



பாரத மிகுமின் நிறுவனம்
Bharat Heavy Electricals Limited
(A Government of India Undertaking)
Boiler Auxiliaries Plant
RANIPET – 632406.

Phone : 04172 – 284092
e-Mail : vrajp@bhelrpt.co.in

HR DEPARTMENT

BHEL:BAP:HR:MED:01/2017 dt. 16/06/2017
OUTSOURCING OF NURSING & PARAMEDICAL SERVICES TO BHEL HOSPITAL

The Limited tender is uploaded in our BHEL Web site as per CVC guidelines vide office order No. 10/02/2004.

Only those agencies who are all the Registered vendors for this work is allowed to participate in this limited tender. These registered vendors will get the hard copy and the e-mail notification on this Limited Tender.

Interested vendors may contact with their credentials to DGM/HR, BAP, BHEL, RANIPET-632406, e-mail : vrajp@bhelrpt.co.in, Ph: 04172-284092 for due enlistment for future such tenders.

The last date for submission of Tender is **24/06/2017 14.30 Hrs.**

DY.GENERAL MANAGER/HR



Bharat Heavy Electricals Limited
BAP : RANIPET – 632406

Tender Doc No.: BHEL/BAP/HR/Med/01/2017

NOTICE for INVITING TENDER

Sl.No.	Details	Remarks		
1	Tender Notice No.	BHEL/BAP/HR:Med:01/2017 dated 16/06/2017		
2	Nature of work	Outsourcing of Nursing & Para Medical Services to BHEL Hospital		
3	Contract period	01 (one) year		
4	Scope and Service	Services	No. of persons	EMD & SD EXEMPTED
		Nursing services	08	
		Para Medical – X-ray services	01	
		Para medical-lab services	02	
		Paramedical-pharmacist	01	
		Ward attendents (male/female)	04	
		TOTAL	16	
5	The document contains	16 pages i.e. Part – I – Technical bid Part – II – Instructions to Tenderers Annexure-I : Scope of Work Annexure-II: Eligibility criteria Annexure-III: price bid		
5	Last date and time for receipt of Tender	24/06/2017 SATURDAY at 14:30 hrs		
6	Date, time and place for Tender opening of Technical bid	24/06/2017 (SATURDAY) at 14:30 hrs at Human Resource Management Conference Hall, Administration Building, BHEL, Ranipet – 632406		

Issuing Officer

Technical Bid

(to be furnished by the Bidders)

1	Name of the Services for which tender submitted	:	Outsourcing of Nursing & Para medical services to Medical Department, BHEL, Ranipet- 632406
2	Name of the Contractor	:	
3	Constitution of the Contractors (Proprietor, Firm, Company etc.)	:	
4	Address (A) Office Tele.Ph.No.	:	
5	Residence	:	
6	Qualification	:	
7	(A) Scope of Work (B) Accept to Execute in Total	:	Understood / Not Understood Yes /No
8	Number of years' experience in providing para medical and nursing services.	:	
9	EMD Particulars	:	NIL
10	BHEL's Payment Terms	:	Yes/No

Terms and Conditions

Name of Work: Outsourcing of Paramedical Services consisting of Nursing, Radiography, pharmacy and Medical Laboratory Services

I. Instructions to Tenderers:

1. Sealed Tenders for the following services are hereby invited from the contractors experienced in delivery of skilled and/or unskilled services of similar magnitude:

S.N.	Services Description
1	Nursing Services
2	Radiography Services
3	Medical Laboratory Services
4	Pharmacy services
5	Ward Attendants (Male/Female)

2. Tender shall be submitted in Two Parts ie (1) Technical Bid and (2) Price Bid
Technical Bid shall be submitted confirming acceptance to all clauses indicated in this Tender along enclosures as required by the Tender and any other documents which the Tenderer wish to submit. Tenderers shall also sign each and every page of the Tender document including the Scope of Work for each of the services attached thereto before submitting Tender. Deviations/ variations, if any to the clauses of the Tender shall be indicated clearly. They are to be put in one sealed envelope and super scribed with Tender reference and Technical Bid.

Price Bid duly filled and signed with seal, must be submitted in another separate sealed envelope super scribed with Tender reference and Price Bid. Price Bid envelope must contain only the rates strictly as per **Format in Annexure – 3**

Sealed envelope of both (1) Technical Bid and (2) Price Bid must be put in a single sealed envelope super scribed with Tender reference and due date, must be sent within the specified date and time.

In this regards, if any clarification is required, the Tenderers may contact the officer mentioned here below. Tenders should be addressed to:

The DGM / HR, BAP/BHEL/RANIET-632 406, Ph: 04172-284092 /241188

Email: vrajp@bhelrpt.co.in

The full name and address of the Tenderer and the name of the work with Tender reference should be indicated in sealed cover.

All the tenderers may witness the opening of the bids with due authorization of the person witnessing from the authorised signatory of the tenderer.

3. Tenderer shall fill in all the required particulars in the blank spaces provided in the Tender documents and also sign at the bottom of each and every page of the Tender document before submitting the Tender
4. Unit rate should be quoted in figures as well as in words in Indian Currency only, i.e. Rupees and paisa with reference to each of the items for which tender is submitted strictly in the attached Annexure 3-. The rates shall include all taxes and duties and also all expenses towards wages, administrative costs, PF & ESI contributions, bonus(as per bonus act) and other costs irrespective of its mentioning in this tender

The estimate mentioned above is inclusive of all taxes including Service Tax and applicable GST. But the rate quoted should be inclusive of all taxes excluding Service Tax arising on the transaction. If BHEL is required to discharge the liabilities of any taxes on the transaction like TDS (IT) or any other similar taxes, the same shall be deducted from the bills of the contractor. Applicable Service tax shall be paid by BHEL by way of reimbursement, as per Govt. rules, to the firm against running actual, on documentary evidence. The procedure for payment of Service Tax depending on the constitution of the firm will be stipulated in the work order.

5. In case the rates quoted in figures differ from those quoted in words, the lower will be taken as the Tendered rate and shall be binding on the Tenderers.
6. The lowest price bid (L1) shall be decided based on the rates quoted for each item of service mentioned in the "Annexure- 3 Bid Format.
7. In quoting their rates, the Tenderers are advised to take into account all factors including any fluctuations in the market rates in the future due to increase in minimum wages, dearness allowance etc. No claim for the enhanced rates will be entertained on this account after acceptance of the Tender or during the contract period. The contract will be awarded on fixed price basis and no price variation will be entertained during entire contract period.
8. The rates to be quoted by the Tenderer shall be firm and shall cover and include all statutory levies and contribution such as ESI, PF etc. payable by the contractor for the workers he may deploy to carry out the job. [Under various enactments passed by Parliament or by the State legislature and Rules framed there under]. The rates shall further be deemed to include statutory levies, taxes and duties etc arising from such acts, central or state, which may come into force, subsequent to submission of Tender. The Tenderer shall note that no claim for enhancement of rates on the ground that ,

9. existing statutory levies have been increased or those new statutory levies have come into effect after submission of Tender, or on any other ground, will be entertained.
10. Tenderer shall not increase their quoted rates, once the Tenderer has submitted his quotation and during execution of the contract, in case his Tender is accepted.
11. Please note that our Hospital functions 24 hours and depending upon work load, the Tenderer will be required to deploy their labour in staggered shifts accordingly if so directed. Indicative labour deployment under each item of services by the Tenderer is mentioned in Price Bid.

II Essential Eligibility Criteria for the Tender:

1. **Experience:** The Tenderer should have experience of at least 2 years in executing works contracts involving delivery of skilled and/or unskilled services.
2. **Tax Reference:** The Tenderer should have PAN/TAN/TIN.
3. **PF ESI ST Reference:** The Tenderer should have ESI, PF and Service Tax registration number allotted in its name.

III Contractor's Obligations and Statutory Liability:

1. The work shall be executed as per work instructions and to the satisfaction of Chief Medical Officer/Medical Superintendent ,Medical Department ,BHEL, Ranipet.
 2. Contractor shall ensure that the employees deployed in the premises of BHEL are physically and mentally fit and do not have any criminal records. Such employees should possess requisite skill, proficiency, experience etc. to carry out the work
 3. The Contractor shall maintain Professionally Qualified/Trained competent Personnel on the job to ensure smooth delivery of the services as set forth in the Scope of Work and services in the Annexure 1. Minimum qualification for the personnel engaged against each item of services outsourced are as follows:
 - a. Nurses should have qualified in Diploma in Nursing and Midwifery and they should have registered with the Nursing Council with post qualification experience of 2 years.
 - b. Radiographers should possess 1 year Certified Radiology Assistance Course with post qualification of 2 years
 - c. Lab Technicians should have qualified in 2 years Diploma in Medical Laboratory Technology and should have an experience of 2 years
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4. Contractor shall maintain appropriate records of his employees deployed to carry out the job (s).
 5. Contractor shall provide employment card / identity card with photograph duly verified and attested by the Contractor to his employees deployed to execute the work. Contractor shall also indicate the name of the proprietary / partnership firm / Company, place of work, contact number and duration of validity of the card etc. in such identity card .
 6. Contractor will ensure that the job is executed through his employees on his rolls only and under no circumstances the contractor will deploy any casual employees to carry out the job; nor shall sub-contract the job without prior written permission from BHEL
 7. Contractor will keep watch on his employees and he will be liable for any pilferage / loss to BHEL due to acts of omission and commission by his employees. Similarly, liability for any compensation to outsiders & his employees on account of any act of omission and commission by the employees deployed by the contractor shall lie exclusively with contractor.
 8. The contractor has to provide a distinct uniform different from BHEL employees. The uniform should have logo of the contractors firm / company. The uniform shall be in neat, tidy and wearable condition
 9. In the event of termination of contract for any reason whatsoever, the contractor shall withdraw all his employees and his equipment, if any; from the establishment of BHEL
 10. The age of the contract workers deployed should be above 18 and below 50 years
 11. All statutory requirements under Minimum Wages Act 1948, Payment of Wages Act 1936, Workmen Compensation Act 1923, EPF & MP Act 1952, Payment of Gratuity Act 1972, ESI Act 1948, the Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act 1961, Service Tax rules and all other applicable Acts and rules shall be complied with by the contractor including Hospital Rules and Respective Rules and Regulations governing individual disciplines of Paramedical Services
 12. As far as wages payable to the personnel deployed for providing paramedical services are concerned, contractors shall pay an additional amount of Rs.2500/- + 1600/- per month in case of skilled workmen and Rs.2000/-+1200/- per month in case of unskilled workmen in addition to minimum wages stipulated from time to time for employment in Hospitals and Nursing Homes by the Tamil Nadu Government. The same shall be noted by the contractor from time to time and payment to his workers shall at no point of time less than these minimum rates ie applicable Tamil Nadu Minimum Wages plus Rs.2500/- +1600/- per month in case of skilled workmen. Excepting Attenders and Dressers, others shall be construed as skilled workers. Contractor has to make PF, ESI contributions as per applicable laws in force
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13. The contractor shall observe (a) weekly off and BHEL List of Holidays. Over and above the daily wages rate, the contractor shall make payment to his employees deployed under this contract towards leave with wages also.
 14. Contractor shall furnish proper Returns to the concerned statutory authorities and provide a copy of the same to BHEL.
 15. Contractor shall be solely responsible for non-payment / delayed payment of wages / DA, contributions under EPF & MP Act, ESI Act etc.
 16. The contractor should ensure to make payment of wages to his employees or remittance of contribution to the concerned authorities.
 17. Contractor shall indemnify BHEL against all claims and losses if it suffers under various labour laws, statutes or any civil or criminal law in connection with employees deployed by him. The liability for any compensation on account of injury sustained by an employee of the contractor will be exclusively that of the contractor, as BHEL is not the employer for him.
 18. BHEL shall not be responsible for any losses, damages to the contractor or to his employees
 19. Payment of bonus under the Payment of Bonus Act, payment of gratuity under the Gratuity Act, and retrenchment compensation under ID Act will be the sole responsibility of the contractors.
 20. Contractor shall be responsible for making payment of wages before expiry of 7 (seven) days from the last day of wage period and to ensure disbursement of wages in the presence of the representative from BHEL
 21. Contractor shall obtain license under CL (R&A) Act, 1970
 22. The contract shall ensure that entry and exit of labour shall be as per the procedure laid down by the BHEL. Entry permits of the labour are to be issued by the contractor with contractor's monogram.
 23. Every contractor shall submit a notice regarding commencement and completion of work in Form-VI A&B (Rule 25 (viii) & 81 (3) to BHEL, for forwarding the same to Labour Department.
 24. The contractor shall attend to all inspections notified/conducted by the BHEL, Labour department, P.F authorities, ESI inspectors, Medical Authorities or any other such authorities.
 25. The contractor shall have full control over his employees including the right to appoint, determine service conditions, discipline, discharge, dismissal etc. The Contractor shall be solely responsible for any claim arising out of employment or termination of employment of
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26. his employees and for their statutory payments. Contractor should ensure that workmen follow all rules and regulations related to safety and security.
27. All the Contractors will have to produce documentary evidence of being an Income Tax Assesses. Income Tax Permanent Account No (IT PAN No) and Tax Deduction Account No (TAN) or Income Tax Clearance Certificate (ITCC) shall be enclosed with the Technical bid.

V General Conditions:

1. Chief Medical Officer shall give overall instruction to the contractor or his authorized representative for the jobs to be carried out. BHEL will have nothing to do or be concerned with the employment of employees working for the contractor. The relationship between BHEL and the contractor will be that of independent entities and nothing herein contained will amount to joint venture, partnership or on employer-employee relationship. Supervision of work shall be done by the contractor / his authorized Supervisor exclusive for this work only.
 2. In case the contractor does not carry out the contractual / statutory obligations or the services rendered by him are found to be unsatisfactory, BHEL shall bring the same to his notice and he will be obliged to discharge the obligations and rectify the deficiency / anomaly within three days time failing which, BHEL reserves the right to terminate the contract without assigning any reason what so ever. In such an event, no damages will be payable for short closure of the contract and the contractor shall be liable to BHEL for any loss or hardships it may suffer, such termination shall be for the contractor's default and any money including bills available with BHEL will be forfeited and any further claim on the contractor may be made by BHEL for recovery of any loss
 3. BHEL reserves the right to reject any or all tenders in part or in full without assigning any reason
 4. Notwithstanding anything contained in this agreement, the contract may be terminated by BHEL without assigning any reason thereof by giving a notice of 30 days to the contractor
 5. Period of Contract: The successful bidder/s will be awarded contract for period of one Year. The Contract will be awarded initially for a period of three months on Trial basis and the same will be extended at the discretion of BHEL for the rest of contract period on satisfactory completion of trial period. BHEL may extend at its discretion the period of contract for a further period of one year on the same terms and conditions mutually agreed upon.
 6. Contractor should submit "Bid" strictly as per the prescribed format in Annexure 3 – Price Bid Format
 7. Disputes or differences arising from this Tender or in any manner connected therewith shall be subject to the following disputes resolution mechanism:
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- i) Any dispute shall initially be referred to the designated Senior Management of the parties for amicable settlement. Parties shall nominate two persons each from their senior management within 10 days of a dispute arising.
 - ii) If no amicable settlement is arrived at within 30 days, then any party may refer the dispute to sole arbitrator to be nominated by the AGM-HR&IC, BHEL, Ranipet. The place of arbitration shall be at Ranipet. All arbitration proceedings shall be conducted in English in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
 - iii) The arbitration award shall be final and binding upon the parties and each party will bear its own costs of arbitration and equally share the fees of the arbitral tribunal.
 - iv) All disputes shall be subject to the exclusive jurisdiction of courts at Ranipet.
8. If awarded, a contract agreement needs to be executed as per BHEL format on non-judicial stamp paper of Rs 20/- to be purchased by the contractor. It should be signed with seal of the firm / company and witnessed.
9. Whenever a tender is to be finally accepted, the tenderer, whose tender is under consideration, shall attend the Office of " Issuing Officer " on the date fixed by written intimation to him. He shall forthwith, upon intimation being given to him by the "Issuing Officer" for acceptance of his tender, complete the execution of the agreement by signing all documents connected therewith. Failure to do so and not to commence the work within fifteen days from the date of intimation shall entail forfeiture.
10. The submission of tender shall be strictly in accordance with the terms and conditions stipulated in this tender notice. No counter conditions will be acceptable or valid.
11. The contractor shall not resort to subcontracting under any circumstances. The contractor shall be responsible to settle any grievances of the labour deployed by him.
12. BHEL reserves the right to terminate the contract at any stage without assigning any reason whatsoever
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13. Terms of Payment:

- a. Bills should be submitted along with all necessary documents, challans for ESI /PF and returns etc. as applicable under contractor's statutory liability and this contract.
- b. Bills for every month shall be prepared by the Contractor on the basis of the unit of services provided and submitted to Medical Superintendent for verification. Payments will be effected on actual basis after certification by the Medical Superintendent. All the bills of contractors will be cleared by Finance Department subject to production of "Clearance Certificate" by the contractors in respect of compliance of all statutory requirement, issued by the Contract Cell of Human Resources Management.

14. The contractor should abide by the security and safety rules of the company and provide such safety requirements as per statutory rules and requirements of the company.

15. In case of breach of any of the terms and conditions of the contractor, BHEL reserves the right to cancel the contract either in part or full.

Signature and seal of Contractor

Annexure 1 Scope of Work and Working Instructions

1. Nursing Services

The scope of work in BHEL Main Hospital, and FMC

The work should be attended around the clock. The Shift timings are given below:

I Shift : 06.00 hrs to 14.00 hrs.
II Shift : 14.00 hrs to 22.00 hrs.
III Shift : 22.00 hrs to 06.00 hrs.

General Shift : 08.00 hrs to 16.30 hrs.

- i. Taking over & Handing Over with full responsibility.
 - ii. Administration of SC,IM, IV Injection & Medicines to be given.
 - iii. Nursing care of Sick patients, TPR, BP, I/o Chart, CBD chart to be maintained.
 - iv. Writing of Diet sheets & entering in PC
 - v. Giving the due Injection in time.
 - vi. Preparing the patient for Operation.
 - vii. Preparing the charts which are to be sent to Operation Theatre.
 - viii. Admission to be entered in the IP Register etc.
 - ix. Carrying out Doctors orders.
 - x. Sending the patients to other departments with their concern.
 - xi. Sending forms for Lab investigation and collecting the results from Lab and intimating to the doctors.
 - xii. Patients complaints to be intimated to Doctors in time, getting the instructions from the Doctors and implementation.
 - xiii. Checking and keeping Linen, Articles and Medicines & Injection up to date.
 - xiv. Assisting the Matron & others in Condemnation of Linen etc.
 - xv. Maintaining all Registers Properly.
 - xvi. During Doctors rounds taking the charts and other details and Implementing the Doctors Instructions.
 - xvii. Separating the Medicines and keeping it in the Tray for 3 times. (Expiry date to be checked properly)
 - xviii. Diabetic Urine Chart to be maintained.
 - xix. Writing the prescription & procedures in the ERNE IP book.
 - xx. Assisting the procedures done by the Doctors. (Aspiration & Tapping etc.).
 - xxi. Restricting the visitors from the ward during non-visiting hours.
 - xxii. Transfer IN & Transfer OUT of patients to be done carefully.
 - xxiii. Discharge patients are to be sent after Health education & Doctors instruction.
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6. Radiography Services

The scope of work in BHEL Main Hospital.

Shift Timing:

The work should be attended around the clock. The Shift timings are given below:

II Shift : 14.00 hrs to 22.00 hrs.

General Shift : 08.00 hrs to 16.30 hrs.

I shift : 9.30 hrs to 18.00 hrs.

1. Handing over and taking over with other midwife.
 2. Checking of FHS and CTG.
 3. Taking vital signs Temperature, Pulse, BP, FHS.
 4. Sterilization of Instruments and taking care of Linen and suturing materials.
 5. Bed making & locker cleaning.
 6. To get orders from doctors for reference.
 7. To change Oxygen cylinders and get indent medicines & storing things.
 8. Patient Care .
 9. Preparation of patient for admission & Surgery.
 10. Assisting doctors during delivery and helping for suturing etc.
 11. Baby care till the patient gets admission at SCN.
 12. Post OP patient care & making the patient to ambulate.
 13. Helping the patient for Breast feeding.
 14. Helping the staff for Infusion, IV changing and administration of Medicines.
 15. To get diet and feeding the patient if needed.
 16. Taking care of linen and other articles.
 17. They have to work in shifts assigned to them.
 18. To comply with the works assigned then and there.
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8. Laboratory Services

The scope of work in BHEL Main Hospital and FMC,

1. Technicians have to attend work in all shifts.
 - a. 06.00 AM to 02.00 PM
 - b. 08.00 AM to 04.30 PM
 - c. 09.30 AM to 06.00 PM.
2. They will have to carry out Blood collection in Lab, all wards etc.
3. Processing and writing results in the book / Lab. Formats.
4. Technicians has to comply any other works related to Lab as assigned to them then and there.
5. Any other related work required.

9. Pharmacy Services:-

1. The scope of work is in BHEL main Hospital and FMC.
 2. Pharmacists have to attend work in the following shifts:-
I shift : 6.00 AM to 02.00 PM, II shifts : 2.00 PM to 10.00 PM and
General: 8.00 hrs to 04.30 hrs .
 3. Maintaining Logs and inventory book
 4. Raising of Indents for requirements needed for issue on monthly basis.
 5. Pharmacist has to cope up with any other works related to Pharmacy, as assigned to them then and there by Medical Officers.
 6. Any other related/relevant work required.
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-Annexure [2] - Criteria for Evaluation of Paramedical Services. [For Office Use Only]

Tender Ref No. BHE:BAP:MED:01/2017 [Tender Submitted for <u>PARAMEDICAL</u> Services			
S.N.	ELIGIBILITY:-	Details	Eligible or Not
1	EMD details:		Yes/No
2	Number of years' experience in executing works contracts in delivery of skilled and unskilled manpower services (Minimum 2 years of experience is needed)		Yes/No
3	Legal Status- Constitution of the Contractors (Proprietor, Firm, Company etc.)		Yes/No
4	Average annual value of works contract completed in the financial years 2016-17 shall be at least 50% of the Annual Estimated Value of each item of this Tender for which bids are submitted		Yes/No
5	Copies of Completion Certificate for having successfully completed works contracts during the financial years 2016-17 involving delivery of skilled/unskilled services worth 50% of the value of each item for which bids are submitted (<i>such contracts may be through 2 or 3 contracts with minimum of 30% value</i>)		Yes No.
6	Proof of having submitted IT Return for the financial years 2015-16 and 2016-17		Yes/No
7	Profit and loss account for the last financial years 2015-16 and 2016-17		Yes/No
8	Balance sheet for the last financial years 2015-16 and 2016-17		Yes/No
9	Separate Registration for EPF		Yes/No
10	Separate Registration for ESI		Yes/No
11	Separate Registration for New Service Tax		Yes/No
12	PAN/ TAN/ TIN Numbers as may be required		
Whether Eligible or Not			Yes/No

Annexure 3- Price Bid

I / We hereby distinctly and expressly declare and acknowledge that before the submission of my / our tender, I / We carefully followed the instructions in the tender notice and have completely read the terms and conditions and I/We agree with the same.

S N	Description of Services	Cate gory	Location	Indicative Number of Personnel per Month	Rate per Person Rs.-- per month	Rate per Person in Rs per year	Total Amount Rs.
1.	Nursing Services	SW	BHEL Main Hospital and FMC	08			
2	Radiography Services	SW	BHEL Main Hospital	01			
3	Medical Laboratory Services	SW	BHEL Main Hospital	02			
4	Pharmacist	SW	BHEL Main Hospital & FMC	01			
5	Ward Attendants (Male/Female)	USW	BHEL Main Hospital	04			

Total ::

16

[Sign of Contractor with Seal]
