



Request For Proposal (RFP)
for
Implementation of computerization of Central
Registration Counter at DHH, Sambalpur.

RFP No. 1380 Date: 25/02/2019

CDM&PHO

DISTRICT HEADQUARTER HOSPITAL
Sambalpur, Odisha

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REQUEST FOR PROPOSAL IMPLEMENTATION OF COMPUTERIZATION OF CENTRAL REGISTRATION COUNTER AT DHH, SAMBALPUR.

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SCHEDULE OF RFP

- | | | | |
|--|---|------------|--------------|
| 1. Last Date & Time of sale of RFP papers | - | 07.03.2019 | till 5.00 PM |
| 2. Last Date & Time of Submission of RFP | - | 07.03.2019 | till 5.00 PM |
| 3. Date & Time of Opening of technical Bid | - | 08.03.2019 | at 12.00 PM |
| 4. Date & Time of Opening of financial Bid | - | 08.03.2019 | at 12:00 PM |

- | | | |
|-------------------------|---|--|
| Cost of RFP Paper | - | Rs.1,000/- (in shape of Demand Draft) |
| Bid Security/ EMD Money | - | Rs.10,000/- (in shape of Demand Draft) |

The Demand Draft shall be prepared in favour of "The CDM&PHO, DHH, SAMBALPUR" and payable at SAMBALPUR in any Nationalized Bank / scheduled Bank. Firms/ Bidders downloading RFP documents from the website are required to submit the RFP fees in shape of DD amounting Rs.1000/- in favour of "RKS, DHH, SAMBALPUR". Payment for EMD, SD are exempted for NSIC registered / MSME units as per provision of the State/Central Government.

REQUEST FOR PROPOSAL IMPLEMENTATION OF COMPUTERIZATION OF CENTRAL REGISTRATION COUNTER AT DHH, SAMBALPUR.

1. Background:

The District Headquarter Hospital (DHH) , Sambalpur is situated at the heart of the city which caters to the needs of the undivided districts of Sambalpur and also neighboring districts. The hospital is equipped with all latest machineries and infrastructure for providing services to the people of the district. Presently the hospital has 6 central registration counters for the registration of OPD/IPD/User fees for the OPD patients of the hospital. The hospital is now planning to implement the online registration of patients with latest HMIS software for the managing the aforesaid registration counters by providing Software, Manpower, Stationery, Networking and hardware support services on monthly basis. The bidder may also quote rate separately for web/mobile base OPD registration, Indoor management, patient care, MRD, User accounts and store management etc. (including hardware charges) to enable complete automation of the hospital.

2. Purpose:

The main purpose and objective of this RFP is to select a suitable and eligible bidder/service provider for the *Computerization of Central Registration Counter at DHH, Sambalpur*. The bidder shall be required to conduct SRS process, develop application software, implementation & UAT, make Go-live operation. The Agency shall provide necessary staff training to the staffs of DHH, SAMBALPUR after completion of the entire technical process. The Agency shall provide comprehensive warranty services for a period of one year from the date of work order and subsequently extendable on mutual understanding subject to satisfactory performance of the successful bidder. The bidder shall provide hassle free services at the premises of the hospital authority without reaching any harm to the patients/official of the hospital. The bidder is also responsible for providing all handhold supports to the hospital authority for a period of one year for the said purpose. The successful agency is strictly expected to maintain secrecy of the medical records of the hospital as per MCI guidelines.

3. BIDDER'S ELIGIBILITY CRITERIA:

- i. The BID is open to all reputed and registered Organizations / Institutes, Central/State Government Organizations / Registered firms, with proven track of records in the field of Software Development since last ten years in Government Sector. Documentary proof is to be attached with the bid.
- ii. The firm must have ISO certifications for HMIS and Software services.
- iii. The BIDDER must have 5 years experience in the Hospital Computerization projects in any Government Medical Colleges/hospitals having minimum 200 bed capacity in the state. Performance certificate to this effect shall be submitted along with the bid.
- iv. The bidder must have executed at least 3 similar projects at any Govt hospitals since last five years at any state of the country as per the clause no. IV of the eligibility criteria.
- v. The average annual turnover of the BIDDER must be more than ₹.100.00 Lakhs from IT Services per year for the last three financial years. Copies shall be attached with the Bid.

- vi. The firm/ organization participating in the BID is required to submit copies of up-to-date Income Tax, GST and EPF & ESI registration document and Labour License along with the Bids.
- vii. The concept for Office Automation System in Odia/English language has to be submitted along with Bid mentioning Implementation Process, Hardware/ Software/ Manpower/ Stationery Requirements etc. In the absence of this concept document, the bid shall be liable for rejection technically. The Office Automation software must be users friendly.
- viii. An EMD of ₹10,000.00 (ten thousands) only shall have to be deposited by other than exempted category with the Technical BID, otherwise the financial BID shall be rejected.
- ix. The BIDDER must have readymade Odia OPD/IPD management software for demonstration to the technical committee. Copy of the screen shots shall be enclosed with the technical bid.
- x. Firms merely having Data entry or call centre experience are not eligible to participate the RFP. Subletting or associating the work to other agencies shall lead to criminal prosecution.

3.1 TECHNICAL EVALUATION CRITERIA:

CLAUSE NO.4	TECHNICAL CRITERIA	MAXIMUM MARKS	MARKING AS PER CRITERIA
3.1.1	ANNUAL TURN OVER	10	from IT software services: bellow 1.0 cr = 0 1.0 cr and above= 10
3.2.2	WORK EXPERIENCE	20	5 years experience on HMIS or Office Automation Software for any Govt hospitals: Upto 3 hospitals = 12 marks 4 hospitals = 16 marks 5 hospitals = 20 marks
3.2.3	ISO CERTIFICATION	20	ISO:9001:2015 CERTIFICATION For IT services = 10 For HMIS services=20
3.2.4	YEARS OF EXPERIENCE IN THE HMIS/AUTOMATION.	20	HMIS OR OPD REGISTRAION SERVICES IN GOVT HOSPITALS: Experience of 5 years = 10 marks More than 5 years=20 marks
3.2.5	TECHNICAL PRESENTATION (READYMADE HMIS PACKAGE)	30	English Language= 10 Odia Language=20 Odia & English Language=30
	TOTAL	100 MARKS	

N.B. The Bidder has to secure minimum 60 marks in the technical criteria to participate in the financial bid.

4. SUBMISSION OF RFP

A. Preparation of Bid

- i. The BIDDER must prepare two separate bids – one is ‘**Technical BID**’ and the other is ‘**Financial BID**’. The bid should be **addressed to the CDM&PHO, DHH, Sambalpur, Odisha**.
- ii. The Technical BID shall consist of following items and documents:
 - a. Organization profile, which shall include credentials, details of infrastructure as well as experience of back-up personnel.
 - b. Performance certificate towards implementing Financial Applications/ HMIS in Government Hospitals/ Offices.
 - c. Performance Certificate showing five years experience on hospital computerization in any two Government Hospitals (500 bedded) in Odisha / India.
 - d. Copy of registration certificates of the firm/company issued by competent authority and Copies of certificate/registrations like up-to-date Income Tax, GST, EPF, ESI/ Labour license, Specific certificates like ISO certification for Hospital Management Information System is a must.
 - e. Copy of Company Balance Sheet and IT returns (last two years).
 - f. In the Financial/ Price Bid, the bidder shall indicate the price required in Indian Rupee (₹) for completing entire performance obligation as mentioned under the “**Scope of Work**”. The Financial/ Price Bid shall be filled in both words and figures.
 - g. Copy of the screenshots of the Odia OPD/IPD management software, which to be operational.
 - h. all other documents as per eligibility criteria.

N.B. bids without ISO 9001:2015 certificates for HMIS shall be summarily rejected.

B. BID SECURITY

The BID/RFP submitted must be accompanied by the Bid Security (Earnest Money) amount of ₹ **10,000/- (Rupees ten Thousands)** only in shape Bank Draft in favour of “RKS, DHH, SAMBALPUR and payable at SAMBALPUR” on any Nationalized Bank/Scheduled Bank. The Bid Security of the unsuccessful BIDDER will be remitted back within 2 (two) months from the last date of submission of the RFP. The Bid Security of successful BIDDER will be kept till final execution of the work. Further, 2% of Performance security will be deducted from monthly bills of every month till the end of contract period which will be refunded at the end of the contract without interest. EMD/SD/tender paper cost shall be exempted for eligible agencies\MSE as per prevailing procurement policy of the state & central government.

C. OPENING OF BID

The Technical & Financial BID will be opened on **stipulated period** in presence of BIDDERS / authorized representatives who choose to attend the bid opening. Only Authorized Representatives of the BIDDER with valid identity will be allowed to attend the BID opening. Financial/ Price BID shall be opened for the bidders those who qualify technically.

5. General Terms and Conditions:

- i. The required software solutions, manpower and service backup shall be provided by the successful bidders. Hence detailed proposal is to be attached with the bid.
- ii. The payment for the office automation process shall be made as per the following steps;
 - a. Preparation & Signing SRS – 25%
 - b. Application Development & Implementation- 50%
 - c. UAT & Go-live – 25%
 - d. Data Entry/ digitization of old records- 100% on phase wise.
 - e. Handhold Supporting – monthly basis.
- iii. An authorized representative of the firm must put his/her initials on all pages of the offer. The representative's authorization need to be confirmed by a written power of attorney accompanying the offer.
- iv. Only authenticated & signed copies of the Technical Offer & Financial offer is required to be submitted super scribing "Tender No. & Subject" on the top of envelope as the case may be. In case of any discrepancies found between the Tender Document and the Original document of the bidders, the tender will be summarily rejected.
- v. The documents of the Technical Offer shall be placed in a sealed envelope clearly marked "**Technical Offer**". Similarly the original copies of the Financial Offer shall be placed in a separate sealed envelope clearly marked "**Financial Offer**" and warning "**DO NOT OPEN**" with the Technical Offer. Both these envelopes shall be placed into an outer sealed envelope bearing the submission address and clearly marked "**RFP for computerization of Central Registration Counter at DHH, SAMBALPUR**".
- vi. A non-refundable processing fee of an amount **₹1000.00 (Rupees one Thousands)** only in shape of Bank Draft drawn in favour of "RKS, DHH, Sambalpur and payable at Sambalpur" on any Nationalized Bank/ Scheduled Bank shall be enclosed with the Bid. If paid during receiving RFP paper, the copy shall be deposited.
- vii. The complete offer must be submitted to The "CDM&PHO, DHH, Sambalpur, Odisha" **on** or before **Stipulated period** by registered/ courier/ in person. The Offers received after the schedule date & time shall not be valid. The authority will not be responsible for any type of delays.
- viii. For any clarification **DMO(MS)-cum-Supt., DHH, SBP** may be contacted during office hours along with written query on or before **Stipulated Period**.
- ix. The received offers shall remain valid for a minimum period of 30 (thirty) days from the date of opening of the bid.
- x. Submission of the RFP and participation by an Organization shall be construed that the Organization agrees to abide by all the terms and conditions prescribed for the assignment.
- xi. The Authority reserves the right to accept or reject any or all offers without assigning any reasons thereof and to add, modify or delete any of the terms and conditions without any prior notice. The decision of CDM&PHO, DHH, SAMBALPUR shall be final and binding to all.
- xii. Authority reserves the right to modify the requirement at any time during the process of finalization of RFP.
- xiii. Bid not submitted as per prescribed procedures and guidelines will be liable for cancellation and will be termed as **Non Responsive** and hence will not be considered for evaluation.
- xiv. The bidder selected for the contract will be informed by an award letter of which the acceptance has to be submitted to the authority within **3 (three) days** of receipt of award letter,

- failing which the EMD of the bidder will stand forfeited and the second lowest bidder will be considered for the contract.
- xv. The authority inviting the BID will reserve the full authority to cancel or accept any BID without assigning any reason whatsoever without thereby incurring any liability to the affected BIDDER/ BIDDERS or any obligation to inform the affected BIDDER/ BIDDERS.
 - xvi. Responsive bidder not performing the obligation under the contract, with sufficient reasons acceptable to the authority inviting the BID, will be **debarred**.
 - xvii. At any time prior to the deadline for submission of bids, the authority inviting the bid may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment. All prospective bidders who have received the bidding documents will be informed of the amendment in writing or by Fax, and will be binding on them. No response or clarification within 3 days will automatically stand accepted by both the parties.
 - xviii. In case of any dispute the authority inviting the bid and the vendor shall make every effort to resolve amicably by direct informal negotiation. If such informal negotiation fails, the matter will be referred to CDM&PHO, DHH, SAMBALPUR for resolution, whose decision will be final and binding on all.
 - xix. In case of any false or incorrect information found in the RFP, the authority inviting the BID may reject the BID forthwith with forfeiture of Bid Security. Authority inviting the BID may also initiate legal action against the BIDDER.
 - xx. If any additional order will be placed subsequently, the firm is binding to execute the order in stipulated time with same rate.
 - xxi. The Courts at SAMBALPUR, Odisha alone shall have the jurisdiction to settle and decide all disputes related to this matter.
 - xxii. For any delay in completing the work, the firm will be imposed a financial penalty that will be decided by the authority.
 - xxiii. The firm has to adhere to the specification as mentioned in Financial BID otherwise suitable penalty deemed proper shall be imposed by the authority.

6. Evaluation Procedure:

1. The Technical Offer received shall be scrutinized by an Evaluation Committee constituted by CDM&PHO, DHH, SAMBALPUR for the purpose.
2. Evaluation Committee will evaluate all technical offers as per criteria laid down in technical offer.
3. The Financial bids of technically qualified Bids will be evaluated as a whole considering all items.
4. The BIDDER has to quote rates for each items as per the scope of the work including the TAXES as applicable. Evaluation will be made as a whole considering each item and order will be placed item wise and payment shall be made accordingly.
5. The bidders should quote offer for all the items failing which the Financial BID stand rejected.
6. The lowest rate considering all items taken together quoted by the bidder will be called for presentation.
7. If required negotiation may be made for awarding contract with technically qualified bidders.

Annexure-A
Terms of Reference (TOR)

I. OBJECTIVES:

The broad objective of this RFP is to implement the following modules at DHH, SAMBALPUR.

- i. Computerization of OPD Registration
- ii. Computerization of IPD Registration
- iii. Computerization of User Collection
- iv. Computerization of LAB Reports/ Discharge Certificates

II. SCOPE OF WORK:

The BIDDER has to conduct the survey for the assessment of infrastructure prior to starting of the work at DHH, SAMBALPUR. It will be the responsibility of the bidder to maintain all the Application software and manpower etc. within, during the entire period of execution of work/contract period. The job can be taken up in three phases. The bidder shall develop and implement the above mentioned project as per requirement of the authority. It is the responsibility of the bidder to integrate the digitized documents with the application and make data entry of the old records so as to make the package up-to-date. The work process of the above modules shall be integrated and to be managed by the central server of DHH, SAMBALPUR.

Phase-I : System Requirement Study (SRS):

The selected agency shall conduct SRS process for the aforesaid applications at the office of the hospital and prepare documentation of the same within one weeks (7-days) from the date of placement of LOI (letter of intent). After preparation of the SRS report, the agency shall submit the same before the authority for approval of the SRS report (*design & diagrams and forms & reports*). On completion of the SRS process the agency shall take initiative to develop and the application software at their premises within stipulated period.

Phase-II : System Development & Implementation:

The successful agency shall develop & implement the software applications for the computerization of MRD, User Accounts, Store and OPD registrations of the hospital. The application software along with Database shall be installed at the central server and shall be accessible from all work stations/computers during transaction/operation at different places. The software developed for the said purpose shall be demonstrated to the authority before implementation and a certificate to this effected shall be obtained before go-live operation. Basically the software must be multiuser based and should have provision to allow on-line transactions inside campus/office.

Phase-III : User Acceptance Test(UAT) & Go-live:

After completion of the implementation process of the Office Automation Software, the agency shall conduct the UAT (*User Acceptance Test*) with all modules. On satisfactory completion of the UAT process, the authorized engineer of the agency shall provide training to the concerned officials/ staffs of the hospital on the package developed by them and operation manual in this regard shall also be submitted to this office for reference. The hand hold support shall be provided for a period of one year from the date of implementation of the project. All the back log records as well as master file creation shall be done by the agency before go-live operation of the project. The staffs engaged by the agency shall be properly trained so as to behave the patients and officials of the hospital properly. The pre-printed stationery shall be suggested to the authority before Go-live process. The staffs appointed by the agency shall be well dressed and on proper uniform.

TIME LINE: the project is supposed to be completed within 18 weeks from the date of issue of work order. Failing which, the work order stands to be cancelled automatically and the second lowest party shall be invited to execute the order.

RESPONSIBILITY OF THE HOSPITAL:

The hospital shall provide all kind of administrative supports for conducting SRS, *working space, required hardware, system software, networking infrastructure, static IP, Antivirus and UPS* etc before commencement of the project. The working space provided by the authority shall be utilized by the agency as control room purpose for providing uninterrupted services.

IMPLEMENTATION OF OFFICE COMPUTERISED CENTRAL REGISTRATION
COUNTER AT DHH, SAMBALPUR

TECHNICAL INFORMATION ON OFFICE AUTOMATION

A. DEPARTMENTS TO BE COMPUTERISED:

1. ESTABLISHMENT
2. ACCOUNTS
3. STORE
4. CENTRAL REGISTRATION SYSTEM

B. TECHNOLOGY TO BE ADOPTED:

1. Front End : .NET technology
 2. Back End : Oracle or MySql Database
 3. Reporting Tools : CR 15 or CSS tools
 4. Operating System : Windows Server 2008 or Linux
 5. Networking platform: LAN
 6. Server: Local Server
 7. Approximate Users : 50
- =====

C. SECURITY SYSTEM

Three tier security system shall be adopted to secure the database of the hospital. Hence the agency is expected to take adequate measure to protect the information of the hospital as per IT Act 2000 of Government of India.

D. REPORTS TO BE SUBMITTED:

The reports shall be prepared as per the SRS documentation approved by the authority. The agency is supposed to provide instant reporting facility to the staffs of the hospital to generate reports/information as and when required.

E. DATA BACKUP & DISASTER MANAGEMENT:

The agency shall take initiative to backup the database of the of the server periodically so as to prevent loss or damage of the same during natural calamity or electrical hazards. Parallel backup of database should be taken so as to retain replica of the database regularly.

F. FORCE MAJEURE:

Any delay due to Force Majeure will not be attributable to the bidder. Force Majeure events shall mean one or more of the following acts or events: Acts of God or events beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur.

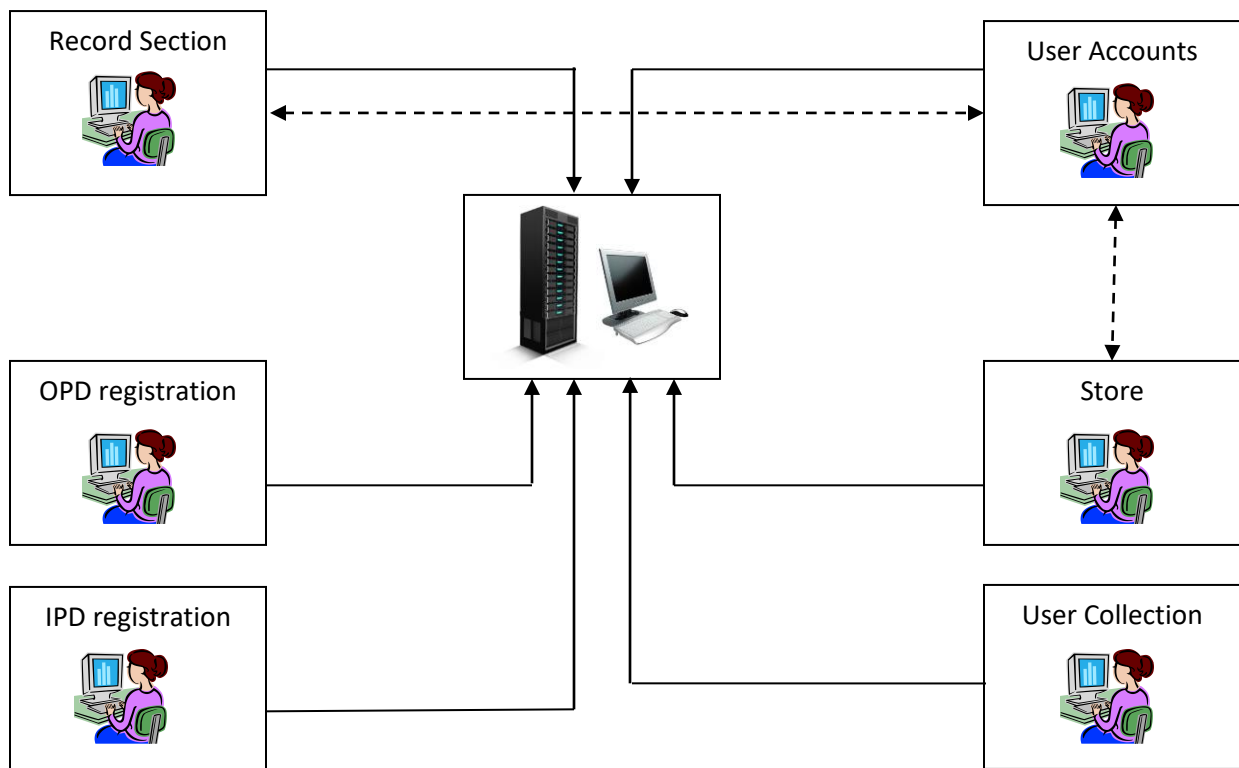
G. LABOUR ACT:

All the employees deployed by the agency shall be paid with minimum wages as per notification of the Government of Odisha from time to time. Apart from that, ESI/EPF shall be deducted from the employee regularly. The procurement policy of the state government shall be applicable with this project.

H. CONTROL ROOM:

As mentioned above, the authority shall provide working space inside the hospital, where the agency shall deploy one technical person to operate the control room for providing instant service assistance to the hospital. The hardware equipments required for the control room shall be procured and deployed by the hospital. The technical person deployed at the control room shall keep the office automation system up-to-date and coordinate with the authority for smooth running of the project.

I. BLOCK DIAGRAM OF THE PROJECT:



Annexure-B
Format of Technical Offer for
IMPLEMENTATION OF COMPUTERISED CENTRAL REGISTRATION
COUNTER AT DHH, SAMBALPUR
(in the letter head of the firm)

1. Name of the Organization:
2. Name and designation of Office bearer(s):
3. Full Postal Address, Phone/Fax, e-mail, Website:
4. Branches & Office in Odisha:
5. Registration Details and Financial turnover of last 2 (Two) years :
(Attach details as separate enclosure)

6. Details of past assignments on hospital computerization any at Govt. Hospitals / College.

Title of the Assignment	Name of the Client	Specific objectives & outcome

7. Details of past assignments on implementation of HMIS at any Govt. Hospitals / Colleges:

Title of the Assignment	Name of the Client	Specific objectives & outcome

8. Details/ Documents of important assignments under taken to highlight Financial Software Development experience (enclose copies of few relevant works):
9. Attach sample copy of Statistics & Reports on OPD/IPD registration in Odia HMIS software.
10. Affidavit regarding not to sublet/associate/collaborate the work to third party agency:
11. Proposed Methodology:
12. Enclosures:
 - (a) Copies of registration certificates of the firm with PAN/ GST/ EPF&ESI etc..
 - (b) Profile of Organizations/ Agencies/ labour license.
 - (c) Copy of last Two year's audited statement of Accounts.
 - (d) Copy of ISO Certification for HMIS services.
 - (e) Performance Certificates relevant to OPD Management with Technical Supports provided to highlight similar previous experience in Government hospitals sector (as per eligibility criteria).

Date:
Place:

Name and Signature of the Authorized Signatory
Designation:

Annexure-C
Format of Financial Offer for
IMPLEMENTATION OF COMPUTERISED CENTRAL REGISTRATION
COUNTER AT DHH, SAMBALPUR

(in the letter head of the firm)

(This format must be kept in a separate sealed envelope clearly marked as “Financial Offer”)

NAME OF THE ORGANIZATION: _____.

SL.NO.	DESCRIPTION OF JOB	UNIT	PRICE SCHEDULE	
			RATE(Rs.)	Figure in words
1.	Management of Central Registration Counters & User Fees counters by providing manpower, software, stationery, networking and hardware supports to the DHH, SAMBALPUR on monthly basis.	Per Counter/ per month 24x7		
2.	Management of Central Registration Counters & User Fees counters by providing manpower, software, stationery, networking and hardware supports to the DHH, SAMBALPUR on monthly basis.	Per Counter/ Per day 8 hours		
3.	Development of complete hospital Management Information System (automation) for web/mobile base registration, Indoor management, patient care, MRD, User accounts and store management etc. (including hardware charges*).	Per form/ report		
			*Hard ware Charges one time price if any	
4.	Digitization/ Data entry of old records (A4/Legal) on as is where basis is.	Per Page/ record		

N.B.

1. Taxes if any on the above services shall be inclusive.
2. Rates quoted above are valid for 30 days from the date of opening.
3. Subcontracting/ associating other agencies shall lead to criminal prosecution and blacklisting the agency by the authority.

Date:

Place:

Signature with Name of the authorized Signatory
& Designation

ANNEXURE-D
IMPLEMENTATION OF COMPUTERISED CENTRAL REGISTRATION
COUNTER AT DHH, SAMBALPUR

CHECK LIST

ENVELOPES	DOCUMENTS FURNISHED	YES/NO
TECHNICAL OFFER (NO FINANCIAL DETAILS)	1. Filled in Format for Technical Offer (Annexure-B)	
	2. Copy of Firm/Company Registration Certificates.	
	3. Copy of valid Labour License	
	4. Copy of GST Clearance Certificate	
	5. Copy of PAN	
	6. Copy of ISO 9001:2008 certifications for HMIS/ Software services.	
	7. Copy of Balance Sheet and IT Returns- last two years.	
	8. Copy of EPF & ESI Registration Certificates/ documents.	
	9. Profile of Firms along with methodology for Office Automation	
	10. Performance Certificate showing experience on Computerized Hospital Management in Govt. Hospitals / Medical colleges in India.	
	11. Performance Certificate showing 5 years experience on HMIS application at any 3 Government Medical Colleges/ hospitals in India.	
	12. Copy of screenshot of the Odia OPD management software.	
	13. Non refundable Bank Draft for ₹.1000 /- drawn in favour of “RKS, DHH, SAMBALPUR”, payable at SAMBALPUR on any Nationalized Bank as processing Fees.	
	14. EMD in shape of Bank Draft for ₹.10,000 /- drawn in favour of “RKS, DHH, SAMBALPUR”, payable at SAMBALPUR on any Nationalized Bank/ scheduled Bank as processing Fees.	
	15. Proof of Documents having empanelled with Government of Odisha under ISL/OCAC/NIC for Software Development work.	
	16. Affidavit regarding not to sublet/ associate/ collaborate the work to third party agency (<i>as per Annexure-E</i>)	
	17. Statistics & Reports on OPD/IPD registration in Odia/Eng language	

[Format for affidavit: Annexure-E]

AFFIDAVIT

BEFORE THE NOTARY PUBLIC

I, S/o-, At/po-
....., PS-, Dist-..... aged about
..... years and CEO/Director of M/s do hereby
solemnly affirm before the notary public;

1. That, I shall not associate/sublet/outsource the work of OPD registration / HMIS to any third party, if I am allotted the work at DHH, Sambalpur.
2. That, my firm is not blacklisted by any Government agency.
3. That, the documents submitted with the tender are genuine and correct.

I do hereby declare that, the statements made above are true to the best of my knowledge and belief.

Deponent

Date: _____