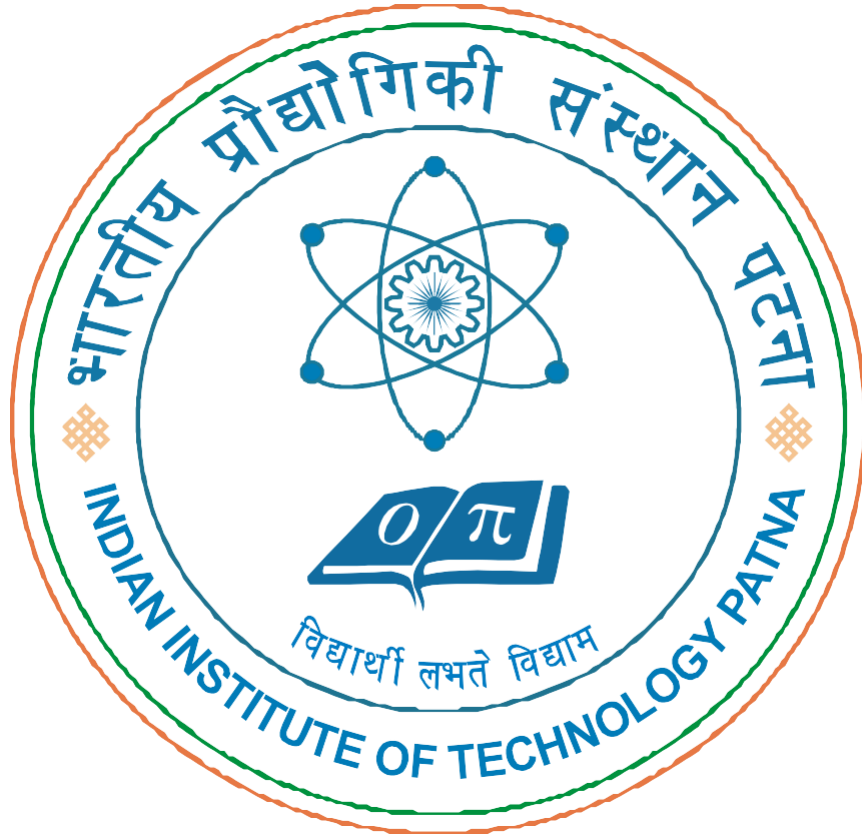


**INDIAN INSTITUTE OF TECHNOLOGY PATNA**  
**BIHTA, PATNA – 801 106 (Bihar)**  
**Phone: (0612) 3028771, (0612) 3028784**



**TENDER DOCUMENT FOR PROVIDING COMPLETE MEDICAL SERVICES TO THE STUDENTS / EMPLOYEES OF IIT PATNA & THEIR DEPENDENTS BY RUNNING THE HEALTH CENTRE AT ITS CAMPUS SITUATED IN BIHTA**

**INDIAN INSTITUTE OF TECHNOLOGY PATNA**  
**BIHTA, PATNA - 801106 (Bihar)**  
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**BIHTA, PATNA - 801106 (Bihar)**  
**Phone: (0612) 3028771, (0612) 3028784**

**IITP/Admin/Medical Services/01/2020**

**Date: 07<sup>th</sup> Jan, 2020**

**NOTICE INVITING TENDER THROUGH E-PROCUREMENT**

Indian Institute of Technology Patna hereinafter referred to as the Institute is an Institute of National Importance, established by an Act of Parliament of India, the *Institutes of Technology Act, 1961 (2012)*. It was established in 2008 to foster *technology education & research* in India. As on date, Institute has about 1700 *Students, 240 Faculty & Staff Members and 650 Dependents of Faculties & Staff*; the student strength is expected to rise to about 2000 by the year 2020.

For providing healthcare and wellness services to its employees & their dependents and students, the Institute has planned to outsource health care management services in all respect to eligible hospital / clinic and along with health care outsource responsibility; selected agency has to manage *Health Centre* situated at its campus at Bihta, Patna; where primary Medical Services can be rendered.

For management of health centre mentioned in above para, selected agency has to look after the complete management including (providing, equipping, manning, running and managing) of Medical & Paramedical Services at its Health Centre (hereinafter called as HC), including:

- Medical consultancy services,
- Services in the areas of reception, support office, dressing, physiotherapy, pathology, disposal of medical wastes and other services related to the indoor patients and wards.

The Institute is looking for interested organizations having adequate experience in the said services in related areas/fields backed by sufficient bench strength of competent personnel.

Institute invites **Online Tenders** from reputed medical service providers for the above mentioned Medical & Paramedical Services at IIT Patna and complete management of the Institute's HC situated at Bihta, Patna, Bihar. **NO MANUAL BIDS SHALL BE ENTERTAINED.**

**THERE IS NO TENDER FEE APPLICABLE FOR THIS TENDER.**

The tender documents along with specifications, terms and conditions can be downloaded from IIT Patna website (<https://www.iitp.ac.in/index.php/services-and-amenities/stores-and-purchase/tenders.html> as well as <https://www.eprocure.gov.in>) as per the schedule as given in **CRITICAL DATE SHEET** as under:

**CRITICAL DATE SHEET**

Tender No.	IITP/Admin/Medical Services/01/2020
Date and Time for Issue/Publishing	12:00 hrs. on 07/02/2020
Document Download/Sale Start Date and Time	12:00 hrs. on 07/02/2020
Bid Submission Start Date and Time	12:00 hrs. on 07/2/2020
Pre-Bid Meeting	15:30 hrs. on 17/02/2020
Bid Submission End Date and Time	15.00 hrs. on 12/03/2020
Date and Time for Opening of Bids	15.30 hrs. on 13/03/2020
Address for Communication	Deputy Registrar (General Administration), Indian Institute of Technology Patna, Kanpa Road, Bihta – 801 106

## **DOCUMENTS TO BE UPLOADED IN THE TECHNICAL BID & FINANCIAL BID**

The scanned copy of the following documents must be uploaded on Central Procurement Portal (<https://www.eprocure.gov.in/eprocure/app>):

### **TECHNICAL BID:**

1. Scanned copy of Company's / Hospital's / Firm's / Agency's Registration Certificate from the appropriate authority.
2. Scanned copy of GST Registration Certificate along with challan for preceding 3 months.
3. Scanned copy of PAN Card and Audited Balance Sheet for the last two Financial Years i.e. 2017-18 & 2018-19.
4. Scanned copy of EPF & ESI Registration certificate along with challan for preceding 3 months (wherever applicable) else submit a certificate for non-applicability of EPF & ESI provisions.
5. Scanned copy of Valid Labour License as on date.
6. Scanned Copy of Documents regarding present Establishment / Business (self-explanation) by the bidder about his / her establishment with Company's / Hospital's Brochure (if any) showing its brief profile.
7. Scanned Copy of Experience Certificate of execution of similar services (empanelment) & their duration supported by attested copies of documents from the competent authority. ***Parallel Services will be counted as single service.***
  - (i) Testimonials / certificates from competent authority regarding the quality / performance of service provided in each case (experience).
  - (ii) Proof of Company/hospitals/Agency having its own Head Office or Base / Branch in Patna or Tie-up with any Multi-Specialty Hospital in Patna.
  - (iii) List of present key personnel deployed.
  - (iv) Proposed Plan/ Methodology for proposed work services in the Institute: The Technical Bid document along with legible self-attested photocopies of all the required documents as per the tender documents should be submitted. Bidder / Tenderer have to produce original

documents for verification as and when it will be demanded by the competent authority of IIT Patna.

8. Scanned copy of the Proof of Submission of Earnest Money Deposit (EMD).
9. Scanned Copy of Completely Filled in Annexures II, III, IV, V, VI, VII, VIII & IX.

**FINANCIAL BID:**

1. Price Bid as BoQ\_XXXX.xls / .pdf

(Vishwa Ranjan)  
Registrar

## **SCOPE OF WORK**

The scope of work is “Contract for providing complete medical services to the Students/Employees of IIT Patna and their dependents by running the Health Centre (HC) situated at its permanent campus in Bihta” including Out Patients (OP), In Patient (IP), Day Care (DC), Pathology, Emergency and other related Services to all its Students, employees and their dependents.

In particular, the following shall be maintained:

- The Health Centre shall be equipped with at least 6 in-patient beds operated 24 hours all days **which will be arranged by IIT Patna.**
- The tentative number of the competent manpower required is presented in Annexure I. The medical professionals associated with HC shall perform the jobs assigned by the Medical In-Charge of the HC.

The detailed scope of various functions of HC is listed below.

### **1. OUT PATIENTS (OP) SERVICES:**

The Service Provider shall provide the following as a minimum requirement towards the OP Services:

- OP services shall operate 24 hours each day all through the year.
- The Health Centre must be manned by competent Medical Officer/s and supported by competent Nursing Staff Members as per Annexure I.
- While writing the prescriptions of Patients, the Medical Officer shall follow the Two-Slip System – one for Pharmacy at IIT Patna will be reimbursed, and the other for which Pharmacy at IIT Patna cannot be reimbursed. The prescriptions must be legible.
- The Service Provider shall arrange visit of medical specialists in Pediatrics, Obstetrics, Orthopedics, Medicine and in other areas as per requirement of the Institute. Such visit would be paid on quoted rates as mutually agreed;
- The Service Provider shall give Emergency Care to persons as the need arises. Towards this end, competent Medical Officers and Paramedics shall be available 24 hours all days through the year;

- The Medical Officers and Paramedics shall record the observations, diagnosis and prescriptions in the Medical Booklet of each Patient attended to; and
- All equipment and skills required to provide emergency treatment (such as suturing, dressing, resuscitation and first aid) shall be available at HC; necessary consumables shall be available in stock in sufficient number and within the validity period.

## **2. IN PATIENTS (IP) SERVICES**

**The Service Provider will utilize Health Insurance Card for the IP Procedures invariably.**

The Service Provider shall provide the following as a minimum requirement towards the IP Services:

- The HC shall be equipped with at least 6 in-patient beds operated 24 hours all days which will be arranged by IIT Patna.
- All associated equipment (like beds, wheel chair, stretcher, oxygen cylinder, ECG machine, multipara monitor and semi-automatic ventilator) and skills required shall be made available by IIT Patna for carrying out basic treatment to In-Patients.
- X-Ray Machine is to be provided by the bidding hospital.
- Injections, inoculations and medication shall be administered in a timely manner to IP patients or OP referred patients, as directed by the Medical Officers; and
- The Medical Officers shall complete all other assigned work and maintain proper medical record of the patients.

## **3. DAY CARE (DC) SERVICES**

The Service Provider shall provide the following as a minimum requirement towards the DC Services:

- The Day care services shall be operated 24x7 on all days.
- Associated equipment (X - ray machine) and skills required shall be made available for carrying out basic treatment.
- Injections, inoculations and medication shall be administered in a timely manner to patients, as directed by the Medical Officers; and
- The Medical Officer shall complete all other assigned work and maintain



proper medical record of the patients.

#### **4. PATHOLOGY SERVICES**

The Service Provider shall provide the following as a minimum requirement towards the Pathology Services:

- Pathology Laboratory shall run for 1 shift of 8 hours every day;
- The Service Provider shall depute one competent Laboratory Technician as per the schedule and scope are given in tender who shall be available for collecting the sample and other related works;
- All equipment and skill required to carry out basic tests of haematology, cytology and biochemistry and emergency tests shall be made available in the HC;
- Service Provider shall arrange to carry out Pathological Tests in empanelled hospitals or other state-of-the-art facilities in Patna or elsewhere, of such tests for which facilities are not possible to be made available in Pathology Laboratory at IIT Patna Health Centre. For such Pathology Tests, the non-fixed costs would be reimbursed by the Institute to the Service Provider on CGHS rate.

#### **5. OTHER RELATED SERVICES**

The Service Provider shall provide the following as a minimum requirement towards the other related services:

- **Dressing Room Services:** The Service Provider shall depute one nurse available 24 hours on all days round the year to attend to Patients needing dressing; perform work relating to dressing requirements; perform minor stitching, opening of stitches, auto-cleaning of dressing material; applying POP plasters; and ensure neatness and cleanliness of the Dressing unit as per medical norms. The said nurse shall work under guidance of the Medical Officers and discharge duties assigned to him/her to the satisfaction of the Medical Officers.
- **Sanitation Services:** The Service Provider shall dispose (as per prevalent national laws and requirements) all biomedical, chemical and radiological waste generated within the Health Centre, including its segregation, transportation, storage, treatment and destruction. Service Provider should be registered for biomedical waste.

**Only general cleaning of the Health Centre will be done by the Institute.**

The Service Provider shall arrange to maintain the premises and indoor rooms of the HC, wards, toilets, etc., in clean, neat and hygienic conditions, as per the instructions and guidance of Authorized Representative of the Institute.

## **6. OFFICE SUPPORT SERVICES**

The Service Provider shall depute competent supporting Staff Members as per the tender / requirement of the IIT Patna, who can:

- (i) facilitate the registration of patients of OPD, IPD and Emergency,
  - (ii) assist and transfer injured and sick patients to referral hospitals,
  - (iii) co-ordinate to get treatment in empaneled hospitals,
  - (iv) support in ambulance services,
  - (v) handle medical booklets,
  - (vi) distribute the medical reports and upkeep of records thereof, and
  - (vii) Assist the Medical Officer, In-charge of HC, as and when required.
- Institute may assign any work to them related to hospital as per need.

## **7. PERSONNEL**

For all the various positions mentioned in the document, only such persons shall be deputed at the HC, who:

- Have integrity and possess the desire to serve the sick;
- Are competent (with adequate educational qualification and experience as per the requirements laid down in the relevant guidelines of medical profession for the said posts, and necessary skills duly certified by an authorized body). The Service Provider shall produce all such certificates to demonstrate the due competence of the persons to demonstrate their educational qualification, experience and skills; and
- Are cleared/approved by the Authorized Representative of the Institute, after duly verifying the pre-requisites laid down for each post before the person is deployed at the HC.
- The persons so deployed shall carry out the assigned work diligently and honestly and shall report any problems, they encounter in discharging their duties, to the Medical Officer In-charge of the HC. In no case, they shall act suo-moto without the written consent of the Medical Officer In-Charge. They are expected to become conversant with the relevant rules and regulations of the Institute on matters related to the HC, within three months of their joining the duties at the HC. Also, they are expected to be computer savvy and competent to handle all the apparatus and equipment available with the HC related to their tasks.

Based on the innate nature of work, the persons deployed may face a little work pressure on some days. They are required to:

(1) Not argue with patients or superiors, and in no case, misbehave with patients or persons accompanying them;

(2) Report to the Medical Officer In-charge of HC for necessary action, any incident of altercation with patients or persons accompanying them;

Also, the Medical Officers and Staff Members are required to have good habits with regard to cleanliness and hygiene. The Medical Officers and Dressers shall

wear white uniform compulsorily, in all Indoor and Dressing activities. And, all support Staff Members shall wear the uniforms as decided by the Medical Officer In-charge of HC. While on duty, the persons deputed at the HC shall wear invariably neat and tidy uniforms.

**The Service Provider shall provide:**

- All persons deputed at the HC with sufficient numbers of uniforms; in this regard, the persons deputed shall not be charged any money whatsoever; and
- All equipment and tools required for performing the tasks at the HC.

## **GENERAL TERMS AND CONDITIONS**

### **1. Instructions to the Bidders :**

Online tenders are invited in a **Two-bid system** (viz. Technical Bid & Price Bid) from experienced multi-specialty hospital/ agencies **who must have at least two years' experience** in providing health care services in the field of multiple specialty **and should have minimum 50 indoor bed capacity including ICCU/NICU/ITCU and their base or branch office should be situated in Patna or nearby area of Bihta or should have tie-up with any multi-specialty hospital in Patna, Bihar (for "Providing Medical Services to students, employees of IIT Patna and their dependents situated at Bihta")** as per the requirement indicated in the Bid document.

### **2. Name of the work:**

Providing Medical Services to students / employees of IIT Patna and their dependents situated at Bihta.

#### **Area includes:**

1. Surgical
2. Endocrinology
3. Ophthalmology
4. ENT
5. Pediatric
6. Orthopedic
7. Cardiology
8. Nephrology
9. Neurology
10. ICU & NICU
11. Dermatology
12. Pulmonology / Chest Medicine
13. Gynecology & Obstetrics
14. Physiotherapy
15. Provide diagnostic tests to support diagnosis
16. Provide regular / special tertiary health check-ups
17. Perform general / minor surgery
18. Stabilize the patient (cardiac / injury) before shifting to specialty hospitals

19. Ensure follow-up treatment through tie-up with specialty hospitals
20. Create a system for counselling for the students/residents community.

### **3. Qualifying criteria:**

The bidder **must have at least two years' experience** in providing health care services in the field of multiple specialty **and should have minimum 50 indoor bed capacity including ICCU/NICU/ITCU and their base or branch office should be situated in Patna or nearby area of Bihta, Bihar (for "Providing Medical Services to students, employees of IIT Patna and their dependents situated at Bihta")** as per the requirement indicated in the Bid document.

The prospective bidding hospitals should have empanelment with Central Government Departments / State Government Departments / Autonomous Bodies / PSUs for providing medical services.

Details supporting the claim may be furnished along with satisfactory completion certificate in Medical services from all the organizations (where they have served / serving / empaneled for similar services) must be attached in the attached Performa. **(Annexure-II)**

### **4. Last date for submission of Tender:**

Up to **03:00 P.M. on 12/03/2020**. The tenders received after stipulated date and time will be summarily rejected. In case, the last date of tender submission happens to be holiday by the Central / State government or local administration, then it will automatically extended to the next working day, time being the same. The date of opening of the Technical Bid would be at 4:30 PM on the last day of the Tender Submission date.

### **5. Pre-Bid Meeting**

**The pre-bid meeting is scheduled at 03.30 P.M. on 17/02/2020.** The prospective bidders/tenderers' may attend the Pre- Bid meeting to clarify any queries regarding scope of work, quantum of work or any terms & conditions of the tender documents. **Any extension in dates regarding downloading and submission of the tender documents will be placed on website and CPP portal only.** No request for post pre-bid meeting clarification / modification / negotiation would

be entertained. The prospective bidders must clarify all their doubts at the time of pre-bid meeting.

**6. Date of Opening of the Technical Bid:**

At **3.30 P.M. on 13/03/2020**. In case, the date of tender opening is declared to be holiday by the Central / State government or local administration, then it will be opened on the next working day. However, opening time of tender will remain the same.

**7. Date of Opening of the Price Bid:**

The price bids of only those firms, who are found qualified on evaluation of the technical bids, shall be opened on a later date under intimation to the bidders. The technically qualified bidders would be intimated by email // telephone / post.

**8. Place of opening the tender:**

In the Meeting Room, 2<sup>nd</sup> floor, Near Registrar office Admin. Building, IIT Patna Campus, Patna-801 106 (Bihar).

**9. Earnest Money Deposit:**

The bidders have to deposit **Rs. 1,00,000/- (Rupees One lac only)** as Earnest Money in the Institute's account using i-collect of State Bank of India. The instructions may be seen on the following webpage: <https://www.iitp.ac.in/index.php/services-and-amenities/stores-and-purchase.html> (Instructions Attached as Annexure XII).

The proof of deposit of fee must be uploaded in the technical bid. EMD will be refunded to the unsuccessful bidders after awarding the service contract to the successful bidder.

**10. Security Deposit:**

The successful bidder will be required to deposit a security deposit of **Rs. 5,00,000/- ( Rupees Five lacs only)** in the form of demand draft or through Bank Guarantee having validity of 18 months initially or Fixed Deposit Receipt (FDR) within 15 (fifteen) days after the award of outsourcing service for entire period of

contract. No interest is payable on EMD/Security deposit. The Bank Guarantee / Fixed Deposit Receipt (FDR) needs to be extended for further period as per the extension granted by IIT Patna. The Bank Guaranty / Fixed Deposit Receipt (FDR) should be valid upto 6 months after the date of expiry of the contract.

**11. Tender / Bid Validity:**

180 (one hundred eighty) days from the date of opening of the Technical Bid.

**12. Payment terms:**

Payment will be made after successful completion of work on a monthly basis which will be released positively within 15 days after submission of bill in all respect to the admin section of IIT Patna.

**13. Contract Period:**

01 year from the date of issue of work order with a provision for annual extension by two or more years, subject to satisfactory service and at the discretion of the Institute.

**14. Inspection Authorities:**

- a) The Registrar, IIT Patna, Bihta, Patna – 801106, Bihar (or the person nominated by him)
- b) The PIC Medical/ Medical officer In-charge, IIT Patna, Bihta, Patna – 801 106, Bihar (or the person nominated by him)

**15. Filling up of the Tender :**

- a) All Forms / Annexures in the tender document must be filled up and uploaded.
- b) The tender must be written or typed legibly in English only.
- c) Overwriting in the tender may render the tender invalid.
- d) Corrections should be made after scoring out the incorrect entry. All corrections should be duly attested with the full signature of the person signing the tender.



## **16. Submission of Bids:**

The **Technical Bid** and **Financial Bid** must be uploaded only on (<https://www.eprocure.gov.in/eprocure/app>) online. The **Financial bid** should contain the filled in **Financial Bid Annexures** along with unconditional rates.

## **17. Evaluation of Tender :**

The tender (Technical Bid) shall be evaluated out of a **grand total of 100 marks on the basis of the criteria elaborated in the table on the basis of the documentary evidences sufficed by the presentation.** The threshold score for qualifying any bidder in the Technical Bid shall be **60 marks. The firms must have scores in each section except multi-specialty.**

**Bidder obtaining 60% (i.e.) 60 marks and more out of a maximum (100 marks) at this stage of evaluation will be short listed for financial bid opening. Merely qualifying in each category of marks with minimum marks and overall score not being 60 will not make a firm eligible to qualify. The overall score must be 60 or above with at least minimum score in each sectional cut-off to qualify technically. Bidder having zero marks in any section except multi-specialty will be technically disqualified.**

The Technical bids will be scrutinized on the basis of basic eligibility criteria. Thereafter, the short listed bidders would be required to make presentations to a Committee of officers constituted for the purpose. The presentation will broadly cover the following: -

- (a) Brief History of the hospitals/firms.
- (b) Kind of services provided by bidder presently.
- (c) Kind of proposed services to be provided in IIT Patna.
- (d) Compliances report on payment of Statutory Dues by the bidder.
- (e) List of doctors, specialization & No. of human resources having with the bidder in totality, and proposed plan for providing better medical services in IIT Patna. The technical bid will be evaluated by an internally constituted committee of the Institute based on total marks of 50 as per the table given below:

### Technical / Pre- Qualification Evaluation Criteria

<i>Sl. No</i>	<i>Particulars</i>	<i>Allocation of Marks</i>	<i>Total Marks</i>
<b>01</b>	<b>Firm's Experience (in Years) in Medical services in State/Central government or Any reputed educational institutions or Any reputed research institution or Any reputed private organization etc.</b>		<b>10</b>
	02 Years- 03 years	<b>04</b>	
	>03Years – 04 years	<b>07</b>	
	Above 04 Years	<b>10</b>	
<b>02</b>	<b>Average Annual financial turn-over from medical services of the Firm (in the last 2 financial years) ended on 31st March 2019</b>		<b>10</b>
	Up to Rs. 1.00 Crores	<b>04</b>	
	Above Rs. 1.00 Crore and up to Rs. 2.00 Crores	<b>07</b>	
	Above Rs. 2.00 Crores	<b>10</b>	
<b>04</b>	<b>No. of Beds in the Operational Hospital/s including ICCU/NICU/ITCU</b>		<b>10</b>
	50-60	<b>03</b>	
	61-70	<b>05</b>	
	71-80	<b>07</b>	
	80 and above	<b>10</b>	
<b>05</b>	<b>No. of Paramedical Staff on the payroll of the Hospital at present working for at least last 1 year</b>		<b>10</b>
	10-15	<b>03</b>	
	16-20	<b>05</b>	
	21-25	<b>07</b>	
	Above 25 Paramedical Staff	<b>10</b>	
<b>06</b>	<b>Specialist Doctors on the panel of hospital for at least last 1 year</b>		<b>10</b>
	05-10 Doctors	<b>03</b>	
	11-15 Doctors	<b>05</b>	
	16-20 Doctors	<b>07</b>	
	Above 20 Doctors	<b>10</b>	

<b>07</b>	<b>In-House Diagnostic / Pathology / Radiology Facilities</b>	<b>05</b>
<b>08</b>	<b>Multi-Specialty</b>	<b>05</b>
<b>09</b>	<b>Presentation</b>	<b>40</b>
	<b>Total Score</b>	<b>100</b>

- The technical bid shall be opened on the scheduled opening date and the price bid of only the firms/agencies that are found qualified on evaluation of the technical bid, shall be opened on a later date (working day) with advance intimation to the bidders.
- Final Evaluation of Tender: Bidders may be called for justification of rates quoted during the processing of the price-bid. If the rate is found to be unjustified, the bidder may be rejected without any reasons assigning thereof.

#### **18. Acceptance of the Tender Offer:**

- a) IIT Patna does not bind itself to accept the lowest or any tender and reserves the right to accept / reject the whole or any Group of the tender without assigning any reasons thereof.
- b) Acceptance of the tender offer will be communicated by a letter of acceptance from the office of the Registrar, Admin Section, IIT Patna.

#### **19. Earnest Money Deposit (EMD):**

- The bidders have to deposit **Rs. 1,00,000/-** (Rupees One lac only) as Earnest Money in the Institute's account using i-collect of State Bank of India. The instructions may be seen on the following webpage:

<https://www.iitp.ac.in/index.php/services-and-amenities/stores-and-purchase.html>

- The proof of deposit of fee must be uploaded on <https://www.eprocure.gov.in/eprocure/app> in the technical bid part. EMD will be refunded to the unsuccessful bidders after awarding the service contract to the successful bidder. No Bank Guarantee / DD/ Cheque will

be allowed. **The tender may be rejected without proof of EMD submission printout.**

## **20.Submission of Tender:**

Tender must be submitted in original and without making any additions, alterations and as per details given in other clauses in the tender document. The requisite details shall be filled in by the bidder in the tender document. The rate shall be filled in the Schedule given in this tender document. Reservations, if any, regarding the tender conditions and schedule rates should be sought at the time of pre-bid meeting or through seek clarification menu of <https://www.eprocure.gov.in/eprocure/app>. **NO ALTERATION / RECTIFICATION / CLARIFICATION WILL BE ENTERTAINED POST BID SUBMISSION.**

**The interpretation would be based solely on the basis of documents submitted by the bidder. Hence, the prospective bidders are requested to pay utmost attention while preparing the bid documents and should show utmost diligence while filling the Schedules.**

## **21.Rates and Taxes:**

The rates / amounts for all the services should be inclusive of all statutory obligations such as income tax, professional taxes, Employee Provident Fund (EPF) etc. The Institute is not liable to pay any other charges/ taxes not mentioned in the tender except relevant GST. Income tax will be deducted at source and will be deposited with the appropriate authorities. GST will be paid to the agency at the applicable rate by the Institute and it will be the responsibility of the agency to deposit the same with the concerned authorities within stipulated time and proof of which is to be submitted to the Institute within one month from the date of release of such tax by the Institute or raising of the next bill whichever is earlier.

## **22.Statutory Compliances:**

If provision of labourers / employees attracts Labour Laws, then the bidder (as and when applicable the bidder/Contractor [under the Contract Labour (R&A) Act. 1970] has to obtain license from the competent authority as and when required and this will be the sole responsibility of the bidder. The Bidder / Contractor will be responsible and liable for the implementation of all the statutory provisions as regards personnel to be deployed by him in respect of

minimum wages, Leave, Bonus, Safety Measures, Provident Fund, and ESI etc. as and when they become applicable under the Labour Laws. The Bidder/Contractor shall maintain all the statutory registers under the law.

The Bidder/Contractor shall produce the same on demand to the Institute's authority or any other authority under law. In case the Bidder/Contractor fails to comply with any statutory obligation under any Labour Laws, and as a result thereof the Institute is put to any loss or obligation, monetary or otherwise, the Institute will be entitled to get itself reimbursed out of the bills or the security deposit of the Bidder/Contractor, to the extent of the loss or obligation in monetary terms.

It shall be the responsibility of the company/firm/agency to satisfy Labour Laws and others laws (as applicable) in force in India.

**23. Period of Contract :**

**01 year** from the date of issue of work order with a provision for annual extension by two or more years to be renewed on yearly basis subject to satisfactory service and at the discretion of the Competent Authority of the Institute.

**24. Agreement :**

The successful agency shall sign agreement with the Institute on Govt. Stamp Paper (non-judicial) of Rs. 1,000/- for the execution of work.

**25. Negotiation :**

Any attempt to negotiate directly or indirectly with the authority to accept the tender or to influence for the acceptance of the tenders by any means will render the tender liable to exclusion from consideration.

**26. "NO DUES" Certificate :**

Any tenderer/bidder that currently has or in past had any financial dealings with the Institute shall submit a "NO DUES" certificate from the Institute before award of contract.

### **27.Rejection of Tender :**

Tenderer/bidder will be bound by the details and documents as furnished by him to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, is found to be false at any stage or incomplete, this will be treated to be a breach of the terms of Contract, making him/her liable for action and also the tender will be rejected. The bidder will be liable for blacklisting / debarment from participating in any Tenders of IIT Patna for the tenure decided by the competent authority of the Institute.

### **28.Modification in Agreement :**

- a) IIT Patna reserves the right to modify/ add any clause to the agreement during the period of the contract, for any essential matter, on mutually agreed terms.
- b) In case of breach of any of the terms of Agreement, the security deposit of the Contractor will be liable to be forfeited by the Institute. In addition, the Contract/ Agreement will also be liable to be terminated. Any sum of money due or payable to the Institute including the security deposit refundable to him under the contract can be appropriated by the Institute against any amount which the Contractor may owe to the Indian Institute of Technology Patna.

### **29.Responsibility for executing the Contract :**

The agency shall be responsible in all respects for the services & is bound to abide by the terms and conditions as specified in the tender document.

### **30.Subletting of Contract :**

The successful bidders shall not sublet/ transfer the contract. Any subletting will result in the immediate termination of the contract and the security deposit is liable to be forfeited.

### **31.Interpretation of Contract Documents :**

Except if and to extent otherwise provided by the contract, the provisions of the contract shall prevail over those of any other documents forming Group of the contract. Several documents forming the contract are to be taken as mutually explanatory. If there be any discrepancy, inconsistency, error or omission in the

contract or any of them, the matter may be referred to Competent Authority who shall give his decision and issue to bidder instructions directing in what manner the work is to be carried out. The decision of Competent Authority of the Institute shall be final and conclusive and the bidder shall carry out work in accordance with this decision.

**32.Damage to Property :**

- a) The tenderer/bidder shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or willful commissions of the bidder, his/her employees, agency representatives or sub-bidders, as per investigation report of the Institute and whose assessment shall be final and binding on the bidder.
- b) Tenderer/Bidder shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed/employed.

**33.Deployment :**

- a) The bidder/tenderer shall be responsible for recruitment and deployment of doctors and paramedical staff for complete management (providing, equipping, manning, running and managing) medical & paramedical services and the doctors/paramedical staff so recruited and deployed by him shall be under his direct control/supervision. The bidder/contractor shall exercise total superintendence, control and supervision over the staff and their work. Tentative number of manpower to be deployed is mentioned in below table :

<b>Sl. No.</b>	<b>Job Description</b>	<b>Number of Persons required per shifts</b>	<b>Minimum Qualification and Experience</b>
1.	Doctor	01 in each shift (2 shifts)	M.D. degree + 5 years' experience in respective field OR MBBS degree + 10 years' experience in respective field
2.	Senior Nurse	01 in each shift (3 shifts)	Diploma in Nursing + 5 years' experience in respective field OR B.Sc. (Nursing) degree + 3 years' experience in respective field

3.	Junior Nurse	02 in each shift (2 shifts)	Diploma in Nursing + 3 years' experience in respective field OR B.Sc. (Nursing) degree + 1years' experience in respective field
4.	Lab Technician	01 (During day shift)	DMLT +5 years' experience in respective field or BMLT +3 years' experience in respective field
5.	Supporting Staff/ward boy	01 in each shift (2 shifts)	Matriculation + 1years' experience in respective field

- b) The bidder/tenderer shall not deploy any minor as/Paramedical staff/ laborers/workers.
- c) That for all intents and purposes the contractor will be the **“EMPLOYER”** within the meaning of different labour legislations in respect of the doctors/staff for services so employed and deployed.
- d) The employees appointed by the agency for the above job shall have no rights to claim for absorption in the services of IITP and shall also have no claim for continuation with the existing job if the agency is replaced.
- e) The bidder/contractor shall issue identity cards to all doctors/paramedical staff engaged for Medical Services engaged by the bidder/contractor for deployment in IIT Patna. The staff should not have any criminal or police cases and the bidder/contractor has to verify the same in writing and submit the same to the Institute's Authority. The bidder shall deploy only those whose antecedents have been verified by the police authorities.
- f) The doctors / Paramedical staff for Medical Services deployed by the bidder/contractor should behave in a proper and courteous manner with all the members of the faculty, staff, and students and will be bound to observe all instructions issued by the Institute's Authority concerning general discipline and behavior.



- g) In case, the doctors/ Paramedical staff for medical services deployed by the bidder/contractor commit any act of omission or commission constituting misconduct or indiscipline, the bidder/contractor will be liable and responsible to take disciplinary action against the staff, including suspension, dismissal from service etc. or remove from Institute's premises/campus.
- h) Co-ordination with agencies/departments: The bidder/tenderer will have to maintain close co-ordination and co-operation with different departments/centres/ sections of IITP as well as with other agencies at the campus. No extra claim on this account shall be payable by the Institute.

### **34. Uniforms :**

Para medical Staffs/ Doctors have to wear the uniform and carry Identity Cards during their working hours. The bidder/agencies will be responsible for arrangement of uniform and Identity Cards for their staff. No payment for the cost of uniform will be made from the Institute's end. Para medical Staff posted on duty should always be in neat and clean complete uniform and carry photo identity card duly signed by the authorized person of the agency.

### **35. Facilities provided by IITP :**

The Institute will provide certain Amenities to the employees for the purpose of this service such as (a.) provision of canteens, (b.) rest rooms/area, (c.) drinking water and (d.) First Aid facilities etc.

### **36. Gate Pass :**

The Agencies/Bidders has to obtain the GATE PASS for his staffs for entry into the campus, which has to be surrendered on termination from work. Otherwise, final payments will not be released.

### **37. Accommodation :**

The Institute will not provide any accommodation to the doctors / nurses who are engaged in providing the Medical Services. The bidder / agency have to arrange residential accommodations for their employees to be deployed in IIT Patna, Bihta Campus. Institute will provide suitable accommodation to Doctors / Paramedical Staff whose on campus presence

is essential to cater the needs of the patients at odd hours. The accommodation will be provided subject to availability on payment basis as applicable to the employees of IIT Patna.

### **38.Safety Measures :**

- a) The bidder/agencies shall carry out all works in accordance with statutory requirement of Safety Regulations and other rules/Acts as applicable.
- b) The bidder/agencies or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.
- c) The bidder/agencies or his/her representative shall report any accident to appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the contractor/bidder.
- d) Use of matchbox, lighters & smoking or other such acts, which may cause fire/ accident, are strictly prohibited.
- d) Institute shall not be responsible for any injury to the staff for medical services and caused in course of their performing the duties or for payment of any compensation.
- e) Agencies shall be responsible for the damage of every sort of the property of the institute due to negligence of the agency and cost of all such damages will be recovered from the amount payable to the agency.
- f) The Company or Agency shall provide group insurance cover to its employees including medical and accidental insurance for those deployed at IIT Patna.

### **39.Penalty :**

- a) If the agency fails to perform the work as per specification of work and not keeping the place clean, IITP shall impose penalty which will be maximum a sum of **10% the amount of the Invoice Value/Bill amount of the Particular Month** or as per the order from the Institute's Competent Authority.

- b) Non-availability of any of the declared services shall lead to imposition of penalty as per the order from Competent Authority of the Institute.

***NOTE: On the basis of complaint against the services provided by the agency from the students/faculties/staff/dependents of faculty & staff penalty will be levied after investigation. For each established complaint of any students/faculties/staff/dependents of faculty & staff, a minimum sum of Rs. 5,000/- will be deducted from the payment of the vendor.***

#### **40.Failure and Termination :**

If the performance of the agency is not satisfactory, the competent authority may take any action which is as follows:

- a) To cancel the contract
- b) To engage another agency from the wait list.

**NOTE: Feedback against the services provided by the agency may be collected time to time from the respective students/faculties/staff/of faculty & staff internally. Based on the same, the performance of the contractor will be justified and final monthly payment will be released accordingly.**

#### **41.Force Majeure :**

In the event of any force majeure causing the agency for delay in the service, Institute authority shall not be liable for any legal obligation.

Force majeure shall mean and be limited to the following:

- a) War/Hostility
- b) Riot or Civil Commotion
- c) Earthquakes, fire tempest, lightening or other natural physical disaster.
- d) Restriction imposed by the GOVT. (Central or State) or other statutory bodies which may prevent or delay the execution of service.

The Agency shall advise the IITP authority through a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above cause of delay within 21 (twenty one) days of the occurrences and cessation's of such force majeure condition. In the event of delay lasting over one month , if arising out of force majeure the IITP authority reserves the right to cancel the Contract and the provisions governing termination stated under relevant clauses shall apply.

#### **42. Arbitration:**

All disputes or differences whatsoever arising between the parties out of or relating to the work will be settled by Director, IIT Patna and the award made in pursuance thereof shall be binding on the parties.

#### **43. Recovery of Sum Due:**

Whenever any claim for the payment of a sum of money has arisen out of or under this contract against the agency, the Contract awarding authority shall be entitled to recover such sum by appropriating in Group or whole from the security money deposited by the agency. In case the amount to be deducted at any time exceeds the security deposit, the agency shall pay to IITP on demand the balance due.

#### **44. Payment:**

- a) Unless otherwise agreed the agency shall have to submit the monthly bills to the Institute in duplicate. The bill shall contain offer letter and contract agreement. The payment of monthly bill will be released within 15 days positively from the date of submission of complete bill in all respect in admin section of IIT Patna.
- b) Bills shall be submitted monthly against the actual execution of work (as per Schedule of Rate) by the bidder/contractor. The bill shall be paid after satisfaction of the authority in respect to the services rendered by the bidder/tenderer.
- c) The agency/ firm shall have to submit the Monthly Bills to the Administration Section. However, releasing of the monthly bill will be made subject to satisfaction of services provided by the agency/ firms for the respective/ designated areas. In this regard, the Institute may collect the feedback from the students/faculties/staff/internally.
- d) TDS at the prevailing rate on gross amount of the bill shall be deducted from the bidder's bill as per rule.
- e) GST shall be deducted as per rule (if applicable).

- f) The bidder/contractor will ensure that he/she pays minimum wages (as per Minimum Wages Act and as per Govt. of India notification from time to time) ) to all his/her employees at all times along with statutory obligations like Leave, Bonus, EPF & ESI etc. as mentioned in the tender document. A certificate/ self-declaration with regard to the payment made to doctors/para medical staffs engaged in work on each time has to be furnished by the contractor along with the monthly bill submitted in IIT Patna. While submitting the bill, the same have to be attached with the bill.
- g) The agency shall have to maintain the various registers for deployment of doctors/paramedical staffs, working hours, Advance/ Recovery, Fine/ Penalty, payment of wages, etc. which has to be duly signed by the agency and the officer-in charge. On demand, the agency/firm shall have to produce before the Inspecting Authority of the Institute for official purposes.
- h) No advance payment against ensuring medical bills will be made under any circumstances. Payment will be made on monthly basis after submission of bill, complete in all respects.

#### **45. Termination of Contract:**

- a) The Institute has the absolute right to terminate the contract/services at any time by giving one month's notice in writing without assigning any reason whatsoever and the Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of contract.
- b) In the event of the bidder/contractor desiring an earlier termination of contract/services, he/she shall have to give 3 (three) months advance notice to the Institute.
- c) In case of termination of this contract/agreement on its expiry or otherwise, the doctors, paramedical staff, or personnel engaged and deployed/deputed by the bidder/agency/firm, will not be entitled to and will not claim any compensation / absorption in the regular or otherwise services of the Institute. The personnel of the bidder/contractor will not claim and will not be entitled to pay, perks or any other facilities as admissible to the regular/confirmed employees of the Institute during the subsistence of the contract/agreement and even after the expiry of the Contract/Agreement.

- d) Without prejudice to any of the rights or remedies under this contract, if the bidder/agency/firm turns insolvent, the competent authority shall have the option of terminating the contract without compensation to the bidder/agency/firm.

#### **46. Acceptance of Tender and Signing of the contract :**

The Institute reserves the right to reject any or all the tender forms without assigning any reasons. The Institute does not bind itself to accept the lowest rate of tender nor does it undertake to assign reasons for the decision taken in this matter. Tenders in which any of the particulars and prescribed information are missing or are incomplete in any respect and or the prescribed conditions are not fulfilled are liable to be rejected.

The bidder/agency/firm whose tender is accepted shall be required to appear at the office of the Registrar, Admin Section, Indian Institute of Technology Patna, Patna – 801106, in person or, if the bidder/contractor is a firm, company or a corporation, a duly Authorized representative shall so appear and execute the contract agreement/ documents as stipulated in the conditions of lease within 10 days of the date of issue of the **Letter of Intent/Work Order** from the Institute. In the event of failure on the Group of successful bidder/contractor to sign the agreement within the above stipulated period, the earnest money shall be forfeited and the acceptance of the tender shall be considered as cancelled.

#### **47. Legal Jurisdiction:**

The contractor/agencies shall abide by all the rules, regulations, by-laws and statues etc. as exists in the Institute. That, any matters of disputes arising out of contract agreement will be subject to jurisdiction of the Courts located at Patna, Bihar.

**Financial Bid / Reference for BoO**

**Number of Notice Inviting Tender - IITP/Admin/Medical Services/01/2020**

Contract for providing complete medical services to the Students/Employees of IIT Patna and their dependents, situated at its permanent campus in Bihta. I/We the tenderer/bidder hereby quote our monthly rate as follows:-

<b>Sl. No</b>	<b>Job Description</b>	<b>Number of Persons required per shifts (A)</b>	<b>Minimum Qualification and Experience</b>	<b>Unit Rate (B) Monthly</b>	<b>Total Monthly Rate = Unit Rate x Quantity (A x B)</b>
1.	Doctor	01 in each shift (2 shifts) Quantity - 2	M.D. degree + 5 years' experience in respective field OR MBBS degree + 10 years' experience in respective field		
2.	Senior Nurse	01 in each shift (2 shifts) Quantity - 2	Diploma in Nursing + 5 years' experience in respective field OR B.Sc. (Nursing) degree + 3 years' experience in respective field		
3.	Junior Nurse	02 in each shift (2 shifts) Quantity - 4	Diploma in Nursing + 3 years' experience in respective field OR B.Sc. (Nursing) degree + 1 years' experience in respective field		
4.	Lab Technician	01 (During day shift)	DMLT +5 years' experience in respective field OR		

		Quantity - 1	BMLT +3 years' experience in respective field		
5.	Supporting Staff/ward boy	01 in each shift (2 shifts) Quantity - 2	Matriculation + 1 years' experience in respective field		
6.	X ray machine (1 No.)			Lump sum Rate per month	
7.	Service charges per visit towards Specialized visiting doctors (@ each specialist) Give rate of one specialist.			Per visit rate	
8.	Charges towards Sanitary Services / Medical Waste Disposal related to patient care			Lump sum Rate per month	
9.	Any other charges for Statutory Liabilities, Liveries, Taxes etc.			Lump sum Rate per month	
<b>Total Monthly Rate for Providing Medical Services for Maintaining Health Centre at IIT Patna, Bihta Campus including all cost towards Remuneration / wages, salary of Staff deployed at IITP, including resident medical officers, nursing staff, Technicians, paramedical staff, other staff members and providing different services enlisted above including all statutory liabilities / taxes etc.</b>				<b>In Figures =</b>	
				<b>In Words =</b>	



<b>Equipped Ambulance Charges (Small) i.e. Van Type</b>	
<b>(i) Within the campus (per kilometer basis)</b>	
<b>(ii) Outside the campus (per kilometer basis)</b>	
<b>Equipped Ambulance Charges (Large)</b>	
<b>(i) Within the campus (per kilometer basis)</b>	
<b>(ii) Outside the campus (per kilometer basis)</b>	

**Note:** Item wise service charge with proposed quantity of equipment should be mentioned in the sheet below (for item no. 6).

<b>Details</b>	<b>Unit Rate (Monthly)</b>	<b>Quantity (Nos.)</b>	<b>Total (Monthly)</b>
Service charges towards use of X – Ray Machine including repair and maintenance (To be supplied by the bidder)		1	
<b>Total Charges</b>	<b>In Figures =</b>		
	<b>In Words =</b>		

Service Charges towards any other equipment would be decided on mutually agreed rates (if required in future). Order of individual items mentioned in tables above will be awarded as per our requirement. During the course of execution of work order, the quantity of Manpower / Services in different segments may be increased / decreased as per our requirement.

**ANNEXURE – I**

**DETAILS OF MANPOWER DEPLOYMENT REQUIRED:**

<b>Sl. No.</b>	<b>Job Description</b>	<b>Number of Persons required per shifts</b>	<b>Minimum Qualification and Experience</b>
1.	Doctor	01 in each shift (2 shifts)	M.D. degree + 5 years' experience in respective field OR MBBS degree + 10 years' experience in respective Field
2.	Senior Nurse	01 in each shift (2 shifts)	Diploma in Nursing + 5 years' experience in respective field OR B.Sc. (Nursing) degree + 3 years' experience in respective field
3.	Junior Nurse	02 in each shift (2 shifts)	Diploma in Nursing + 3 years' experience in respective field OR B.Sc. (Nursing) degree + 1years' experience in respective field
4.	Lab Technician	01 (During day shift)	DMLT +5 years' experience in respective field or BMLT +3 years' experience in respective field
6.	Supporting Staff/ward boy	01 in each shift (2 shifts)	Matriculation +1 years' experience in respective field

**WORK EXPERIENCE**

**Work performed (Medical services of a similar nature / empanelment during the last five or more years)**

**(Please use a separate sheet with duly signed & online if required)**

No.	Name of the organization with complete postal address	Private Sector / Govt. Body / PSU/ Education Institute	Name and Designation of the Contact Person with Tel. Mobile No(s).	Description / Nature of work	Contract / WO No. & Date	Value of (Rs. In lacs)	No. of persons deployed by the firm	Contract Period (w.e.f. upto)	Remarks on Performance report

\*\* Attach authentication certificate(s) from the

Employer. Date: \_\_\_\_/\_\_\_\_/2020

Place: \_\_\_\_\_

**FORMAT FOR PERFORMANCE CERTIFICATION**

Certificate should contain following information

1. Name of the contract and location :

2. Agreement No. / Work Order No. :

a) Scope of Contract :

b) Contract Cost :

c) Value of Completed services:

d) Date of commencement and date of completion of work:

e) Contract period :

f) Overall grading of service : Excellent/ Very good/ Good/ Average/ Poor

Date : \_\_\_\_ / \_\_\_\_ / 2020

Place : \_\_\_\_\_

**ANNEXURE – IV**

**DETAILS OF KEY PERSONNEL PRESENTLY DEPLOYED**

<b>Sl. No.</b>	<b>Name of the Employee</b>	<b>Qualifications</b>	<b>Experience in similar job</b>	<b>Remarks</b>
	Doctor	M.D. degree + 5 years' experience in respective field OR MBBS degree + 10 years' experience in respective field		
	Senior Nurse	Diploma in Nursing + 5 years' experience in respective field OR B.Sc. (Nursing) degree + 3 years' experience in respective field		
	Junior Nurse	Diploma in Nursing + 3 years' experience in respective field OR B.Sc. (Nursing) degree + 1 years' experience in respective field		
	Lab Technician	DMLT +5 years' experience in respective field or BMLT +3 years' experience in respective field		
	Supporting Staff/ward boy	Matriculation + 1 years' experience in respective field		

Date : \_\_\_\_ / \_\_\_\_ /2020

Place : \_\_\_\_\_

**TECHNICAL INPUTS AND WORK PLAN**

(Please use separate sheet with duly signed and online if required)

Information on the following items:

1. Availability of medical specialties:
2. Availability of OPD & IPD facility:
3. Availability of resources (Doctors, Pharmacy, Pathology and diagnostic tools machineries etc.):
4. Supervision methodology including specialist doctors to be engaged:
5. Proposed Backup plan in case of emergency:
6. Newness & creativity in Medical Service :
7. Newness & creativity in Treatment, diagnosis & Patient Management:

***Note: Please attach support documents if required.***

Date: \_\_\_\_/\_\_\_\_/2020

Place: \_\_\_\_\_

Designation:

**DECLARATION REGARDING CLEAN TRACK**

Declaration of Clean Track Record (On Company / firm's Letterhead)

To,

Date:

The Registrar,  
I.I.T. Patna,  
Bihta, Patna – 801106.

Sir,

**Re: Tender No. IITP/Admin/Medical Services/01/2020 dated 7th Jan, 2020 for  
“Providing Medical Services at IIT Patna, Bihta”**

I/we carefully have gone through the Terms & Conditions contained in the above referred tender. I/we hereby declare that my company/firm is not currently debarred/black listed/convicted by any Government / Semi Government Organizations / Institutions in India like Drugs Control Authority and no case is pending under the Drugs and Cosmetics Act and Rules or abroad. I/we further certify that I'm competent officer in my company /firm to make this declaration.

Or

I/we declare the following:

<b>No.</b>	<b>Country in which the company is debarred/blacklisted/case is pending</b>	<b>Black listed / debarred by Government / Semi Government Organizations/Institutions</b>	<b>Reason</b>	<b>Since when and for how long</b>

(NOTE: In case the company / firm was blacklisted previously, please provide the details regarding Period for which the company / firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder, with Official Seal)



**TENDER ACCEPTANCE LETTER**  
(On Company / firm's Letterhead)

To,  
The Registrar  
I.I.T. Patna,  
Bihta, Patna – 801106.

Date:

Sir,

**Re: Tender No. IITP/Admin/Medical Services/01/2020 dated 7<sup>th</sup> Jan, 2020 for  
“Providing Medical Services at IIT Patna, Bihta”**

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred Tender document as per your advertisement, given in the above mentioned website(s).

1. I/we declare that all the provisions of this Tender are unconditionally acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.
2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I/we certify that all information furnished by the our Firm is true and correct and if at any stage, it has been found that the agency has furnished any wrong declaration / forged documents, the Competent Authority of IIT Patna may terminate contract with immediate effect without assigning any reason thereof and suitable legal action should be taken against the agency which may include blacklisting / debarment from participating in any tender of IIT Patna for the period, approved by the competent authority.

**Annexure- VIII**

**DECLARATION OF ANNUAL TURNOVER (Balance Sheet)**  
(On Company / firm's Letterhead)

Date:

To,  
The Registrar  
I.I.T. Patna,  
Bihta, Patna – 801106.

Sir,

**Re: Tender No. IITP/Admin/Medical Services/01/2020 dated 7<sup>th</sup> Jan, 2020 for  
“Providing Medical Services at IIT Patna, Bihta”**

1) I/we hereby declare that, our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references:

F. Y. 2017 – 18	
F. Y. 2018 – 19	

Yours faithfully,

(Signature of the Bidder, with Official Seal)

**BANK DETAILS OF THE FIRM**

Name of the Firm :

Registered /Postal Address :

1.	Permanent Account Number (PAN) No	
2.	GST Registration No. if applicable	
3.	<b>BANK DETAILS:</b>	
a.	Bank Name	
b.	Branch Address	
c.	Account No	
d.	Type of Account (Current/Savings)	
e.	MICR No.	
f.	IFSC Code	

Date:

Name of the Authorized Signatory

Place:

Stamp & Signature

**Annexure-X**

**DETAILS OF EARNEST MONEY DEPOSIT (E.M.D.)**

<b>Sl. No</b>	<b>Item</b>	<b>Qty.</b>	<b>Earnest Money Deposit in INR</b>	<b>File No. for reference</b>
<b>1</b>	<b>TENDER DOCUMENT FOR PROVIDING COMPLETE MEDICAL SERVICES TO THE STUDENTS / EMPLOYEES OF IIT PATNA &amp; THEIR DEPENDENTS BY RUNNING THE HEALTH CENTRE AT ITS CAMPUS SITUATED IN BIHTA.</b>	<b>--</b>	<b>1,00,000/-</b>	<b>IITP/Admin/Medical Services/01/2020</b>

**INSTRUCTIONS FOR ONLINE BID SUBMISSION:**

The bidders are requested to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

**REGISTRATION:**

- Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app> ) by clicking on the link “**Online Bidder Enrolment**” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority Recognized by CCA India (e.g. Sify / nCode / eMudhra etc. ), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC /e-Token.

## **SEARCHING FOR TENDER DOCUMENTS:**

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, other keywords etc. To search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS:**

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviation from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a

provision of uploading such standard documents (e.g. PAN Card Copy, Annual Reports, and Auditor Certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS:**

- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “Offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The Original should be posted / couriered / given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD / any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers / bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**ASSISTANCE TO BIDDERS:**

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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# भारतीय प्रौद्योगिकी संस्थान पटना

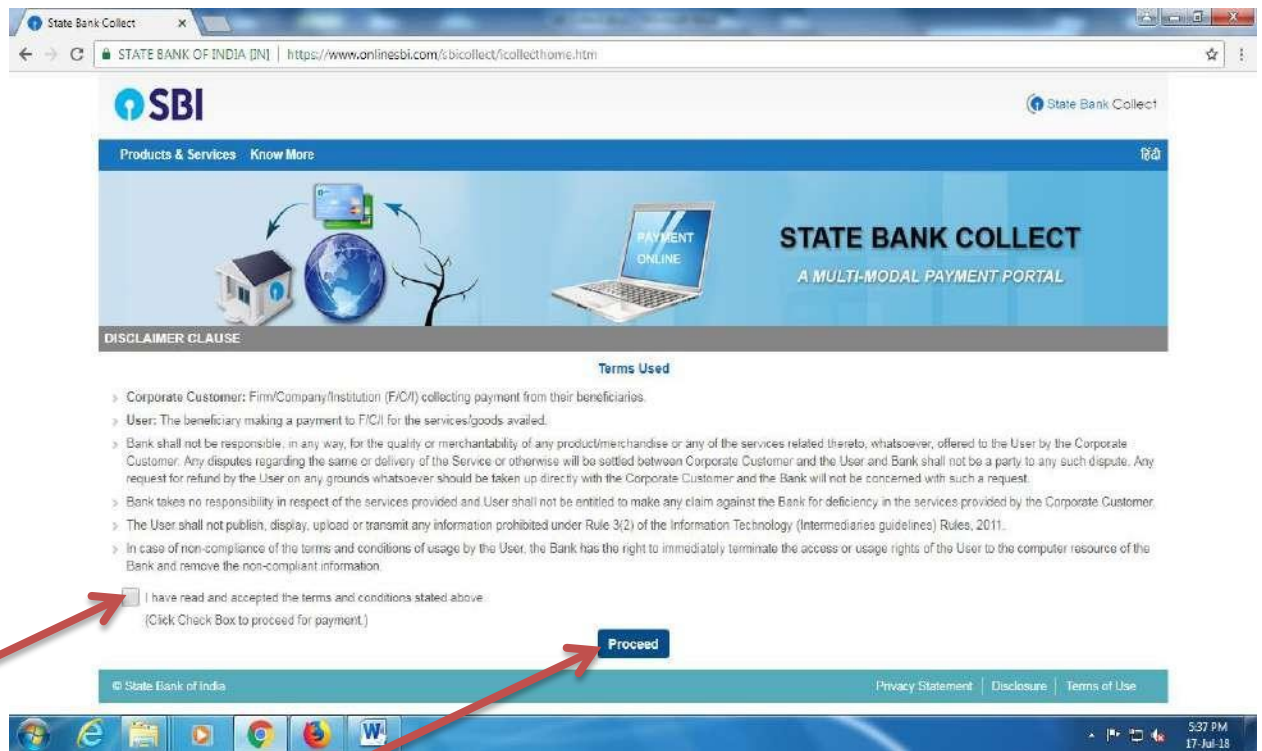
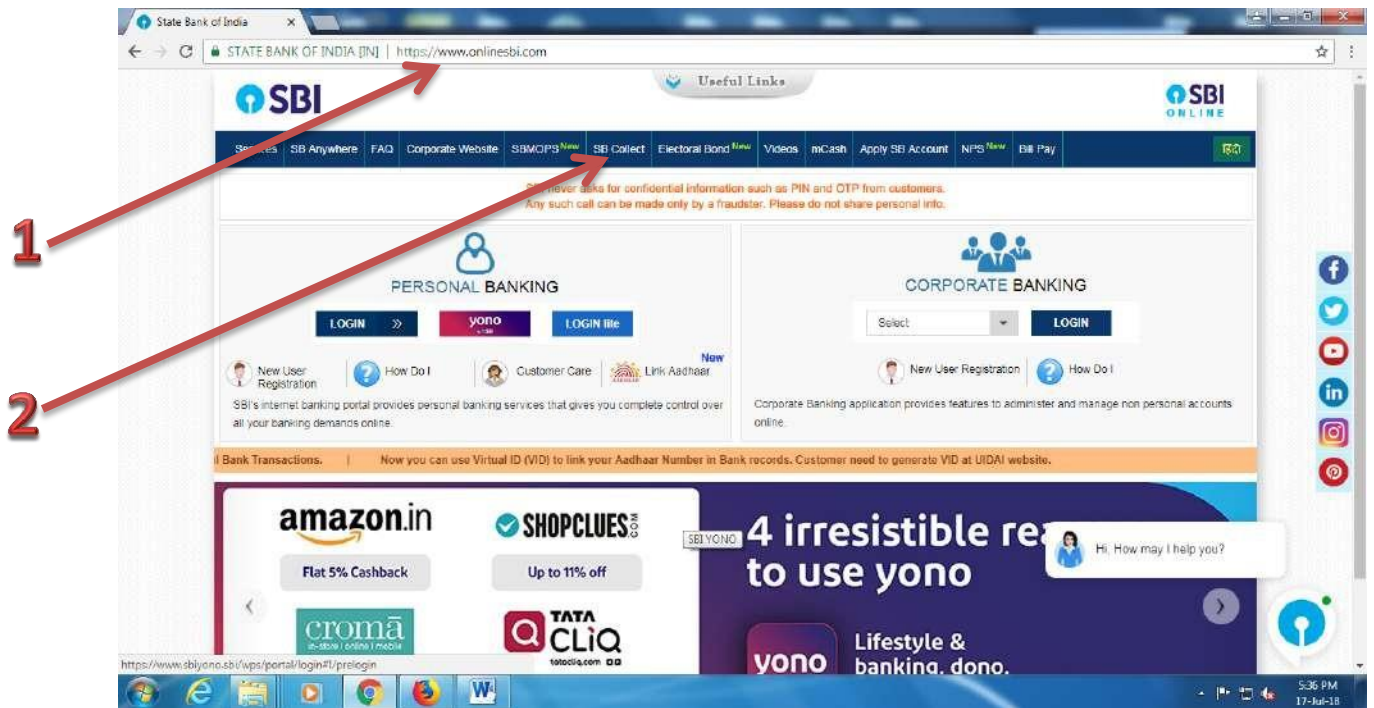
## INDIAN INSTITUTE OF TECHNOLOGY PATNA

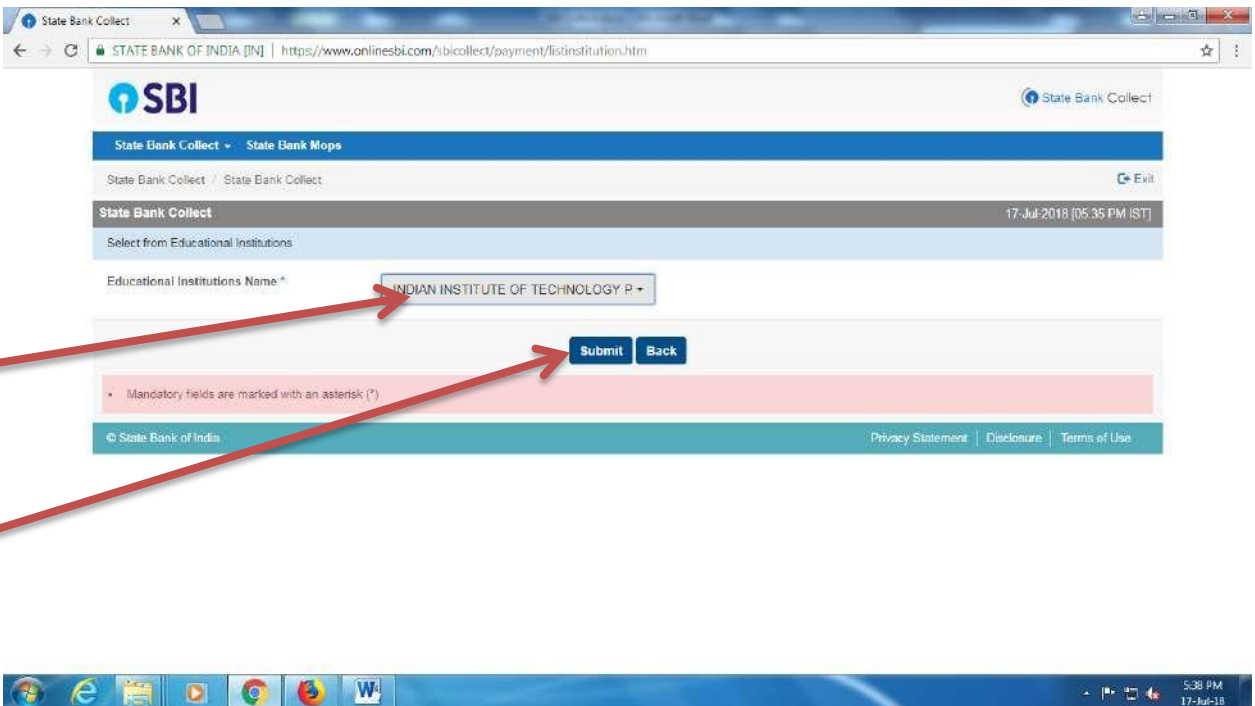
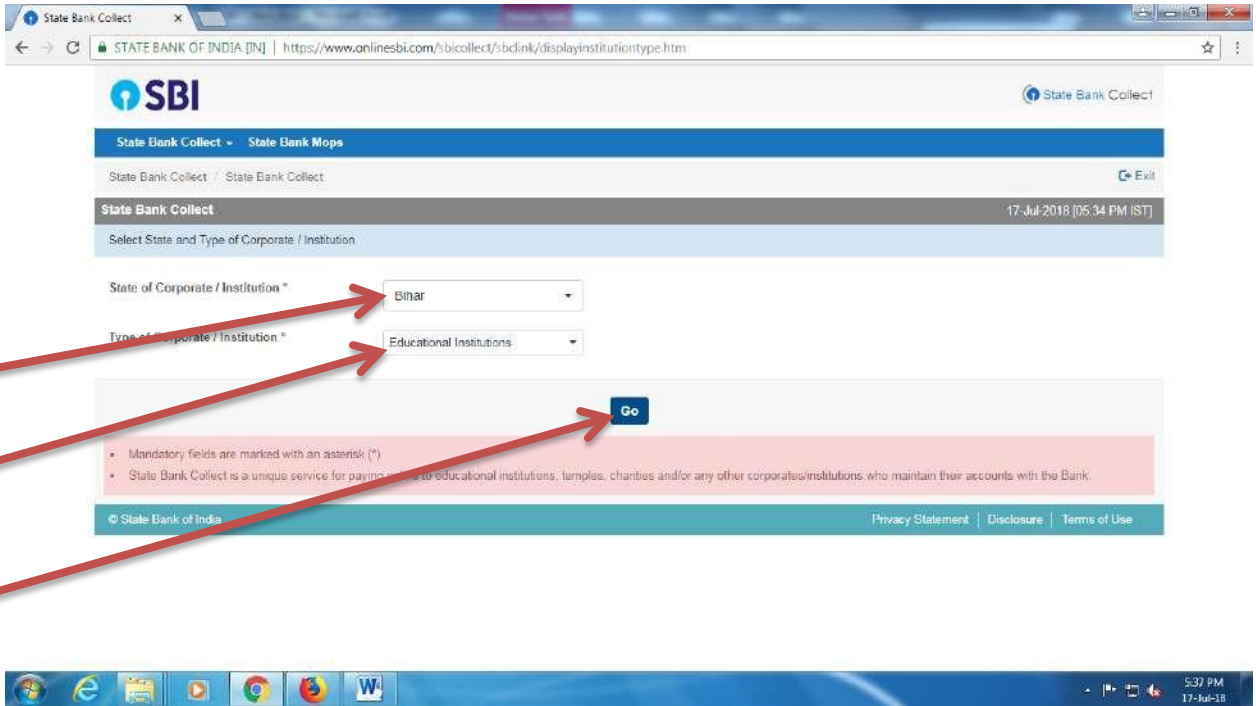
कनपा रोड, बिहटा, पटना-801106 [बिहार] भारत  
Kanpa Road, Bihta, Patna - 801106, Bihar, India

### Stores & Purchase Section

#### Procedure for Payment of EMD and Tender Fees using SBI Collect.

- 1) Go to [www.onlinesbi.com](http://www.onlinesbi.com) – It will open Home Page of SBI.
- 2) Go to the option **State Bank Collect** menu on the top row – It will open a window having terms and condition page. Tick the box and **click on proceed**.
- 3) New Window will open with two options – **First you have to select Bihar State** by scrolling button & then you have to select **Educational Institutions** by scroll button and finally click on **Go Button**.
- 4) Another new window will open & supplier has to select the institution viz **Indian Institute of Technology Patna** and click on **Submit Button**.
- 5) A new window will open and supplier has to select payment category as **EMD or Tender Fee (Store and Purchase)** by scroll button now a Full Page Form will open with key points information and one has to fill the same carefully and click on **Submit Button**.
- 6) A new window will open with “**Verify details and confirm this transaction**”.
- 7) As one will click on **confirm button**, It will open a new window with various option of **ATM Cum Debit Card, Other Bank Debit Cards & Credit Cards** along with **Internet Banking**.
- 8) One has to select accordingly, if you are selecting **Internet Banking Option** then you will have to enter your **User Id & Password**. After login it will ask for confirmation.
- 9) When you click on **confirm button**, a **confirmation code** will be sent on your mobile no. as you put the **same code in the code box** and confirm, your EMD/Fees will be submitted (In case of Internet Banking Only).
- 10) If you are selecting **ATM-Cum-Debit Card, Other Bank Debit Cards, Credit Cards**, it will ask your ATM Card No., Card Holder Name and CVV No. after filling all these information it will ask for confirmation.
- 11) As one will click on **confirm button**, your EMD/Fees will be transferred and receipt window will open.
- 12) Take print out of the receipt for records and **attach a copy with your bid**.
- 13) Generation of e-receipt by the party: By following Step 1 & 2 as above select **"Payment History"** appearing left side under State Bank Collect.





State Bank Collect

STATE BANK OF INDIA [IN] | https://www.onlinesbi.com/sbicollect/payment/showpaymentdetails.htm

SBI State Bank Collect

State Bank Collect / State Bank Mops

State Bank Collect / State Bank Collect

State Bank Collect 17-Jul-2018 [05:36 PM IST]

INDIAN INSTITUTE OF TECHNOLOGY PATNA  
IIT PATNA , BIHTA CAMPUS. , BIHTA, PATNA-801103

Provide details of payment

Select Payment Category \* EMD (Store and Purchase) \*

Vendor Name \*

ATE/UTL Reference number \*

Bank A/c no. \*

IFS Code \*

Email ID \*

Mobile No. \*

PAN

Amount \*

Remarks

Please enter your Name, Date of Birth (For Personal Banking) / Incorporation (For Corporate Banking) & Mobile Number  
This is required to reprint your e-receipt / remittance(PAP) form, if the need arises

Name \*

Date Of Birth / Incorporation \*

Mobile Number \*

Enter the text as shown in the image \* 3081A

Submit Reset Back

\* Mandatory fields are marked with an asterisk (\*)

- The payment structure document if available will contain detailed instructions about the online payment process.
- Date specified (if any) should be in the format of 'ddmm/yyyy'. Eg. 02082008

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Webmail-ETP x Communication E... Employment Opportun... NATIONAL COOPERATI... NATIONAL COOPERATI... Syllabus Advt 2-2018.pdf x State Bank of India x State Bank Collect x

STATE BANK OF INDIA (IN) https://www.onlinesbi.com/sbicollect/payment/...

SBI State Bank Collect

State Bank Collect - State Bank Mops

State Bank Collect / State Bank Collect

State Bank Collect 17-Jul-2018 [06:02 PM IST]

INDIAN INSTITUTE OF TECHNOLOGY PATNA  
IIT PATNA, BIHTA CAMPUS, BIHTA, PATNA-801103

Provide details of payment

Select Payment Category \* Tender Fee (Store and Purch...  
Vendor Name \*  
Tender Reference No. \*  
Amount \* -Select Amount--

Remarks

Please enter your Name, Date of Birth (For Personal Banking) / Incorporation (For Corporate Banking) & Mobile Number. This is required to reprint your e-receipt / remittance (PAP) form, if the need arises.

Name \*  
Date Of Birth / Incorporation \*  
Mobile Number \*  
Enter the text as shown in the image \* B79BF

Submit Reset Back

Mandatory fields are marked with an asterisk (\*)

- The payment structure document if available will contain detailed instructions about the online payment process.
- Date specified (if any) should be in the format of 'ddmm/yyyy'. Eg. 02082008.

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