



Indian Institute of Information Technology Sri City, Chittoor

Notice Inviting e-tender for providing healthcare and wellness services (on contract basis) to the students, employees & their dependents of IIIT Sri City

[Technical bid and Price bid system – e-Procurement mode]

e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

Indian Institute of Information Technology Sri City, Chittoor

PART - A

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Notice Inviting e-tender for providing healthcare and wellness services (on contract basis) to the 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 *Medical Facility* situated at its campus at Sri City, Chittoor; where primary Medical Services can be rendered.

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Indian Institute of Information Technology Sri City, Chittoor

NOTICE INVITING TENDER THROUGH E-PROCUREMENT

Institute invites **Online Tenders** (through MHRD ewizard portal) under two bid system (i.e. Technical & Financial) from reputed medical service providers for the above mentioned Medical & Paramedical Services at the premise located in the hostel area and complete management of the Institute's MF situated at IIIT Sri City, Chittoor, Andhra Pradesh. **NO MANUAL BIDS SHALL BE ENTERTAINED.**

The tender document with complete details including experience required, scope of work and terms and conditions can be downloaded from the website MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>) or www.iiits.ac.in. Bidders are advised to read tender documents and check their eligibility before participating in the bid.

TWO BID SYSTEM shall be followed for this tender. Bidders should take due care to submit a tender in accordance with the requirement of MHRD e-Wizard portal. Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. All the terms and conditions stated in the Bid Document are final in nature and requests for any subsequent alterations/modifications will not be entertained. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respects as per the specified terms and conditions. Submission of the bids amounts to acceptance of all terms and conditions mentioned therein.

Bidders are advised to visit the website (<https://mhrd.euniwizarde.com> and www.iiits.ac.in) frequently to find any addendum/ Corrigendum issued or extension of due date for submission, etc. No separate intimation will be issued / advertised in this regard. Bidders are advised to keep checking the website before submitting the final tender.

Bidders are expected to visit the campus to acquaint themselves with the actual locations of different Kitchens, Dining units, facilities and equipment available etc., before submitting the tenders under two bid systems.

The interested bidders shall submit their technical and financial bids through online mode in <https://mhrd.euniwizarde.com> only before the due date and time as mentioned in bid specifications. No other mode of submission is acceptable. The bidder must submit their financial bid in the prescribed format and no other format is acceptable.

Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.

Name of the Work	<p>Contract for providing healthcare and wellness services to the 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 <i>Medical Facility</i> including Out Patients (OP), In Patient (IP), Emergency and other related Services to all its Students, employees and their dependents situated at its campus at Sri City, Chittoor; where primary Medical Services can be rendered.</p> <p>For management of medical facility 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 Medical Facility (hereinafter called as MF), including:</p> <ul style="list-style-type: none"> ● Medical consultancy services, ● Services in the areas of reception, support office, dressing, physiotherapy, disposal of medical wastes and other services related to the indoor patients and wards. <p>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.</p>
Tender Enquiry No.	e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021
Submission of offer	E-tendering through https://mhrd.euniwizarde.com
Bid Issue Date	December 27, 2021
Pre-Bid Meeting	<p>The pre-bid meeting is scheduled at 12noon on January 3, 2022. 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 https://mhrd.euniwizarde.com/ and www.iiits.ac.in 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.</p>
Last Date for submission of e-bids	Up to 02:00 P.M. on 10/01/2022 . The tenders received after stipulated date and time will be summarily rejected.
Opening of Technical bid	January 10, 2022 @ 02:10PM
Place of opening the tender	IIIT Sri City, Chittoor, 630, Gnan Marg, Sri City, Chittoor District, Andhra Pradesh, PIN-517 646
Date of opening of 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 through https://mhrd.euniwizarde.com/ only
Earnest Money Deposit (EMD)	The Earnest Money Deposit amounting to Rs.1,00,000/- (Rupees One Lakh only) must be credited in the form of NEFT/RTGS to “IIIT Sri City Chittoor Opex Account” (A/c.No.38329375681, IFSC Code.SBIN0016527, (16527) - Sri City (Mallavaripalem), 115, Peepul Boulevard Sri City, Chittoor District, AP-517 646. The proof of deposit of EMD must be uploaded in the technical bid. EMD will be refunded to the unsuccessful bidders after awarding the service contract to the successful bidder.
Security Deposit	The successful bidder will be required to deposit a security deposit of Rs.3,00,000/- (Rupees Three lacs only) in the form 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 IIIT Sri City. The Bank Guaranty / Fixed Deposit Receipt (FDR) should be valid upto 6 months after the date of expiry of the contract.
Tender / Bid Validity	180 (one hundred eighty) days from the date of opening of the Technical Bid
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 Registrar Office of IIIT Sri City Chittoor
Period of Contract	01 year from the date of issue of work order with a provision for annual extension by one or more years on yearly basis, subject to satisfactory service and at the discretion of the Competent Authority of the Institute
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.
Submission of Bids	The Technical Bid and Financial Bid must be uploaded only on https://mhrd.euniwizarde.com/ online. The Financial bid should contain the filled in Financial Bid Annexures along with unconditional rates.

**DOCUMENTS TO BE PROVIDED IN THE TECHNICAL BID &
FINANCIAL BID**

The scanned copy of the following documents must be uploaded on <https://mhrd.euniwizarde.com/>

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. 2019-20 & 2020-21.
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.***
 - a) Testimonials / certificates from competent authority regarding the quality / performance of service provided in each case (experience).
 - b) Proof of Company/hospitals/Agency having its own Head Office or Base / Branch within 100 kms, in Chennai / Tirupathi / Nellore or Tie-up with any MultiSpecialty Hospital in Chennai / Tirupati / Nellore.
 - c) List of present key personnel deployed.
 - d) 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 IIIT Sri City.
 - e) Scanned copy of the Proof of Submission of Earnest Money Deposit (EMD).
 - f) Scanned Copy of Completely Filled in Annexures II, III, IV, V, VI, VII, VIII & IX.

FINANCIAL BID/PRICE BID as per the format enclosed.

Registrar I/c.

SCOPE OF WORK

The scope of work is “Contract for providing medical services to the Students/Employees of IIIT Sri City and their dependents by running a Medical Facility in the premises in the hostel area” including Out Patients (OP), In Patient (IP), Emergency and other related Services to all its Students, employees and their dependents.

In particular, the following shall be maintained:

- The Medical Facility shall be equipped with at least 4 in-patient beds operated 24 hours all days.
- The tentative number of the competent manpower required is presented in Annexure I.

The detailed scope of various functions of MF 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 throughout the year.
- The MF must be manned by a Doctor of minimum 2 years of experience and supported by competent Nursing Staff Members as per Annexure I.
- The Service Provider shall give Emergency Care to persons as the need arises. Towards this end, competent Doctor and Paramedics shall be available 24 hours all days throughout the year;
- The Doctor 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 the Medical Facility; necessary consumables shall be available in stock in sufficient number and within the validity period.

2. IN PATIENTS (IP) SERVICES

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

- The MF shall be equipped with at least 4 in-patient beds operated 24 hours all days which will be arranged by IIIT Sri City.
- 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 IIIT Sri City for carrying out basic treatment to In-Patients.
- Injections, inoculations and medication shall be administered in a timely manner to IP patients or OP referred patients, by the Doctor and Paramedics; and
- The Doctor and Paramedics shall maintain proper medical records of the patients.

3. 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 Doctor and discharge duties assigned to him/her to the satisfaction of the Doctor.

Sanitation Services: The Service Provider shall dispose (as per prevalent national laws and requirements) all biomedical, chemical and radiological waste generated within the Medical Facility, including its segregation, transportation, storage, treatment and destruction. Service Providers should be registered for biomedical waste.

Only general cleaning of the Medical Facility will be done by the Institute.

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

4. OFFICE SUPPORT SERVICES

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

- facilitate the registration of patients of OPD, IPD and Emergency,
- assist and transfer injured and sick patients to referral hospitals,
- co-ordinate to get treatment in empaneled hospitals,
- support in ambulance services,
- handle medical booklets,
- distribute the medical reports and upkeep of records thereof, and
- Assist the Doctor, In-charge of MF as and when required. Institute may assign any work to them related to the hospital as per need.

5. PERSONNEL

For all the various positions mentioned in the document, only such persons shall be deputed at the MF, 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 the 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;
- 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 In-charge of the MF.

- 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 to misbehave with patients or persons accompanying them;
(2) Report to the Institute for necessary action, any incident of altercation with patients or persons accompanying them;
- Also, the Doctor and Staff Members are required to have good habits with regard to cleanliness and hygiene. While on duty, the persons deputed at the MF shall wear invariably neat and tidy uniforms.

The Service Provider shall provide:

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

GENERAL TERMS AND CONDITIONS

1. Instructions to the Bidders :

Online tenders are invited in a **Two-bid system** (viz. Technical Bid & Financial 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 300 indoor bed capacity including ICCU/NICU/ITCU and their base or branch office should be situated in within 100km radius from Sri City or should have tie-up with any multi-specialty hospital in Chennai / Tirupati / Nellore (for "Providing Medical Services to students, employees of IIIT Sri City and their dependents situated at Sri City")** as per the requirement indicated in the Bid document.

2. Name of the work:

Providing Medical Services to students / employees of IIIT Sri City and their dependents situated at Sri City.

Area includes:

1. Provide regular health check-ups.
2. Perform general / minor stitching.
3. Stabilize the patient (cardiac / injury) before shifting to specialty hospitals.
4. Ensure follow-up treatment through tie-up with specialty hospitals.
5. 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 300 indoor bed capacity including ICCU/NICU/ITCU and their base or branch office should be situated within 100km radius from Sri City (for "Providing Medical Services to students, employees of IIIT Sri City and their dependents situated at Sri City")** 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. Filling up of the Tender :

- a) All Forms / Annexures in the tender document must be filled up.
- 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.

5. Evaluation of Tender:

The tender (Technical Bid) shall be evaluated **on the basis of the criteria elaborated in the table on the basis of the documentary evidence. The firms must satisfy the points given in the table. Merely qualifying in each category will not make a firm eligible to qualify. Bidders not satisfying any point will be technically disqualified.**

The Technical bids will be scrutinized on the basis of basic eligibility criteria. Thereafter, the shortlisted 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 the bidder presently.
- (c) Kind of proposed services to be provided in IIIT Sri City.
- (d) Compliances report on payment of Statutory Dues by the bidder.
- (e) List of doctors & No. of human resources having with the bidder in totality, and proposed plan for providing better medical services in IIIT Sri City. The technical bid will be evaluated by an internally constituted committee of the Institute based on the table given below:

Technical / Pre-Qualification Evaluation Criteria

- 1) Firm's Experience (minimum 5 Years) in Medical services in State/Central government or Any reputed educational institutions or Any reputed research institution or Any reputed private organization etc.
- 2) Average Annual financial turn-over from medical services of the Firm (in the last 2 financial years) ended on 31st March 2021 should be above Rs. 1.00 Crores
- 3) Minimum 300 Beds in the Operational Hospital/s including ICCU/NICU/ITCU.
- 4) Minimum 15 Specialist Doctors on the panel of hospital for at least last 1 year.
- 5) The base hospital should be present within a 100 Km radius from the Institute, IIIT Sri City, Chittoor.

The Technical Evaluation Committee (TEC) constituted by the Director, IIIT Sri City Chittoor will open the technical bid to decide the technical suitability of their service based on the pre-laid terms and conditions. After the evaluation of the technical aspects of the bid the committee will give suitable recommendations about the shortlisted Hospitals. The recommendation of the TEC shall be final and binding on all the parties. The TEC reserves the right to negotiate the prices quoted by the Bidders Further, the TEC may seek additional information from the existing users at IIIT Sri City Chittoor or from other Institutes and also call for technical presentations from the bidders if required.

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.

6. Acceptance of the Tender Offer:

- a) IIIT Sri City 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 to the bidder from the office of the Registrar, IIIT Sri City.

7. 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.

8. 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 other laws (as applicable) in force in India.

9. 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.

10. Negotiation :

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

11. “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.

12. 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 IIIT Sri City for the tenure decided by the competent authority of the Institute.

13. Modification in Agreement:

- a) IIIT Sri City 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 IIIT Sri City.

14. 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.

15. 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.

16. Interpretation of Contract Documents:

Except if and to the extent otherwise provided by the contract, the provisions of the contract shall prevail over those of any other documents forming the 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 the 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 the Competent Authority of the Institute shall be final and conclusive and the bidder shall carry out work in accordance with this decision.

17. 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.

18. 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 :

Sl. No.	Job Description	Number of Persons required	Minimum Qualification and Experience
1.	Doctor	1	MBBS degree + 2 years' experience in the respective field
2.	Nurse	3 (1 in each shift of 8 hours - 3 shifts)	Diploma in Nursing + 2 years' experience in respective field OR B.Sc. (Nursing) degree + 1 years' experience in respective field
3.	Ambulance Driver	02 (01 in each shift of 12 hours - 2 shifts in total)	2 years of experience in the 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 IIIT Sri City 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 IIIT Sri City. 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) **Coordination with agencies/departments:** The bidder/tenderer will have to maintain close coordination 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.

19. Uniforms :

Paramedical 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 cards duly signed by the authorized person of the agency.

20. Facilities provided by IIIT Sri City :

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.

21. Accommodation :

The Institute will provide suitable accommodation to Doctors 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.

22. Safety Measures :

- A. The bidder/agencies shall carry out all works in accordance with statutory requirements 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.
- E. 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.
- F. 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.
- G. The Company or Agency shall provide group insurance cover to its employees including medical and accidental insurance for those deployed at IIIT Sri City.

23. Penalty :

- a) If the agency fails to perform the work as per specification of work and not keeping the place clean, IIIT Sri City 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.

24. 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 waitlist.

NOTE: Feedback against the services provided by the agency may be collected from 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.

25. Payment:

- a) Unless otherwise agreed the agency shall have to submit the monthly bills to the Institute in duplicate. The bill shall contain an 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 finance section of IIIT Sri City.
- 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 Registrar Office. 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 IIIT Sri City. While submitting the bill, the same has to be attached with the bill.
- g) No advance payment against ensuring medical bills will be made under any circumstances. Payment will be made on a monthly basis after submission of the bill, complete in all respects.

26.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.

ANNEXURE – I

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

DETAILS OF MANPOWER DEPLOYMENT REQUIRED

Sl. No.	Job Description	Number of Persons required	Minimum Qualification and Experience
1.	Doctor	1	MBBS degree + 2 years' experience in the respective field
2.	Nurse	3 (1 in each shift - 3 shifts)	Diploma in Nursing + 2 years' experience in respective field OR B.Sc. (Nursing) degree + 1 years' experience in respective field
3.	Ambulance Driver	02 (12 hours shift per driver)	2 years of experience in the respective field.

(Signature of the Bidder, with Official Seal)

ANNEXURE – II

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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 Name and Sector / Govt. Body / Education Institute	Name and Designation of the Contact Person	Nature of Work	Contract No. and Date	Value (in Lacs)	No. of persons deployed by the firm	Contract period (w.e.f upto)	Remarks on performance report

Date: _____ / _____ / 2021

Place: _____

(Signature of the Bidder, with Official Seal)

ANNEXURE – III

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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 : _____ / _____ /2021

Place : _____

(Signature of the Bidder, with Official Seal)

ANNEXURE – IV

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

DETAILS OF KEY PERSONNEL PRESENTLY DEPLOYED

Sl. No.	Name of the Employee	Designation	Qualifications	Experience in similar job	Remarks
1		Doctor	MBBS degree + 2 years' experience in the respective field		
2		Nurse	Diploma in Nursing + 2 years' experience in respective field OR B.Sc. (Nursing) degree + 1 years' experience in respective field		
3		Ambulance Driver	Matriculation + 2 years' experience in respective field		

Date : ____ / ____ /2021

Place : _____

(Signature of the Bidder, with Official Seal)

ANNEXURE – V

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

TECHNICAL INPUTS AND WORK PLAN

Information on the following items:

1. Availability of OPD & IPD facility:
2. Availability of resources (Doctors and diagnostic tools machineries etc.):
3. Proposed Backup plan in case of emergency:
4. Newness & creativity in Medical Service :
5. Newness & creativity in Treatment, diagnosis & Patient Management:

Note: Please attach support documents if required.

Date : _____ / _____ /2021

Place : _____

(Signature of the Bidder, with Official Seal)

Annexure-VI

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

DECLARATION REGARDING CLEAN TRACK

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

Date:

To
The Registrar I/c.
IIIT Sri City,
Chittoor, Andhra Pradesh – 517646.

Sir,

Re: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021 **for**
“Providing Medical facility at IIIT Sri City, Chittoor”

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 a competent officer in my company /firm to make this declaration.

(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)

Annexure-VII

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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

Date:

To
The Registrar I/c.
IIIT Sri City, Chittoor
Andhra Pradesh – 517646.

Sir,

Re: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021 for
“Providing Medical facility at IIIT Sri City, Chittoor”

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred Tender document as per your NIT, given in the websites (<https://mhrd.euniwizarde.com/> and www.iiits.ac.in)

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 IIIT Sri City 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 IIIT Sri City for the period, approved by the competent authority.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Annexure- VIII

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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

Date:

To
The Registrar I/c.
IIIT Sri City, Chittoor
Andhra Pradesh – 517646.

Sir,

Re: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021 for
“Providing Medical facility at IIIT Sri City, Chittoor”

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

FY 2018-19	
FY 2019-20	
FY2020-21	

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-IX

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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.	BANK DETAILS:	
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

Ref: e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

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

Sl. No.	Item	Earnest Money Deposit in INR	Details of payment (Transaction No. and date of transaction)
1	TENDER DOCUMENT for providing healthcare and wellness services to the 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 <i>Medical Facility</i> including Out Patients (OP), In Patient (IP), Emergency and other related Services to all its Students, employees and their dependents situated at its campus at Sri City, Chittoor; where primary Medical Services can be rendered.	Rs.1,00,000/- (Rupees One lakh only)	

(Signature of the Bidder, with Official Seal)

Part-B - Financial Bid (Price Bid)

(The Price Bid should be submitted through MHRD ewizard portal only.)

Please do not attach with Technical bid)

e-Tender Event No: IIITS/PROC/Medical Facility/2021/12/01, dt.27.12.2021

Contract for providing healthcare and wellness services to the 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 *Medical Facility* including Out Patients (OP), In Patient (IP), Emergency and other related Services to all its Students, employees and their dependents situated at its campus at Sri City, Chittoor; where primary Medical Services can be rendered. I/We the tenderer/bidder hereby quote our monthly rate as follows:-

Sl. No	Job Description	Number of Persons required (A)	Minimum Qualification and Experience	Unit Rate (B) Monthly	Total Monthly Rate = Unit Rate x Quantity (A*B)
1.	Doctor	01	MBBS degree + 2 years' experience in respective field		
2.	Nurse	03 (1 in each shift)	Diploma in Nursing + 3 years' experience in respective field OR B.Sc. (Nursing) degree + 2 years' experience in respective field		
3.	Ambulance Driver	02 (12 hour shift)	2 years of experience in the respective field.		
4.	Charges towards Sanitary Services / Medical Waste Disposal related to patient care			Lump sum Rate per month	
5.	Any other charges for Statutory Liabilities, Liveries, Taxes etc.			Lump sum Rate per month	
Total Monthly Rate for Providing Medical Services for Maintaining Medical Facility at IIIT Sri City, Chittoor Campus including all cost towards Remuneration / wages, including resident doctors, nursing staff, other staff members and providing different services enlisted above including all statutory liabilities / taxes etc.				In Figures =	
				In Words =	
Equipped Ambulance Charges					
(i) Within the campus (per kilometer basis)					
(ii) Outside the campus (per kilometer basis)					

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.

INSTRUCTIONS TO VENDORS

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>).

1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders 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. This would be used for any communication from the e-Wizard Portal. After registration send **User ID** for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
- d) 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 DSCs to others which may lead to misuse.
- e) 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.

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) 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 ‘Interested tenders’ folder.

- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) 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/XLSX/PNG, etc. formats.

4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by the department and no other format is acceptable.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, 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.

h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. ASSISTANCE TO BIDDERS

a) 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.

b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is **Gagan (8448288987/eprochelpdesk.01@gmail.com)**,

Vijay(8448288989/eprochelpdesk.03@gmail.com),Suriya(8448288994/eprochelpdesk.06@gmail.com),

8448288992,8448288984,8448288986,8448288982,8448288988

7. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).

8. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.