

## **Introduction:**

The [Advanced Centre for Treatment, Research and Education in Cancer \(ACTREC\)](#) is the state-of-the-art R&D satellite of the [Tata Memorial Centre \(TMC\)](#), which also includes under its umbrella the [Tata Memorial Hospital \(TMH\)](#), the largest cancer hospital in Asia. ACTREC has the mandate to function as a national centre for treatment, research and education in cancer. TMC is an autonomous grant-in-aid institution of the Department of Atomic Energy (DAE), Government of India. Its Governing Council is headed by the Chairman, Atomic Energy Commission, and Government of India.

ACTREC comprises of 2 arms - one for basic research and another for clinical research. ACTREC also has a 120-bed hospital fully equipped with state-of-the-art diagnostic and therapeutic facilities. The hospital facility is been enhanced and extended to its upcoming building "Hemato Lymphoid ward for Woman and Children" HWCC building.

On the said background, ACTREC is planning to set up KIOSK facility to host its own in-house developed Hospital Information system for the Patients.

ACTREC, Navi Mumbai, in view of this, invites response to this Tender from reputed firms, (OEMs/ System integrators, hereafter called the firm) of India to supply , Install, and commissioning of Suitable KIOSK system (3 Nos) as detailed later in the tender at ACTREC campus, Navi Mumbai.

## **Scope of work**

The bidder should supply, install and maintain suitably configured Kiosks as per specification detailed in the tender RFP including all required hardware, software, operating systems, databases, middleware, and third party utilities.

The scope of the services is to be provided for the period of at least 5 years i.e.3 year comprehensive onsite warranty and 2 years CMC from the date of project Sign off.

The Selected Bidder should maintain the KIOSK machines setup during onsite warranty and AMC period. The selected bidder should provide a warranty period of 3 (three) year and 2 (Two) years comprehensive AMC. Further if Institute desires, the bidder has to continue the AMC support after the completion of the onsite warranty and AMC period on mutually agreed terms, conditions and commercials. The selected bidder should ensure the availability the spare parts for the system for at least 5 years after the expiry of warranty.

The Bidder is expected to provide Kiosks with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc. The software version installed on the Kiosks provided by the selected bidder should be uniform across all Kiosks.

The selected Bidder should provide adequate training and operational guidelines to designated Institute personnel. The checklist and user manual for proper maintenance of kiosks are to be provided to each branch.

The bidder has to submit an undertaking/certificate (format enclosed in the Annexure-XIII) along with the delivered items, signed by authorized signatory of OEM, certifying that all the components/parts/assembly/hardware/software used in the Kiosks/Machines like Sensors, hard disc, monitor, memory etc. are original and new components/parts/assembly/hardware/software and that

no refurbished/duplicate/second hand components/parts/assembly/hardware/ software were being used or would be used.

The selected bidder will provide single point of contact and escalation matrix upto the highest level to the Bank.

### **Eligibility criteria –**

The bidder should be an OEM or their authorized representative in India. In case OEM participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.

In case bidder is an Authorised partner of OEM undertaking from the OEM mentioning a clause that authorised partner will provide support services during warranty period, A letter of authorization (MAF) Authorization Form from original manufacturer / solution developer must be furnished in original duly signed & stamped

The bidder submitting the offer should have minimum turnover of Rupees 50 lacs for the last three financial years i.e. 2017-18, 2018-19, 2019-20. This must be the individual company turnover and not of any group of companies.

The bidder submitting the offer should have net profit in each of the last three Financial years i.e., 2017-18, 2018-19 & 2019-20.

Copy of the audited balance sheet and certificate from the Chartered Accountant of the company showing profit, net worth and turnover of the company for the consecutive last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted.

Bidder should have executed the total order for at least 30 KIOSK machines in health care sector in India during the last three years collectively from the date of publication of this RFP. The order may be multiple.

Copy of purchase order and reference letter/Certificates mentioning number of kiosks installed under the referred PO issued by organization evidencing the experience in Supply, Installation and Maintenance of at least 30 Kiosk and services are satisfactory. Such documents should be in the name of the Bidder only

At least 5 kiosks of same make & similar model should be running in at least in one health sector unit in India in last two years. The order may be multiple but of a single health sector unit.

Copy of purchase order and reference letter/Certificates mentioning make, model & number of kiosks installed under the referred PO issued by organization evidencing the experience in Supply, Installation and Maintenance of Kiosk and services are satisfactory.

Bidder should not have been black-listed by any institution in India. An undertaking to this effect must be submitted in their letter head.

**The service provider must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Documentary Evidence for compliance to each of the eligibility criteria must be enclosed along with the bid together with references. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances.**

## Technical Specification

- All the solutions sought in technical specification must be provided as end-to-end solution.
- The specifications mentioned below are indicative. The bidder should consult the institute to understand the application and accordingly offer the customised design meeting all our requirement.
- The bidder has to submit the indicative images, templates detailing the functionalities/features, the dimensions of the offered KIOSK machine as per the understanding.
- The bidder should be ready to accommodate all the suggestions given by the institute to ultimately deliver the customised KIOSK machine.

Sr.No	Features & technical specifications	Compliance (Yes/ No)	Remarks (If any)
1.	<b>Model</b> : Floor Standing Kiosk Enclosure, Sheet Steel Construction Powder coating as per client requirements, Provision to bolt the Kiosk to Floor, Anti-Static, Louvers & Cooling Fans for heat circulation & Ventilation Spike guard, Speaker		
2.	<b>The Kiosk should include the following devices:</b>		
2.1	19" PCAP Touch Monitor, Factory Fitted Touch Monitor, Support 10 Touch, antiglare screen		
2.2	Card Reader – Omnikey 5022CL		
2.3	Computer desktop SFF Machine : 10 <sup>th</sup> generation Core i5 CPU, 8 GB Ram, 1 TB HDD, windows 10 Professional License, Keyboard, Mouse, network interface, at least 8 USB ports, Audio line out, Line in, Speaker(external)		
2.4	Metal Keyboard with Touch Pad		
2.5	<b>Design:</b> The cabinet must house all the components of the kiosk and must be ergonomically designed. Please Specify dimension (Height, Width & Breadth) in millimetre. Institute will Prefer compact design. All devices must be optimally located and secured, with easy serviceability. The design should also accommodate HP pro 425/403 DN/DW printer with the slots to collect the printed paper. The Printer will be provided by The institute. The Electric supply point and network port will be made available by the institute on the installation location.		

**Commercial Bid template**

<b><u>Sr.No.</u></b>	<b><u>Description of the item</u></b>	<b><u>Quantity (A)</u></b>	<b><u>Unit price (B)</u></b>	<b><u>GST% (C)</u></b>	<b><u>GST amount (D)</u></b>	<b><u>Total A* (B+D)</u></b>
1.	Customised KIOSK machine with 3 years warranty as per the Technical & functional specifications given in RFP	3				
2.	CMC of the KIOSK machines (3nos) for 4 <sup>th</sup> & 5 <sup>th</sup> year after the expiry of the warranty					
					<b><u>Total</u></b>	