OFFICE OF THE SUPERINTENDENT
VSS INSTITUTE OF MEDICAL SCIENECES & RESEARCH, BURLA

No ...14790........./VIMSAR   Dt....01/11/22

To

The Deputy Director (Advt.)
Information and PR Department, Odisha
Bhubaneswar.

Sub: Publication of Tender Call Notice.

Sir,

I am sending herewith the soft copy as well as hard copy of the tender call notice No **14789 /VIMSAR Dt 01-11-2022** with a request to publish it in at least two leading odia daily newspaper for its wide circulation and also necessary arrangement may kindly be made to supply a copy of the said news papers to the office of the Superintendent, VIMSAR, Burla for record. The confirmation of the same may be sent through e-mail- suptd.vimsar@gmail.com

The approximate total expenditure may be Rs 10 lakhs.

Encl: Tender Call Notice

Yours faithfully

Sd/-
Superintendent
VIMSAR, Burla

Memo No.....14791...../VIMSAR   Dt.....01/11/22

Copy along with copy of the tender call notice forwarded to the Director, Printing and Stationary, Madhupatna, Cuttack-10 for favour of information.

Copy along with soft copy forwarded to the District Informatics Officer, Collectorate, Sambalpur for information and necessary action with a request to float the tender call notice in the district website for its wide circulation.

Copy to the Director/ Dean & Principal/ Administrative Officer/ Store Medical Officer/ Accounts Officer/ Hospital Manager for favour of kind information. They are requested to remain present at the time of opening of the tender.

Superintendent
VIMSAR, Burla

GOVERNMENT OF ODISHA
HEALTH & F.W. DEPARTMENT
OFFICE OF THE SUPERINTENDENT
VSS INSTITUTE OF MEDICAL SCIENECES & RESEARCH, BURLA

No ....147.89........... /VIMSAR   Dt.01./11./22

TENDER CALL NOTICE

Sealed tenders are hereby invited from the intending parties for scanning/digitizing/ICD-10 Coding of Medical Record Section in VIMSAR, Burla so as to reach on or before **02-12-2022 up to 5-00 pm** through Regd. Post/ Speed post/Courier only to the office of the Superintendent, VIMSAR, Burla which will be opened on **03-012-2022 at 11-30 am** the cost of the Bid is Rs 1000/- (Rupees one thousand) only in shape of Bank Draft should enclosed with the tender. The tender must be in a sealed cover super scribed as "Scanning/Digitizing, ICD-10 Coding of Medical Record Section in VIMSAR, Burla for the year 2022-2023 the detail terms and conditions of the tender call notice can be downloaded from the dist. Website-www.sambalpur.nic.in .

The undersigned/committee reserves the full rights to accept or reject any or all tender without assigning any reasons thereof.

Superintendent
VIMSAR, Burla

TERMS & CONDITIONS

1.   Sealed Tenders are invited for Scanning, ICD Coding and digitizing of the records of Medical Record Section of VIMSAR, Burla on actual work basis and storage and retrieval of Medical Records for a period of One year & extendable up to another Two year if found satisfactory.

2.   The tenderer shall scan and digitize the record using the state-of-the-art equipment at VIMSAR in the space made available to the tenderer for this purpose. The confidentiality of medical records should not be breached at any point of time. The representatives of interested firms (tenderer) can inspect the records kept in the Record Room and also the place to be provided for scanning.

3.   The tenderer must have own scanning/digitizing machine(s) which they will have to install and operate at VIMSAR, Burla and must do indexing, storing and retrieval facility setup which will be taken back after the contract period.

4.   The tenderer must have annual turnover of not less than 24 lakh rupees in each of the past three financial years.

SCOPE OF SCANNING AND DIGITIZATION WORK:

1.   Scanners must have minimum scanning speed of more than 100 pages per minute (PPM) and minimum resolution of 300 dots per inch (dpi).

2.   The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.

3.   Scanning and Digitization of medical records on daily basis approximately 2000 pages (Two thousand) per day.

4.   VIMSAR, Burla will provide the files to the authorized representative of the selected tenderer. The supervising of the Scanning/digitizing work, on month-to-month basis will be done under proper receipt and it will be the responsibility of the selected tenderer to accomplish the task of scanning/digitization after following all the processes, like **Unbundling, Rebundling, Super Indexing, Scanning/digitizing, ICD-10 Coding, Splitting and Merger, Page numbering, Storing, Retrieval,** etc. It will be the responsibility of the tenderer to return the files to MRD staff under acknowledgment in the same shape and condition in which it was taken.

5.   The representatives of the tenderer shall prepare each file/ case record before starting scanning, Book marking (about 15-25 fields) Archiving (Scanning and Storing PDF/A format) and Retrieval. The Book marking – meta data would include Name, Address, (R/o, Po, Ps, Dist) age, Gender, CR No, IR No, MLC. (Which ever applicable), Date of Admission, Department, ICD 10 Code, Diagnosis & should be expandable/upgradable to include others at a later date. The storing should be done as per the International Classification of Diseases (ICD-10).

5.   Receipt and submission of files by the tenderer (s) from VIMSAR Staff against proper written receipt. Preparing the files for Scanning/digitization purpose, i.e., Removal of tags, pins, staples, clips etc. Scanning and storing of the data in scanned form with mirroring facility and one additional back-up on hard disk drive/ Server. The scanning of a particular page of the medical record whether to be done in mono (line art), grayscale or colour will be as required and confirmed by the authorized officers of VIMSAR.

6.   Book-marking/ Indexing the stored digitized data for easier search and retrieval as mentioned vide point no.4 earlier. **Also, the individual files are to be coded as per International Classification of Diseases (ICD-10). The software shall be provided by the Vendor/Tenderer.**

7.   Handing over the files back to the MRD Staff in their original condition as and when required.

8.   Handing over the stored scanned data on appropriate electronic media to VIMSAR and transferring the stored digitalized data on the Hard Disk/Server Storage of VIMSAR, Burla.

9.   The PDF/A output should also accompany XML output simultaneously with PDF/A and during porting the same to storage of VIMSAR, Burla.

10.   Imparting of adequate training to the staff of VIMSAR for (1) archival (scanning and storing) (2) retrieval and printing.

11.   Full maintenance and support for one year after the completion of the work.

12.   The process by which the bidder will scan/digitize the medical records will include in the following manner:

a)   Authorized representative of bidder will receive files from staff of the MRD under proper receipt.

b. Prepare the files for scanning/digitization after the removal of tags, pins, dust, etc.

c. Check the numbering of each document/case sheet before its scanning and digitize each document of file and the data is to be stored by way of images in Portable Document Format PDF/A with adequate resolutions. The images so stored in the database should be properly indexed as per the requirements of VIMSAR and should follow ICD-10 coding system and should be capable of adding more images, at later stage, if need be, in an old stored file. The data stored shall be in a non-editable form. Below are the mandatory specifications of required PDF/A File format

13.   The Portable Document Format's (PDF's) should comply with the following specifications:

b)   PDF/A format (ISO 19005-1:2005)

c)   The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for mono/colour/grey scale images retaining **search ability, good view and print quality**. Should be linearized PDF (as defined by PDF reference manual (ISO 3200-1:2008) to ensure faster web viewing.

d)   Automated Meta data insertion in the PDF files- Metadata available in spread sheet or text file should be inserted into the PDF file in a single step during the creation of the PDF file itself. The metadata inserted inside the PDF should conform to the XMP specification for storing rich metadata. This will enable any content management system that supports XMP to import this metadata as indexes.

e)   Apart from above functionalities, bidder should have readily available security provision for below mentioned functionalities. Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files:

i.   Password protected.

ii.   Certificate protected.

iii.   FIPS-140 compliant AES-256 encryption.

iv.   Policy-protected- it should be possible to apply persistent and dynamic policies that help maintain confidentiality and control use of PDFs even when these PDFs go out of Server. VIMSAR should be able to change usage rights for a PDF, even after the file is distributed to users outside the Server. VIMSAR should be able to create a short-term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside the Server. This will enable online leasing of these PDF files for research and academic activities.

v.   These PDF files should be easily searchable on metadata using standard PDF viewer search facility on the local computer.

14.   Index the stored scanned data with following indexing parameters: - Name, Address, age, Gender, CR No., MLC/Death, Dt of Admission/ Discharge, Diagnosis, ICD-10 code.

15.   The database created by the tenderer shall be retrievable in Searchable Portable Document Format (PDF) by the user. Necessary/training for the retrieval of the database for the Scanning/digitizing, storing, organizing and retrieval is to be imparted to the staff of MRD.

16.   Multipage PDF/A output should be possible to be extracted for a particular document or the whole case from the storage-retrieval software being used by the vendor.

17.   In case the tenderer finds any original document in bad condition, it should be taken care for better print (either by typing on separate sheet of paper or taking out a better photocopy thereof) and then put the said data in the relevant data base. The original papers

shall however be retained in the main file. All Scanned/digitized files will be stamped and duly signed by the user indicating that the " FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED" and the tenderer will be fully responsible for any loss/damage of any document.

18.   The authorized representatives of the tenderer after successfully storing the data on their own computer shall transfer the same on the computer/server/ storage to be provided by VIMSAR along with the documentation, technical and user manual.

19.   However, the tenderer shall be fully responsible for the proper archiving, storing and retrieval of the scanned/digitized data for a minimum period of one year after completion of his work. Tenderer shall mention the configuration and the number of computers and other hardware for archival and retrieval of digitized data, including back up required for this purpose.

20.   At the end of every quarter the tenderer will hand over the complete scanned/digitized data to VIMSAR – one copy on computer system/server and two copies on USB HDD. If it is found at any time that the Scanning/digitalizing, indexing, storing or retrievable has not been done in accordance with the agreed terms and conditions, VIMSAR shall be entitled to withhold further payment of the Vendor and forfeit of the Bank Guarantee. The tenderer will be required to digitize minimum such number of pages as may be fixed by VIMSAR from time to time.

21.   The Company shall ensure that Archiving is in 'read only' mode, and that its scanning equipment and storage media are tamper-proof and shall not permit additions/ insertions/copying/ deletions / omissions / alterations in the scanned and stored data.

22.   The equipments installed in VIMSAR shall be used exclusively for the purpose of scanning, storing, retrieving and web hosting the data of VIMSAR and not for other purpose. The Company shall generate (comma-separated-value) based CSV file containing tagged / indexed key fields as to be decided by VIMSAR.

23.   The tenderer will ensure that the documents/files handed over to it are kept in proper condition and no document gets soiled /lost/trimmed/damaged/misplaced.

24.   Complete secrecy and confidentiality are required to be maintained by the tenderer and his employees. The tenderer shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy without the written permission of the competent authority and the scanning/digitalizing and storage work has to be carried out in VIMSAR premises itself

25.   VIMSAR will have copyright on the product, format, concept layout and design. VIMSAR will have exclusive rights to use it anywhere, in any manner.

26.   It shall be the duty of the tenderer to have the licensed software updated from time to time and provide all possible assistance/help during the scanning/digitization work.

27. On the completion of the work, the tenderer shall hand over the latest licenced updated software and also the database to VIMSAR authority which shall become the property of VIMSAR for all intents and purposes.

28. The successful tenderer shall compile and make an Instruction Manual for scanning/digitizing, storing and online retrieval operations and the same shall be provided to VIMSAR for use of its staff for carrying out the operation of future scanning/digitizing and retrieval. The tenderer should have its own sufficient latest state of the art Scanners/Computers (with at least 100PPM or any other high-end scanner of 100 PPM or more speed), other equipments/parts, and sufficient infrastructure and qualified. Some documents may be in the forms of big sheets. Arrangement of scanning for the same should also be made.

29. The successful tenderer shall provide trained staff having good knowledge on ICD-10 coding & the case sheet should be coded as per the ICD-10 coding space provided for coding in the case sheet of patient.

30. The approved tenderer shall execute a Bi-Party Agreement with terms & conditions before starting the work.

31. In case VIMSAR authorities decide to procure the machine/scanner the quotation must be quoted accordingly. Specification for high speed scanner is mentioned below:- (*This is a standard specification. The parties can quote similar machines with catalogue)*

Type	Desktop sheet-fed scanner	
Document Feeding	Automatic or manual sheet feeding	
Document Size		
Width	53 - 300mm (2 - 11.8in.)	
Length	70 - 432mm (2.75 - 17.01in.)	
	Long Document Mode:	up to 3,000mm (118.1in.)
Document Thickness and Weight		
U-Turn path	Automatic feeding:	0.06 - 0.15mm, 52 - 128g/m^2 (14 - 32lb. bond)
	Manual Feeding:	0.05 - 0.2mm, 42 - 157g/m^2 (11 - 40lb. bond)
Straight path	Automatic feeding:	0.06 - 0.15mm, 52 - 128g/m^2 (14 - 32lb. bond)
	Manual Feeding:	0.05 - 0.66mm, 42 - 546g/m^2 (11 - 144lb. bond)
Business Card Size and Thickness		
Size	53.9 x 85.5mm (2.12 x 3.37in.)	
Thickness	0.76 ± 0.08mm (0.03 ± 0.003in.)	
Feeding Capacity	10mm stack or 100 sheets of 80g/m^2 (20lb. bond)	
Scanning Element	3-line CMOS CIS	

Light Source	LED (red, green, and blue)	
Scanning Side	Simplex / Duplex	
Scanning Modes	Black and White, Error Diffusion, High-Speed Text Enhancement, Advanced Text Enhancement, Advanced Text Enhancement II, 256-level Grayscale, 24-bit Colour, Auto Colour Detection	
Scanning Resolutions	100 x 100dpi, 150 x 150dpi, 200 x 200dpi, 240 x 240dpi, 300 x 300dpi, 400 x 400dpi, 600 x 600dpi	
Scanning Speed (A4 / LTR, Portrait)		
Black and White	200dpi:	60ppm (Simplex), 120ipm (Duplex)
	300dpi:	60ppm (Simplex), 120ipm (Duplex)
256-level Grayscale	200dpi:	60ppm (Simplex), 120ipm (Duplex)
	300dpi:	60ppm (Simplex), 120ipm (Duplex)
24-bit Colour	200dpi:	60ppm (Simplex), 120ipm (Duplex)
	300dpi:	60ppm (Simplex), 84ipm (Duplex)
Interfaces	SCSI-III / Hi-Speed USB 2.0	
Scanner Driver	ISIS / TWAIN	

CONFIDENTIALITY

The tenderer should maintain confidentiality regarding the documents scanned. Under no circumstances any data should be leaked as documents are Medico Legal documents and any breach of contract will lead to cancellation of the contract and due legal procedures will initiate.

OTHER TERMS & CONDITIONS

1. The tenderers are required to quote their lowest rates per page rates for scanning and per file for storage and retrieval.

2. If the tenderer is already doing the scanning/digitizing/storage/retrieval work on 'job work basis' in any Government department or in any reputed private firm, name, address and telephone number of the same may be mentioned.

3. The rates so quoted should be all inclusive. The available space and electricity will be provided by VIMSAR, free of charges for scanning and digitizing only.

4. The Rates offered should be valid for the duration of the contract.

5. Each tender should be accompanied with a Demand Draft/Banker's cheque or a Bank Guarantee from any of the commercial banks for **Rs. 20,000/-** (Rupees Twenty thousand only) **as Earnest Money, EMD** drawn in favour of, "Superintendent, VIMSAR, Burla". This deposit will be refunded to the unsuccessful tenderers after finalization of the EOI without any interest.

The successful tenderer shall have to make security deposit of Rs. 80,000/- (Rupees Eighty thousand only) as Performance Bank Guarantee (PBG) duly pledged in favour of the Superintendent, VIMSAR, Burla within a week of the receipt of the intimation of acceptance of their tender.

6. The tenderers qualifying will be required to give a live demonstration of the work, site visit of storage facility, inspection of other clients (hospitals) where work is being done.

7. The tenderer shall have to arrange his/her own staff. VIMSAR would neither bear any expenses nor accept responsibility for the same and there would be no relationship between the VIMSAR and the staff of the tenderer.

8. VIMSAR authority reserves the right to deny entry to any staff member of the tenderer, if so deemed appropriate by it.

9. No person engaged by the tenderer shall claim any right of employment-contractual or otherwise – with VIMSAR, Burla

10. The tenderer will comply all Acts and /or Rules and Regulations framed by Government of India relating to the work and employees and VIMSAR will not be answerable for the terms and conditions of employment of the staff engaged or the work undertaken by the tenderer.

11. The tenderer will ensure that the staff engaged is disciplined and maintains full decorum of the hospital. The hardware is to be installed by the tenderer, after it is approved by VIMSAR. Once it is installed it will not be allowed to be taken away by the tenderer, without express permission from the VIMSAR. The digitalization software should be web enabled. The scanned/digitized record will be the property of VIMSAR. The vendor shall have no right, title or interest in it and shall not use it in any manner.

12. The successful tenderer shall make arrangements for daily check up of the scanners at his own cost and shall keep all the scanners in perfect working condition at all times, so as to ensure smooth running of work. In case of failure of any scanner, the tenderer shall have to make alternative arrangement immediately so that the work should not hampered.

13. The scanning/digitizing of documents shall not be stopped on any ground, whatsoever. Continuance of the contract and payment of the work done shall be subject to evaluation of satisfactory performance by such officers as are nominated/authorized by the VIMSAR for regular as well as random checking and further subject to the tenderer fulfilling all the terms and conditions of the contract.

14. The contract may be cancelled at any time if the tenderer fails to fulfill the terms and conditions of the contract. The decision of the VIMSAR authorities, in this regard

shall be final and binding. The tenderer shall be able to do the scanning/digitization work on all days between 9:00 A.M. To 5 P.M. As and when required by VIMSAR.

15. The technical staff of MRD will do random checking of the work being done by the tenderer and in the event of the tenderer not executing or completing the minimum decided volume of work, VIMSAR authority may impose a penalty at a rate of Rs.5/- per page and require the tenderer to clear the backlog in succeeding month in addition to the recovery of other losses and damages that it may suffer, besides terminating the contract and getting the work executed at the cost and responsibility of the tenderer.

16. Penalty for delay in scanning @ Rs.5/- per page shall be calculated on the basis of a minimum of 2000 pages in 6 hours. The penalty may be imposed for poor scanning, not scanning the required number of pages or in case the Vendor stops, slows down or otherwise disrupts the work during the contractual period. Improper storage not conforming to guidelines provided or disappearance of any patient medical record file may result in blacklisting. Failure to retrieve the file and hand over the physical copy of medical record file requested by VIMSAR within 24 hours may result in fine of Rs. 500/- on per file basis. The tenderer will ensure confidentially of the documents handed over to it. If the confidentiality clause is breached it may result in blacklisting and/or cancellation of contract and/or revocation of the PBG and penal liability in the court of law.

17. The tenderer will ensure that the space provided to it by VIMSAR is not misused in any manner.

18. Payment for scanning/digitization work done under the contract shall be made on quarterly basis, subject to statutory and other deductions and penalties if any levied and damages, if any recoverable under the contract provided that the work has been done as per agreed terms and to the satisfaction of VIMSAR. The Tenderer will be responsible for liabilities of all kind including local and other taxes.

19. The payments of work done on number of pages will be calculated taking into consideration successful completion of all the parameters of those number of page i.e. Scanning, digitization, PDF/A, Digital signature enablement, D space porting, XML output etc. as per the terms and conditions.

20. Over-writing/over-typing or erasing of figures is not allowed and shall render the tender invalid. The work may be awarded to one or more tenderer (s) as the case may be at the discretion of VIMSAR. An appropriate agreement will be executed by the tenderer with VIMSAR, on the agreed terms & conditions. VIMSAR in its discretion reserves the right to cancel the contract at any time without assigning any reason.

21. VIMSAR, in its discretion, reserves the right to reject or accept any or all the tenders partially or completely at any time without assigning any reason thereof.

22. In the event of termination of Contract or end of Validity of Contract, VIMSAR shall be entitled to forthwith forfeit the security deposit either full or in part apart from taking such legal remedies as are available in law in case of any breach of contract or else the same will be returned to the Vendor.

23. . The tenderer after completion of validity of the contract shall hand over the machines installed to VIMSAR, Burla and shall be the property of VIMSAR.

24. The selected bidder will enter into an agreement before starting of the work.

25. Documents to be submitted: -

    · A. Firm / Company Registration Certificate
    · B. GST Registration Certificate
    · C. PAN Card
    · D. Cost of Tender Paper
    · E. Cost of EMD
    · F. Details of Machine and Man power
    · G. IT Returns for last 3 years
    · H. Experience or training certificate of the staff working for on ICD-10 Coding system.
    · I. Turnover certificate duly certified by C.A.

Superintendent
VIMSAR, Burla

FORMAT FOR FINANCIAL QUOTATION

01	Cost per page scan and indexing having own machine and manpower. (Inclusive of all the charges and taxes)	Rs In Words-
02	Cost per page scan and indexing with VIMSAR provided machine. (Inclusive of all the charges and taxes)	Rs In Words-

Signature of the Bidder