



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata

Tender No : MED/ PR/ ADVT/343/ 21-23/ 948

14/9/2021

Notice Inviting Tender

Tenders are invited from bona fide and experienced Service Providers / Contractors to execute and fulfill Comprehensive Job Contract of Facility Management, in ICU, O.T., Cabin & Wards of the Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata as per Schedule of Services as specified in this tender and in accordance with the General and Special Conditions of Contract **for a period of 2 (Two) years.**

Bid Document may be downloaded from SMP, Kolkata website www.kolkataporttrust.gov.in or Railtel Portal <https://kopt.kolkata.enivida.in>. Corrigenda or clarifications, if any, shall be hoisted on the above mentioned websites only.

1) SCHEDULE OF TENDER

1.	TENDER NO.	MED /PR/ADVT/343/21-23/948	Dated 14/ 9/ 2021
2.	MODE OF TENDER	e-Procurement System (Online offers in a Two Part system through RAILTEL portal https://enivida.in The intending bidders are required to submit their offer electronically through e-tendering portal. The intending bidders are required to submit their offer electronically through e-tendering portal. No physical tender is acceptable by Syama Prasad Mookerjee Port, Kolkata.	
3.	Railtel Tender Processing Fee (Nonrefundable) Mode of Payment:- E-payment Only through Debit/Credit Card or Net Banking.	TPF- 0.1% of estimate cost (Minimum 750/- Maximum 7500/- +GST Registration Charges Rs2000/- +Applicable GST Per Year	
4.	Date of publication of e-Tender publication in SMP, Kolkata & and Railtel Portal. And advertisement in daily published news papers	25/9/2021	
5.	Date of availability of NIT to the Vendors for downloading	25/ 9/ 2021	
6.	Date of Offline Pre-Bid meeting	07/10/2021 at 11 AM	
7.	Estimated cost of the tender	Rs. 4,91,77,930/- Excluding GST	
8.	Earnest Money Deposit	"No EMD is required to be remitted. Instead, a duly filled in Bid Securing Declaration form at Appendix E is to be furnished along with the techno commercial offer.	
9.	Tender Cost	"Tender Cost" of Rs.2,950/- (Rupees two thousand Nine hundred and fifty) only including 18% GST may be remitted at least three days advance from the date of closing of Online e-Tender for submission of Techno-Commercial Bid by NEFT / RTGS to Syama Prasad Mookerjee Port Kolkata Bank Account No. 227002000000018 with Indian Overseas Bank, KPT Fairlie Place Extension Branch. IFSC Code No. IOBA 0002270 Please furnish the following details while remitting the amount: Name of Bidder: Bank Name: Tender No.: Tender Date: UTR No.: Name of the Tendering Dept. Centenary Hospital, Medical Dept., SMP, Kolkata	



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		OR In the form of Banker's cheque, or Pay Order or Demand Draft from any of the Nationalized/Scheduled Banks in India having branch in Kolkata drawn in favour of " Syama Prasad Mookerjee Port Kolkata " or Treasury Receipt of the deposit issued by the Treasurer, Syama Prasad Mookerjee Port, Kolkata, as the case may be.
10.	Date of Starting of e-Tender for submission of Online Techno-Commercial Bid and Price Bid.	25/ 09/ 2021 at 11.00 hrs.
11.	Date of closing of Online e-tender for submission of Techno-Commercial Bid & Price Bid at https://SMP, Kolkata.enivida.in	25/ 10 / 2021 at 15.00 hrs.
12.	Date & time of opening of Part-I (Techno-Commercial Bid)	25 / 10/ 2021 at 15.30 hrs.
13.	Date & time of opening of Part-II (Price Bid)	Shall be informed separately.

Note: a) In the event of any unforeseen closure of work / holiday on any of the above days, the same will be opened / held on the next working day without any further notice.
b) Under no circumstances the Due Date of the Tender will be extended.

A .Important instructions for E-procurement

Bidders are requested to use internet Browsers Firefox version below 50 / Internet Explorer version 8 or above, and Java 8 Update 151 or 161.

Further, bidders are requested to go through the following information and instructions available on the RAILTEL PORTAL <https://SMPKolkata.enivida.in>.before responding to this e-tender :

- Bidders Manual Kit
- Help for Contractors
- FAQ

Bidders are requested to submit bid keeping sufficient time in hand. They should not wait for last minute to avoid any problem.

Contact persons (RAILTEL Portal):

Phone No. 011-49606060/8448288985/9355030620/8448288981 Mail id : - enividahelpdesk@gmail.com/
 ewizardkumar@gmail.com



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1	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity
2	E-tender cannot be accessed after the due date and time mentioned in NIT.
3	SMP, Kolkata reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
4	No deviation to the technical and commercial terms & conditions are allowed.
5	The bidders must upload all the documents required as per terms of tender. Any other document
6	The bid will be evaluated based on the filled-in technical & commercial formats.
7	Bidder has fully read and understood the entire Tender Document, GCC, Corrigendum and Addenda, if any downloaded from under the instant e-tender and no other source, and will comply to the said document, GCC, Corrigendum and Addenda". A declaration in this regard is to be made by the bidder.
8	(A) Tender will be opened electronically on specified date and time as mentioned in the NIT.
	(B) Necessary addendum/corrigendum (if any) of the tender would only be hoisted in the e-RAILTEL Portal

Contact person (Medical Dept. SMP, Kolkata) :

1. Shri S.K. Joshi
Deputy MM-C
Mobile No. 7439261800

2. Dr. Indranil Maitra
Dy. CMO Specialist
Mobile No. 9831122549

B. COMMERCIAL TERMS & CONDITIONS

Concurrence and remarks for all Commercial Terms & Conditions will be taken Online. Upload supporting Notarized Documents wherever necessary. No hardcopy for the same needs to be submitted. If required, the Bidder/s may be asked to produce the Original documents before the Tender Committee for verification purpose only.

1) AVAILABILITY OF THE TENDER DOCUMENT:

Tender Document may be downloaded from SMP, Kolkata Website: www.kolkataporttrust.gov.in / Railtel Portal <https://smp.kolkata.enivida.in>

• EXEMPTION FROM PAYMENT OF COST OF TENDER DOCUMENT AND EMD:

For Micro & Small Enterprises (MSE's) registered with NSIC:

- Micro & Small Enterprises (MSEs) registered with NSIC (under single point registration scheme) for the tendered out item are exempted from depositing of Tender Cost and Earnest Money having valid NSIC Certificate for MSEs along with DIC's (DISTRICT INDUSTRIES CENTRE) Certificate.
- Micro & Small Enterprises (MSE's) registered with NSIC under Single Point Registration Scheme (SPRS) are eligible to get the benefits under new Public Procurement policies for MSEs as notified by Govt. of India, Ministry of Micro, Small & Medium Enterprises (MSME) vide Gazette Notification dt. 26/03/2012.
- When splitting of tender quantity is not possible purely on technical ground, trustees reserve the right not to negotiate price with MSE if their price is within the band of L1+15% in comparison with L1 price of non-MSE for consideration of award of order for 20% of tender quantity against any item as per new public procurement policy.



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- If Micro & Small Enterprises (MSE's) registered with NSIC intends to participate in the tender, for the items they are not registered with NSIC, then they will have to deposit Tender Cost, full amount of Earnest Money as per NIT. Otherwise their offer against the tender will not be considered.
- Copy of valid NSIC Certificate for MSEs along with DIC's (DISTRICT INDUSTRIES CENTRE) Certificate has to be submitted along with the Bid.
- SSI Units registered with NSIC under single point registration scheme for the tendered out item will be exempted from deposit of the Cost of Tender document on submission of valid supporting document(s).

2) **ELIGIBILITY TO BID:**

In order to be eligible to submit bid, the intending bidder will have to submit attested photocopy of the following documents :-

- Trade License,
- Valid Labor License
- GST Registration Certificate.
- PAN / TAN,
- Audited Balance Sheets and Profit & Loss A/C for the last 3 years ending on **31st March 2020** with Audit Report of respective years
- Statement showing average annual financial turnover during the last 3 years ending **31st March 2020** being at least **148 lakhs**. Certificate should be issued by Chartered Accountant UDIN should be incorporated in the Certificate,
- Experience of having three or two or one completed "**similar works**" contract carried out satisfactorily during the last seven years ending on **31st March 2020** costing not less than **197 lakhs** or **246 lakhs** or **393 lakhs** for **Three, Two or One** contract respectively.

Note : Work completion certificate/s should be supported by relevant Work Order/s copy for successful execution of similar work of Facility management.

- ESI Registration No. All intending tenderer shall have to furnish the details of ESI Registration failing which their tender would be liable to be cancelled.
- EPF Regn. No. All intending tenderer shall have to furnish the details of EPF Registration failing which their tender would be liable to be cancelled.
- A Separate letter accepting all terms & conditions of the tender by the bidder
- The bidder has to submit Professional Tax Clearance Certificate/ Registration No.
- A Separate declaration / undertaking to the effect that the tenderer was not banned/ debarred/ delisted earlier by any Govt/ quasi Govt/ PSU. Etc.
- Undertaking of the tenderer to be submitted as per enclosed Proforma (**Annex- D**) in lieu of submission of signed copies of the full tender document, GCC addenda & corrigendum in the letter head of the firm.

Note:

"similar works" mean supply of manpower (Attendant/Sweeper/Peon/Cleaning Crew etc.) to Govt./Private institutions (including medical institutions) carrying out jobs of facility management.

3) **PRE-BID MEETING:**

A pre-bid meeting will be held at the Centenary Hospital on **07/ 10/ 2021 at 11 AM.**

4) **INSTRUCTIONS TO BIDDER:**

4.1 The tender document is not transferable. No Bidder is allowed to submit more than one TENDER.

4.2 Power of Attorney: Tender shall be signed by the bidder or a person, duly authorized to sign on behalf of the bidder. Notarised Power of Attorney on non judicial stamp paper accompanying the offer shall indicate such authorization which should be enclosed in Cover-1.



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4.3 Tender for the above work should be submitted in accordance with the Schedule of Quantities as specified in this tender and in accordance with the special conditions of contract. The **Special Conditions of Contract** mentioned herein under shall prevail over / in addition to the provisions as made in the Trustees' **General Conditions of Contract**. The General Condition of the Contract needs to be signed in each page with date by the bidder or his authorized Signatory.

4.4 Any clarification with regard to interpretation or ambiguities discovered or pointed out after the issue of the tender documents but prior to submission of tenders as to the meaning, conditions or instructions contained in any of the issued documents, shall be valid only when such a clarification is issued in writing by the officer issuing the Notice Inviting Tender. Any such written clarification or amendment shall be distributed to each intending bidder.

4.5 Earnest Money: No EMD is required to be remitted. Instead, a duly filled in Bid Securing Declaration form at **Appendix E** is to be furnished along with the techno commercial offer.

4.6 Site Visit: The intending bidder may also visit the site at its own expense, prior to submission of tender for assessing the total area & the job requirement under consideration for the above contract with the prior permission from the Chief Medical Officer. No clarification will be made to the intending bidders after this and the decision of the Chief Medical Officer, Syama Prasad Mookerjee Port, Kolkata shall be final in this regard.

4.7 Tender Submission Procedure:

THE TENDER must be submitted on line in **TWO PARTS** (Part -I Techno-commercial Bid and Part- II Price Bid as follows:

PART-I :To be Uploaded in "Techno-Commercial Bid for Comprehensive Job Contract of Facility Management at the Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata- **Tender No. MED / PR / ADVT / 343 / 21-23/948 Dated 14/ 9/ 2021**" will contain:

- (I) Company Particulars (as per **Appendix 'A'**) and documents as mentioned in Clause 2,
- (II) Bid Security as per Appendix E / Tender Cost (Clause 4.5)
- (III) Power of Attorney (Clause 4.2)
- (IV) Techno- Commercial Specifications "Schedule of Service" (as per **Appendix 'B'**)
- (V) Work Order copy/ies ,Performance Certificate (s) along with satisfactory Job Completion Certificate (s) from other user (s)/client (s)

Part-II: To be uploaded in "**Price Bid for Comprehensive Job Contract of Facility Management at the Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata- Tender No. MED / PR / ADVT / 343 / 21-23 / 948 Dated 14/ 9/ 2021**" will contain:

- (i) Only Price Bid as per **Appendix 'G'. (Page 29)**

4.8 Last Date of Submission: E- Tenders must be submitted on line **latest by 15.00 hrs. on 25/ 10/ 2021** after which no tender shall be accepted.

4.9 Opening of Tender:

Part-I of the Tender shall be OPENED **at 15.30 hrs. on 25/10/2021** at the Centenary Hospital in presence of representatives of the intending bidders. One authorized representative of each bidder may be present at the time of opening of Cover-I. The person representing the bidder should carry a **Letter of Authority** to be issued by the authorized signatory of the bidder. **Price Bids** will be opened later and will be notified to the techno-commercially qualified Bidders only.



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:SPECIAL CONDITIONS OF CONTRACT:

5) SCOPE OF SERVICES:

5.1 Physical Area Coverage: The Contract will cover:

- a) All spaces and activity areas in the ground floor, 1st Floor and 2nd Floor of Centenary Hospital comprising the following:
 - i. Front Desk comprising 'Reception/Information', 'Registration', 'Bills', 'Report Delivery', 'Service Booking', 'Cash Counter upkeep', 'Patient waiting area etc.
 - ii. All rooms, Offices, Clinics / Officers' Chambers with attached toilets, Stores, Class Rooms etc.
 - iii. All OPD Clinics Patients Waiting Rooms / areas
 - iv. Pharmacy Dispensary, Radiology complex
 - v. Pathology Section
 - vi. Physiotherapy Section
 - vii. Casualty
 - viii. All Staff and Patients' Toilets
 - ix. All stair cases up to first floor landing
 - x. All approach areas of the entry points in ground floor
 - xi. Any other such room/unit that is or may be opened in the ground floor.
- b) Entire Operation Theatre (OT) Complex, Intensive Care Unit (ICU), Cabins, Indoor ward (part or section where staffs will be engaged), Kitchen Section, Doctor's duty rooms, Matron & Astt. Matron's offices, attached stores, toilets, rooms & adjacent areas situated at the 1st & 2nd floor of the Centenary Hospital.

5.2 Working Hours:

The Hospital operates on round-the-clock basis. Working periods in the various sections in the ground floor of the Centenary Hospital is as under:

Unit/Section	Working Hours
Front Desk	24 hours x 365 days
Administrative Office	09.00 AM to 06.00 PM. Closed on Saturdays, Sundays and Holidays. Officers may need to remain in the office for longer periods on weekdays and attend office even on Saturdays, Sundays and if required, on Holidays.
Specialty / Super-specialty Clinics of Visiting Consultants	From 09.00 AM to 05.00 PM. with 1 hour break in between. Open on Saturdays, fully closed on Sundays and Holidays. Clinics may extend beyond 5.00 PM.
Other Outdoor Clinics manned by in-house specialists and Physiotherapy Department	From 09.00 A.M to 05.00 P.M with 1 hr. break in between. Open on Saturdays, closed on Sundays and Holidays.
Casualty, Dispensary, Mortuary, Operation Theatre, Ward, Cabin & Intensive Care Unit (ICU)	Open 24 hours x 365 days.



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Pathology, Radiology	From 08.30 A.M to 05.00 P.M. with 1 hour break in between. Open on Saturdays & Sundays. For radiology the working hours may be up to 8.00 p.m
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Note: The services offered should be according to working hours of different sections of the hospital. The duty hours may be changed as per need & directive of S M P, Kolkata authorities from time to time with prior intimations.

The staffs working at OT & ICU may be asked to do duty at any of / both the sections in exigencies & when there is no work at any shift / day in any of the concerned sections.

The staff working in casualty will also do the other jobs of intermittent nature as & when required at Mortuary, Oxygen manifold room, Stores etc. when required.

The staffs working in Cabin will also attend to Matron & Asst. Matron's office & may be required to work at Casualty, Ward and Oxygen Room in exigencies & as & when required.

5.3 **Manning.**

The section/work-point wise requirement of manpower has been indicated in **Appendix – C** & as described below. This may be considered as a guideline while preparing the manpower deployment plan. The manpower requirement may change according to the need of the hospital during the contract period. For any additional requirement, the contractor may be asked to supply manpower capable of performing assigned jobs within the Scope of Work at a fixed rate during the contractual period at the same terms & conditions. The contractor may indicate the rate per person for each additional engagement. The same should also be applicable if the manpower is reduced. In any case the change will not be more than 20% of the manpower proposed in **Appendix – C**.

Front Desk:

- Facility Manager for overall supervision and management.
- Supervisors with knowledge of computer for manning four computers at the Front Desk for generation of OPD tickets, Booking etc. In case of too many patients standing in queues spare computer in addition to the above should be put to use/operated to clear the rush.
- There should be one staff for distribution of investigation reports from the Front Desk from 9 AM to 5 PM.
- Supervision should be done by at least one person (Supervisor) in all the shifts.

Operation Theater (OT):

1 (One) Male General Attendant in each shift (covering 24 hours) and 2 (Two) Male General Attendants in general shift from 8 A.M. to 4 PM., 1 (One) Male General Attendant in evening shift from 12 noon to 8 P.M.

Note: The attendant in night shift will work in ICU if no emergency operation is conducted at night / no other work for OT is required during night shift. Also if no work is there in OT after 5 p.m or later, evening shift attendant will work in ICU for the rest of the shift period.

Intensive Care Unit (ICU):

1 (One) Male & 1 (One) Female General Attendant in each shift (covering 24 hours) and 1 (One) Male General Attendant each in morning (6 AM to 2 PM) & evening (2 PM to 10 PM) shift.

Cabin: 1 (One) Male & 1 (One) Female General Attendants in each shift (covering 24 hours). Will also attend to Matron & Asst. Matron's office & may be required to work at O.T., Casualty, Mortuary, Oxygen Room, Ward etc. in exigencies & as & when required.



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Administrative Block:

One Attendant / Office Peon each should be provided at the chambers of Dy. CMO (Specialist) , Dy.M.M and at and General Store in general shift, i.e., from 9.00 AM to 6:00 PM. The attendants at Administration Office may be asked to work at store or any of the other places in exigencies.

OPD Section:

One Attendant/ Office Peon to be provided each at the Clinic of Dental, Eye, Female OPD and Dressing Room, General OPD (Surgical & Medical) & Dressing room, O&G OPD, Surgical Specialist Clinic, Physiotherapy Unit, ECG / Echo-cardiography and three attendants for visiting Specialist Clinic., in general shift i.e., from 8:30 AM to 5.30 PM. Out of these, Female Attendant should be provided at Female OPD, Gynaecology OPD, Surgical Specialist Clinic & Medical Specialist Clinic, one out of the two in Radiology & one out of the three in visiting Specialist Clinics.

For Casualty, Mortuary and Oxygen Manifold Room which will remain open for 24 hours – Two Attendants should be placed in each shift, i.e. Morning, Afternoon and Night. They will remain in the Casualty & will do the work of mortuary and/or Oxygen manifold room as and when required.

For Wards two male & two female attendant will be required in three shifts. In exigencies they will be required to do work at mortuary and/or Oxygen manifold room or other areas of the hospital.

For Pathology one Attendant will be required in Morning (8.00 a.m to 4.00 p.m) and two Attendants /Sweepers will be required in general shift.

For Radiology Section, one male Attendant will be required in Morning (8.00am to 4.00pm) & one female Attendant will be required in general shift. One male Attendant if required in radiology section beyond general shift will be provided from casualty/cabin.

For Physiotherapy Section one female Attendant will be required in general shift. She will also work in Radiology Section whenever required.

NOTE: The Attendants/Office Peons at any place may be required to do work at any other Sections in exigencies of work & when required & directed by the hospital authority.

5.4 Job responsibilities: The 'Contractor' shall be responsible to undertake and carry out the following activities.

(A) Front Desk

The Desk should provide services and activities viz, 'Information/Reception', 'Registration (three counters)', 'Service Booking', 'Report Delivery', 'Billing' etc. The Front Desk personnel should be polite, energetic, presentable, responsible and tactful. They must be at least graduate or equivalent, preferably possessing Hospital Management or similar Degree/Diploma and computer literate, preferably having experience of working in a service organization. They must be able to communicate fluently in Bengali, Hindi and English.

In order to carry out the job responsibilities, the 'Front Desk' personnel should:

- (i) Be conversant with the various functional units of the hospital, their physical location, facilities and the kind of services available and the working system and procedure of each of them.
- (ii) Be conversant with the different categories of patients who are entitled for treatment at the Centenary Hospital.
- (iii) Maintain and update list (both hard and soft copies) containing the names, qualifications, contact phone No., field of specialization, schedule of visit (days & timings), clinic nos. etc of all regular and on-call visiting specialists, In-house specialists, administrative officials and also of emergency services like Fire, Security, Electric Supply, Police etc. and to contact them whenever required.
- (iv) Be conversant with the procedure followed for the treatment of employees / pensioners of S M P, Kolkata and Non-S M P, Kolkata patients and various on-line computer modules installed at the Centenary Hospital.
- (v) Be conversant with the Hospital Tariff, and maintain list of diagnostic tests, surgical operations and procedures and the related charges thereon, and, the rates of concession wherever applicable.



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- (vi) Attend to and satisfy the queries of the patients/patient parties and visitors reporting to the Front Desk, either telephonically or in person and attend to the telephone calls regarding hospital services, availability of bed, various hospital charges & also to the telephone calls from patient party regarding condition of indoor patient and contact administrative authorities/in-house and visiting specialists through telephone, as and when necessary.
- (vii) Assist and guide the patients to approach and interact with various doctors and Consultants and fix appointments with them for treatment.
- (viii) Enter patients' personal data for registration/consultation/admission etc., issue OPD Ticket and Bills, 'Service Booking' of diagnostic tests, generate MIS Reports, input medical treatment records through computer and deliver Reports.
- (ix) Issue 'Appointment Slip' to the Medical Representatives/suppliers/vendors/other visitors etc. in consultation with the respective doctors (in-house or visiting specialists)/administrative officials.
- (x) Maintain Complaint/Suggestion Registers and assist in recording of complaints in case of illiterate people and take necessary remedial measures or inform the appropriate authority at the earliest. The complaints/suggestions shall also be input into the computer databank.
- (xi) Maintain Notice Board/s and display Notices, if any, for information of the patients/visitors.
- (xii) Operate the assigned tasks manually in case of failure of computer / power supply and feed such data into the system as soon as normalcy is restored.
- (xiii) Use Public Address System as and when required.
- (xiv) Report and pursue with the concerned S M P, Kolkata personnel/service provider/CESC in connection with faults as regards civil, electrical, plumbing, telephones, computer system, power supply etc. for immediate restoration of services.
- (xv) Record attendance of the visiting specialists and submit Attendance Statements as per requirement.
- (xvi) On receiving call from ICU/OT regarding change of Medical Gas cylinder in the Manifold Room ensure operation of the same on immediate priority.
- (xvii) Collect cheque from paying patients & deposit the same on the same or next working day to the Cashier. Maintain a record of the same.
- (xviii) Perform such other jobs as may be assigned by the hospital authority in relation to the hospital work requirements.

NOTE: S M P, Kolkata Cashier will man the Cash Counter.

(B) House Keeping, Conservancy & Service Attendance at Ground floor/ 1st Floor/ Top Floor

The Office Peons / Clinic Attendants, should be able to read and write simple English. They should maintain an absolutely clean and hygienic environment at all times at every nook and corner of the ground floor./ 1st Floor/ 2nd floor. The daily job schedules of the persons will inter-alia include the following:-

- (i) Sweeping and mopping (wet cleaning) of the floor in all areas with floor cleaner / disinfectant. While sweeping will be a continuous activity, wet mopping of the floors (at all places) / stairs 1st and 2nd floors is to be done at least three times a day conveniently (e.g. once between 06.00 am and 08.00 am, second time between 01.00 pm and 02.00 pm and lastly between 06.00 pm and 08.00 pm. (after visiting hours) without affecting clinical activities/office functions.
- (ii) Floor shall be thoroughly washed with detergent using copious amount of water once a week.



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- (iii) Latrines/toilets and the fixtures shall be cleaned with disinfectants and deodorized at least thrice a day & as & when necessary if soiled to maintain proper hygiene. The commode/urinal pan/wash basins must be maintained absolutely free of stain and odor.

Note : Contractor has to ensure that toilets are not choked, in case the same are choked, It will be the responsibility of the Contractor to clean the toilets up to the ground level pits so that water doesn't percolates/ seepages down the floors.

- (iv) Waste Bins/Boxes of appropriate shape, size and design shall be placed in sufficient numbers, at least one in all the Rooms and corridors and other appropriate locations and cleaned daily at regular intervals, at least twice daily. Waste (garbage, cotton, syringe etc.) shall be collected and disposed at specified location strictly following provisions of the Bio-Medical Waste (Management & Handling) Rules as applicable.
- (v) Walls, windows, doors, ceiling, ceiling fan, light fitting, office furniture, instruments/equipment, floor mats, counters, counter tops, telephones, etc. shall be cleaned daily and as and when required for emergency cleaning at any place & at least once a day.
- (vi) To prepare the clinics/chambers ready for use and keep them in order at all times.
- (vii) To supply laundered linen at least twice a week or earlier if soiled or dirty & rubber cloth and arrange patient examination table/bed in the clinics.
- (viii) To help patients and accompany them whenever needed & transport / move patients to & from various points within the ground floor and the Indoor Wards and OT (in case of indoor admission/day care intervention) etc. with the help of wheel chair/trolley/stretchers as may be necessary & to transfer patients to and from ambulance.
- (ix) Female Attendants should be available during examination of the female patients.
- (x) Management of Queue at the Front Desk and Clinics.
- (xi) To work as Office Peon/Clinic Attendants for the Officers/Doctors/Office employees and be available readily on call.
- (xii) Carry letters/documents/files etc. to various offices/sections/departments within the hospital & outside the hospital.
- (xiii) Receive/deliver materials to/from department/central stores/other delivery sources located in the city and also deliver medicines & disposables to wards/sections/offices/ departments.
- (xiv) To change Medical Gas Cylinder in the Medical Gas Manifold Room immediately on receiving the call for such job.
- (xv) To keep the mortuary ready, to transfer dead body from the bed of concerned unit to the trolley, to move the dead body and secure it at the appropriate place/cabinet in the mortuary, to help deliver the body to the patient party/police authority only after ensuring compliance of necessary formalities & permission from the on duty doctor, report any fault in the system and maintain mortuary register for record keeping.
- (xvi) Any other miscellaneous job as may be allotted by the hospital authority in relation to the hospital work.

(C) Patient related activities at ICU, OT, WARD & CABIN/ Isolation Ward

- (i) To be in attendance on patients and helping them in their odd needs and to other Staff, Doctors, Nurses, Pharmacists, Dressers, etc. and to carry out their orders in odd jobs relating to the treatment of patients.
- (ii) Serving and distribution of diets, as and when required.
- (iii) Helping nursing staff for upkeep of beds and in cleaning and removal of soiled linens, etc.



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- (iv) Attention to patients' calls, supply of bed pans, urine bottles/urinals etc. and subsequent attention to patients.
- (v) To shift patients to & from Indoor / Cabin/ICU beds, OT tables and help in maintaining proper position of patients, as per instruction of Nursing Staffs/Doctors.
- (vi) To shift equipments, machines, furniture etc. from one point to the other in the OT, ICU and to other points in the hospital.
- (vii) Spraying insecticides and disinfectants, as and when required.
- (viii) Sweeping, general washing, cleaning, swabbing, etc. of the rooms, premises and other relevant areas.
- (ix) General dusting, cleaning etc. of furniture equipments, files etc. including removal of cobwebs.
- (x) Washing, cleaning of some appliances, equipments, soiled linens, etc.
- (xi) Maintenance of cleanliness of bed pans, urinals, lavatory, etc.
- (xii) Collecting bio-medical wastes and garbage as per the directives in the unit and keeping them in the concerned bins / waste-basket as per bio-medical waste disposal guidelines and to remove bio-medical wastes to the vat earmarked for the same.
- (xiii) Removal of Carcasses and general waste disposal to designated vats.
- (xiv) Removal of dead-bodies in the hospital premises.
- (xv) To carry patients in Wheel Chair / Stretcher to points in the hospital / Ambulance or to other places.
- (xvi) Such other jobs as they may be called upon to do so in respect of their nature of duties.

(D) House-keeping and Supply of Materials at ICU, OT & CABINS AND WARDS.

The Attendants should maintain an absolutely clean and hygienic environment at all times in the OT, ICU & CABIN of the hospital. The daily schedule for House-keeping, Cleaning and Conservancy will inter alia, include the following:-

- (i) Sweeping, Mopping (wet cleaning) and Cleaning of the OT, ICU & CABIN floor cleaner / disinfectant, to be done at least three times a day, as per convenience of the concerned Unit, under instructions of the Nursing Staff. For OT the cleaning has to be done after completion of each operation & as & when necessary under instructions of the Nursing Staff.
- (ii) Floor should be thoroughly washed with detergents using copious amount of water once a week and also using **sterilising chemicals** supplied by the hospital when necessary.
- (iii) Latrines / Toilets shall be cleaned with disinfectants and deodorants at least three times a day, and as and when necessary, if soiled, to maintain proper hygiene.
- (iv) Commodes / Urinals / Wash Basins must be maintained absolutely free of stain and odour.
- (v) Wastes, Garbage, Medical Wastes, etc. shall be collected and disposed of at specified locations as per Bio-Medical (Management & Handling) Rules, as applicable.
- (vi) Walls, Windows, Doors, Ceilings, Furniture and Equipments, etc. shall be cleaned daily, at least once a day, and as and when required .

5.5 Supervision and Control

These functions as stated above, *Supervision of Facility Management Services would be done by the Service Provider* & should be under the overall control of a Facility Manager who should be at least Graduate or equivalent, preferably possessing Hospital Management or similar Degree/Diploma and computer literate. He should have experience of working in similar service organization. He must be able to communicate fluently in Bengali, Hindi and English. The Facility Manager should ensure wearing of uniforms with name plates (with designation) by all the workers on duty. He should arrange for substitute of manpower without fail in case of absence of any of his workers. He will maintain



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close liaison with the hospital personnel and station himself at the Front Desk and oversee all allied activities. He will report to the Dy. CMO Specialist/ Dy. CMO-I or in his absence such other Officer as may be nominated by the Chief Medical Officer. He should be responsible for remedial action in case of disruption of facility services and complaints. He should also report the matter immediately to the Dy. CMO Specialist / Dy. CMO-I or in his absence to such other officer as may be nominated by the Chief Medical Officer. He should produce the Complaint Register with record of remedial measures taken daily to the Dy CMO Specialist/ Dy. CMO-I. He will collect Customer Satisfaction report and arrange to enter the data into the computer. Normally Facility Manager will be posted in General Shift duty. In exigencies, he should be available at any hour of the day and night on all days of the week. He will carry out any other supervisory job related to front desk and house keeping management as might be assigned by the hospital authority.

5.6 Supply of Manpower & Materials:

The Requirement of the personnel, which is 94 at present, may be increased by 10% per year, based on the requirement in the hospital. However this may also be decreased, if the need so arises. The Contractor will be required to supply / provide at his own cost manpower and materials/equipment in order to discharge assigned responsibilities: **List of materials required per month is as per Annex- M**

- (i) Manpower: The Contractor must ensure providing Facility Manager in the General Shift and adequate number of Supervisory staff, Front Desk Executives and other categories of staff (except Cashier) in all shifts as are required to discharge the assigned job effectively and efficiently.
- (ii) All cleaning / sweeping / mopping tools/equipments like scrubber, broom, duster, mopper, vacuum cleaner, water pipe, bucket, waste collection barrow / trolley, poly bags of approved quality and colour and size for waste collection etc.
- (iii) All cleaning chemicals, disinfectants, deodorizing agent, room freshener etc.
- (iv) Toilet soap, buckets and mugs at the toilets.
- (v) Waste Bins/Boxes of appropriate shape, size and design
- (vi) Marker Pen for the Notice Board.
- (vii) Soaps / Hand wash at the Clinics, laboratory, office rooms, pharmacy, dispensary, pathology, radiology etc.
- (viii) Laundered white towels in the clinics/Officers' room, rubber cloth/linen on patient examination beds in the clinics. Towels/linen shall be washed and changed by the Contractor at least twice a week or earlier in exigencies. The materials should be absolutely clean, disinfected and free of any stain.
- (ix) Supply of uniform with name plate indicating name and designation of all the staff under the employment of the Contractor. **Two sets of uniform (well stitched as per tailoring measurement) and one pair of shoes per year should be provided to all the Facility management Staff.**
- (x) **Pest & Rodent Control Service at the entire hospital once a week to eradicate mosquitoes, white ants, cockroaches, rats etc. in the ground floor of the hospital.**

6) CONTRACTOR'S / BIDDER'S COMMITMENTS:

6.1 The selected contractor will abide by the job safety measures, comply with all the statutory regulations and will indemnify from all demands and/or responsibilities arising out of accidents or loss of life, the cause of which is the contractor's negligence. In such cases the contractor will not hold S M P, Kolkata responsible or obligated.

6.2 The Contractor shall alone be responsible for payment of wages and all other statutory payments / legal dues payable to its employees, who will be deployed under this contract. The Contractor shall be responsible for compliance and coverage of its employees under all necessary statutory obligations as applicable, e.g. ESI, PF, Central Gov. Minimum Wages Act and bonus etc, will hold themselves responsible for any misdemeanors. The Contractor shall maintain proper books of account, records and documents and shall produce them to the S M P, Kolkata authority as and when required. The Contractor shall obtain all requisite approvals, permission,



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licence etc. from the appropriate and competent authorities for meeting its commitment and for complying with the obligations of its part under the contract. **The contractor should also indemnify Syama Prasad Mookerjee Port, Kolkata against any loss or damage to Syama Prasad Mookerjee Port, Kolkata property by the manpower deployed by the contractor while performing / executing their work.**

NOTE : **1.No Other cost (Gratuity, leave wages, holiday wages etc) will be reimbursed by the S M P, Kolkata.)**

2. Three National holidays (26th January, Independence day 15th August, Gandhi Jayanti 2nd October) will be treated as paid holidays.

6.3 The Parties / Contractors interested in providing Facility Management Services to Centenary Hospital should comply with the Central Minimum wages Act +EPF Contribution+ ESI Contribution+ All statutory allowances as applicable under the law

6.4 If any revision in Min wages (increase/ decrease) or Fresh Statutory allowances or enhanced rate of EPF / ESI contribution are required to be paid by the service provider, S M P, Kolkata will pay the actual amount only, and no profit will be allowed on this account. **No other escalation in any account is admissible during the tenure of the contract.**

6.5 The selected contractor will not disclose S M P, Kolkata's information confidential or otherwise it might have or get access to & which may affect the reputation of the institution, any time to any other parties without the prior permission or authorization of S M P, Kolkata authority

6.6 The selected Bidder shall not change the Facility Manager indicated in the bid without prior consent of Syama Prasad Mookerjee Port, Kolkata. He should submit the updated list of his staffs & workers from time to time & notify any change to the nodal officer. He should get the police verification of all its personnel.

7) CLIENT SUPPORT:

The Dy. CMO or in his absence such other officer as may be nominated by the Chief Medical Officer, S M P, Kolkata will be the Nodal Officer. He will provide necessary instructions, information and support to the Contractor for this assignment. The Facility Manager will report to the Nodal Officer and work in close association with him and as per his instruction. S M P, Kolkata shall provide the following facilities to the contractor.

- (i) One/two Store Room(s) free of licence fees and one wooden/steel almirah & rack
- (ii) Power and water supply free of cost to the Contractor.
- (iii) Computer with peripherals, software. Computer and office stationeries as per required specifications will be supplied by the S M P, Kolkata.
- (iv) Telephone at the Reception Counter at S M P, Kolkata's cost for official use only by the Receptionist and the Front Office Manager.
- (v) Notice Board / Display Board
- (vi) Canteen facilities where the persons can get meal / snacks at their own cost at per S M P, Kolkata rate between 9:00 am and 2:00 pm.
- (vii) Emergency outdoor treatment to the staff / workers of the Contractor at the Centenary Hospital, on payment of charges as per schedule.

8) DURATION OF ENGAGEMENT: The above mentioned job contract will be for a period of **2 years** from the date of commencement of work.



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9) ASSESSMENT OF TECHNO-COMMERCIAL BIDS:

Since it is a service oriented job contract, the bidder may have to arrange for inspection of similar job, as mentioned in the tender, being carried out at one or more suitable places, if asked for by the Chief Medical Officer for the purpose of assessment of the Techno Commercial offer.

The techno-commercial offer will be assessed based on the followings :-

- i) Bidder fulfilling the special conditions of contract and agreeing to all the other terms & conditions of contract.
- ii) Result of inspection of similar jobs done at other institutions as will be demonstrated by the contractor and/or from the documentary evidences submitted for the evaluation of services offered, by a committee constituted by the S M P, Kolkata authority.
- iii) Firm's experience in the field of Facility Management in medical institution / industry & ability to provide relevant manpower as defined in "similar works".
- iv) Financial standing of the Bidder: Annual accounts (Audited Balance Sheet & Profit & Loss Account) of last three (3) years. And Income Tax Return submitted for the last 3 years ending 31st March 2020.
- v) Scheme of Work Plan :-
 - (a) Shift & area (duty point) wise manpower deployment plan indicating number of personnel deployed (with sex-wise break up) and their job schedule.
 - (b) Category wise work plan taking into account the duty hours in the respective service areas
 - (c) Scheme of use of tools, equipments, materials & disposal of wastes with frequency in different areas.
 - (d) Crisis/emergency management plan
 - (e) Customer compliant handling and grievance redressal mechanism & customer satisfaction evaluation plan.

10) EVALUATION CRITERIA:

Evaluation of the tender shall be made on the lowest Price offer of sum of row A to I of Price Bid Appendix G. Service charges to be quoted corresponding to the percentage of minimum wages will remain fixed through out the tenure of the contract. The amount of service charges calculated based on the quoted percentage of L1 bidder at the time of commencement of the contract will remain fixed during the period of contract despite revision of the Minimum wages or increase / decrease in number of personnel to be deployed during the period of contract.

- Note : 1) **Amount** of Service charges computed on the basis of service charges % of L1 (Row H of Price bid) will remain fixed during the period of the contract
- 2) **Amount** quoted towards cost of material and Equipment (Row I of Price Bid) per month by L1 bidder will remain fixed during the period of contract.
- 3) **Amount** quoted towards cost of Uniform and shoes (Row G of Price Bid) per month by L1 bidder will remain fixed during the period of contract.

11) VALIDITY OF OFFER: The offer should be **VALID for a period of not less than 120 (One hundred twenty) days** from the date of opening of the **PRICE BID**.

12) REJECTION OF TENDER: The issuing authority reserves the right to ACCEPT/REJECT any or all tenders without assigning any reason whatsoever.

13) SECURITY DEPOSIT:

The tender is subject to Security Deposit for an amount of Three percent (3%) of Sanctioned value of the Contract for **two years** which is to be submitted by the successful bidder either by Demand Draft / Pay Order / Banker's Cheque drawn on a Scheduled Bank and in favour of Syama Prasad Mookerjee Port, Kolkata payable at Kolkata and to be



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submitted with the Treasurer of Syama Prasad Mookerjee Port Kolkata, 15, Strand Road, Kolkata-700 001 and the self attested photo copy of Treasury receipt is to be submitted to Medical Dept. or in the form of Bank Guarantee (**Valid for 26 months**) issued by any Nationalized Bank or Scheduled Bank having its branch at Kolkata. The said Bank Guarantee should be confirmed by the branch at Kolkata and the Executing Bank. To ensure due performance of the contract, Security deposit should be furnished within 30 days from the date of placement of order and the said amount will be retained by the Port Authority as Security Deposit.

- a) Security Deposit should remain valid for a period of 60 days in excess of / beyond the date of completion of all contractual obligations of the supplier including Warranty period.
- b) The Security Deposit so deposited will be refunded without any interest only after 60 days from the date of successful completion of Contract Period of two years.
- c) The proceeds of the Security Deposit shall be payable to the Syama Prasad Mookerjee Port, Kolkata as compensation towards any loss resulting out of the Vendor's failure to execute the *Contract*.

14) SIGNING OF AGREEMENT & COMMENCEMENT OF WORK:

- 14.1 The successful bidder will enter into a formal agreement with S M P, Kolkata, before the start of the contract & shall commence work within one month from the date of receipt of Award of Contract. All costs, charges and expenses including the stamp duty payable in connection with this Contract will be borne by the bidder.
- 14.2 If the selected bidder withdraws his bid and fails to enter into the agreement, his order shall be liable to be cancelled and his EMD, accordingly, will be forfeited.

15) TERMS OF PAYMENT:

Payment will be made within one month of submission of corrected bill, which is complete in all aspects, on monthly basis through ECS, subject to certification by the Dy. C.M.O / Nodal Officer, that the performance of the Contractor was satisfactory & as per agreement.

16) LIQUIDATED DAMAGE:

- 16.1 If the Contractor fails to commence the work within one month from the receipt of Award of Contract or such extension thereof as communicated by the Chief Medical Officer in writing, the Contractor shall pay as compensation (Liquidated Damage) to S M P, Kolkata and not as a penalty, ½ % (half percent) of the total value of work (Contract Price) as mentioned in the letter of acceptance of the tender/offer, for every week of delay or part thereof provided always that the amount of such compensation shall not exceed 10% of the said value of work.
- 16.2 Without prejudice to any of its legal rights, S M P, Kolkata shall have the power to recover the said amount of compensation/damage in sub clause 16.1 of this clause, from any money due or likely to become due to the contractor. The payment or deduction of such compensation/damage shall not relieve the contractor of the obligation to commence the work or from any of his other obligations/liabilities under the contract and in case of the Contractor's failure and at the absolute discretion of the Chief Medical Officer, the work may be ordered to be completed by some other agency at the risk and expense of the Contractor, after a minimum of three days' notice in writing has been given to the Contractor by the Chief Medical Officer or his Representative.

17) TERMINATION OF CONTRACT:

- 17.1 Without being liable for any compensation to the Contractor, S M P, Kolkata, in its absolute discretion, may terminate the contract and expel the Contractor after giving the Contractor a minimum 3 days' notice in writing, due to occurrence of any of the following reasons and the decision of the S M P, Kolkata in this respect, as communicated by the Chief Medical Officer shall be final and conclusive:

- (i) The Contractor has abandoned the contract.



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- (ii) In the opinion of the Chief Medical officer, the work/service rendered/man & materials supplied is consistently not satisfactory & not conforming to the contract.
 - (iii) The contractor has failed to commence the work or without any lawful excuse under these conditions, has kept the work suspended for at least 15 days despite receiving Chief Medical Officer's or his Representative's written notice to proceed the work
 - (iv) The Contractor or any one employed under him not complying with the statutory regulations/rules or found criminally indicted or committing any serious misconduct.
 - (v) The Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
 - (vi) Any bribe, commission, gift or advantage is given, promised or offered by or on behalf of the Contractor to any officer, servant or representative of the Trustees for the Port of Kolkata or to any person on his or their behalf in relation to obtaining or to the execution of the contract.
 - (vii) The Contractor is adjudged insolvent or enters into composition with his creditors or being a company goes into liquidation either compulsorily or voluntarily.
- 17.2. Upon receipt of the letter of termination of work, which may be issued by the Chief Medical Officer on behalf of the S M P, Kolkata (Trustees), the Contractor shall hand over all tools, materials/stores, rooms etc. issued to him within seven (7) days of receipt of such letter.
- 17.3 In all such cases of termination of work, S M P, Kolkata (Trustees) shall have the power to complete the work through any other agency at the Contractor's risk and expenses and the Contractor shall be debited any sum or sums that may be expended in completing the work beyond the amount that would have been due to the Contractor, had he duly completed the whole period of the work in accordance with the contract.
- 17.4 Upon termination of the contract, the Contractor shall be entitled to receive payment of only 90% of the value of work actually done or materials actually supplied by him and subject to recoveries as per contract, provided the work done and materials supplied conform to terms of the contract. The payment for work shall be based on the actual work done and priced at approved contract rates or other rates, as decided by the Chief Medical Officer. The decision of the Chief Medical Officer in all such cases shall be final, binding and conclusive.
- 17.5 The S M P, Kolkata (Trustees) shall have the power to retain all moneys due to the Contractor until the work is completed by other agency and the Contractor's Liabilities to the Trustees and known in all respect.
- 17.6 **Contract may also get automatically terminated before the expiry of the Contract (period of 2 years) in case Centenary Hospital of SMP, Kolkata is handed over to the Concessionaire for development and operation as Super specialty Hospital through PPP Model .**
- 18 PENALTY:** If after the contract has been awarded, the contractor during the period of contract fails to comply with the following then penalty will be imposed for non compliance of the terms of contract as under, in addition to the clauses & sub clauses at **17** which will also be applicable
- a) If the contractor fails to supply personnel as per the scope of services, a penalty @ Rs.700/- per head per shift will be imposed. However, the payment or deduction of such compensation shall not relieve the contractor of the obligation / liabilities under the contract. In case of failure of the contractor to supply the Medical Attendants as per contract, Chief Medical Officer at its discretion may engage personnel at the risk and expenditure of the contractor, over and above the penalty imposed in this respect.
 - b) If any of the staff of the contractor misbehaves with patient/party/staffs of S M P, Kolkata etc., not found in his place of work during duty hours, does not carry out /refuses the designated work or cause unreasonable delays in carrying out the work, does not supply/provide proper materials and/or replace the same in time, the contractor will pay a penalty of Rs. 200/- for each such fault committed & also replace the staff/materials to carry out such work. In such matter the decision of the CMO or his designated officer shall be final and binding on the contractor.



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The penalty will be realised from any dues of the contractor or the contractor will have to pay the same to the trustees.

- 19 **Tax Clause :** i) Supplier/ Service Provider to confirm that GST amount charged in invoice is declared in its returns and payment of taxes is also made. ii) The supplier / Service Provider agrees to comply with all applicable GST laws, including GST acts, rules, regulations, procedures, circulars & instructions there under applicable in India from time to time and to ensure that such compliance is done within time prescribed under such laws. Supplier / Service Provider should ensure accurate transaction details, as required by GST laws, are timely uploaded in GSTN. In case there is any mismatch between the details so uploaded in GSTN by Supplier / Service Provider and details available with Syama Prasad Mookerjee Port, Kolkata, then payments to supplier/ Service Provider to the extent of GST relating to invoice/ s under mismatch may be retained from payments till such time Syama Prasad Mookerjee Port, Kolkata is not sure that accurate tax amount is finally reflected in the GSTN to S M P, Kolkata's Account and is finally available to Syama Prasad Mookerjee Port, Kolkata in terms of GST laws and the credit of GSTN so taken by Syama Prasad Mookerjee Port, Kolkata is not required to be reversed at a later date along with applicable interest.
- iii) Syama Prasad Mookerjee Port, Kolkata has the right to recover monetary loss including interest and penalty suffered by it due to non compliance of Tax laws by the supplier/ Service Provider. Any loss of input tax credit to Syama Prasad Mookerjee Port, Kolkata for the fault of supplier / Service Provider shall be recovered by Syama Prasad Mookerjee Port, Kolkata by way of adjustment in the consideration payable.
- iv) Supplementary invoices/ Debit Note/ Credit note for price Revisions to enable Syama Prasad Mookerjee Port, Kolkata to claim tax credit on the same shall be issued by you for a particular year before September of the succeeding Financial Year.

v) Purchase Order/ Work Order shall be void, if at any point of time you are found to be a black listed dealer as per GSTN rating System and further no payment shall be entertained.

Change in Law Clause :-

a) Any statutory levies, taxes, duties, cess, etc, imposed by central / state/local authorities by way of fresh notification subsequent to the Purchase Order, but within the stipulated delivery period, shall be recovered separately.

b) Any additional cost or benefit impacting the contracting price from introduction of any new law, towards leviable taxes, including eligible credits, in respect of goods and services to be supplied under the contract, then the parties agree to an adjustment to the contract price to reflect the financial impact of such "Change In Law."

- 20 **ARBITRATION:** Disputes if any arising out of this agreement will be settled by arbitration and the decision of the Arbitrator shall be final and binding on both parties.

21 JURISDICTION:

The contract will be governed by all relevant Indian Acts applicable only within the jurisdiction of the High Court at Kolkata.

Encl : Appendices/ Annx –'A', 'B', 'C', 'D', 'E', M1 'M2' & "G".

Chief Medical Officer I/C



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CHECK LIST
[TO BE SUBMITTED IN COVER –I]

Note: This Check list to be submitted along with the Techno-Commercial Bid duly filled in and signed with official Seal. Separate sheet may be used, if required, to declare anything relating to this tender.

1	Whether Undertaking in lieu of uploading/submitting signed copy of full tender document as per Annx D	Yes /No
2	Whether Trade License / labour license/ Income Tax PAN / GST Regn. Certificate has been uploaded in TC BID- Part-I.	Yes /No
3	Whether particulars of purchase of Tender Document and Bid Security declaration are uploaded in TC BID- Part-I.	Yes/ No
4	Whether Power of Attorney in favour of the Signatory of the tender document, if any, is uploaded in Cover-I. (Techno-commercial bid)	Yes/ No
5	Whether the Deployment Plan of the Manpower and details of the Cleaning / Washing materials is submitted with TC Bid in Part-I.	Yes/ No
6	Whether the documents viz. Order Copy and related Performance Certificate along with Job Completion Certificate in support of the credentials is/are uploaded with the TC Bid in Part-I.	Yes/ No
7	Whether separate letter confirming Acceptance of Tender Conditions is uploaded with the TC Bid in Part-I.	Yes/ No
8	Whether the documents mentioned at Clauses of Eligibility to Bid Clause of the tender document has been submitted in Part – I	Yes/ No

Authorized Signatory of the Tenderer (with official Seal and date)



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Particulars of Cost of Tender Document & Earnest Money Deposit
[TO BE SUBMITTED IN COVER –I]

A Cost of Tender Document:

Detail Particulars of deposit of Amount by RTGS/ NEFT (Date of Remittance, Name of the bank, & Branch, UTR No.)	Amount (In Rs.)
	2950/- (Rupees Two thousand nine hundred fifty) only including 18% GST

Offer No _____

Date :

Authorized Signatory of the Tenderer
 (with official Seal and date)



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APPENDIX-'A'

[TO BE SUBMITTED IN COVER –I]

Name of the Firm / Bidder: _____

Name of the Authorized Signatory: _____

Official Address: _____

Phone No.: _____ FAX: _____

E-Mail: _____ Cell Phone No.: _____

Trade License No.: _____ (Attach attested Photocopy)

PAN / TAN _____ (Attach attested Photocopy)

Bank Particulars: Name of the Bank / Branch _____

Account Type: _____ A/C No.: _____

MICR No: _____ IFSC Code No.: _____

Authorized Signatory of the Tenderer
(with official Seal and date)



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APPENDIX 'B'

TECHNO-COMMERCIAL SPECIFICATIONS AND SCHEDULE OF SERVICE

[TO BE SUBMITTED IN COVER –I]

The bidder may attach additional pages for the job specifications of the Facility Management required at the Centenary Hospital. Each of the attached pages must be duly authenticated by authorized signatory with seal, signature and date.

Sl. No.	Job Specifications
1	Details in respect of the background of the contractor's past experience, certificates from clients in respect of assignments executed in the past, current assignments, Curriculum Vitae (CV) of the Facility Manager/ Supervisor to be assigned for the contract
2	The number of staffs to be deployed category wise, shift wise and area wise (Shift hours) to be defined
3	The minimum educational qualification & experience and their concerned job (category wise)
4	The method of deployment indicating the area covered & availability – room, area wise & shift wise
5	Job schedule of each category of staff to be deployed
6	Scheme of training and development of workers for improving performances
7	(a) Frequency of dusting & cleaning of rooms, corridors, latrines & bath rooms (b) Details of the chemicals/detergents and tools & equipments to be used (c) Details of deodorants & hand wash to be supplied & frequency of supply (d) Number of bins/waste basket supplied and their location (e) Linen items to be supplied (location/room wise) and frequency of replacement
8	Chemicals to be used for pest & rodent control
9	Crisis/ emergency management plan, customer handling, grievance redressal etc.
10	Financial standing with documentary evidences
11	Any other relevant information not covered.

Authorized Signatory of the Tenderer
(with official Seal and date)



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APPENDIX-'C'

**Guideline for Manpower Deployment Plan
[TO BE SUBMITTED IN COVER –I]**

Sl no	Department	Morning		General		Evening		Night		Total
		Male	Female	Male	Female	Male	Female	Male	Female	
1	Pathology			1						1
2	Store			1						1
3	DMM			1						1
4	Dental			1						1
5	EYE			1						1
6	Dy.CMO(Specialist)			1						1
7	Casualty	2				2		2		6
8	FOPD				1					1
9	MOPD			1						1
10	Gynae+cp+cs(clinic)				0					
11	Visiting			2	1					3
12	Ladies Toilet		1				1			2
13	Report Delivery Counter			1						1
14	Outside Hk Work	4				2		1		7
15	Ward –II(Male)	4				4		3		11
16	Ward-III(Female)+Matron		4				4		3	11
17	Isolation ward	2	2			2	2	2	2	12
18	ICU	2	1			2	1	2	1	9
19	OT	2			1	1				4
20	Permanent Group D staff Reliever			1						1
	Total	16	8	11	3	13	8	10	6	75
	Grand Total	75 (Male-50,Female-25)								
	Reliever	10 (Male-6,Female-4)								
	Total H K Staff Needed	85								

Note :

Note 1) The deployment of manpower is arbitrary and may change from time to time according to necessity of the Hospital. However, the total number of heads will remain constant.



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata
Tender No : MED/ PR/ ADVT/343/ 21-23/ 948 14/9/2021

ANNEX- D

[DOCUMENT TO BE DOWNLOADED, FILLED IN UNDER BIDDER'S LETTER HEAD, SIGNED, SCANNED AND UPLOADED]

Undertaking to be submitted in lieu of uploading/submitted signed copy of full tender document

Ref. No.....

Date

The Chief Medical Officer
Centenary Hospital
Syama Prasad Mookerjee Port, Kolkata,
15 Strand Road
Kolkata – 700 001

Ref Tender No : MED/ PR/ADVT/343/21-23/948 dated 14/9/2021

Dear Sir,

I/We,(Name of Tenderer) have fully read and understood the entire Tender Document, GCC, and Addenda/ corrigendum, if any, downloaded from under the instant e-tender and no other source, and will comply to the said document, GCC and Addenda/ corrigendum if any

I/We are submitting this undertaking in lieu of submission of signed copy of the full tender document GCC and Addenda/ corrigendum

Yours faithfully,

Signature of Tenderer.....

Name:

Designation:

Date :

Seal of the tenderer.....



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port , Kolkata	
Tender No : MED/ PR/ ADVT/343/ 21-23/ 948	14/9/2021

Appendix-E

Bid Security Declaration

(To be filled up and uploaded along with Techno-commercial bid)

The Chief Medical Officer
Centenary Hospital
Syama Prasad Mookerjee Port
Kolkata 700053

Ref : Tender No Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port , Kolkata.
Tender No : MED/ PR/ ADVT/343/ 21-23/ 948 14/9/2021

Sir,

I/We do hereby declare that I/We shall not withdraw or modify bids during period of validity etc., In case, any withdrawn / modification of the bids is done during validity period, I/We will be suspended for three years from participation of any tender.

Signature of bidder with office seal

Name of Bidder: _____
(Name of Manufacturer)

Note: This letter of authority should be on the Letter-Head of the Bidder and should be signed by a person competent and having the power of attorney.



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata

Tender No : MED/ PR/ ADVT/343/ 21-23/ 948

14/9/2021

ANNEX- M-1

Materials, Equipment, PEST CONTROL, New Linen, Linen Washing of reputed brand required as per tender clause 5.6

SL	Material Description.	UNIT	Reqd Qty	Remarks
1	Dustpan	PC	30	Yearly
2	Air Freshener(Toilet)	50 GM	9	Monthly
3	WC Brush	PC	48	Yearly
4	Small Bath Soap	PC	450	Monthly
5	GLOVES(RUBBER) YELLOW	PAIR	45	Monthly
6	Detergent	KG	25	Monthly
7	SCOTCH BRITE	PC	25	Monthly
8	SCOTCH BRITE WITH HANDLE	PC	12	Monthly
9	SOFT BROOM	PC	7	Monthly
10	WET MOP REFILL	PC	16	Monthly
11	PHENYL (BLACK)	5 LTR	4	Monthly
12	Dry mop set	35 CM	12	Yearly
13	GLOVES PLASTIC(USE AND THROW)	PC	400	Monthly
14	ROOM FRESHNER (Spray)	300 ML	5	Monthly
15	WET MOP CLIP ONLY	PC	9	Monthly
16	NAPHTHALENE BALLS	1 KG	2	Monthly
17	HARD BROOM (WITH STICK)	PC	2	Monthly
18	TABLE DUSTER/GLASS DUSTER	PC	35	Monthly
19	SPRAY GUN (Big)	PC	2	Monthly
20	Pipe plastic- 1"(100 Foot)	100 FT	2	Yearly
21	BUCKET	14 LTR	36	Yearly
22	Mosquito killing bat	PC	3	Yearly
23	Rubber wiper/squeeze	PC	36	Yearly
24	Insect repellent	400 ML	4	Monthly
25	Hand Pump	PC	10	Yearly
26	Rat kill Gum	PC	4	Monthly
27	Mug	PC	45	Yearly
28	Mop rod (Metal)	PC	40	Yearly
29	Cobweb brush with wooden stick	PC	36	Yearly
30	Bleaching power	KG	6	Monthly
31	CORNER BRUSH	PC	6	Yearly
32	Glass Cleaner	500 ML	2	Monthly
33	HANDLE BRUSH	PC	8	Yearly



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata

Tender No : MED/ PR/ ADVT/343/ 21-23/ 948

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	CHEMICAL			
1	Floor Cleaner	5 LTR	4	Monthly
2	TOILET BOWL CLEANER	5 LTR	5	Monthly
3	AIR FRESHNER (Liquid)	100 ML	8	Monthly
4	WHITE PHENYLE (Raw Chemical)	5 LTR	16	Monthly
	PEST CONTROL once weekly (all the floors)			
1	PEST CONTROL (WHO approved chemicals)	pest control(Ltr)	2	Monthly
	TOWEL,PILLOW COVER, BED SHEET,RUBER CLOTH			
1	BIG TOWEL		130	For two years
2	HAND TOWEL		160	For two years
3	PILLOW COVER		125	For two years
4	BED SHEET		140	For two years
5	RUBER CLOTH		40	For two years
	MACHINE AND EQUIPMENT (FOR 2 YEARS)			
1	SINGLE DISH SCRUBBING MACHINE	NOS.	2	For two years
2	SINGLE DISC BRUSH	1 PC	8	For two years
3	BIG—DUSTBIN	100 LTR	12	For two years
4	MEDIUM – DUSTBIN	50 LTR	10	For two years
5	SMALL DUST BIN	7 LTR	80	For two years
6	JOBI-KIT	SET	8	For two years
7	MOP TROLLY	1 PC	10	For two years
	Linen			
	Linen Washing twice weekly			Twice weekly

Note : Approx material cost per month should be approx Rs. 50,000/- 55,000/-



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata

Tender No : MED/ PR/ ADVT/343/ 21-23/ 948

14/9/2021

ANNX- M2
Covid situation extra Material Needed

SL	Material Description.	UNIT	Approx Qty required	Remarks
1	Dustpan	PC	2	Monthly
2	WC Brush	PC	2	Monthly
3	Small Bath Soap	PC	50	Monthly
4	GLOVES(RUBBER) YELLOW	PAIR	10	Monthly
5	Detergent	KG	4	Monthly
6	SCOTCH BRITE	PC	4	Monthly
7	SCOTCH BRITE WITH HANDLE	PC	4	Monthly
8	SOFT BROOM	PC	2	Monthly
9	WET MOP REFILL	PC	4	Monthly
10	PHENYL (BLACK)	5 LTR	1	Monthly
12	WET MOP CLIP ONLY	PC	2	Monthly
13	NAPHTHALENE BALLS	Gram	500	Monthly
14	HARD BROOM (WITH STICK)	PC	1	Monthly
15	TABLE DUSTER/GLASS DUSTER	PC	8	Monthly
16	SPRAY GUN (Big)	PC	1	Monthly
17	BUCKET	14 LTR	2	Monthly
18	WHITE PHENYLE	5 LTR	2	Monthly
19	Rubber wiper/squeeze	PC	2	Monthly
20	Insect repellent	400 ML	2	Monthly
21	Floor Cleaner	5 LTR	1	Monthly
22	TOILET BOWL CLEANER	5 LTR	1	Monthly
23	Mug	PC	2	Monthly
24	Mop rod (Metal)	PC	2	Monthly
25	Cobweb brush with wooden stick	PC	1	Monthly
26	Bleaching power	KG	2	Monthly
27	HANDLE BRUSH	PC	2	Monthly

NOTE: Above material will only be required in case of Requirement arises due to COVID Pandemic



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata

Tender No : MED/ PR/ ADVT/343/ 21-23/ 948

14/9/2021

APPENDIX-'G'

PRICE BID

[TO BE UPLOADED IN PRICE BID 1]

1	2	3	4	5	6
Sl. No.	Item	Facility Manager(Not Under MW act)	Supervisor Semi Skilled	House Keeping Staff Unskilled	Total
A		1 No	8 nos	85 nos	94 heads
B	Per day Minimum Wages w.e.f. 1/04/2021 as per Central Govt.	NA	714/-	645/-	
C	Basic wages per month for 94 heads	21,000/-	1,48,512/-	14,25,450/-	15,94,962/-
D	Wages per Head per month considering 26 days a month.	21000/-	18,564.00	16,770.00	
E	House Rent Allowance	5000/-	NA	NA	
F	Cost per head per month	26,000/-	18564/-	16,770/-	
G	Proportionate Cost of uniform per month on the basis of 1 pair uniforms & shoe per year for 94 heads. during the period of the contract.(24 moths)				To quote
H	SERVICE CHARGES PER MONTH in % on Row C for Comprehensive Job Contract of Facility Management in the Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata in accordance with the terms and conditions of the Tender No. MED / PR / ADVT / 343/ 21-23 / 947 Dated 14/ 9 / 2021				To Quote
I	Cost of Materials and Equipment as per Appendix M1 per month.				To Quote
J	Cost per month for 94 heads + Service Charges per month +Material Cost (Sum total of Column 6 of row F+ Row G+ row H) Excluding GST				
	Total cost of Contract for two years Facility Management. Cost per month X 24 months Excluding GST.				

NOTE :

- i) Evaluation will be made on the basis of Total Amount at Column No. 6 at row J. above. GST as applicable will be paid extra at actuals.

ii) Price not to be quoted here



Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata
Tender No : MED/ PR/ ADVT/343/ 21-23/ 948 14/9/2021

FINANCIAL BID (ON LINE)

TENDER NO: MED/PR/ADVT/343/21-23/948

Name of Work:- Tender for Comprehensive Job Contract of Facility Management at Centenary Hospital of Syama Prasad Mookerjee Port, Kolkata.

NAME OF THE FIRM :-		To quote					
SI	Item description	UOM		FM 1 no (Not under MW)	Supervisor (SemiSkilled)	HK Staff- (Unskilled)	Total Amount per month
	Manpower required	No		1	8	85	94
	Basic wages per month for 99 heads	Rs.		21,000	1,48,512	14,25,450	15,94,962
	HRA	Rs.		5,000.00	NA	NA	
	Per day MW with effect from 1/04/2021	Rs.		NA	714.00	645.00	
A	wages per head per month considering 26 days	Rs.		26,000.00	18,564.00	16,770.00	
B	ESI 3.25% on Min Wages on Basic row (a)	Rs.	3.25%	682.50	603.33	545.03	
C	EPF Contribution 13.15% on basic row (a)	Rs.	13.15%	2,761.50	2,441.17	2,205.26	
D	Bonus per month on Rs. 7000 per year @583 PM	Rs.		583.33	583.33	583.33	
E	Proportionate Cost of uniform per month on the basis of 1 pair uniforms & shoe per year for 94 heads. during the period of the contract.(24 moths)	Rs,		0.00	0.00	0.00	To quote
F	Cost per head pm(CTC)	Rs.		30,027.33	22,191.83	20,103.61	
G	Total manpower cost per month for 94 heads	Rs.		30,027.33	1,77,534.61	17,08,806.85	19,16,368.79
H	Service Charges - in %	%	To quote	0.00	0.00	0.00	0.00
N	Material Cost per month in Rupees	Rs.					To quote
	Total cost per month for 94 heads + Material Cost + Service charges excluding GST	Rs.					19,16,368.79
	Total cost of contract of Facility Management for two years Excluding GST	Rs.					₹ 4,59,92,850.91

PRICE NOT TO BE QUOTED HERE.