



**Office of the Director**  
**INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES,**  
**SHEIKHPURA, PATNA – 800 014 (Bihar, India)**  
**Tel.: 0612 – 2297631, 2297099; Fax: 0612 – 2297225; Website: [www.igims.org](http://www.igims.org);**  
**E-Mail: [director@igims.org](mailto:director@igims.org)**  
**(IGIMS Medical College & IGIMS Nursing College)**

**TENDER NOTICE FOR OUTSOURCING OF SERVICES**  
**With**  
**Deployment of Qualified and Suitable Persons**

Sealed tenders in two bids system (Technical and financial bid) are invited from bonafide reputed and experienced human resources agencies/firms duly registered with the appropriate authorities for providing different services on outsourcing basis with deployment of qualified and suitable persons for the institute including Medical and Nursing college.

Last date for submission of completed bid - 30.09.2013 till 4.00 PM through registered post/speed post/courier only.

Date for opening of Technical bid - 07.10.2013 at 11.00 AM in the office chamber of Director, IGIMS, Patna.

Date for opening of Financial Bid of technically suitable bids - 09.10.2013 at 11.00 AM in the office chamber of Director, IGIMS, Patna..

**TENDER PROCEDURE**

Intending bidders should submit their bid in two bid system, technical and financial bids separately. They should be put in separate and sealed envelope. Technical bid with the name of the work should be written in the envelope containing the Technical bid. Price Bid along with the name of the work should be boldly written over the envelope containing financial bid. Both these sealed envelopes should be put in a single envelope. This envelope should also be properly sealed and name of work and tender notice No should be boldly written over the big envelope. It should also be mentioned over the envelope that it contains separate envelopes of technical and financial bid.

- Envelope containing bids should be sent to the following address by registered/speed posts/courier only, so as to reach on or before the last date and time mentioned above.

Address- Director, Indira Gandhi Institute of Medical Sciences, Sheikhpura, Patna, P.o- B.V. College, Pin-800014, Bihar

Note:- The institute shall not be responsible in any manner for the delay or non delivery caused by the postal department or courier/agency. Bids received after last date and time shall not be accepted /entertained.

### **TECHNICAL BID**

The technical bid should be submitted in the Provided proforma/ format neatly and clearly typed on the tenderers letter head and it must be signed on each page by the authorized signatory of the agency/firm. The completed technical bid along with the requisite documents should be sealed properly in an envelope and over the envelope “Technical Bid” in Capital letter should be super scribed. The technical bid should contain the following:-

- A. Completed technical bid in the proforma provided (Annexure-III).
- B. Undertaking regarding acceptance of terms and conditions duly signed with seal of the authorized signatory of the bidding firm/agency.
- C. Earnest Money Deposit in the form of A/c Payee Bank Draft.
- D. All other required documents in support of the proof of statements made.

### **EARNEST MONEY DEPOSIT**

An earnest money deposit of Rupees fifty thousand (50,000/- only) in the form of demand draft drawn on a nationalized bank and in favour of DIRECTOR, IGIMS, PATNA, Payable at Patna must be submitted along with the technical bid. The bid without EMD shall be rejected out rightly.

### **COST OF TENDER DOCUMENT**

Technical bid must be supported with all the required documents and a demand draft for Rs. 2500.00 (Rs. Two Thousand Five Hundred) only as cost of Tender document (non refundable) in favour of Director, IGIMS, Sheikhpura, Patna payable at Patna.

## **FINANCIAL BID**

The financial bid should be submitted in the provided format (Annexure-IV). All the rates and taxes must be mentioned clearly and all the information demanded must be provided along with supporting documents

Financial bid not submitted in the prescribed format and not containing all the information as demanded along with supporting document shall be an invalid bid and rejected.

## **ELIGIBILITY CRITERIA**

- (a) The manpower agencies should have been in existence in the State of Bihar with office in Patna for not less than three years.
- (b) The manpower agencies should have a minimum annual turnover of Rs. 25,00,000/- (Rupees twenty five lakhs) only. Copy of the Income Tax Returns or Audited Balance Sheet duly certified by the Chartered Accountant to be enclosed.
- (c) The manpower agencies should be registered with Govt. Authorities concerned and a certified copy of the documents in proof of Registration should be attached with the Technical Bid.
- (d) The manpower agencies should not have been blacklisted by any Govt. Organisation.
- (e) The manpower agencies should not have any relation with the employees and near relation of the employees of IGIMS, Sheikhpura, Patna.
- (f) The manpower agencies should be willing to take up the contract on the terms and conditions as detailed in Annexure – II.

## **JOB DESCRIPTION AND TYPE OF MANPOWER**

### **Annexure –I**

Sl. No.	Job Description of the service	Qualification of Manpower deployed.	Duties to be performed
01	Hospital Management service with the help of non-medical hospital manager.	<b><u>Essential Qualification</u></b> Graduate in any stream and M.B.A. or M.H.A. in Hospital Administration or Management in (Full Time Course)	Operational Management of different types of Hospital services.
02	Nursing Services	Matriculation, GNM pass and should be from recognized institution registered with Bihar Nursing Council or Indian Nursing council.	Nursing Service in ICU, CCU, Trauma, Emergency and other areas of Medicare.
03	EPBX Operator/ Telephone Operator services	Matriculation with two years experience as telephone operator/ Receptionist.	24 Hours, Three shift- 8 x 3 24 x 365
04	Lab. Technician Services:- a. Lab Technician b. ECG Technician c. EEG Technician d. Dialysis Technician e. X-ray Technician f. Ultrasound Technican g. ESWL Technician h. ICU Technician i. Endoscopy Technician	<b><u>Essential</u></b> Degree in Science from a recognized University. OR (i) 10+2 (12 <sup>th</sup> class pass) with Science subjects (in 10+2 system) or Intermediate (Science) or equivalent from a recognized University/Institution. (ii) Degree/Diploma in respective Medical Laboratory Techniques from a recognized Institute (iii) One year and more experience in the concerned field Preferred.	X-ray, Ultrasound, ECG, EEG, Laboratory EMG, ESWL, Dialysis, ICU, Endoscopy, etc.
05	O.T. Assistant services	A) B.Sc. OR 10+2 with Science with five years experience in the following areas- i) O.T., ii) ICU, iii) CSSD, iv) Manifold Room. Preference will be given to candidates with certificate/Diploma course in O.T. Techniques from recognized Hospital/Institutions. B) Work experience shall be considered if candidate has worked in private or public sector/Hospital of at least 500 beds.	

06	Assistant Office Service.	Intermediate with minimum of one/two years experience in office Automation, Accounts Establishment and cash shall be preferred.	Should have fair working knowledge of Accounting, Book Keeping, Office Automation and Typing etc. Knowledge of Tally software is essential.
07	Computer Operator/Data Entry Operator	I.Sc. with Diploma in Computer Application.	Data Entry, Hindi & English Typing etc.
05	Electrician/Generator Helper	ITI in the Trade	Working with Electrician.
06	Gas Pipe Line System Operator	ITI in the Trade. (Electrical/Mechanical)	Maintenance of Gas Pipe Line system. (Preferably)
07	Electrician	ITI with Statutory License.	Maintenance of Electrical fittings and fixture.
08	Plumber	ITI in the Trade	Maintenance of water supply and Sanitary areas.
09	Carpenter	ITI in the Trade	Maintenance of carpentry works.
10	Attendant : Hospital, Office, Laboratory, Sanitary etc.	Should be able to understand English, Hindi having minimum two years experience. Minimum class eight Passed, Matriculation preferred.	Attendant to officer/staff whenever they are called for, maintain the office/guard file under the guidance of the dealing employees, up keep the furniture and fixtures of the office, provide drinking water the staff any other tasks assigned to them by the officer/staffs from time to time, to maintain normal duty hours.
11	Security Service Supervisor	1. Matriculation or equivalent from a recognized Board.. 2. Five years experience as watch and ward officer in a Govt./Semi Govt. or a large private organization, Railway etc. or an ex-commissioned officer or Police of the rank of D.S.P.	
12	Sanitation Service Supervisor	1. Matriculation or equivalent from a recognized Board. 2. Certificate of Sanitary Inspector course. 3. Not less than 4 years of experience in the line, preferably in a Hospital of repute.	
13	Unskilled Labour	Literate	
14	Porter	Should be able to understand English, Hindi having minimum two years experience. Minimum class eight Passed, Matriculation preferred.	Providing Stretcher & Wheel Chair services for transportation of patients in the Hospital area.

**Note : Personnel Experienced in Relevant field only will be considered.**

## TERMS AND CONDITIONS

### Annexure –II

1. The contract for a initial period of 01 (one) year with provision of further extension subject to satisfactory service.
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria for each category.
3. The persons deployed by the agency should not have any police records/criminal cases pending against them. The service provider agency should make adequate inquiries about the character and antecedents of the persons to be provided by them. They should also ensure that the persons deployed are healthy and medically fit, certificate of their medical fitness must be provided when called for.
4. The service provider shall withdraw/replace such deployed persons who are not found suitable by the Institute for any reasons immediately if such requests are made.
5. The service provider shall provide such number of manpower as required by IGIMS, Sheikhpura, Patna from time to time. The said manpower engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Employer and employee relationship between the manpower deployed by the service provider and IGIMS, Sheikhpura, Patna and further that the said person of the service provider shall not claim any absorption in the service of the Institute.
6. The service provider's persons shall not claim any benefit/compensation/absorption/regularisation of services from IGIMS, Sheikhpura, Patna.
7. The service provider's personnel shall not divulge or disclose to any person, any details of office, operation processes, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.

8. The service provider's personnel should be polite, cordial, positive and efficient while handling the assigned work so that their actions promote goodwill and enhance the image of IGIMS, Sheikhpura, Patna. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them.
9. That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the IGIMS, Sheikhpura, Patna.
10. The service provider shall have to provide photo identity cards to the persons deployed by them for carrying out the different works.
11. The service provider shall provide suitable uniforms, consisting the shoe, dress, sweater, cap and nameplate to all grade deployed manpower Persons without complete uniform and I- Card will be treated as absent.
12. The transportation, food, medical and statutory requirements in respect of each personal of the service provider shall not be the responsibility of IGIMS, Sheikhpura, Patna. All statutory obligations with respect to the personnel deployed will be the sole responsibility of the service provider.
13. Working hours would be normally 8 hours per day. However in exigencies of work, they may be required to sit late and the personnel may be called on Sunday and other gazetted holidays, if required.
14. That the agency will be solely and exclusively responsible for payment of wages to the persons engaged by it in compliance of statutory obligation under all related legislations as applicable to it from time to time including minimum wages Act. Employees Provident Fund etc. and IGIMS, Sheikhpura, Patna shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of the obligation. The agency will be required to provide particulars of EPF,ESI of its employees engaged in the IGIMS, Sheikhpura, Patna to Institute.
15. The services provider will submit the bill in triplicate in respect of persons deployed for the particular month in subsequent month. The payment will normally be released within 10 (ten) days from the date of receipt of bill after statutory deductions at source.

- 16.No remuneration will be paid for the days of absence and non performance of duty.
- 17.The service provider shall provide replacement within 7 (seven) days of any person leaving the job due to his/her own personal reasons at no extra cost. In case of delay penalty amounting to double the salary of the concerned employee may be charged. In case of long leave in excess of 7 (seven) days suitable replacement should be provided.
- 18.The service provider shall be contactable at all times and message sent by phone/e-mail/fax/special messenger from IGIMS, Sheikhpura, Patna should be promptly responded in fulfillment of the contact from time to time.
- 19.The IGIMS, Sheikhpura, Patna shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor.
- 20.That the agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by the agency and it shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If the IGIMS, Sheikhpura, Patna suffers any loss or damage on account of negligence, default or theft, on the part of the employees/agents of the agency, then the agency shall be liable to compensate to the IGIMS, Sheikhpura, Patna for the same. The agency shall keep the IGIMS, Sheikhpura, Patna fully indemnified against any such loss or damage.
- 21.IGIMS, Sheikhpura, Patna will maintain an attendance register in respect of staff deployed by the agency on the basis of which payment will be decided in respect of the staff at the approved rates.
- 22.The successful bidder shall furnish security deposit equivalent to Rs. 1,00,000/- (Rupees One Lakh0 only in favour of IGIMS, Sheikhpura, Patna in the form of Bank Guarantee from any commercial bank enforceable in Patna for performing the contract as per stipulated terms & conditions and safeguarding the interest of the IGIMS, Sheikhpura, Patna in all respects. The Bank Guarantee shall remain valid for the period of the contract with additional 30 days for lodging claim. The security deposit will be forfeited and the Bank Guarantee will be encash in case of non-fulfillment of the terms and conditions of the contract and compensating any loss suffered due to agency or any personal supplied by the agency.



23. The Institute administration (competent authority) reserves the right to award the work to more than one bidder by dividing the work at the approved rate.
24. The service provider shall not assign, transfer, pledge or sub contract the performance of service without the prior written permission of this Institute.
25. Either party can terminate the agreement by giving 2 months notice in advance. If the agency fails to give two months notice in writing for termination of the agreement then security deposit will be forfeited.
26. That on expiry of the agreement as mentioned above, the agency would withdraw all its personnel and clear their accounts by paying them all their legal dues of no extension to granted by the Institute.
27. In the event of any dispute which arises with respect to interpretation of any of the clauses of the agreement, the matter will be referred to the Director, IGIMS, Sheikhpura, Patna whose decision shall be final and binding on both of the parties.
28. The personnel of the agency shall not join any labour union or resort to strike or demonstration or any other agitation of this nature. The personnel shall neither directly or indirectly, join nor assist any commotion of civil nature and they will render their sincere services during any kind or natural calamities to their best extent. The personnel must not in any way act against the interest of the IGIMS, Sheikhpura, Patna.
29. The contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract shall be fixed or taken in a court at Patna.
30. An undertaking by the agency of compliance for all the terms and conditions listed above should be placed in the Technical Bid, clearly mentioning that the agency/service provider/contractor will be liable for all statutory obligation and the Principal Employer i.e. IGIMS, Sheikhpura, Patna is not liable for any obligation during and after the period of contract.
31. Director, IGIMS, Sheikhpura, Patna shall levy appropriate penalty for deficiency in services, violation of any terms of the contract as well as for any loss or damages which shall be bindings on the agencies.

**TECHNICAL BID (COVER – I)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>To be filled up by the tender</b>
01	Name of the Agency	
02	Details of EMD (i) Amount (ii) Draft No. (iv) Date (v) Issuing Bank	
03	Date of Establishment of the Agency (Proof to be enclosed)	
04	Detailed office Address of the Agency with office telephone number, fax number and mobile number. (Proof to be enclosed).	
05	PAN Number (Copy to be enclosed)	
06	Service Tax Registration Number (Copy to be enclosed)	
07	Provident Fund Registration Number (Copy to be enclosed)	
08	ESI Registration Number (Copy to be enclosed)	
09	Professional Tax Registration Number (Copy to be enclosed)	
10	State Registration Number (Copy to be enclosed)	
11	Establishment License with existing clients (Copy to be enclosed)	
12	Trade Licence Registration Number (Copy to be enclosed)	
13	Proof of Labour License with existing clients (Copy to be enclosed)	

14	Annual Turn Over of last 03 years (i) (ii) (Copy of the Income Tax Return/Certified copy of audited balance sheet from Chartered Accountant to be enclosed)	
15	Present database to meet the various requirements of the manpower (Skilled & Unskilled) of the clients across entire the State of Bihar. (Copy to be enclosed).	
16	List of Manpower to be deputed along with photograph and detailed bio-data .	
17	No Relaxation Certificate (Certificate to be enclosed)	
18	Whether the agency has been blacklisted by any Government Organisation/any Organisation (Certificate to be enclosed)	
19	Proof of Existence of the Firm for the last 05 years.	
20	Any other Registration.(If any), (Copy to be enclosed)	
21	Names and designations of authorised persons eligible to enter into contract. (Power of attorney/Affidavit in favour of person signing the papers to be enclosed).	
22	Name of contact person for conveying any information along with telephone nos. in absence of authorised person mentioned above.	
23	Copy of the undertaking of Compliance of all terms and conditions.	
24	Character Certificate (DM/SP)	

**Signature of Authorised Person and Seal of the Agency with Date.**

(In party's Letter Head)

**ANNEXURE -IV**

**FINANCIAL BID (COVER – II)**

Having Examined the Tender Documents, we the undersigned offer to quote the rates towards the engagement of Support Personnel under the categories mentioned in the Bid Documents. We are interested to participate under the various categories for which an amount of Rs. 25,000/- (Rupees Twenty Five Thousand) only deposited vide DD No..... dated ...../...../..... in favour of IGIMS, Sheikhpura, Patna, payable at Patna.

Sl. No.	Services to be provided	Kind of Manpower	Rat per man per month	Remarks (If any)

**Note :** **A)** Rate per Man per month and total amount payable by IGIMS, Sheikhpura, Patna to the service provider/contractor per month before recovery of statutory deductions at source.

**B)** Breakup of the above rate showing amount to be paid to employees, statutory dues and other Miscellaneous Charges including Agency Charges as per Annexure-V.

**C)** Each page of the Tender Document should be signed by the authorized signatory.

**D)** Minimum Wages Act must be mentioned breakup wise in the Financial Bid. (Minimum wages will be revised as per revision of Govt. of Bihar).

**Signature of Authorised Person and Seal of the Agency with Date.**