



**Intelligent Communications Systems India Ltd**  
Administrative Building above Post Office, Okhla Industrial  
Estate Phase III, New Delhi-110020  
Tel.: 011-40538951, 011-35024705



Ref. No. ICSIL/BID/ GEM/2025/B/6636025/BJMRH/2025-26

09-09-2025

### **Expression of Interest for Pre-Tender Tie up**

ICSIL intends to participate in the tender floated by BABU JAGJIVAN RAM MEMORIAL HOSPITAL, GeM Bid No. GEM/2025/B/6636025 Dated 02-09-2025, for “PROVIDING OF REGISTRATION SERVICES WITH DATA ENTRY OPERATORS (DEOs) FOR OPD, IPD & EMERGENCY SERVICES ON OUTSOURCED BASIS.”

The Tender Document is available on GeM portal <https://bidplus.gem.gov.in/all-bids>.

**ICSIL seeks an “consortium partner” for a strategic pre-tender tie-up and invites Expression of Interest (EOI) from empanelled vendors.**

#### **The major scope of work comprises:**

1. Computerization of hospital OPD and IPD/ Casualty registration services
2. To establish central hospital OPD registration counters (06 counters for OPD + 02 counters for round the clock in 03 shifts at BJRM Hospital + 01 counter at polyclinic at Wazir Pur, Sawan Park, Ashok Vihar, Delhi).

Consortium partner should meet the following criteria:

#### **Pre-Qualification Criteria:**

Sr.No	Criteria	Mandatory supporting Documents Required
1	The bidder should be a Legal Business Entity to be a company registered in India under the Companies Act, or a partnership firm registered under the Limited Liability Partnership Act, a proprietorship firm OR a society registered under Society Registration Act and must be in operations in India for at least 5 years as on 31/03/2025	Certificate of incorporation/registration under relevant Act
2	The Bidder shall not be blacklisted/ debarred by any Central/State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as on date of submission of proposal.	Self-Declaration for not being blacklisted by any State/Central Govt. Dept./ PSU/
3	The bidder must have tie up with OEMs of Desktops, Printers and UPS	Copy of Valid OEM authorization/agreement

Sr.No	Criteria	Mandatory supporting Documents Required
4	The Bidder should have Work Order for similar work preferably IPD/OPD registration service in some hospitals.	Copy of Work Order
5	Bidder should have ISO 9001:2015	Valid copy of ISO certificates
6	Bidder should have minimum average turnover of 63 Lakhs in last 03 Financial Years 2021-2022, 2022-23 and 2023-24	CA Certificate along with audited balance sheet
7	The bidder should be registered with labour Department, GNCTD	Labour License / Registration Certificate issued under The Contract Labour (Regulation & Abolition) Act, 1970 by the Labour Department, GNCTD
8	Bidder's Head Office should be in Delhi and should have GST registration in Delhi	-Copy of valid proof of address -Copy of GST registration
9	Bidder should be registered with EPF & ESI authorities in Delhi	Copy of Registration with EPF & ESIC authorities in Delhi

**Selected bidder will work with ICSIL on exclusive basis.**

### **Submission of Expression of Interest (EOI)**

The bidders meeting the above-mentioned criteria must submit their responses in 2 separate sealed envelopes labelled as

- a) Pre-Qualification & its Technical Proposal
- b) Its Financial proposal to ICSIL as per format specified

Both these sealed envelopes should be placed in a larger sealed envelope, clearly superscribed with: 'Expression of Interest for Pre-Tender Tie-Up – GeM Bid No. GEM/2025/B/6636025 Dated 02-09-2025'.

### **Evaluation Procedure**

1. In First stage of evaluation, the documents related to the Pre-qualification & Technical proposal will be evaluated criteria.
2. In the Second stage of evaluation, ICSIL will open financial proposal of technically qualified bidders

#### **Note:**

1. ICSIL reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of ICSIL is final and binding on the participants.

2. The evaluation committee will determine whether the proposal/ information are complete in all respects and the decision of the evaluation committee shall be final.

Empanelled vendors interested in working with ICSIL as a partner for participation in the said tender should submit their responses **in sealed envelopes** latest by **11-09-2025 up to 15.00 Hrs** at the address mentioned below:

Front Desk Officer  
Intelligent Communication Systems India Limited (ICSIL)  
Administrative Building,  
Above Post Office,  
Okhla Industrial Estate,  
Phase – III, New Delhi -110 020  
Telephone : 011-40538951, 011-35024705

**For any clarification, please contact the following officials:**

1. Mr Ravi Tripathy,  
System Analyst,  
Email: [ravi.tripathy@icsil.in](mailto:ravi.tripathy@icsil.in)
2. Ms. Nafeesa Bano,  
Engineer (MM/IT),  
Email: [nafeesa@icsil.in](mailto:nafeesa@icsil.in)

Enclosed: - Format of Financial Proposal

### **Format of Financial Proposal**

(To be Printed on bidder's letter head)

#### **FOR REGISTRATION SERVICES (INCLUDING DEOs) FOR OPD/IPD/EMERGENCY COUNTERS ON OUTSOURCED BASIS.**

S.No. (1)	Description (2)	Per month per counter/DEO cost excluding GST (3)	Qty (4)	Total cost per month (5)	Total cost per month (6)
A	Prevailing minimum wages for DEO (subject to revision as per the orders of Labour Deptt, GNCTD)	Rs.22,411/-	13	Rs.2,91,343/-	
B	Service Charges for A (manpower) uniform of DEOs, paper, stationery, administrative cost, supervisory cost, all taxes, fee, service charge of PSU etc. (except GST)	Rs..... (to be filled by the contractor)	13	Rs..... (col.3 x col.4)	
C	Counter Hardware Hardware + Licensed Operating system, third party licensed software (MS Office/Antivirus), LAN setup etc. (as mentioned in the NIT)	Rs..... (to be filled by the contractor)	9	Rs..... (col.3 x col.4)	
D	Service charge for C (counter equipment)	Rs..... (to be filled by the contractor)	9	Rs..... (col.3 x col.4)	
E	Total cost per month before GST			Total above	
F	GST @ 18% (or as applicable)	E x 18%	Rs..... (to be filled by the contractor)		
G	Total monthly cost	E + F	Rs..... (to be filled by the contractor)		
H	Period in month	36			
I	Total cost of the project	G X H	Rs..... (to be filled by the contractor)		

**Please Note that:-**

1. Total numbers of OPD/IPD & Emergency Registration Counters for which services required is 09 Nos (with 13 DEO) in a day. However, number of counters may vary ( $\pm$ ) as per actual requirement of the hospital.
2. The bidder has to submit bid for a period of 36 months.
3. L-1/successful bidder will be calculated on the lowest amount of total cost of the project as mentioned above at 'I'.

4. It must be noted that the rates quoted above shall be inclusive of wages component (minimum wages, plus ESI, bonus etc., as applicable), administrative cost, Hardware cost, Govt. fee, service charges, taxes etc. Except \*revision of minimum wages rates of DEOs, as per orders of Labour Deptt of Govt. of NCT of Delhi, issued from time to time, No payment on any account, i.e. Govt. fee, taxes etc. shall be payable to the contractor.
5. No pro-rata increase in service charge component shall be allowed during period of contract. The quoted price shall be firm and final and no revision shall be allowed during the contract period on any grounds.
6. The payment to the contractor shall be made on the basis of their successful bidding amount only.
7. The price bid is also required to be attached in PDF format with financial bid.

Signature

\_\_\_\_\_  
(Name of the  
Authorized person)

Name and Address of the Bidding Firm\_\_\_\_\_

Telephone No.\_\_\_\_\_

Date

\_\_\_\_\_  
Seal of the  
Bidding  
Firm