

**OFFICE OF THE SUPERINTENDENT, SCB MEDICAL COLLEGE & HOSPITAL, CUTTACK**

**TECHNICAL BID DOCUMENT**

**(To be enveloped in separate sealed cover)**

**Name of the work: MANAGEMENT OF RSBY, BKKY & MAHAPRAYAN HELP DESK OF SCB MEDICAL COLLEGE & HOSPITAL, CUTTACK UNDER OUTSOURCING BASIS.**

**Issued against deposit of Cash / Downloaded from Web.**

**Vide Receipt No................Date..................**

**Signature of Bidder Superintendent**

**S.C.B. Medical College Hospital**

**Cuttack**

**OFFICE OF THE SUPERINTENDENT**

**SCB MEDICAL COLLEGE & HOSPITAL, CUTTACK.**

***Tel / Fax : 0671-2414147***

***e-mail :***[***scbsuperintendent@yahoo.com***](mailto:scbsuperintendent@yahoo.com)

**TENDER CALL NOTICE**

The Superintendent SCB Medical College & Hospital, Cuttack, invites sealed tenders from the reputed Registered IT firms/ Institutes having valid up to date VAT clearance /Service certificate for **‘MANAGEMENT OF RSBY, BKKY & MAHAPRAYAN HELP DESK OF SCB MCH CUTTACK UNDER OUT SOURCING BASIS.**Intending tenderers are requested to quote their best offer along with the complete details of specifications, terms & conditions. The detailed term & conditions in the form of ‘**tender paper**’ will be available in the office of the Superintendent from 11.00AM to 04.00PM on all working days consecutively for 30 days from the date of publication on the news paper or can be downloaded from the website [www.scbmch.nic.in](http://www.scbmch.nic.in) with in the same period and same time scheduled. The interested party can purchase the tender paper from office of the Superintendent by paying Rs.1000/- (Rupees One Thousand) only. Tender papers downloaded from the website may be submitted enclosing bank draft of Rs.1000/- (Rupees One thousand) only payable to **Swasthya Bikash Samiti, SCB MCH, Cuttack**. The last date of received of the tender paper will be on 30th day by 02.00PM from date of publication in the new paper. The tender will be opened on the same day at 04.00PM in presence of the bidder or their authorized representative in the office chamber of the Superintendent. The financial bidder technically qualifying agencies shall be opened in the presence of the bidders within 03 days from the date of technical bid. The particular date will be communicated to eligible bidder after opening of technical bid. Tender received after scheduled date & time shall not be entertained. The authority reserve the right to reject or cancel any / all tender papers without assigning any reason thereof. It is mandatory that the tender paper will reach the office of the undersigned through registered post or speed post.

SD/

**Signature of Bidder Superintendent**

**S.C.B. Medical College Hospital, Cuttack**

**TENDER FOR MANAGEMENT OF RSBY, BKKY & MAHAPRAYAN HELP DESK OF SCB MCH CUTTACK UNDER OUT SOURCING BASIS**

1. Sealed tenders are invited from interested/ reputed firms/ agencies having adequate experience for providing support staff to SCB MCH, Cuttack for RSBY/ BKKY Programme. The tender detailed is as follows.

|  |  |  |  |
| --- | --- | --- | --- |
| Sl. No. | Designation of the support staff | Nos | Qualification |
| 1 | Protocol Manager | 02 nos. | B Pharma/ D. Pharma with operational knowledge of computer. |
| 2 | Swasthya Mitra | 07 nos. | Graduate with PGDCA |
| 3 | Attendant | 04 nos. | 10thPass |

N.B.-No of post may be increased as per the requirement of the Health Institution subsequently.

1. Interested bidders may obtain details terms and conditions from the website for taking up this assignment. The bidders may download the tender documents from our website ***www.scbmch.nic.in.***
2. The tender will be in two parts i.e. Technical Bid (Cover-A) and Financial Bid (Cover-B). The bidders should give their technical and financial proposal separately in two envelopes and should be put into another cover super scribed as “**MANAGEMENT OF RSBY, BKKY & MAHAPRAYAN HELP DESK OF SCB MEDICAL COLLEGE & HOSPITAL, CUTTACK UNDER OUTSOURCING BASIS”**
3. Bidders who qualify technically, their financial proposal shall only be opened.

**TENDER FORM PART – 1 (TECHNICAL BID**)

|  |  |  |
| --- | --- | --- |
| 1 | Name of the firm / Agency |  |
| a. | Status of the Bidder |  |
| 2 | Address of the Firm/ Agency |  |
| 3 | Name of the Authorized Signatory (in Block letters) |  |
| 4 | Specimen Signature of Authorized Signatory |  |
| 5 | Telephone Number of Authorized Signatory Firm/ Agency |  |
| 6 | Registration No. |  |
| 7 | VAT Clearance certificate |  |
| 8 | Service Tax Registration No. |  |
| 9 | PAN No. of the Firm / Agency |  |
| a. | PAN No. of the Authorized Signatory |  |
| 10 | P.F. Registration No. |  |
| 11 | ESI Registration No. |  |
| 12 | Major Clients of the Firm/ Agency (Give contact details of the agency) |  |
| 13 | Audited Profit & Loss Account, Balance Sheet Indicating the turnover duly signed by Chartered Accountant submitted for last three years i.e. for the Financial Year 2014-15, 2015-16 and 2016-17. Income Tax Return of the Bidder for the Financial Year 2014-15, 2015-16 and 2016-17 to be furnished. |  |
| 14 | Draft number and date of the EMD of Rs.50,000/- sub-mitted by the Firm/Agency (Yes/No) |  |
| 15 | Credential certificate from current Existing Institution/client for last three years. |  |
| 16 | Whether the organization have submitted the affidavit with following clause:   1. It has not been blacklisted by any Government Organization. 2. The organization does not have any legal suit/criminal case pending against it for violation of PF/ESI/MW Act or any other law. 3. That the organization agrees to abide by all terms & conditions of tender. 4. The organization will quote price inclusive all taxes. |  |
| 17 | Whether all documents submitted signed by the authorized signatory of the Firm/ Agency (Yes/No) |  |

**DECLARATION**

I/We hereby certify that the terms & conditions , specification, etc. given with the tender notice have been read carefully and acceptable to me/ us and that the information furnished above is full and correct to the best of my/ our knowledge. I /We understand that in case of any state, the Firm/ Agency will be blacklisted and will not have any dealing with this office in future.

Place:

Date: Signature and Seal of the authorized signatory

**TENDER FORM PART – 2 (FINANCIAL BID)**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Item** | **Remuneration** |
| 1 | Protocol Manager – 2 nos. | Rs. 6,760/- |
| 2 | Swasthya Mitra – 7 Nos. | Rs. 6,240/- |
| 3. | Attendant – 4 Nos. | Rs. 4,400/- |
| **Sl. No.** | **Item** | **Quoted Rate** |
| 1 | Towards paper cartridge, office stationary, maintenance of computer, UPS, Printer, Scanner, software, hard ware. | Quoted Rate |

Quote Rate separately for each item (Rate should be quoted for monthly remuneration and inclusive of charges like VAT/GST, PF, Administrative charges to PF ESI and Service Tax as applicable)

Place: Signature and seal f the authorized signatory

Date:

**TERM & CONDITIONS**

1. The service shall be performed by person qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
2. The person supplied by the Agency should not have any adverse police records criminal cases pending against them. The agency should make adequate enquires about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider must have been verified by the service provide before their deployment after investigation by the local police, collecting proofs and identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to the Society. The service provider will also ensure that the personnel deployed shall withdraw such employees who are not found suitable by the office for any reasons immediately on recipient of such a request.
3. The Service provider shall provide necessary persons as and when required by the concerned authority of this Hospital time to time. The said persons engaged by the service shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no employee and employer relationship between the employee of the provider and this society and further that said person of the service provider shall not claim any absorption.
4. The service provider’s person shall not claim any benefit/compensation/absorption/regulation of services from/ in concerned SBS under the provision of industrial Disputes Act, 1947 or Contract Labour 9regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to the concerned SBS.
5. The service provider’s personnel shall not divulge or disclose to any person, any details of office operational process, technical know-how, security arrangement, administrative/ organization matters as all are confidential/ secret nature.
6. The service provider’s personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of the society. The service provider shall be responsible for any act of indiscipline on the part of the persons deployed by him.
7. That the persons depute shall not be below the age of 18 years and shall not interfere with the duties of the staff of the institute.
8. The society may require service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may incompetent, for his/ her/their misconduct and the service provider shall forthwith comply with such requirement. The service provider shall replace immediately any of its personnel, if they unacceptable to the society because of security upon risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
9. The service provider has to provide uniform dress, badges, shoes, batons and photo identity cards to the person employed by him/her for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.
10. The service provider shall ensure proper conduct of his person in office premises and enforce prohibition of consumption of alcoholic drinks, beetle, smoking, loitering without work.
11. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
12. Working hour would be normally 8 to 12 hours per day during working days. However, in exigencies or work, they may be required to sit beyond the stipulated time and the personnel may be called on Sunday and any other gazette holidays also.
13. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including minimum wages act, employees provident fund, ESI Act, etc. and the society shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on an account of any obligation.
14. The service provider will submit the bill in triplicate in respect of a particular month in the first week of the next month. The payment will be released by the second week of the following month after deduction of taxes deductible at source under the law in force.
15. However, the payment will be subject to submission of challan of various statutory dues ESI, Service Tax, EPF etc. dues of the personnel with regards to the preceding month of e.g. while submitting the bills for the month of March-2017, the service provider must submit challan for the month of February-2017.
16. No wages/ remuneration will be paid to any staff for the day absence from duty.
17. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/ her own personnel reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
18. The service provider shall be contactable at all times and massage sent by phone/e-mail/ Fax/Special Messenger from the concerned authority of this hospital to the service provider shall be acknowledged immediately on receipt of the same day. The service provider shall strictly observe the instructions issued y the society in fulfillment of the contract from time to time.
19. The society shall not be liable for any loss, theft, burglary or robbery of any personal belongings, equipments of vehicles of the personnel of the service provider.
20. That the agency on its part and through its own resources shall ensure that the goods, materials and equipments, etc. of the society are not damaged on the process of carrying out the service undertaken by it and shall be responsible for such acts of commission and omission on the part of the employees/ agent of the agency, then the agency shall be liable to reimburse to the society for the same. The agency shall keep the society fully indemnified against any such loss or damage.
21. The society will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
22. The successful bidders shall furnish a security deposit equivalent to Rs. 50,000/- (fifty Thousand) only in the form of an Account Payee Demand Draft drawn in favour of the “**Superintendent, SCB Medical College & Hospital, Cuttack**” payable at State Bank of India, SCB Medical Branch, Cuttack. Fixed deposit receipt from a commercial bank, Bank Guarantee from a commercial bank in an acceptable from safeguarding the interest of the Society in all respects, the Security deposit shall remain valid for a period of sixty days beyond the date of complication of all contractual obligations of the Service Provider, the Security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the Society or non-compliance of the terms of agreement by the Service Provider of frequent absence from duly / misconduct on the part of manpower supplied by the Agency.
23. The successful bidder will enter in to an agreement with the Superintendent, SCB MCH, Cuttack for supply of suitable manpower as per requirement of the hospital on these terms and conditions. The agreement will valid for a period of 2 years initially extendable for further period up to one year subject to the concurrence of the performance of the 2nd party.

It is also agreed that the effective management and functioning of the RSBY/BKKY counter in order to ensure smooth implementation of RSBY/BKKY in the hospital shall be the responsibility of the 2nd party i.e. Agency.

1. The responsibility of the 2nd Party to ensure that all computer accessories installed in the Help desk should be run smoothly. The maintenance and updation of patient database of facilitating information to the insurance company is also the responsible of 2nd Party. If in any circumstances the computer accessories breakdown the 2nd party will responsible to install another system so that the help desk would run smoothly.
2. The rate of payment will be as per the prevailing rate notified by the Government in Labour and Employment Department for the skilled labours.
3. The Service provider shall not assign, transfer or sub-contract the performance of service.
4. However the agreement can be terminated by either party by giving two clear months notice in advance. If the agency fails to give two clear months notice in writing for termination of the Agreement then two months wages etc. and any amount due to the agency from the Society shall be forfeited by the Society.
5. That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
6. In the event, of dispute arises touching any of the clauses of the agreement, the matter will be referred to the Commissioner-cum-Secretary, Health & Family Welfare Department, Odisha whose decision shall be binding on both parties.