



VIVEKANANDA KENDRA NUMALIGARH REFINERY LIMITED HOSPITAL

**APPLICATION DOCUMENT
FOR**
VKNRL Hospital Patient Care services

(Application No.: **VKNRL/ADM/TR/19/01**)

(Total no. of pages against the tender = 26 pages)

PREPARED & ISSUED BY
VKNRL HOSPITAL, NUMALIGARH

NOTICE INVITING APPLICATION

Date : 07/12/2019
 Phone : 03776 - 266700
 Email ID : vknrl@nrl.co.in / vknrl.hospital@gmail.com

Subject : Application for VKNRL Hospital- Patient Care Services – I/ II/ III/ IV
(Application No.: VKNRL/ADM/TR/19/01)

Dear Sir(s),

Sealed offer in single bid is invited by Vivekananda Kendra NRL Hospital for the work as detailed below:

1. **Name of the work** : “VKNRL Hospital - Patient Care Services”
2. **Earnest Money Deposit** : EMD for different category of VKNRL Hospital – Patient Care Services will be as follows:

Category of VKNRL Hospital- Patient Care Services	<u>Amount of EMD (in Rs.)</u>
➤ VKNRL Hospital –Patient Care Services- I	: 32000/-
➤ VKNRL Hospital –Patient Care Services- II	: 27000/-
➤ VKNRL Hospital –Patient Care Services- III	: 24000/-
➤ VKNRL Hospital –Patient Care Services- IV	: 8000/-

The EMD amount as indicated should be accompanied with the application. For each Category of VKNRL Hospital – Patient Care Services, separate application along with EMD need to be applied separately.

3. **Contract Period** : Please refer Para--2 of Special Terms & Conditions for details.
4. **Submission period (Last date & time for submission of bid)** : 14/12/2019 to 28/12/2019 (excluding Sunday) from 08:00 hours to 14:00 hours.
5. **Date & Time of opening of bid and lottery** : On 06/01/2020 at 10-00 hrs.
6. **Place of submission of Bid** : Administrative Office, VKNRL Hospital
 NRL Township,
 Numaligarh
 Dist: Golaghat
Assam – 785699.

7. Date of Pre bid meeting :

[A pre-bid meeting open to all prospective applicants will be held on 13/12/2019 at 10:00 hours in the Conference Hall, VKNRL Hospital, NRL Township, wherein the prospective applicants will have an opportunity to obtain clarifications regarding work and application conditions.]

8. APPLICANT'S QUALIFYING REQUIREMENT:

a) Applicants must have permanent address within Golaghat district.

Any one of the following documents shall be submitted along with the application document as Proof of permanent address in Golaghat district:

- i. PRC (permanent residence certificate)
- ii. Ration Card
- iii. Driving License
- iv. Voter's I-card
- v. Electricity Bill (in own name).
- vi. Aadhar Card
- vii. Passport

b) Experience of similar works in Industry / Guest House / Hospital / Semi Govt. organisation for at least two years.(Authenticated Documentary evidence must be submitted along with the application document)

c) Bidders must submit the following along with tender:

i) Signed (self) Copy of **PAN** card.

ii) Annual turnover should not be less than below mentioned amount for minimum last two years ending on 31-03-2019 supported by audited balance sheet.

- VKNRL Hospital –Patient Care Services- I : Rs. 6000000/- (Rs. Sixty Lacs) only
- VKNRL Hospital –Patient Care Services- II : Rs. 5400000/- (Rs. Fifty Four Lacs) only
- VKNRL Hospital –Patient Care Services- III : Rs. 4800000/- (Rs. Forty Eight Lacs) only
- VKNRL Hospital –Patient Care Services- IV : Rs.1200000/- (Rs. Twelve Lacs) only

d) **The applicants must accept VKNRL Hospital rates and all other terms & conditions as per tender document.** Applicants have to confirm the “**Acceptance of Rates & Terms & Conditions**” as per the Format attached in the tender document.

9. Submission of Application:

The envelope containing the application along with the EMD and all other enclosures / supporting documents should be enclosed in a single envelope, duly super scribed with the following details-

- i. **Application for the job “VKNRL Hospital- Patient Care Services I /II /III /IV” (Application No.VKNRL/ADM/TR/19/01). PLEASE WRITE WHICHEVER IS APPLICABLE.**

- ii. **PF Registration Number (PF Registration number if not available, must be submitted within one month after awarding the contract)**
- iii. **ESI Registration Number (ESI Registration number, if not available, must be submitted within one month after awarding the contract)**
- iv. **PAN Card Number.**

Application with 6 months validity under sealed cover as stated above will be received at the Administrative Office VK NRL Hospital till the time and date mentioned in Para 4 above. If the last date of receipt of application falls on a non-working day, the last date will be the next working day at the aforesaid time. Applicants may submit their applications on or before the last date & time **by ordinary post, courier service, speed-post etc. or by hand**. However, VK NRL Hospital takes no responsibility of late receipt of applications and the applications received late will not be taken into consideration.

10. The Application shall contain the following:

- Application document duly signed & stamped on each page.
- Applicant's application and all other details as per requirement of application document.
- Earnest Money Deposit.
- No Correction Fluid should be used while filling up the application document.
- Power of attorney, in case an authorized representative has signed the application.
- Income Tax clearance certificate and GST in original or true copies (self attested) should accompany the application. The ITCC should be in the name of the firm / individual quoting for the work.
- Applicant shall submit a copy of PAN card (self attested) under the Income Tax Act.
- Self attested copy of Valid Registration No. of the Agency/Firm/Company;
- The applicants must accept all terms & conditions as per tender document.

Valid PF Registration number **(if not available, must be submitted within one month after awarding the contract)**

Valid ESI Registration number **(if not available, must be submitted within one month after awarding the contract)**

11. The following Applicants shall be Disqualified for Award :

- Address proof not submitted.
- Bank passbook submitted as address proof.
- Court Affidavit submitted as address proof.
- Address outside Golaghat district.
- EMD not submitted.
- Copy of PAN card not submitted.
- Acceptance of Rates & Terms & Conditions not submitted.
- All pages of application document not submitted.
- Each page of application document not signed.
- Experience certificate not submitted.

12. **Earnest Money:**

- A] Each application should be submitted along with Earnest Money Deposit of appropriate values as indicated in para-2 of this Notice Inviting Application, in the form of Demand Draft of any Scheduled Bank in favor of "Vivekananda Kendra NRL Hospital" payable at State Bank of India, Numaligarh Refinery Complex (Branch Code – 5377). Application **without EMD will be rejected**. Refund of earnest money deposit to unsuccessful applicant shall be made within 30 days from the date of finalization of application without any interest. Applicants are requested to collect their EMD from the VK NRL hospital.
- B] **2.5% of monthly contract value plus 10% of the 1st running bill amount will be deducted as initial security deposit. From subsequent running bill 10% of bill amount will be deducted for the period of one (01) year and will kept as security deposit along with above mentioned initial security deposit plus submitted EMD value. Security Deposit will be released (without interest) after completion of the job subject to clearance of all liabilities.**

13. **Scope of work and Supply:** Please refer Para-3.0 of special terms and conditions.

14. **Rate:** Rate should be in line with the enclosed SOR (Annexure-II)

15. **Security deposit:** Please refer Para-12-[B] of Notice Inviting Application.

16. **Measurement of work:**

The establishment cost will be paid to the contractor (applicant after awarding the contract) monthly against certification of the Officer-in-Charge.

17. **Terms of payment:-**

100% payment shall be made against submitted monthly correct bills within 10 days from the date of submission subject to certification of bills. The above payments are subject to deductions towards Security Deposit, Income tax, and other recoveries as applicable as per terms of contract.

18. **Price, Taxes, Duties:**

Without prejudice to stipulations in General Conditions of Contract, should agree to quoted price inclusive of all taxes duties, sales tax on works contract and other levies on which no variation will be allowed. DISPLAYED VKNRL HOSPITAL RATES ARE INCLUSIVE OF GST AND IF APPLICABLE WILL BE REIMBURSED TO THE CONTRACTOR AS PER GST ACT ON FURNISHING OF PROOF OF PAYMENT.

19. **Other terms and conditions:**

- A] Employees and their dependants of VK-NRL Hospital, NRL or any other Public Sector Undertaking, State Govt. and Central Govt. are not eligible to apply.
- B] Application containing uncalled for remarks or any additional conditions are liable to be rejected.
- C] The management of VKNRL Hospital reserves the right to reject any or all the applications received without assigning any reason thereof.

- D] Medical Superintendent, VKNRL Hospital shall be the Officer-in-charge of the work and the contractor will have to abide by the instructions of Officer-in-charge as given from time to time.
- E] Applicants will fill up all the annexure attached to this Detailed Application Notice clearly and sign on every page of this Detailed Application Notice before submission of the application. Application in which any of the required particulars and prescribed Information are missing or are incomplete, are liable to be rejected.
- F] One authorized representative of the applicant/contractor/agency may remain present during the tender opening on the date, time and venue.
- G] Contract will be awarded on the basis of Lottery.
- H] Variation in the value of the work will not vitiate the agreement.
- I] No mobilisation advance will be paid to the contractor for execution of the work.
- J] In case any of the document/information(s) furnished by applicant are found to be false/forged, such applicant will be kept in holiday list apart from other penal actions as deemed fit by VK NRL Hospital.
- K] The contractor will not engage minor workers / staff below 18 (eighteen) years and not above 55 (fifty-five) years of age under any circumstances. Documents of age proof (Aadhar Card / Voter Id, etc.) of all workers under the contract to be submitted on the date of starting of the contract.
- L] The contractor will have to abide by the existing laws applicable to contract works and cooperate with other contractors working at NRL site / VKNRL Hospital and will not cause hindrance to other works.
- M] The contractor shall observe all labour & other statutory rules & regulations in force. In case of any violation of such laws, rules and regulation, consequences if any including the cost there to shall be exclusively borne by the contractor and the hospital should have no liability whatsoever on this account.
- N] No escalation of contract value in any form whatsoever will be entertained during the contract period unless it is approved by the competent authority.
- O] The workers provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation as per Act, etc. The list of staff going to be deployed shall be made available to the Hospital and if any change is required on part of the Hospital fresh list of staff shall be made available by the agency after each and every change.
- P] The contractor is to obtain labour licence (if required) under Contract Labour (R&A) Act. 1970, PF registration number and ESI Registration number on awarding the contract. The present rate of employer contribution --PF:: 13% and ESI :: 3.25%.

- Q] Contractor shall pay their entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill. As per mandatory guidelines from Ministry of Labour & Employment, Govt. of India, contractors' have to pay the salary / wages of all employees even if they are working for one day through the bank account of the employees using bulk NEFT / Core Banking upload facility so that the payment to each and every employee can be accounted for.
- R] Contractor must engage a supervisor who must supervise entire works /jobs related to respective contractor. They have to work in shifts to supervise the jobs related to Patient Care Services I, II, III and IV as a whole.
- S] The Supervisor should have minimum Educational qualification of Graduate or equivalent & Knowledge of Computer is preferable (The Contractor must submit the authentic document). Experience of supervisory work for min. 01 year in similar work is desirable.
- T] The Job responsibilities for supervisor will be – 1) to monitor the duty of the workers as per duty roster, 2) Maintain inventory of various resources as provided by the hospital, 3) Follow the instructions of Hospital Management, 4) Monitoring the discipline, punctuality, proper uniform with PPE (wherever applicable) of the workers, taking training refresher's classes for workers, 5) Should be available in the hospital during his / her duty hours, 6) While taking leave he/she has to handover charges to another Supervisor to maintain uninterrupted Supervisory Service, 7) Engagement of Supervisor will no way reduce the responsibility of the Contractor. The Contractor has to oblige with all the requirements of this tender document. The Supervisory Service will be applicable only during the contract period and in no way the hospital will be responsible for further continuation of their service after completion / termination / withdrawal of the contract.
- U] Cent percent enrollment of workers engaged by the contractor under EPF.

20. COST OF SUBMISSION OF APPLICATION:

The applicants shall bear all the costs associated with the preparation and submission of their application. The Institute in no case will be responsible or be liable for these costs regardless of conduct or outcome of the bidding process.

Thanking you.

Yours sincerely,
For VK-NRL Hospital

[Dr. R. K. Mahanta]
Medical Superintendent

SPECIAL TERMS & CONDITIONS OF CONTRACT

Name of Work : “VKNRL Hospital - Patient Care Services : I/ II/ III/ IV”

Application No. : VKNRL/ADM/TR/19/01

Name of Applicant :

1.0 General Definitions :

- 1.1. "OWNER" means the Vivekananda Kendra Numaligarh Refinery Limited Hospital.
- 1.2. "OFFICER-IN-CHARGE" means Medical Superintendent, VKNRL Hospital or an official authorized by VKNRL Hospital.
- 1.3. Contractor means successful applicant VKNRL Hospital- Patient care services / or his representative duly authorized by power of attorney.

2.0 Period of Contract:

- i) Initially the contract will be awarded for a period of one (01) year with a provision for further extension of another two (02) years subject to satisfactory services and recommendation by Medical Superintendent.
- ii) The Hospital reserves the right to terminate the contract at any point of time serving fifteen (15) days notice, if the performance of the contractor in providing quality of services is not found to be satisfactory.

In case failure by the contractor to fulfill any of the contractual obligation, the owner / officer-in-charge reserves the right to rescind the contract without notice in which case the security deposit shall be forfeited and such a decision shall be absolutely at the discretion of the Owner / Officer-in-charge.

- iii) In the event of the owner and / or the Officer-in-charge feeling it, expedient that the service of the canteen provided by the contractor is no longer required, the contract in this respect can be rescind at the discretion of the owner / officer-in-charge with two months notice to the contractor. Likewise, the contractor can also withdraw his services covered under the contract by giving two months notice to the hospital authority. In case of any conflicting views, decision of the owner and / or officer-in-charge shall be final and binding.

3.0 Scope of Work :

3.1 This is a contract where in the contractor shall provide a Supervisor and workers (skilled / unskilled) require to carry out the day to day patient care services at VKNRL Hospital as per instructions of hospital authority (Enclosed as Annexure IV). At present below mentioned numbers of Skilled & Unskilled workers are required to be deployed, however their requirement may vary from time to time as per requirement of the hospital.

Contract Name	Job Nature
VKNRL HOSPITAL - PATIENT CARE SERVICES I	Patient Care (S-03 & US-13)
VKNRL HOSPITAL - PATIENT CARE SERVICES II	Gardening & Miscellaneous (S-03 & US-10)
VKNRL HOSPITAL - PATIENT CARE SERVICES III	Upkeeping & Maintenance (S-02 & US-10)
VKNRL HOSPITAL - PATIENT CARE SERVICES IV	Laundry & Miscellaneous (S-01 & US-02)

S – Skilled Worker / US – Unskilled Worker

3.2 The contractor will agree to the quoted rates for the items in the SOR, i.e. establishment cost which cover the expenditure incurred towards cost of distribution of food items at designated locations including cleaning of uniforms of workers, transportation cost of the materials.

3.3 The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the Hospital and other supporting documents such as ESI deposit challans, PF deposit challans, payment sheet etc. No other claims on whatever account shall be entertained by the Hospital. The Contractor will ensure that workers engaged by him must receive their entitled wages on time.

3.4 Contractor will deploy adequate resources as directed by the Officer-in-Charge towards satisfactory service. Staff training to be organized in liaison with the hospital management periodically.

3.5 The contractor will submit by the end of every month a detailed stock report of the inventory provided by the Hospital (cleaning material, electric supplies, etc.).

3.6 Contractor should submit monthly workers payment bill on or before 2nd of every month within 10 am. Contractor shall pay their entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill.

3.7 No extra payment of bill will be entertained to carry out the services during weekly off days, leave & other holidays as SOR has been prepared inclusive of all weekly off days, leave & other holidays.

3.8 The contractors should accept the rates of the items in the SOR, i.e. establishment cost which cover the wages of workers to be engaged in the contract including cleaning of uniforms of workers.

3.9 Whenever if any claim against the contractor for payment of a sum arises out of or under the contract the hospital shall be entitled to recover such sum by appropriating in part or whole of the security deposit of the contractor or from the bills claimed for payment. The contractor shall pay on demand any balance remaining due to the hospital.

3.10 Contractor will have to ensure uninterrupted services in all circumstances failing which the Hospital reserves the right to impose penalty @ Rs. 2000/- (Rs. Two thousand) only per occasion. Accordingly explanation letter will be issued to the respective contractor. The respective contract will automatically get cancelled if such incidence is repeated for third time consecutively.

4.0 VKNRL Hospital's responsibility :

A] The VKNRL Hospital will provide all cleaning materials, electrical supplies etc. for maintaining the hospital premises and rendering proper care to the patients. In case of damage / breakage of hospital property penalty of Rs. 2000/- will be charged.

5.0 Taxes & Duties :

5.1 Income tax as applicable under rule will be deducted at source from the monthly bill claimed by the contractor. A certificate to this effect shall be issued to the contractor if and when required.

5.2 Taxes & duties as applicable from time to time as per the Govt. Regulations should be binding on the contractor.

6.0 Timing :

6.1 Supervisors have to work in 3 shifts (Morning / Evening / Night). The contractor has to obtain approval from the hospital authority on the duty roster.

6.2 VKNRL Hospital – Workers will be divided into shifts as per hospital's requirement.

- a) General Shift : 7-00 am – 3-00 pm
- b) Morning Shift : 6-00 am to 2-00 pm
- c) Evening shift : 2-00 pm to 10-00 pm
- d) Night Shift : 10-00 pm to 6-00 am

The contractor has to obtain approval from the hospital authority on the duty roster.

The hospital has the right to deduct 10% of daily wages for any delay in reporting to his / her duty for more than 15 minutes in any shift for without any valid reason.

6.3 The contractor should strictly monitor the services provided by his workers and should provide the intimation regarding the progress of job to the hospital management from time to time. The Contractor must be present during the weekly maintenance round of Hospital ; failing which the Hospital reserves the right to impose penalty @ Rs. 2000/- on the contractor for each occasion. During his/her visit he/she has to sign a designated register book for confirmation.

6.4 Besides authorized leave, any worker with unauthorized absence continuously for more than 07 (seven) days need to be terminated by the respective contractor with immediate effect.

6.5 Workers engaged must provide their services as per instructions of respective contractor.

7.0 Workers for providing services -

- a) Required number of Skilled and Unskilled staff to be engaged as mentioned in point no. 3.1.
- b) The contractor shall be responsible for the proper behavior of the staff and shall exercise absolute control over them. The staff should always be properly dressed (as prescribed) and maintain punctuality & cleanliness at all times. The personnel engaged should have and maintain good health condition. They should be well mannered and should be cordial in dealing with the Staff/Patients/Attendants. Such a worker, if found in-disciplined or not well-behaved or not performing as per owner's requirement, must be removed from the services, failing which it will be construed as violation of terms of contract. The VKNRL Hospital will not have any liability, whatsoever due to their retrenchment.

- c) The Hospital authority will be at liberty to advertise for a fresh contract on expiry or termination of the contract.

8.0. Other terms and conditions of the contract will be as :

- A. Workers engaged shall be the employees of the Contractor and all statutory obligations like ESI Scheme PF rules etc. should be strictly followed by the respective contractor. Deducted contributory amount (from workers) for PF, ESI etc. must be deposited regularly (monthly) failing which penalty of Rs. 2000/- (Rs. Two thousand) only will be imposed per month.
- B. For the workers not covered under ESI Scheme, alternate provisions like workmen compensation act or other act may be applied as per guide lines of Hospital authority.
- C. The list of staff going to be deployed shall be made available to the Hospital and if any change is required on part of the Hospital fresh list of staff shall be made available by the contractor after each and every change.
- D. For EPF compliance, activation of UAN for individual workers and registration of digital signature of contractor is mandatory. Contractors will be bound by all contemporary developments and rules framed by the statutory authorities.
- E. The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered and **workers must put their signature (daily)**. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of VKNRL Hospital Management and also by other appropriate authority
- F. All liabilities arising out of accident or death while on duty shall be borne by the contractor only.
- G. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste of any hospital property or misuse the areas of the Hospital.
- H. That in the event of any loss occasioned to the Hospital, as a result of any lapse on part of the workers /contractor as may be established after an enquiry conducted by the Hospital, such loss will be repaired / recovered from the amount payable to the Contractor . The decision of the VKNRL Hospital Management in this regard will be final and binding on the agency.
- I. The Hospital shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the VKNRL Hospital Management.
- J. The personnel (supervisor & workers) engaged by the contractor shall be smartly dressed in neat and clean uniform as prescribed by the hospital authority which should be ensured within one month of awarding the contract. The workers are required to display photo identity cards (issued by the contractor or agency) bearing PF a/c no. etc. Failing any of above will invite a penalty of 10% on each occasion. The penalty on this account shall be deducted from the Contractor's monthly bills.
- K. The contractor shall ensure declaration under "Good conduct undertaking" by their workers.
- L. In case any medical treatment is required for the staff engaged, first aid / preliminary treatment will be given here and then he / she will be referred to ESI hospital for further and definitive treatment.

- M. The eight hours shift will normally commence from 06-00 hrs. to 14-00 hrs., 14-00 hrs. to 22-00 hrs. and 22-00 hrs. to 06-00 hrs. But the timings of the shift are changeable and can be fixed by the VKNRL Hospital Management from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by the Hospital for double duty, if any.
- N. The workers deployed by the Contractor shall work under overall supervision & direction of the hospital administration. The hospital administration shall specify the services of workers (through the contractor) to be obtained in each shift.
- O. The payment would be made on monthly basis for actual shifts manned/operated by the workers supplied by the contractor and based on the attendance sheets duly verified by the Hospital and other supporting documents. No other claim on whatever account shall be entertained by the Hospital. The Contractor will ensure that workers engaged by him must receive their entitled wages on time.
- P. Attendance of the workers will be recorded through the Biometric Attendance System after its introduction in the hospital. Verification of bills will be based on its report. Late coming will be deducted as per guideline (which will be intimated on introduction).
- Q. Contractor shall pay their entitled wages on or before 7th of the subsequent month. It shall not be linked to the payment of the monthly bill. As per mandatory guidelines from Ministry of Labour & Employment, Govt. of India, contractors' have to pay the salary / wages of all employees even if they are working for one day through the bank account of the employees using bulk NEFT / Core Banking upload facility so that the payment to each and every employee can be accounted for.
- R. In order to ensure that such workers get their entitled wages on the last working day or before 7th of the subsequent month and for which the service provider will not be given any relaxation.
- S. While submitting bill for a month, the contractor must fill a certificate certifying the following :
- (i) Wage Sheet of the previous month enclosed.
 - (ii) ESI Contribution relating to workers amounting to Rs._____ was deposited on (date) (copy of thechallan enclosed).
 - (iii) EPF contribution relating to workers amounting to Rs._____ was deposited on (date) (copy of the challan enclosed).
- T. Any damage or loss caused by contractor's persons to the Hospital in whatever form would be recovered from thecontractor.
- U. (a) In case any of contractor's personnel(s) deployed under the contract is (are) absent and contractor is unable to provide suitable substitute in time, the Hospital reserves the right to impose penalty @ Rs . 2000/- (Rs. Two thousand) only per occasion. **Accordingly explanation letter will be issued to the respective contractor. The respective contract will automatically be cancelled if such incidence happened for third time consecutively.**
- (b) In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel and is assessed as true by hospital administration, a penalty or Rs. 2000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the worker found involved in the incident shall be removed from the Hospital immediately.

(c) In case the contractor fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, Hospital reserves the right to impose the penalty as detailed below:-

(i) 1% of annual cost of order/agreement per week, up to four weeks' delay.

(ii) After four weeks delay the Hospital reserves the right to cancel the contract and withhold the agreement and get this job carried out from other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor and his earnest money/security deposit may also be forfeited.

V. The contractor shall ensure that its personnel do not at any time, without the consent of the Hospital in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Hospital and shall not disclose any information about the affairs of Hospital. This clause does not apply to the information, which becomes public knowledge.

W. (i) In the event of any breach/violation or contravention of any terms and conditions contained herein by the Contractor, the Security Deposit of the contractor shall stand forfeited.

(ii) Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.

X. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices or causing any loss of property in the Hospital, the VKNRL Hospital Management shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Security Deposit.

Y. **The Hospital shall not be responsible for providing residential accommodation to any of the employee of the contractor.**

Z. (i) The Hospital shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Hospital does not recognize any employee-employer relationship with any of the workers of the contractor.

(ii) If as a result of post payment audit any overpayment is detected in respect of any work done by the contractor or alleged to have done by the contractor under the application, it shall be recovered by the Hospital from the contractor.

(iii) If any underpayment is discovered, the amount shall be duly paid to the contractor by the Hospital.

(iv) The bidder will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.

9) **Over and above, other terms & conditions for VKNRL Hospital- Patient Care Services-IV**

9.1 a] Laundry rooms will be provided to the contractor for laundry purpose.

b] Washing machine, hydro extractor, drier, iron pressure and other necessary chemical, reagents etc., will be provided by the hospital.

- c] Water & electricity supply will also be provided by the hospital.
- d] The schedule of works and guidelines will be notified by the Medical Superintendent from time to time.
- e] No other extra facility will be given to the contractor.
- f] The contractor is responsible for providing cleaned & pressed linen to the originating department / place of hospital.
- g] Collecting the soiled linen from various locations in the hospital through indents by the originating location / department on daily basis as per the requirement of the hospital.
- h] Washing, dry-cleaning & pressing of the linen by mechanical unit and manually in case of break down / maintenance work.
- i] Delivery of the linen within 24 hours at various locations in the hospital where the indent has been given.
- j] Transportation / carrying of this linen from one location to other within the hospital are contractors responsibility.
- k] Any damage of hospital linen has to be repaired / replaced by the contractor within seven (07) days.
- l] Cost of any damages / loss of the linen/equipment by the contractor will be deducted from the monthly bill at actual cost.
- m] Contractor should maintain the records of receipt and delivery of linens and indents.
- n] Protective cloths like apron, shoes, gloves and uniform i.e. Navy Blue Overall. to be provided by the contractor and it is mandatory to wear these by the workers during the working hours.

9.2. Repair and Maintenance of Laundry Equipment :-

- i. Manpower engaged by the contractor should have experience to operate the mechanical laundry units. Such workers will operate the laundry unit after the evaluation and acceptance by the Officer-in-charge.
- ii. The contractor will be responsible for any breakdown or loss caused by improper use / mishandling of the equipment. Such damages/loss to be notified to the Medical Superintendent / Officer-in-charge immediately. All repairing charge for improper use / mis-handling of equipment will be deducted from the monthly bills submitted by the contractor.
- iii. Contractor is responsible for compensate the loss / damages to the equipment in terms of replacement in the same standard and brand or the actual cost.
- iv. It is the responsibility of the contractor to ensure that the day to day operation, maintenance and handling of the equipment carried out in accordance with instructions and recommendation of the hospital authority / by the manufacturer.

v. The hospital authority shall not be responsible for any loss damages or injury consequential or any accident. In case of such accident contractor shall intimate to the Medical Superintendent within 24 hours.

vi. No cloth other than the hospital linen will be allowed to wash in the laundry unit without any permission from the hospital authority.

10. OBLIGATIONS OF THE CONTRACTOR (VKNRL Hospital-Patient Care Services –I, II, III & IV):

A]. The applicant shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall also comply with all applicable statutory liabilities such as labour laws, etc.

B]. **Applicable Labour Wage:** Applicable labour wage at VKNRL Hospital -

(a) No mobilization advance will be paid to the contractor for execution of the work.

(b) **The contractor is required to follow the rules under Contract Labour (R&A) Act, 1970.**

(c) **Contractor shall have to obtain PF registration number and ESI Registraion number and deposit the contribution amount in the individual account of the workers as per provisions of the EPF Act and ESI Act.**

(d) The contractor will not engage minor labour below 18 (eighteen) years of age under any circumstances. The contractor will further comply with the provisions of the following act and indemnify the company against all claims, which may arise out of the following Acts, & Rules framed there-under:

- i. The Contract Labour (Regulation and Abolition) Act, 1970
- ii. The Minimum Wages Act. 1948
- iii. The contractor has to accept full & exclusive liability for compliance with all obligations imposed by **Employee State Insurance Act, 1948.**
- iv. The Payment of Wages Act, 1936
- v. The Payment of Bonus Act, 1965
- vi. Inter State Migrant Workmen (Regulation of Employment & Condition of Service) Act, or any other acts or statute not hereinabove specifically mentioned having bearing over engagement of workers directly or indirectly for execution of work.

(e) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder will be kept in holiday list apart from other penal actions as deemed fit by VKNRL Hospital.

(f) Contractors / Agencies who are already blacklisted based on unsatisfactory performance during any of the contract tenure with VKNRL Hospital or against whom there is adverse report on committing criminal offence, their offers will be rejected.

11.0 PROCEDURE FOR SELECTION OF CONTRACTORS: Following steps shall be followed for award of the contract :: VKNRL Hospital-Patient Care Services- I, II, III & IV

- a) Application documents can be downloaded from the VKNRL Hospital web site www.vknrlh.co.in
- b) Rates of monthly charge has been provided in the Application document.(Annexure-II).

- c) Application document duly signed on each page by the applicant as token of acceptance of rates, terms & conditions, requisite EMD, PAN No., PF No., ESI No. , PRC etc., all enclosed in a sealed envelope as stated in para-9 of Notice Inviting Application.
- d) Applications shall be received till 14-00 hours of last *Date of Submission* of offer.
- e) All application have to be dropped in the Application Box kept at the Administrative Office, VKNRL Hospital, NRL Township from 14/12/2019 to 28/12/2019 in between 08:00 hrs -14:00 hrs
- f) Work order shall be issued to lucky winner which will be selected through lottery.
- g) All bidders maybe present at the venue of the lottery.
- h) Waiting list for the contract services consisting of two (02) nos. of applicants/contractors/ agencies shall be created by lottery to meet any future requirement.
- i) The application document of the three (03) shortlisted applicants through lottery will be opened in front of all, and necessary will be checked. If all documents are found to be in order then the applicant will be declared as winner and in case the bid is unfulfilled as regards to application qualifying criteria mentioned in paragraph 08 of Notice *Inviting Application* then it will be cancelled and the documents for the next shortlisted bidder will be considered. In case, all the three (03) shortlisted applicants are disqualified, then re-lottery will be done.
- j) The documents of the other two eligible shortlisted applicants will be retained by the hospital for future requirement if any.
- k) **The unqualified applicants may take back their earnest money deposited in the form of Demand Draft after the lottery within the next one month from the Administrative Office, VKNRL Hospital, NRL Township, Numaligarh in between 08:00 hrs – 14:00 hrs.**
- l) The list of successful Applicant/ Contractor in sequence of their selection shall be displayed in VKNRL Hospital Notice Board / VKNRL Hospital website after verification.
- m) No correspondence in any form will be entertained after the Lottery is over and VKNRLH's decision will be final.

12.0 Dispute Resolution

- (a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by VKNRL Hospital, NRL Township, Numaligarh, Golaghat, Assam-785699.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Contractor shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Golaghat only.

13. JURISDICTION OF COURT

The courts at Golaghat shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

SCHEDULE OF WORKER'S RATES

Name of Work: “VKNRL Hospital - Patient Care Services : I/ II/ III/ IV”
(Application No.: VKNRL / ADM/ TR/19 /01)

Name of Applicant :

1. The rates “all inclusive”. They include, but are not limited to all payroll coats and allowances payroll, taxes, fringe benefits, protective and / or special clothing, construction supplies required for work of a nature included in this contract, overhead, profit, insurance, transportation and travel time.
2. The normal time rates shall apply for all workers worked up to eight (08) hours in a day.

Sl. No.	Category	Monthly Wages
01	Supervisor	813/- (Basic-569/-)
02	Skilled workers	798/- (Basic-569/-)
03	Unskilled workers	577/- (Basic-403/-)

- i. The workers will also be entitled for leave 27 days annually.
- ii. No leave can be encashed if not availed during the period.

SIGNATURE OF APPLICANT

Name of Work: VKNRL Hospital -Patient Care Services (Application No.: VKNRL / ADM/ TR/19/01)

Name of Bidder :

Schedule of Rates

S. No.	Item Description	Rate per month (Rs.)	
		In figure	In words
01.	VKNRL Hospital - Patient Care Services - I	520621.00	Rupees Five Lacs Twenty Thousand Six Hundred Twenty One Only
02	VKNRL Hospital - Patient Care Services - II	435591.00	Rupees Four Lacs Thirty Five Thousand Five Hundred Ninety One Only
03	VKNRL Hospital - Patient Care Services - III	397606.00	Rupees Three Lacs Ninety Seven Thousand Six Hundred Six Only
04	VKNRL Hospital - Patient Care Services - IV	132875.00	Rupees One lakh Thirty Two Thousand Eight Hundred Seventy Five Only
	As per the scope of the work mentioned elsewhere in the Application document including the cost of Labour, PF, ESI Contribution, GST, Service Charge, uniform expenses and other statutory levies on work contract.		
05	Contractor profit @10%		

(Signature of applicant on revenue stamp)

Name :

Date :

Place :

Name of Work: “VKNRL Hospital - Patient Care Services : I/ II/ III/ IV”
(Application No.: VKNRL/ADM/TR/19/01)

01. NAME OF APPLICANT :
ADDRESS
PHONE NO
02. REGISTRATION NO. & CLASS:
IF ANY
(SPECIFY ORGANISATION)
03. EARNEST MONEY DEPOSIT :
WITH DETAILS
04. PREVIOUS EXPERIENCE :
05. GST CLEARANCE
CERTIFICATE :
06. PAN No issued by Income Tax Dept :
07. Provident Fund Code No. :
08. ESI Code No. :

I/We hereby offer to execute the above mentioned work as per enclosed SOR (Annexure-II) and as per laid down terms and conditions of this Application document.

(SIGNATURE OF APPLICANT)

Date :

Place :

JOB RESPONSIBILITY OF SUPERVISOR AND WORKERS

Staff	Type	Area	Responsibility
Miscellaneous	SKILLED--1 (Electrician)	Hospital	<ul style="list-style-type: none"> -Routine up keeping of panel board, mains and dedicated supply points in OT, ICU, CSSD, laboratory x-ray, USG where high voltage current is consumed. -Routine checking of electrical outlets and utilities (fan, light, refrigerator, sterilizer, AC etc.) in the hospital building and campus. -Routine checking of voltage/ current (in volt/ amperes) in the different dedicated / critical points and maintain the record, particularly where sophisticated medical equipment being used(OT, ICU, CSSD, laboratory x-ray, USG) -Routine functional checking of electrical appliance. -Check the register of electrical complaints and rectify the complaint. -Carryout the minor repairs of electrical appliance. -Switch off the electrical appliance when not in use. -Maintain the stock register and utilization register for the electrical items supplied by T&I, NRL. -Always keep in mind the cleanliness of hospital environment while discharging activity. -Follow the biomedical waste management rule. -Report to the supervisor before leaving the hospital premises. -Over and above follow any other job as instructed. -- Protects organization's value by keeping patient information confidential
	SKILLED –2	Incinerator OPD IPD	<ul style="list-style-type: none"> -Run the incinerator after every 48 hours as and when necessary if advised by the management authority. -Routine functional checking of water outlet/ valves –Check the register of civil complaints and rectify the complaints -Functional checking of incinerator -Routine cleaning of incinerator room and incinerator. - Maintain the oil stock (One hour consumption should be in stock) -Collection / receiving of biomedical waste. -Measure the biomedical waste in KG. -Inform to admn.office while operating the incinerator. -Should present in incinerator room while incinerator is running. -Recording of data in the log book of incinerator operation for each operation -Do assign activity whenever is given like as an OPD attendant -Maintain the cleanliness of the doctor's chamber - While in IPD Disinfection of hospital equipment, dusting of whole unit including nurse's station. - Carry out the activity as instructed by nurses. - Follow the rule of biomedical waste management. -Carrying of dead bodies' human anatomical waste etc. - Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
	Skilled-3	Reception	<ul style="list-style-type: none"> -Assisting on duty receptionist to carry out his/ her duty - Basic clerical tasks like answering of phones, greetings patients& visitors, -Maintaining all the records of patient in a proper way. -Maintain the cleanliness of reception area, patient's file rack, front desk etc. -Escort the patient if necessary. -Keep all investigation in a proper way and help in delivery of investigation report to the patient/ attendants after formal verification.

		<ul style="list-style-type: none"> -Follow the biomedical waste management rule. -Report to the supervisor before leaving work premises -Over and above follow any other job as instructed. -- Protects organization's value by keeping patient information confidential.
Skilled4&5	Path lab	<ul style="list-style-type: none"> - Dusting and scrubbing in all area of laboratory, furniture, computer, door and all equipment. - Cleaning & Disinfection of laboratory equipment. -Follow the biomedical waste management rule. -Maintain the high level of cleanliness in the laboratory all the time. -Keep all the items (furniture/register/ consumable items) in a systematic way. -Delivery of all printed laboratory investigation report to all IPD and to reception for OPD patients -Cleaning of all test tubes and keep it in a proper place -Report to the supervisor before leaving work premises - Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
Skilled-6	Admin office	<ul style="list-style-type: none"> -Maintain cleanliness of all Administrative office. -Follow the instruction as directed. -Help in doing Xerox -Keep all the official file/ paper in a proper way. -Inform supervisors before leaving the work premises. - Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
Unskilled-1	USG	<ul style="list-style-type: none"> - Dusting / scrubbing of USG and x-ray room. -Well maintenance of all equipment /article -Call the patient who has planned for USG. -Prepare the patient for USG Like exposed the needed part of the patient's body, applying electrode jelly etc. -Helping doctors while doing USG . -Do not leave the patient especially female when USG is going on. -Clean the electrode jelly from patient's body. -Escort the patient till the wheel chair/ entry of USG room. -Report to the supervisor before leaving the work premises. - Protects organization's value by keeping patient information confidential. -Over and above follow any other job as instructed.
Unskilled-2	MMC	<ul style="list-style-type: none"> -Dusting/scrubbing of MMC rooms. -Helping in all MMC related work, like carrying of medicine arranging of all item. -Well maintenance of all equipment/ furniture/ article. -Follow the instruction as directed -Give proper handover of work -Follow BMW rule. -- Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
Unskilled-3	Physiotherapy	<ul style="list-style-type: none"> -Maintain cleanliness of physiotherapy room and all assign room. -Keep all equipment in clean after used by patient. - Helping patient while doing physiotherapy if needed. - Follow BMW rule. -Be alert or non-functioning of any equipment and report it if it is noticed.

			<ul style="list-style-type: none"> -Do all miscellaneous work, like changing of towel, providing water in each assign room etc. -Arrangement of room -- Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
	Unskilled-4&5	Garden	<ul style="list-style-type: none"> -Maintain the neatness and cleanliness of hospital's garden. -Clean the outside premises of hospital every day. - Report to the supervisor for any changes. -Follow the instruction as directed -Follow the BMW rule -Report supervisor before leaving the work premises -- Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
	Unskilled -6to 17	Hospital	<ul style="list-style-type: none"> -Up keeping of entire building in and out along with the hospital campus -Cleaning, scrubbing and moping of entire hospital using disinfectant solution at least three times a day and whenever it is dirty. -Cleaning of all public toilets at various locations. -Dusting and scrubbing of all room and floor. -Collection, segregation, disinfection and disposal of biomedical waste according to colour coding. -Empty the all the BMW keeping bin at 6am, 1pm, and 9pm every day and when is necessary -Carry the BMW bin in designated trolley. -Take the weight of biomedical waste before disposal --Report supervisor regarding weight of BMW - Provide bedpan /urinal to patient when instructed. -Clean and disinfect the urinal and bed pan after every used, and keep it in proper place. -Carry the dead body, human anatomical waste -Cleaning of doormat/carpet regularly. -Clean all biomedical waste collection bins every day. -Keep all the items/ article/ furniture in a systematic way all the time. -Hand over the duty to the next shift. -Report to the supervisor before leaving the work premises. - Protects organization's value by keeping patient information confidential -Over and above follow any other job as instructed.
Patient care Service	Unskilled-Total- 20	OT, OPD , IPD, EVENING OPD	<ul style="list-style-type: none"> -Hand over the duty in each shift. -Maintain the cleanliness & orderliness of ward ,OPD, OT etc(Dusting, Scrubbing, Cleaning) - keep all items in an orderly manner. - Check all the equipment/article available in the working area for proper functioning and report to the respective in charge - Keep clean and tidy of all patients' bed. - Provides patients' personal hygiene by giving bedpans, urinals, baths, and shaves; -Assisting with travel to the bathroom; helping with showers and baths. - Transport the patient on wheel chair/ stretcher to the emergency ward/OPD/ GOPD/OT/ for various investigations. - Accompanied the patient till the gate of the hospital after discharge. - Helping in preparation of patient for OT/Investigation (Shaving, giving enema etc.). -Helping physician while examining the patient.

			<ul style="list-style-type: none"> -Set up medical equipment and assist with some medical procedures. -Provides patient comfort by utilizing resources and materials; transporting patients; answering patients' call lights and requests; reporting observations of the patient to nursing supervisor. -Maintains work operations by following policies and procedures. - Serves and protects the hospital community by adhering to hospital policies and procedures - Protects organization's value by keeping patient information confidential. -Follow the biomedical waste management rule. - Collection, segregation, disinfection and disposal of biomedical waste according to colour coding. -Empty the all the BMW keeping bin at 6am, 1pm, and 9pm every day. - provide bedpan /urinal to patient when instructed. - Carry the dead bodies' human anatomical waste etc. - Report to the supervisor before leaving the work premises. -Hand over the duty to the next shift properly. - Over and above follow any other instruction as directed - Protects organization's value by keeping patient information confidential
Supervisor (in Continuation of 13 (T) of NIT)		<p>Morning shift</p> <p>Evening shift</p>	<ul style="list-style-type: none"> - Take/ give handover from night shift supervisor. - See the attendance of assign people in respective area -Make sure that in all areas the assign people are doing their job. -Give a round inside and outside of the hospital, If any deviation or not functioning or not clean report instantly to the respective person and finished the work then and there. - See that all chamber/OPD are cleaned and assign personnel are present in OPD - Supervise each and every assign employee's work. - Make sure all area of hospital are clean all the time - See the biomedical waste collection bin/ container is emptied and clean in timely manner, in each shift. - See that all employee are aware and following the biomedical waste guide line - make sure that the Scrubbing, dusting and cleaning of the hospital according to schedule is going on. -Plan new activity according to situation. - Plan for in house discussion/ class for each assign employee and report to the respective person regarding the topic and time of discussion. Give special attention to all public toilets. -See that all cleaning sheet are sign after clean every day. - See the man power needed for e shift and plan it accordingly - See that all employee are aware and following the biomedical waste guide line - supervise the activity of laundry. - Protects organization's value by keeping patient information confidential <ul style="list-style-type: none"> - Take/ give handover from morning shift supervisor. - See the attendance of assign people in respective area - Give a round inside and outside of the hospital, If any deviation or not functioning or not clean report instantly to the respective person and finished the work then and there. - Supervise the activity of assign people. -Plan for cleaning and scrubbing of area which was not done in the morning due to crowdedness.

		Night shift	<ul style="list-style-type: none"> - See that every staff (Assign) is working in their respective area and no gossip. -- See the biomedical waste collection bin/ container is emptied and clean in timely manner, in each shift. - See that all employee are aware and following the biomedical waste guide line -See the man power needed for night shift and plan it accordingly -- Take/ give handover from evening shift supervisor. - See the attendance of assign people in respective area --Give a round inside and outside of the hospital, If any deviation or not functioning or not clean report instantly to the respective person and finished the work then and there. - See the biomedical waste collection bin/ container is emptied and clean in timely manner, in each shift. -supervise the cleanliness of ground floor waiting area make it done by the night shift. - See the man power needed for morning shift and plan it accordingly. - See that all assign staff are working in their respective places. -- Protects organization's value by keeping patient information confidential
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Supervisor's have to take regular refresher's training classes for the workers. Over and above follow any other instruction as directed.

Staff	Type	Area	Responsibility
	Skilled	Laundry	<ul style="list-style-type: none"> -Segregation and Collection of soiled linen -All linen after use will be collected in each department / ward and segregated into potentially infective and not potentially infected. -Personnel working in the receiving and sorting area are required to wear a long gown, mask and gloves <u>Suicing / Treatment of soiled / infected linen-----</u> a.All infected linen / linen soiled with body fluids will be soaked in 0.5% bleaching solution for 30 mins then washed with water & detergent to remove bleach before final washing. b. The soiled linen is tied into bundles and an entry made. The infected linen should collect separately. - All linen is inspected for tears and damage at this point and report to the in charge/ staff to avoid dispute. -Blankets can be dry cleaned or hand washed. Hand-washing can be done by first soaking for 15 minutes in lukewarm water. The soap suds are squeezed through the blanket and then rinsed in cold water at least twice. The blanket should not be twisted or wrung. It should be dried by spreading it on a clean surface. -Pillows and mattresses can be washed with soap and water and left to dry in the sun. -Blankets pillows and mattresses can be fumigated if required by keeping them in a closed room and the room is then fumigated. --The linen is washed, dried and ironed then returned to the respective ward, record made of the same. -Clean linen should be stored in a dry place on racks. Clean linen is transported on a clean trolley. - Report to the supervisor before leaving the work premises -Responsible for Lost and Found --Do not eat or drink inside the laundry. --- Protects organization's value by keeping patient information confidential. -Over and above follow any other instruction as directed.
	Unskilled -2	Laundry	<ul style="list-style-type: none"> -Help to carry out the activity of laundry. -Maintain the cleanliness of laundry. - Responsible for Lost and Found - Follow the instruction -Do not eat or drink inside the laundry. -Protects organization's value by keeping patient information confidential. -Over and above follow any other instruction as directed.

**ACCEPTANCE OF VKNRL HOSPITAL
RATES & TERMS & CONDITIONS**

We confirm that our bid complies with the total commercial requirements of this Application document regarding Terms & Conditions, Monthly Fixed Charge etc. without any deviation.

Seal & Signature of the Applicant