for medical education and undertake research to find solutions to eye health problems of national importance. Dr R P centre caters to around 4 lakh OPD patient per year and performs around 40,000 Surgeries per year (Major and Minor included). The institute being the premier institute of the country attracts patients from various parts of the country. The patient load is constantly increasing year after year.

To improve the patient experience a system of payment through smart cards is proposed for RP Centre. The proposed smart card system would assist patients in performing financial transactions with ease.

2. Smart Card

The facility of smart card will be provided to any patient who wishes to use this system. The patients UHID along with the demographic details will be stored in the smart card after that the patient can transfer or deposit any amount of money as the patient desires in the smart card, thereafter patient can use this card to make payment at the point of service. For example : The patient comes to R P Centre to undergo a cataract surgery, at the entrance the patient avails the smart card service thereafter all the payments for lab investigation, room charges , surgery charges can be paid using the smart card_

3. Flow chart for using Smart card system:

- a) A patient / patient attendant walks to the counter for purchase of smart card
- b) Person will pay onetime cost for the smart card and refill amount at the counter, subsequently the patient should be able to recharge/ top-up the smart card through online transaction or by paying cash at the counter
- c) Data Entry for the person will be done and requisite amount shall be loaded in the smart card.
- d) Card will be personalized with the patients UHID number

- e) Patient / patient attendant can use the card for payment of bed charges, lab charges, surgery charges, dietary service charges etc.
- f) After discharge or when the patient thinks he/she would not require the card it can be deposited in the counter and amount remaining in the card would be refunded either through check/ DD/ Cash / Online transaction after authentication.

4. Advantages of smart card system:

- a) Financial transaction occur faster and with ease
- b) There is no possibility of using the smart card by another patient or for any other purpose apart from hospital services as each smart card is UHID specific
- c) Smart cards are secured, can't be copied, and manipulated with, counterfeited or duplicated. Payment through smart card can only be made to patients account.

5. SCOPE OF WORK

- a) The broad scope of work shall be to develop/ provide a holistic system of smart cards to meet the requirements of financial transactions in Dr R P Centre
- b) The service provider shall study the current process of payment collection and develop a smart card system to meet the requirements and also provide scope for modification as and when required.
- c) The vendor/contractor shall provide the RFID enabled smart cards with required details to be printed on the cards.
- d) The vendor/ contractor should provide all the hardware /software required for functioning of the system
- e) The number of smart cards may vary according to the demand.
- f) The bidder will have to supply the RFID cards with required features.
- g) The bidder also has to install all the requisite software and hardware to incorporate the prescribed security features of Smart card and operate the system in the hospital premises.
- h) Personalization of cards should be carried out as per the design issued by
Dr RP Centre
- i) The bidder should train the staff to operationalise and maintain the system.
- j) The bidder should ensure that the smart card system should have inter- operability with our existing e hospital system.
- k) The bidder should utilize the existing infrastructure for planning and implementing the smart card system.

6. Preparation Costs

The Agency/bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Dr R P Centre to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the

response of EoI process. Dr R P Centre will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This EOI does not commit Dr R P Centre to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EoI. All documents, materials submitted by the agency become the property of Dr R P centre and may be returned completely at its sole discretion.

7. Queries on EOI

The agencies will have to send their queries by email to the below mentioned email id sorpcaiims@gmail.com

All queries should be related to Scope of work alone and no queries on payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

6. EXPRESSION OF INTEREST (EOI)

The following is the list of documents to be submitted as a part of the EOI:

- a. Copy of valid certificate of registration of the applicant.
- b. Copies of PAN card, GST and Service Tax/ Sales Tax registration certificate.
- c. Letter of Application (As per the template attached in Annexure 1)
- d. Previous experience (Annexure 2)
- e. Power of attorney for EOI signatory

7. SUBMISSION OF EOI

- EOI should be submitted only through online mode at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual EOI shall not be accepted.
 - Applicants are advised to follow the instructions provided in the 'Instructions to the Contractors/Applicants for the e-submission of the EOI online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>'.
 - The EOI shall be submitted online in technical EOI. All the pages of EOI being submitted must be signed and sequentially numbered by the Applicant irrespective of nature of content of the documents before uploading.
 - Signed and scanned copies of the documents mentioned in the Eligibility Criteria are to be uploaded on the portal.
 - Applicants are advised to visit again AIIMS website and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of EOI for any corrigendum / addendum/ amendment.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

LETTER OF APPLICATION

**Sub: EOI for providing integrated solution for Smart Card System at Dr. R.P.Centre,
AIIMS New Delhi - 110 0296**

1. Name of the Company: _____

2. Mailing address: _____

3. Contact Executive _____

4. (Name & designation)

5. Tel: _____

6. Fax: _____

7. Mobile: _____

8. Email: _____

9. Website: _____

10. Registration Number of the company _____

11. Service Tax/ Sales Tax Registratiion No. _____

12. PAN No. _____

13. GST Registration No. _____

(Authorized Signatory)

Name:

Designation:

Stamp of the company:

PREVIOUS EXPERIENCE

Interested applicants may use the below form to showcase their experience in similar field. One form for each experience may be attached with the application.

S. No Particulars Details

1. Name of the Project

2. Location & State Location:
State:

3. Capital Cost of the project INR ____ (Rupees (in words))

4. Details of the project

5. Experience of applicant in similar projects _____ Years (please enclose work orders, agreements, contracts with relevant authorities)

6. Type of organization Please tick (enclose proof)

Company

Partnership

Trust

Society

Other, please mention _____