**No. GHD/ACCTS/OUT/1-23/2014-15/300**  
Date: 18/08/2014

**e-Tender (Online) Invitation Notice**

Tender for Outsourcing Services to the Health department for Govt. Hospital, Diu.

In the name of President of India, the Health Officer, Head of Office for Government Hospital, Diu invites online tender on https://daman.procure.com from the Authorized Agencies for providing Outsourcing Services for following staff.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Particulars</th>
<th>Estimated cost</th>
<th>EMD</th>
<th>Tender fees</th>
<th>e-tender ID No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Heavy Driver (24 hrs service), LMV Driver, Security Guard, Attendant (M&amp;F), Helper (M) &amp; Sweepers (Total 31 outsource personnel's)</td>
<td>₹27,84,000/-</td>
<td>₹55,000/-</td>
<td>₹1,000/-</td>
<td>152575</td>
</tr>
</tbody>
</table>

Bid document downloading Start Date: 18.08.2014  
Bid document downloading End Date: 18.08.2014, 12:00 Hrs.  
Last Date & Time for receipt of Bid: 05.09.2014, 14.00 Hrs.  
Technical Stage Bid Opening Date: 05.09.2014, 15.30 Hrs.  
Commercial Stage Bid Opening Date: 05.09.2014, 17.00 Hrs.

Bidders have to submit price bid in Electronic format only on https://daman.procure.com website till the last date and time for submission. Price Bid in Physical format shall not be accepted in any case.

Only tender fees and EMD should be submitted in original to be sent to the abovementioned address by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tender received in hard copy will not be accepted.

1. The EMD will be accepted in form of FDR/A/c Payee Demand Draft/Bankers Cheque or Bank Guarantee from any commercial banks in an acceptable form payable at Diu in favor of the undersigned and the EMD should be valid for the period of One Year.

2. The EMD and tender fees should not be forwarded by cash. The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification of if training required to participating in online tender, they can contact the following office. "(n) Code Solution - A Division, GNFC Ltd." 403, GNFC info Tower, Bodakdev, Ahmedabad - 380 054, Gujarat (India) E-mail: npprocure@gnfc, Net Fax: +97 7926857321, Website: www.nprocure.com.

(Do. M. J. Vaishya)  
Health Officer, Head of Office  
Govt. Hospital, Diu

Copy to: -

1) The District Informatic Officer – NIC, Collectorate, Diu with a request to publish in Website.
Instructions to Bidders:

1) The rate should be quoted in the prescribed form given by the department, the rate should be valid for the period of Two Years from the date of tenderization.

2) All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. Within and/or outside the state shall be payable by the Service provider.

3) The decision of the Tender Inviting Officer for acceptance/rejection shall be final.

4) Bid security also known as Earnest Money Deposit (EMD) ₹. 55,000/- in form of call deposit receipt or Fixed Deposit Receipt/Account Payee Demand Draft /Banker's Cheque or Bank Guarantee from any of the Commercial Banks in as acceptable form payable at Diu in favour of Health Officer, Govt. Hospital, Diu required for the works should invariably be enclosed alongwith the tender documents. The tender received without EMD will be summarily rejected.

5) The Tenders and Financial bid should be submitted online on www.nprocure.com in two bid system.

6) The Tenders shall be submitted in two bid system for both, wherein the EMD and Tender Fee only has to be submitted in Tender Box and should super scribing on the envelope as “Sealed Cover for Outsource service for Govt. Hospital, Diu.

7) The right to accept or reject any tender partly of fully without assigning any reason thereof is reserved with the Health Officer, Govt. Hospital, Diu, and his decision on all matters relating to acceptance or rejection of the tender in whole or in part will be final and binding to all.

8) No applications/clarifications shall be accepted from the tenderers once tenders are received by the Department.

9) The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of Order, as the amount of security.

10) Non receipt of the Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.

11) The rate shall be valid and operative for two years and no enhancement shall be granted in the rate once approved during this period. Conditional tender shall be rejected summarily.

12) Bid document downloading Start Date : 18.08.2014
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Conditions of Contract:

1) The successful contractor shall have to obtain contract licence from Labour & Enforcement Officer, Armed Force for Security and submit the same to the department.

2) The tenderer shall have to upload supporting documents like Service Licence from Labour / Home department, last three years I.T. return, list of work executed in various Govt. Semi Govt. organizations, School, College, University, Municipalities, corporate with proof, Service Tax No., PAN / TAN Card No. etc.

3) The successful tenderer shall have to engage staff/employees required for the operation of the facility management/services in sufficient number required for this job.

4) In case of any accident with staff/employee of contractors/bidders during the Course of execution of the agreement/work, and/or the damage done by the Contractor or his staff to the property of the Hospital, the responsibilities. The department shall not be responsible for any kind of accident with labors engaged for this job. The cost of damage of property shall be recovered from the contractor/agency.

5) The contractor at his own risk and cost shall have to grant benefit of leave plus pay emoluments to the labors as per the law in force. In case of any loss to the Department authority due to the breach of any conditions of the labour license/act on the part of the contractors, such losses shall be recovered from the contractors. If required the same can be recovered by the hospital authority from the contractors as are recovery of land revenue.

6) The senior staff of Govt. Hospital, Diu Including the superior authority of the Administration shall oversee the operation of works carried out by the contractors and contractors shall be bound to obey all the instructions of the superior authority.

7) In case of breach of any of the conditions of the contract by the contractor or if the work of the contractor is found unsatisfactory by the Department, such contract shall be terminated by the Departmental authority. The Collector, Diu shall be the authority for arbitration and the decision of the Collector will be final and binding to all.

8) A) The below mentioned posts should have the minimum education as mentioned below & the minimum salary to be given to each individual as mentioned below to under take the work as mentioned below by the successful contractor during the course of agreement (For Govt. Hospital, Diu)
<table>
<thead>
<tr>
<th>SI No</th>
<th>Particulars</th>
<th>Requisite Qualification</th>
<th>Description of works</th>
<th>Minimum salary to be paid per persons per month in hand</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Heavy Driver</td>
<td>Matriculations pass &amp; Possession of valid and appropriate driving license</td>
<td>Driving the Cardia Ambulance, service of Driver requires 24 x 7 and to attend all kind of emergency service. Driver should hold a valid 4 wheeler driving license and should have the mechanical knowledge for repairing the vehicle. Driver should also attend on call be emergency duty as directed by the Hospital Superior</td>
<td>₹. 13,000</td>
</tr>
<tr>
<td>2</td>
<td>LMV Driver</td>
<td>Matriculations pass &amp; Possession of valid and appropriate driving license</td>
<td>Driver - should work as per the office hrs 9.00 am to 1.00 pm and 2.30 to 5.30 and Saturday 9.00 to 2.00 pm. He should also perform duty during emergency and in holiday.</td>
<td>₹. 8,500</td>
</tr>
<tr>
<td>3</td>
<td>Security Guard</td>
<td>Matriculations Passed or equivalent Desirable Knowledge of local language</td>
<td>Security has to be maintained in the exit and in-gates of the hospital. The places covered by the security shall include the main exit and in-gate round the clock in three shifts. 8.00 am to 2.00 pm and 2nd shift is 2.00 pm to 8.00 pm and 3rd shift is 8.00 pm to next morning 8.00 am.</td>
<td>₹. 7,500</td>
</tr>
<tr>
<td>4</td>
<td>Sweepers</td>
<td>Matriculations Passed or equivalent / Proficiency in hospital line.</td>
<td>Sweepers - hygienic cleaning &amp; maintenance of infrastructure should be done in 2 shifts at 8.00 am and 2'00 pm in all common toilets. Wards toilets, Staff Toilets and in all rooms attached with toilets. All the OPD room, corridor, Units / office premises should be swept and mopping in 1st shift. The open areas of the hospital inside and outside and the vehicle parking area and also the service roads in the complex are to be covered for cleaning purposes daily. PM room, Casualty and labor room should be washed and clean after the procedure is over. The hospital wastes have to be collected separately in colour coded bags as per Bio-medical Waste Management Rules. The municipality wastes so collected in the hospital shall have to be handed over to the municipality and the bio-medical wastes collected in yellow bags have to be sent to the incinerators. Other wastes collected have to be suitably disposed through the appropriate system.</td>
<td>₹. 7,000</td>
</tr>
<tr>
<td>5</td>
<td>Helper</td>
<td>Matriculations Passed or equivalent / Proficiency in hospital line.</td>
<td>Helper (Male &amp; Female) – to cater the needs of old &amp; aged patients, assisting in OT and Institutional delivery. Casualty service during emergency cases will be required in general shift at 8.00 am to 2.00 pm and 2nd shift is 2.00 pm to 8.00 pm and 3rd shift is 8.00 pm to next morning 8.00 am. Night shift, they should also do the cleaning works and other mapping.</td>
<td>₹. 7,000</td>
</tr>
<tr>
<td>6</td>
<td>Attendant</td>
<td>Matriculations Passed or equivalent / Proficiency in hospital line.</td>
<td>Attendants (Male &amp; Female)) Service requires during office normal hours and OPD time. He also has to perform emergency duty in Ambulance service and accompany the driver while shifting the serious patient to higher centers. He should also perform other duties and responsibility assigned to him.</td>
<td>₹. 7,000</td>
</tr>
</tbody>
</table>

Note: Minimum salary per month is proposed above is excluding all taxes & Service charges. The tenderers should give a detailed breakup of the minimum salary, taxes and charges with deductions and contributions to be levied by the agency for the posts mentioned.
9) In case the successful tenderer stop the work/operation either partly or fully during the agreement period, the Department authority reserves the right to get such works/s/operation executed through any other sources at the risk and cost of the defaulted contractor. The SD of the defaulted contractor shall be forfeited. Any additional payment which has to be paid to execute the work under such circumstance for such circumstances for such works/operation the said amount shall be recovered form the pending bills/deposit/any other works of the default contractors and/or shall be as on arrears of land revenue.

10) If the contractor is found to execute any offensive work/activities not covered in the contract agreement/conditions, instructions, the proportionate amount of such works shall be recovered as penalty from the running bill payable to the contractor.

11) The contractor shall have to take all care during the course of works/operation so that the any articles of the Hospital can not be damaged and shall also not create any hindrance to the hospital authorities. The successful bidder shall get approved works schedule from the department so as to avoid any dispute during the course of operation/services period.

12) The successful tenderer has to start the works/operation as per the tender terms & conditions and specification within 15 days on receipt of the work order. Or by executing an agreement.

13) Any dispute of civil or criminal nature shall be within the jurisdiction of the local Court of Diu District (U.T.)

(a) The contractor shall have to offer unconditional bid/tender in the tender form itself. Any bid/tender with condition/s shall be summarily rejected.
(b) If any change in the administrative procedure/rules by Department Authority time to time which is suitable to the Department for smooth operation of works shall have be binding to the contractor/s and for that the contractor shall have to give his willingness in writing.

14) In case of any dispute in terms of interpretations of agreement/contractor, the decision of the Collector, Diu in such cases shall be final and binding to all.

15) The priority shall be given to the person (s)/organization(s) for this work/operation who are having experience of at least two years or more for such type of works.

16) The successful tenderer shall have to take all care to avoid any accident during the course of work/operation for which all required precautions/steps are to be taken upon works site at the cost of the contractor himself. It shall be the duty of the contractor to handle such cases at his/their own cost and pay the damages/compensation payable if the Court or any other competent authorities may decide/order. The Department authority shall not be responsible for such cases/incidents or for payment of any damages/compensation which may occur on such incidents.
17) The contractors shall have to produce all required evidence in respect of individual proprietor, partnership deed in case of partnership/firm and copy of the Memorandum and Article of Association in case of registered company.

18) The works/operation assigned is a part of essential service of General/Public Health, hence the contractor shall not postpone or close/stop such works in any circumstances/on any pretext. If such day to day works is not found satisfactory, then the penalty at the following rate shall be charged from the running bill or as per the condition of the contract.

19) If the contractor fails to execute the works, the Hospital authority will impose penalty appropriately. The contractor shall have the opportunity to place his grievances if any regarding the penalty imposed within seven days to the Secretary (Health), Dadra and Nagar Haveli. Who will hear both the parties and his decision will be final and binding to both the parties.

20) The contractor shall have to undertake all works during all festivals like Holi, Makar Sankrati, Navratri, Ganesh Visharjen, Tajia, Chandani Padwa, Diwali, Christmas even in disaster period also invariably failing which double penalty shall be charged from the contractors for not undertaking the work on such days. However the Contractor will be given an opportunity to be heard as per the procedure mentioned in Clause No.(19) above.

21) The penalty shall not be charged in case the work is closed due to curfew, flood and flood like situation, cyclone, strike, riots and during any natural calamities, but the Contractor shall carry out all the work with extra time and staff if needed, during post-calamity.

22) The timing for the contractors for all the work/operation/service shall be as follows: they will have to perform shift duties. However in case of Health Mela, Medical camps, emergency and/or any sort of urgency this period can be extendable with the prior permission of the Department authority.

23) The contractor shall have to obey strictly the provision of Minimum Wage Act Child Labour Act any other relevant Act/Rules. The responsibilities on violation of these acts shall be of the contractors. The Administration shall not be responsible for any litigation in this regard.

24) The rates for the works/tender cost for the work/operation/Management/services offered by the contractors shall include all taxes and the cost of all tools and plants ,kits, cleaning materials and its kits, cost of all nature of risk factors, medicine including cost of labors and materials directed by the officer in charge.

25) The contractor shall provide at his own risk and cost all required uniforms, Boots, gumboots hand gloves, raincoat etc to the laborers engaged on management of sweeping work. The contractor shall have to get such uniforms approved in advance from the hospital authority.

26) The concerned agency shall have to obtain the information regarding number of personnel's to be deployed for the below said work from the Health officer, Govt. Hospital, Diu, however, tentative requirement if staff is mentioned in the Clause No.39 attached herewith.
27) The agreement for providing personnel's shall be valid for two years at the prevailing rates.

28) The personnel's deployed by the agency found not obeying, dishonest, unhealthy, non co-operative in such cases the instructions of the Health Officer, Govt. Hospital, Diu immediate replacement or transferred shall be binding to the agency and will do so without any pretext.

29) If any personnel's are found in drinking position or other unsocial activities like gambling etc. they shall have to be relieved from the duties immediately in such matter decision taken by the Health Officer, Govt. Hospital, Diu shall be final and binding to all.

30) The Government employees who were either dismissed of removed from the Government job cannot be appointed by the agency for the above said work.

31) The agency shall have to maintain muster roll, payment sheet, identity cards etc. and same shall have to be produced before the Health Officer, Govt. Hospital, Diu when it is demanded.

32) At the time of changing the shift personnel's shall have to sign the register of handed over, taken over charge with detail entry therein.

33) The Health Officer, Govt. Hospital, Diu shall release bill of the agency every month on successful and satisfaction performance of the duties by the agency as well as by the personnel's deployed by the agency for the above said work.

34) The satisfaction duties performance certificate shall have to be obtained by the agency from the concerned authority/institution, failing which the agency shall not been titled for the payment of such period. In such case, the Health Officer shall not be responsible for any pending payment of personnel's provided by the agency for such period.

35) Tenderer are advised to inspect and examine the site/area/premises/campus of hospital for the above said work and satisfy themselves before submitting their tender and obtain all necessary information as to risks, contingencies, accommodation, sanitation facilities which may influence or affect their tender.

36) A tenderer shall deem to have full knowledge of the site/area/campus/buildings of the above said work whether he inspects it or no extra charges consequent on any misunderstand or otherwise shall be allowed.

37) The right to accept or reject the tender without assigning any reason thereof is reserved with the undersigned.

38) No residential facilities shall be provided by the hospital to the agency. The staying / tentage arrangement shall have to be managed by the Agency itself at this own risk and cost for all the personnel's deployed for the purpose for the above said work.

39) The agency shall have to provide the services of healthy personnel's with sound physical condition, in age around of 18 years. Their names, passport size photographs, nationality, address, identity cards, fingerprints, police verification etc. have to be provided to the Health Officer, Govt. Hospital, Diu for records.
40) The agency and staff should give full Co-operation of Police in case of inquiry regarding damage caused to the property of the institute.

41) The agency shall be responsible for the payment of salary/wages and deduction of PF and Insurance premium / bonus etc. as per the provision under the minimum wages Act. The department shall not be responsible for any type of payment to the staff.

( Dr. M. J. Vaishya )
Health Officer / Head of Office,
Govt. Hospital,
Diu

The above terms, conditions and specification are accepted by me.
# Schedule of Requirements
Outsourcing personnel’s for Govt. Hospital, Diu.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of Department</th>
<th>No. of Staff Req'd</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Heavy Driver (24 hrs service)</td>
<td>02</td>
</tr>
<tr>
<td>2)</td>
<td>LMV Driver</td>
<td>01</td>
</tr>
<tr>
<td>3)</td>
<td>Security Guard</td>
<td>03</td>
</tr>
<tr>
<td>4)</td>
<td>Attendant (M&amp;F)</td>
<td>07</td>
</tr>
<tr>
<td>5)</td>
<td>Helper (M)</td>
<td>10</td>
</tr>
<tr>
<td>6)</td>
<td>Sweeper</td>
<td>08</td>
</tr>
<tr>
<td></td>
<td><strong>Total Staff Required</strong></td>
<td><strong>31</strong></td>
</tr>
</tbody>
</table>

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Health Officer / Head of Office,
Govt. Hospital, Diu