

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Ansari Nagar, New Delhi – 110029
(An Autonomous Organization of the Ministry of Health & Family Welfare, Govt of India)

EXPRESSION OF INTEREST

**Invitation for “Expression of Interest” (EOI) for implementing a pilot project for
Introduction of pre-paid cards for payment of charges in
Various Centres/ Departments of AIIMS**

1). Introduction

a). The All India Institute of Medical Sciences (AIIMS) is an autonomous organization/Institution under Govt. of India and a premier medical institution in India. AIIMS provides preventive and curative (primary, secondary & tertiary) health care. Its various super-speciality centres are engaged in providing quality health care in various medical fields/areas and offering various treatment/procedures/surgeries at these super speciality centres.

b). Patients coming to AIIMS for treatment are often required to deposit charges for various diagnostic and other procedures at multiple points. Frequent trips have to be made from the point of prescription to the payment counter and then to the facility where the service is to be provided. This puts them to considerable inconvenience on account of heavy patient load at the Institute. AIIMS is, therefore, striving to introduce a hassle - free system for collection of such payments. Patients and or their attendants would procure a **pre paid cash card** of a specified value. The card would be swiped at different places such as laboratories, imaging facility, café etc. The amount for the service would be debited to the card after each transaction. After completion of all transactions, a consolidated statement of expenditure incurred would be provided to the card holder. Unspent amounts, if any, would be refunded to the card holder at the time of surrender of the card.

c). Concurrently, the charges collected would have to be automatically apportioned centre - wise/ department wise/facility wise and patient - wise. The amounts collected would have to be deposited simultaneously into different accounts maintained by AIIMS with the State Bank of India.

2). Objective of the EOI

a). **The service provider would be required to provide the entire software and hardware required for implementing the project.**

b). The Project shall be implemented on ‘pilot basis’ at the CN Centre of AIIMS and on successful implementation, the same can be implemented for all other departments/centres (for which a separate tender would be floated).

c). The Project will be taken up in “mission mode” and time for implementation shall be 2 months from the date of issue of the award letter.

d). The bidder shall be responsible for complete operation, maintenance, of the IT hardware/software put in place, for issue of such cards. The card sale through web portal (if any) will be managed by the intending bidder.

3). Nature & Scope of work:-

- a). A proper software programme to be designed/developed and networking to be ensured/integrated by the successful bidder. The charges collected from the patient have to be apportioned centre-wise/department wise under a particular prepaid card which may be used by the patients at various centres/departments for payment purposes and simultaneously credit to be afforded and/or money to be transferred to the relevant accounts under various heads maintained with our accredited banker **viz SBI, AIIMS Branch**.
- b). Issue of prepaid cards to the desiring patients of specified values/amounts e.g Rs.100,500,1000,5000 etc with recharge/top up and refund facility against money collected from the patients.
- c). Provision/installation of necessary computer hardware including swipe machines, associated peripherals etc and requisite manpower for operation and maintenance of the system to be provided by the successful bidder.
- d). Name/cost of various diagnostic/therapeutic procedures/tests/ investigations etc to be customised in the said programme for prepaid card system to facilitate correct recovery/levy of user charges as per actuals from patients, will be provided by AIIMS (CNC).
- e). Relevant system generated data/records, reports and summary of the user/hospital charges will be required to be maintained/generated daily or weekly/monthly (as per need) for reconciliation and MIS purposes.
- f). Refunds, wherever required have to be given to the patients for unutilised money in prepaid cards. A proper refund system through prepaid cards is to be catered for, keeping in view, the convenience of patients.
- g). System generated/ printed receipts/acknowledgements of the payments showing relevant details viz name/cost of the test/procedure and department etc may be required to be issued to the patients for undergoing various diagnostic/ therapeutic procedures/tests/investigations etc.
- h). The system should also cater for “user-friendly” applications with a comprehensive feature setup that includes support for unique identification codes/PIN generation for prepaid cards, activation and block of cards, extension of validity(if necessary), recharging/top up facility , security features and customized statistics and financial reports etc.

Important

- a). There would be a need for networking of the system with patient registration counters involving payment of admission/registration/misc charges etc in sync with the issue of individual prepaid cards and patient billing etc.
- b). Keeping in view the patient care , the prepaid card charges and service charges etc (if any) may be required to be kept reasonably minimal/nominal by the intending bidders....
- c). AIIMS would provide necessary accommodation and allied facilities for setting up prepaid card system.
- d). Platform that can “tailor” additional networking/ applications/services and upgradation of the system to meet the patient needs related thereto.

- e). Adaptation of the principle of the flows shall be left to the successful bidder in written consultation/approval with AIIMS.
- f). The prepaid solutions bidder must be RBI authorized. Any regulatory permissions required must be in place for the pilot and the successful bidder shall be given 2 months time to clear documentation and written approval by AIIMS and regulatory approvals.
- g) The successful bidder should have the capability or be currently issuing prepaid cards over a retail network so that the rush at the AIIMS counters to obtain a prepaid card is reduced The bidder must have prior experience and example to showcase its issuance, reload, POS payment, settlement project, (not necessarily in a hospital environment; but in either a B2B or B2C environment) where literacy level of the users is low to medium the bidder should be engaged in collection and payment for services, preferably through its prepaid cards with at least two Government entities through either the net or mobile.
- h) Post successful pilot, the bidder should have the capability to provide for reload of the card at the retail network. Reload should be possible in cash as many patients would not have bank accounts.
- i) The bidder must manage the cashless process through the prepaid cards at AIIMS 24x7x365.
- j) Preference shall be given to the bidder who can provide as a single entity, 'end to end solution' up to manning the solution 24x7x365 as it becomes easier for AIIMS to close gaps, if any.
- k) Any infrastructure support for the project like cable laying and outing or other hardware, fixtures and furniture's as required to facilitate the successful bidder to install the solution shall be provided by AIIMS.

Offers from interested eligible financial institutions/companies are invited for introduction of prepaid card system for collection and payment of user charges for indoor/outdoor patients by setting up their system/network in AIIMS for the pilot project.

The following information about the services and support should be submitted by the bidder alongwith the Expression of Interest :-

- a) Company profile.
 - b) Details of the Network infrastructure, technology and lay out plan/architecture details to facilitate the provision of prepaid cards across the specified places/centres.
 - c) Deliverables proposed to be extended for this project and expected from AIIMS
 - d) Details of similar projects executed/undertaken for other institutions/ hospitals.
 - e) Places proposed for provision of prepaid card services other than AIIMS.
- 4). Accounts Officer CN Centre AIIMS may be contacted over phone no. **011-26593599** or email at **manujibhat@gamil.com** for inspection of C.N. Centre or any other clarification.
 - 5). Expressions of Interest may be submitted to **Dy. Dir. (Admn.), AIIMS, Ansari Nagar, New Delhi on or before 8/5/2011.**
 - 6). A refundable Bank Draft of **Rs.50,000 (Rupees fifty thousand only)** payable to **Director, AIIMS, at New Delhi** should be enclosed.