



# NEW MANGALORE PORT AUTHORITY

STORES DIVISION, PANAMBUR, MANGALORE- 575 010

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GSTIN : 29AAALN0057A2ZG

**Enquiry No.:** (2/5/Feb-08/2023-24/AMM/DyMM)- 01

**Dated** : 01.03.2024

**Last Date & time for Submission :**

15.03.2024

**On or Before** 3.00 pm

**Date of Opening :** 15.03.2024

**Time of Opening :** 3.30 pm

To,

As per the List Enclosed

**Subject :** NMPA Stores Division: Supply and Installation of Outpatient Management System along with the Hardware and Software including 1 Year AMC - Quotation Requested- Reg

Sealed quotations are invited from you on or before 3.00 pm Dt. 15.03.2024 addressed to the Dy. Materials Manager for the items given below subject to the terms and conditions printed overleaf. The sealed envelope should be clearly superscribed with the above Enquiry No., the due date and shall be dropped in the Tender Box kept at Dy. Materials Manager Office, Stores Division, Panambur, Mangalore - 575 010

| SI No | Description   | Unit | HSN Code | Qty | Rate per Unit | GST |
|-------|---|------|----------|-----|---------------|-----|
| 1     | Supply and installation of Outpatient Management System to Port Hospital. The package shall include supply of Digital writing Pad, Pen and required software with One year AMC, License fees, applicable support and Training to the staffs. The software shall be suitable for the existing Software. (Offered product catalogue shall be submitted) | Set  |          | 5   |               |     |

**Hardware:** Windows 10/11 Computer or Laptops for the healthcare provider interaction. Higher configuration windows computer/server for data storage. This infrastructure is already available at NMPA. Digital Pad and pen for instant Hand written prescription capture and also need calibration and provided along

with software.

**Software:** Software for Receptionist, Doctors, Pharmacy and Lab, each system with minimum of 5 logins and one module (Doctor/Pharmacy /Lab/Receptionist).

**Support:** Online Support shall be provided. Support shall be included along with the offer. Training shall be provided onsite at New Mangalore Port Authority.

## **Outpatient Management System Specifications and requirements**

### **1. Implementation of an Outpatient Management System at NMPA**

**Hospital:** This healthcare facility system should seamlessly integrates with reception, outpatient services, pharmacy, and lab functionalities. The system includes an additional feature for capturing handwritten prescriptions, providing doctors with a convenient digital tool for prescription management.

### **2. Objectives:** The solution focusing on Enhanced New Mangalore Port Authority employee's healthcare, are as follows:

- **Efficient Healthcare Operations:** Streamline reception processes for employee registration and appointment scheduling. Facilitate healthcare providers with an easy-to-use Electronic Health Records (EHR) system, including support for capturing handwritten prescriptions. Optimize pharmacy and lab workflows for faster and accurate healthcare services within the in-house facility.
- **Data Centralization:** Consolidate employee information, medical records, prescriptions (both digital and handwritten), and health-related data into a centralized in-house database. Ensure secure handling of sensitive healthcare data of Employees.
- **Enhanced Healthcare staff and Employee Interaction:** Facilitate a more

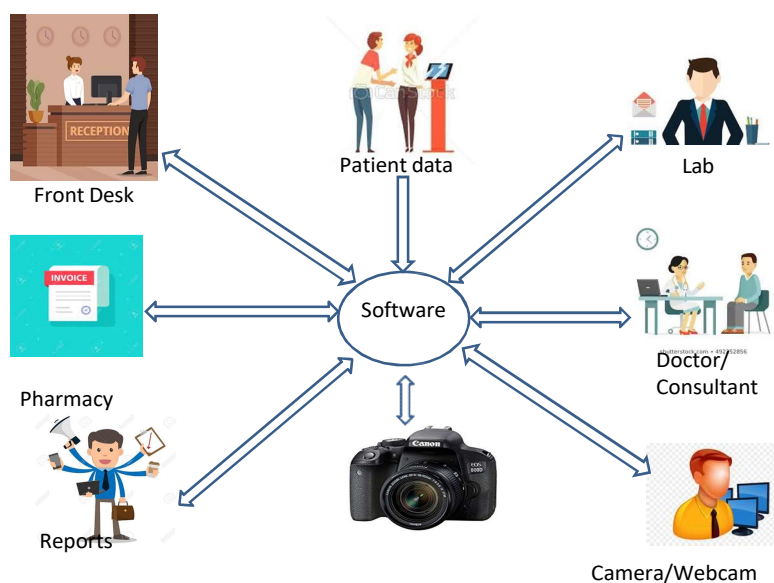
personalized and engaging experience between healthcare staff and employees. Utilize the handwritten prescription capture feature to maintain the traditional aspect of a provider writing a prescription, enhancing the human touch and instant capture of prescription. No scan or photo capture required.

- **Right Software:** Productivity increased by proper tools. Proper healthcare management tool will improve the effective treatment. One tool will not fit all our needs, handwritten natural interaction with system will have drastic improvement of work efficiency.

### 3. **System Features:** The Outpatient Management System having following features

- a) **Doctor User key features:** Handwritten thickness support, Handwritten colour support, Text overlap Support, Template support, Template image support, Support for any A4 size paper, Up to 8-12mm height capture, Ball point pen 0.5 or 0.7 support, Entry template support, Instant colour coded menu for easy operation, Configurable operating privileges, Image transfer to pharmacy, Image transfer to Lab, Refer to other doctor within hospital, Diagnosis' view support, Pharmacy stock view support, Repeat prescription, Signature support, Referrals, PDF upload, Dilate reminder for ophthalmologist, Eye test template support, Report Highlight Support, Pediatric vaccination reminder support.
- b) **Reception/Front desk :** Appointment management, Auto scheduler, Token support, ID print support
- c) **Pharmacy:** Stock entry with dealer details, Stock sales/dispensing, Low stock alerts in pharmacy, Auditing facility in pharmacy, Nearest Expiry drugs, Search drug through generic names, Patient sales and dealer sales return, Different lab format report printing.
- d) **Lab:** Different lab format report printing, Patient Lab test or set of test selection, Lab Report Status tracking, Signature facility, Lab Report Entry, Lab report auto upload for doctors, Request from OPD & IPD, Data Report, Custom Reports, Histopathology reports, Packages, Stock, SMS Reminders.

- e) **General** : Support for Windows, Intranet database, One button upload, Diagnosis' view support, Pharmacy stock view support, Copyrighted software, SMS reminders, Data reports
- f) **System Admin Features:** Long User Management, Template Management, Configuration management, Drug Management, Distributor Management, and Low Stock Management.
- g) **Handwritten and typed Prescription Capture:** Support for healthcare providers to digitally capture and upload handwritten prescriptions without additional efforts and supports thickness upto 8mm. Integration with the EHR for seamless prescription management.
- h) **Enhanced Interaction:** User-friendly interfaces to support healthcare providers in conveying prescription details more naturally.
- i) **Scope of work:** Install Reception, Outpatient, Lab and Pharmacy Software: The standard installation with the above given feature will be done. Only the features applicable will be enabled for smooth operational experience.
- j) **Software Interaction**



## **TERMS AND CONDITIONS OF TENDER**

1. The firm should have an experience in the supply of Hardware and software systems for Hospitals/Clinic.
2. The offered basic price should include freight charges on FOR destination basis and any other charges except GST. The price quoted should be firm and the percentage of GST shall be shown separately. The HSN code/Accounting Code of Service (As applicable) of the individual items is to be mentioned.
3. Firm may understand the requirements before submitting the offer. Firm must fix/Install System/software's at NMPA Hospital, New Mangalore Port Authority.
4. Price quoted should be net and valid for a minimum period of three months from the date of opening of the quotation.
5. Quotation should be free from corrections / erasures. In case there is any unavoidable correction it should be properly attested. If not the quotation will not be considered. The Firm can submit only one offer for each item. Multiple offers are not acceptable.
6. The product to be supplied/Installed from the latest manufactured batch, against Purchase Order within 30 days from the date of issue of Purchase Orders.
7. The Authority Authority reserves the right to recover any Loss sustained due to delayed delivery by way of penalty.
8. The quotation must be in the form furnished by the Authority.
9. The New Mangalore Port Authority reserves the right to accept the offer by individual items and reject any or all tenders without assigning any reason thereof and does not bind itself to accept lowest quotations.
10. The prices quoted should be firm till the supplies are completed.
11. The New Mangalore Port Authority reserves the right to modify the quantity specified in this enquiry.

12. The New Mangalore Port Authority will not issue 'C or 'D' Form for the purpose of concessional rate of Tax you may claim at full rate if legally leviable.
13. Quotations should be strictly as per the technical specification mentioned in tender without any deviation. Conditional offers will not be accepted / entertained.
14. Quotation written in pencil will not be considered.
15. The supply/Installation should be effected within 30 days after the issue of supply order.
16. Please quote the rates in words and figures.
17. Price Bid will be evaluated based total value wise on basic price. The GST element if any will not be considered for comparison.
18. Dispute Clause: Any dispute relating to the enquiry shall be subject to the jurisdiction of the court at Mangalore only.
19. PAYMENT: Please note that neither any type of advance/partial payment will be made nor document through Bank will be accepted. Only 95% Payment will be made Within 20 days after the completion of supplies of all ordered materials & accepted by the user department along with all relevant documents- Guarantee/ Warranty Certificates/ Invoices etc. Balance 5% of the total Tax Invoice Value will be retained as SECURITY DEPOSIT and will be released without interest after completion of Guarantee/ Warrantee Period. Alternatively 100% Payment will be made against submission of Bank Guarantee for equivalent value towards security deposit from any Nationalized Bank and en-cashable at Panambur Mangalore. The BG should be valid for a minimum period of 24 months from the date of Supply of items, with claim period of 3 months thereafter.
20. The product shall be securely packed and dispatched to NMPA Main stores Panambur, Mangalore 10, duly covering the transit insurance. Any damage to the items during transportation shall be to suppliers account. If the supplied items are rejected due to any error/ defects in the technical

specification/Make/Quality/Size/Weight, supplier has to make his own arrangements at his cost to lift the rejected materials and to replace the same immediately without any delay.

21. Delivery period for Supply in full shape: Within 30 days from the date of issue of Letter of Acceptance/Purchase Order. The materials will have to be supplied on 'Door delivery' basis to our stores at New Mangalore Port Authority , Panambur, Mangalore duly insured at your cost. The materials are to be supplied from the latest manufactured batch. Delivery of quantities against subsequent orders will have to be made within 1 week of receipt of order.
22. Guarantee: The Items supplied with the latest manufacturing batch and shall be guaranteed for the period of minimum 12 months. The "Guarantee Certificate" shall be submitted along with the supplies.
23. Liquidated Damage: The Product shall be supplied within the stipulated period mentioned in the purchase order to avoid any penalty for late delivery. If the materials are not supplied within the delivery period, Liquidated Damage will be levied on the undelivered portion at the rate of 0.5 % of the value of the Product per week or part thereof, subject to a maximum of 10% of the total tax invoice value of the item unless extension is obtained in writing from the office on valid ground before expiry of delivery period. In the event of forfeiting the EMD / LD / SD GST is applicable & while imposing penalty GST shall be collected.
24. Quotation will be opened on due date at 3.30 p.m. in the office of the Dy. Materials Manager in the A.O. Building Panambur, Mangalore in presence of tenderer or their representatives who may wish to be present.

Yours faithfully

**Sd/-**

Deputy Materials Manager  
New Mangalore Port Authority , Panambur