



**WEST BENGAL MEDICAL SERVICES  
CORPORATION LTD.**

**(Wholly owned by the Government of West Bengal)  
Swasthya Sathi, GN-29, Sector-V, Salt Lake, Kolkata-700 091.**

***BIDDING DOCUMENTS***

***FOR***

***Engagement of Patient Support Services (PSS) at Bangur  
Institute of Neurosciences and Ramrikdas Haralalka Hospital  
(annexes of IPGME&R SSKMH)***

**Bid Reference No.: WBMSCL/NIT- 675 /2025, Dated - 04 .08.2025**

**(2<sup>nd</sup> call of the tender of bid Reference No.: WBMSCL/NIT- 542/2025, Dated - 24.06.2025)**

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## SECTION - I

### NOTICE INVITING e-TENDER

*from eligible bidders for **Engagement of Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)***

Issued by:  
West Bengal Medical Services Corporation Ltd.,  
(Wholly owned by the Government of West Bengal)  
CIN: U85110WB2008SGC126373

Regd. Off.: Swasthya Sathi, GN-29, Sector-V, Salt Lake, Kolkata-700 091



033-4044 0300,



033-4044 0400 Email ID - ml@wbmsc.gov.in

Bid Reference No.: WBMSCL/NIT- 675 /2025, Dated - 04.08.2025

#### Introduction: -

1. The Health & Family Welfare Department (H&FWD), Government of West Bengal, has taken an initiative to make positive change in the health sector in West Bengal. Towards this goal, the H&FWD needs *engagement of Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)*
2. West Bengal Medical Services Corporation Ltd. (for short “WBMSCL” or the “Corporation”), having its office at Swasthya Sathi, GN - 29, Sector – V, Salt Lake, Kolkata- 700091, (for short “the Swasthya Sathi Building”) has been entrusted to manage *Patient Support Services (PSS) at Bangur*

*Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)* and it has been decided to outsource the entire job of such Patient Support Services to a reputed and competent agency to be selected through a transparent and competitive bidding process.

3. The Corporation thus hereby invites bids from eligible and qualified Indian bidders through 'e-tendering' for providing Patient Support Services at *Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital* in 2-BID SYSTEM and as described in detail in the Scope of Services in the Schedule of Requirements.
4. Intending bidders may download the Bidding Documents from the websites [www.wbmsc.gov.in](http://www.wbmsc.gov.in), <https://wbtenders.gov.in>, [www.wbhealth.gov.in](http://www.wbhealth.gov.in) & [www.egiyebangla.gov.in](http://www.egiyebangla.gov.in)
4. An Earnest Money Deposit (EMD)/ Bid Security of Rs. 250000/- (Rupees two lakhs fifty thousand only) is to be paid by intending bidders by online payment . The Bid Security of the Selected Bidder will be returned duly discharged to the Selected Bidder on execution of the Agreement and on receipt of Performance Security as per terms of this e-NIT.
5. Technical Bid and Financial Bid must be submitted concurrently within the date and time stated in Sl. No. 13 of the e-NIT. All documents submitted by bidders should be properly indexed and digitally signed. Both Technical Bid and Financial Bid, duly digitally signed are to be uploaded in their respective folders viz., technical (statutory & non-statutory) folder and financial folder simultaneously in the website <https://wbtenders.gov.in>.
6. Financial Bids will be considered only if the Technical Bid (both statutory and non-statutory) of a bidder is found qualified by the Tender Evaluation Committee. The

decision of the Tender Evaluation Committee will be final and binding in this respect. The list of responsive / technically qualified and non-responsive bidders will be uploaded in the website <https://wbtenders.gov.in>.

7. Eligibility criteria for participation

- (i) All bidders shall have to meet the minimum eligibility criteria in respect of both of the following:
  - (a) Financial Capacity;
  - (b) Technical Capability including Experience/Credentials.
- (ii) The eligibility of a bidder will be ascertained on the basis of the digitally signed documents submitted in support of the eligibility criteria as mentioned in (a) and (b) above. If any document submitted by a bidder is found at any stage to be manufactured, false or untrue in any material respect, the bid of such bidder will be rejected outright without any prejudice to any right of WBMSCL, including to forfeit the EMD/ Bid Security or invoke the Performance Security.
- (iii) Financial capacity requirement is as follows: -
  - (a) The bidder shall have an average annual turnover of at least Rs. 12 Crores in the last 3 (three) financial years, viz. 2021-2022, 2022-2023, 2023-2024
- (iv) Technical capacity requirements are as follows: -
  - (a) The bidder shall be a company limited by shares (private or public) or a partnership firm including a limited liability partnership, registered under the appropriate laws of India;
  - (b) The bidder shall produce records satisfactorily evidencing supply of manpower for a minimum period of 180 days, of at least 50 in number to a minimum of 5 (five) organisations in India deployed at a single site/ office of each organisation, for carrying out either housekeeping services or patient support services or all the 2 (two) category of services, out of which 2 (two) shall be in hospitals/ health care facilities, within the last 3 (three) financial years, viz. 2022-2023, 2023-2024 & 2024-2025;

- (c) The bidder shall furnish an undertaking that the bidder has not been barred/ blacklisted by the Government of India or any State Government or any of its Departments, authorities or bodies corporate under the Government of India or any State Government from participating in any project which continues as on the date of bid submission.
  - (d) The bidder shall have a valid license under The Contract Labour (Regulation & Abolition) Act, 1970 and registration under the Employees State Insurance Act, 1948.
  - (e) The bidder shall have a valid registration of Employees Provident Funds Organisation (EPFO).
  - (f) The bidder shall have a valid PAN.
  - (g) The bidder shall have valid GST certificate/ letter recording GST identification number.
8. Joint bids or consortium bids will not be entertained.
  9. The tender inviting and accepting authority will determine the eligibility of each bidder on the basis of the Technical Bid submitted by the bidder.
  10. Bids are to remain valid for a period not less than 120 days after the last date for bid submission as specified in Sl. No. 13 of this e-NIT. Bids valid for a shorter period shall be rejected as non-responsive.
  11. Bill of Quantity (BoQ) in the specified format i.e. the amount that will be charged as service charge (service charge includes providing uniform and other accessories ) against 1(one) staff for providing the *Patient Support Services at **Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)*** for the financial years 2025-2026, 2026-2027 & 2027-2028. (Manpower charges will be provided By the Authority as per the minimum wages, Govt. Of West Bengal with all statutory payment and based on Zone A basis.
  12. Monthly Contract Fee payable to the Selected Bidder/ Service Provider shall be made by the Corporation, after making appropriate deduction such as TDS and other statutory

deductions. GST and other applicable rates and cesses, will be claimed in its bill / invoice by the Service Provider and will be disbursed accordingly by the Corporation.

13. Bidding Schedule

| Sl. No | Particulars                                                                           | Date & Time                     |
|--------|---------------------------------------------------------------------------------------|---------------------------------|
| 1      | Publication of Bidding Documents                                                      | 05.08.2025 at 10:00 AM          |
| 2      | Pre-bid meeting                                                                       | 07.08.2025 at 4:00 PM           |
| 3      | Last date & time for seeking clarification through email                              | 08.08.2025 till 5:00 PM         |
| 4      | Bid submission start date (online)                                                    | 09.08.2025 at 10:00 AM          |
| 5      | Bid submission closing (online)                                                       | 27.08.2025 at 2:00 PM           |
| 6      | Last date & time for submission physical copy of the uploaded Technical Bid (offline) | 29.08.2025 till 2:00 PM         |
| 7      | Date & time of opening of Technical Bids                                              | 29.08.2025 after 2:00 PM        |
| 8      | Technical Bid evaluation                                                              | After opening of Technical bids |
| 9      | Uploading list of responsive / non responsive bidders                                 | To be notified later            |
| 10     | Financial Bid opening                                                                 | To be notified later            |
| 11     | Issue of Notification of Award                                                        | To be notified later            |

14. In the event, any of the specified dates as above being declared a holiday or if the office of the Corporation being closed on such date, the event of the specified date will be taken up on the next working day at the same time.
15. The Corporation reserves the right to reject any or all bids and to accept or reject any or all offers without assigning any reason whatsoever and would not be liable for any cost that might have incurred by any bidder for bidding.
16. In addition to the above, bidders are advised to note carefully the instructions contained in the 'Instructions to Bidders' (ITB) and conditions in the General Conditions of Contract and other documents as per ITB 6.1 before bidding.
17. Conditional/incomplete bids will not be accepted under any circumstances.
18. The bidders shall in addition have to comply with all extant laws, regulations, practices and procedures of the Government of West Bengal in connection with public tenders or the proposed service.

19. During tender evaluation or even during performance of the Agreement, if any record submitted by any bidder is found to be incorrect, manufactured or fabricated, the bid of such bidder will be rejected and if the contract has already been awarded, the Agreement will be cancelled (after giving an opportunity of hearing to the Selected Bidder), without any prejudice to any rights of the Corporation.
20. The Corporation reserves the right to cancel the tender process at any time without assigning any reason whatsoever, and without entertaining any claim in this respect. At any time prior to the deadline for submission of bids, or extension, if any, the Corporation may amend the Bidding Documents by issuing addenda/ corrigenda. In order to give prospective bidders reasonable time in which to take an addendum/ corrigendum into account in preparing their bids or for other causes and considerations, the Corporation may also, at its discretion, extend the time for the submission of bids.
21. The EMD/ Bid Security will be forfeited/ invoked in the following events: -
  - (a) If a bidder withdraws its bid during the period of bid validity, except as provided in ITB 16.2;
  - (b) If a bidder engages in a corrupt, fraudulent, coercive, collusive or restrictive practice as specified in ITB 3.1;
  - (c) If the bidder is declared disqualified in terms of ITB 4.3;
  - (d) If the Selected Bidder fails to:
    - i) sign the Agreement in accordance with ITB 36.1;
    - ii) furnish a Performance Security in accordance with ITB 37.1; or
  - (e) If a bidder is otherwise in breach of the terms of the Bidding Documents.
22. Where an individual holds a Digital Signature Certificate in his own name duly issued to him in respect of a bidder of which he is a director/ principal officer, such person shall, while uploading any bid for and on behalf of the bidder, upload a copy of the Power of Attorney/ Board Resolution authorizing him to act on behalf of the bidder.
23. All bidders must upload all records, data and documents on which they wish to rely in support of their Technical Bid. Unless for reasons to the satisfaction of the Corporation,



bidders will not be allowed to supplement data and documents submitted online, with additional data and documents, during tender evaluation.

24. Total number of staffs to be recruited / posted are 38 personnel (unskilled) +3 supervisor(semi skilled) =41 for *Bangur Institute of Neurosciences and 36 Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)*

## SECTION - II

### INSTRUCTIONS TO BIDDERS (ITB)

#### A. General

- |                 |                                                                                                                                                                                                                                                                                                                                                 |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Scope of Bid | 1.1 In connection with the Notice Inviting e-Tender from eligible bidders for providing Patient Support Services at <b><i>Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&amp;R SSKMH)</i></b> , the Corporation (WBMSCL) having its office at Swasthya Sathi, GN – 29, Sector-V, Bidhan Nagar, Kolkata – |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

700 064, issues the Bidding Documents for selection of the Service Provider for providing Patient Support Services at *Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital*( (annexes of *IPGME&R SSKMH*). The tender is invited online and submission of bids will also be online as detailed in the e-NIT.

1.2 Throughout the Bidding Documents:

- (a) the term "in writing" means communicated in written form and delivered against receipt;
- (b) the terms 'bid' and 'tender' and their derivatives (bidder/tender, bid/tender, bidding/tendering, etc.) are synonymous.
- (c) except where the context requires otherwise, words indicating the singular also include the plural and words indicating the plural also include the singular; and
- (d) "day" means calendar day.

2. General guidance for 2.1  
e-tendering

Registration of bidder

Any bidder willing to take part in the process of e-tendering will have to be enrolled and registered with the State Government e-procurement system at <https://wbtenders.gov.in>. The bidder is to click on the

link for e-tendering as given on the web portal and if required, may contact e-procurement Help Desk at Jalasampad Bhavan, 7<sup>th</sup> Floor, DVC Cell, Salt Lake, Kolkata, Phone: (033)2334-6098.

## 2.2 Digital Signature Certificate (DSC)

Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Informatics Centre (NIC). Details are available on the website <https://wbenders.gov.in>. The DSC is given as a USB e-token.

Bidders can search and download the e-NIT and Bidding Documents electronically once it logs on to the website mentioned in Sl. No. 3 of the e-NIT. This is the only mode of collection of Bidding Documents.

Bidders are also advised to upload relevant documents well in advance under the “My Documents” Tab at <https://wbenders.gov.in> so that those can later be selected and attached during bid submission. This is likely to ensure hassle free upload of bid documents.

The speed of upload is dependent on the memory available in the system as well as the network bandwidth used. In case there are space constraints, bidders are advised to scan the documents in 75-100 DPI so that optimal clarity is maintained.

The Corporation will not be responsible for any delay or difficulties faced during the submission of bids online by the bidders due to connectivity or other issues.

### 3. Corrupt Practices

3.1 The Corporation requires that bidders observe the highest standard of ethics during the bidding process and during execution of such contract. In pursuance of this policy, the Corporation:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice"/"bribery" means the offering, giving receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party or influencing the process procuring goods or services or executing contracts;

(ii) "fraudulent practice"/"fraud" means any act or omission, including a misrepresentation of information or facts, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation or to influence the process procuring goods or services or executing contracts, to the detriment of the Corporation or other participants;

(iii) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(iv) "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party or

designed to result in bids at artificial prices that are not competitive;

(v) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the bidding process.

- (b) will reject a proposal to award a contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or restrictive practices in competing for the contract in question; and
- (c) will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, to participate in any tender/bidding process of the Corporation if it at any time determines that the party has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or restrictive practices in competing for, or in executing, a contract of the Corporation.
- (d) will cancel or terminate a contract if it determines that a bidder /party has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or restrictive practices in competing for, or in executing, a contract with the Corporation.
- (e) will normally require an agent of the Corporation to allow the Corporation or any

person that the Corporation may designate, to inspect or carry out audits of the bidder's accounting records and financial statements in connection with the Agreement.

4. Eligible Bidders
  - 4.1 Bidders shall have to meet the following eligibility criteria for qualifying for being considered :
    - (a) A bidder shall be a single company limited by shares (private or public)/ partnership firm including a limited liability partnership firm registered under the appropriate laws of India. Joint bids in a consortium will not be entertained;
    - (b) A bidder must produce records satisfactorily evidencing supply of manpower for a minimum period of 180 days, of at least 50 in number to a minimum of 5 (five) organisations in India deployed at a single site/ office of organisation, for carrying out either housekeeping services or patient support services or all 02(two) category of services, out of which 2 (two) shall be in hospitals/ health care facilities, within the last 3 (three) financial years, viz. 2022-2023, 2023-2024 & 2024-2025;
    - (c) A bidder must have an average annual turnover of at least Rs. 12 Crores in the last 3 (three) financial years, viz. 2021-2022, 2022-2023 and 2023-2024;
    - (d) The bidder has not been barred the Government of India or any State Government or any of its

Departments, authorities or bodies corporate under the Government of India or any State Government for participating in any project and the same subsists on the day of submission of the bid.

4.2 A bidder shall have to furnish the following documents:

- (a) Copy of PAN Card;
- (b) Copy of Income Tax Returns for the financial years 2021-2022, 2022-2023 and 2023-2024; (assessment years 2022-2023, 2023-2024 and 2024-2025);
- (c) Copy of documents of incorporation (i.e. Certificate of Incorporation and Memorandum and Articles of Association for companies and Partnership Deed for partnership firms);
- (d) Audited Annual Accounts for the financial years 2021-2022, 2022-2023 and 2023-2024; Notarised Power of Attorney/ Board Resolution in favour of signatory of bid and accompanying documents;
- (e) Copy of documents in respect of Bank Account where payment will be transmitted upon being awarded contract [copy of relevant pages of passbook and/ or latest Bank Statement];
- (f) Statement of Annual Turnover during the financial years 2021-2022, 2022-2023 and 2023-2024; certified by a Chartered Accountant (CA);
- (g) Declaration by way of affidavit;
- (h) Certificate from a minimum of 2 service

recipients, out of which 1 shall be hospital/ health care facility, stating that the services rendered have been satisfactory and no adverse report was obtained;

- (i) Copy of license under The Contract Labour (Regulation & Abolition) Act, 1970;
- (j) Copy of Certificate of Registration under the Employees State Insurance Act, 1948;
- (k) Copy of EPFO Registration Certificate;
- (l) Copy of GST certificate/ letter recording GST identification number;

4.3 The Corporation considers a conflict of interest to be a situation in which a party has an interest that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitutes a prohibited practice by the Corporation which requires that bidders, suppliers, and contractors under contracts with the Corporation, observe the highest standard of ethics and will take appropriate actions if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all bidders found to have a conflict of interest shall be disqualified. A bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:

- (a) they have controlling shareholders in common;



- (b) they receive or have received any direct or indirect subsidy from any of them;
- (c) they have the same legal representative for purposes of this bid; or
- (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder, or influence the decisions of the Corporation regarding this bidding process.

4.4 Joint bids or consortium bids will not be entertained.

4.5 A bidder who is under a declaration of ineligibility by the Corporation in accordance with ITB 3 or by any Department of Government of India or Government of West Bengal, at the last date for bid submission or thereafter during process of evaluation, shall be disqualified.

4.6 Bidders shall provide such evidence of their continued eligibility satisfactory to the Corporation, as the Corporation shall reasonably request.

## 5. Requirements

5.1 The bidders are cautioned to read the Schedule of Requirements carefully, as there may be special requirements.

The requirements outlined are the minimum requirements for the services sought. The number of persons deployed and the services offered by them must meet the requirements mentioned in the Schedule of Requirements and the terms and conditions of the GCC.

## **B. Contents of Bidding Documents**

6. Sections of Bidding Documents 6.1 The Bidding Documents consists of Parts I, II, and III, which include all the Sections indicated below, and should be read in conjunction with any Addenda/Corrigenda issued in accordance with ITB 8.
- PART I Bidding Procedures
- Section I – Notice Inviting e-Tender (e-NIT)
- Section II – Instructions to Bidders (ITB)
- PART II Requirements
- Section III – Schedule of Requirements (SoR)
- Section IV – Bidding Forms (BDF)
- PART III Contract
- Section V – General Conditions of Contract (GCC)
- Section VI – Contract Forms (COF)
- 6.2 The Corporation is not responsible for the completeness of the Bidding Documents and their Addenda/Corrigenda, if they were not obtained directly from the source stated by the Corporation in the e-NIT.
- 6.3 The bidder is expected to examine all instructions, forms, terms, and requirements in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.
- 6.4 All the Sections forming part of the Bidding Documents are to be taken as mutually explanatory of one another. For the purposes of interpretation, the priority of the

documents shall be in accordance with the following sequence:

- (a) the General Conditions of Contract and the Agreement,
- (b) the Schedule of Requirements,
- (c) the Notice Inviting e-Tender and the Instructions to Bidders,
- (d) the Bidding Forms.

7. Clarification of Bidding Documents, Pre-Bid Meeting

- 7.1 A prospective bidder requiring any clarification of the Bidding Documents shall contact the Corporation in writing by sending an e.mail to the Corporation's e.mail address at [ml@wbmsc.gov.in](mailto:ml@wbmsc.gov.in) or raise its queries during the pre-bid meeting in accordance with ITB 7.4 and ITB 7.5. Should the Corporation deem it necessary to amend the Bidding Documents as a result of a request for clarification, it shall do so following the procedure under ITB 8.
- 7.2 The bidder's designated representative is invited to attend a pre-bid meeting at the office of the Corporation at Swasthya Sathi, GN-29, Sector - V, Bidhan Nagar, Kolkata - 700 091 on 07.08.2025 at 4:00 PM. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 7.3 The bidder is requested, as far as possible, to submit any questions in writing, to reach the Corporation not later than the time and date mentioned in the e-NIT (Sl. 13).
- 7.4 Minutes of the pre-bid meeting, including the text of

the questions raised, without identifying the source, and the responses given, together with any responses prepared after the meeting, will be uploaded in the e-tender portal i.e. <https://wbtenders.gov.in> within 3 (three) days from the date of pre-bid meeting. Any modification to the Bidding Documents that may become necessary as a result of the pre-bid meeting shall be made by the Corporation exclusively through the issue of an addendum pursuant to ITB 8 and not through the minutes of the pre-bid meeting.

- 7.5 Non-attendance at the pre-bid meeting will not be a cause for disqualification of a bidder.
8. Amendment of Bidding Documents/  
Extension of deadlines
- 8.1 Any addendum/ corrigendum issued shall be part of the Bidding Documents and shall be uploaded in the e-tender portal i.e. <https://wbtenders.gov.in> and also at [www.wbmsc.gov.in](http://www.wbmsc.gov.in).
- 8.2 To give prospective bidders reasonable time in which to take an addendum/ corrigendum into account in preparing their bids or for other causes and consideration, the Corporation may, at its discretion, extend the deadline for the submission of bids.

### **C. Preparation of Bids**

9. Costs of Bidding
- 9.1 The bidder shall bear all costs associated with the preparation and submission of its bid, and the Corporation shall not be responsible or liable for those costs, regardless of the conduct or outcome of the

bidding process.

- |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10. Language of Bid              | 10.1 The bid, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Corporation, shall be written in English only. Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, such translation shall be relied on.                                                       |
| 11. Documents comprising the Bid | <p>11.1 Tenders are to be submitted online following the process mentioned in Sl. Nos. 5 of the e-NIT in two folders, one being the Technical Bid and the other being the Financial Bid before the prescribed date and time. The documents are to be uploaded scanned for viruses and duly digitally signed so that the documents will get encrypted (transformed into non readable formats).</p> <p>11.2 The Technical Bid shall comprise of the scanned copies of the following documents in one folder :</p> |

**Statutory cover of Technical Bid containing:**

**To be filled in FORM folder:**

- (i) Covering Letter (duly filled in) as per format given in Form- 1 of Section – IV (Bidding Forms)
- (ii) Qualification Information (duly filled in by the

bidder), as per format given in Form – 2 of Section - IV (Bidding Forms)

(iii) e-NIT Acceptance Form, as per format given in Form – 3 of Section - IV (Bidding Forms)

(iv) Power of Attorney in favour of signatory of the bid, as per format given in Form – 5 of Section - IV (Bidding Forms)/ Board Resolution in favour of signatory of the bid, as per format given in Form – 6 of Section - IV (Bidding Forms)

(v) Letter of Financial Bid, as per format given in Form – 7 of Section - IV (Bidding Forms)

**To be filled in DRAFT folder:**

Copy of online submission receipt towards Earnest Money Deposit (EMD)/ Bid Security as prescribed in the e-NIT.

**To be filled in NIT folder:**

- (i) e-NIT (Section - I) and Instructions to Bidders (Section - II) (uploaded with digital signature)
- (ii) General Conditions of Contract (Section - V)
- (iii) Schedule of Requirements (Section - III)

**Non-statutory (My Documents) Cover containing**

**To be filled in CERTIFICATES folder:**

- (a) Copy of PAN Card
- (b) Copy of Bank Account documents (passbook and/ or bank statement)
- (c) Copy of valid licence under The Contract

Labour (Regulation & Abolition) Act, 1970

- (d) Copy of Certificate of Registration under the Employees State Insurance Act, 1948
- (e) Copy of EPFO Registration Certificate
- (f) Copy of GST certificate/ letter recording GST identification number
- (g) Copy of valid license under The Private Security Agencies Regulation Act, 2005
- (h) Copy of Income Tax Returns for the financial years 2021-2022, 2022-2023 and 2023-2024; (assessment years 2022-2023, 2023-2024 and 2024-2025).

**To be filled in COMPANY DETAILS folder:**

Copy of documents of incorporation (i.e. Memorandum and Articles of Association and Certificate of Incorporation for companies and Partnership Deed for partnership firms)

**To be filled in FINANCIAL INFO folder:**

Form - 9 with Audited Balance Sheet for financial years 2021-2022, 2022-2023 and 2023-2024;

**To be filled in DECLARATION folder:**

Declaration by the bidder, as per format given in Form - 4 of Section - IV (Bidding Forms)

**To be filled in CREDENTIAL 1 folder:**

- (a) Documents showing experience in supply of

manpower for a minimum period of 180 days of at least 50 in number to a minimum of 5 (five) organisations in India deployed at a single site/ office of each organisation, for carrying out either housekeeping services or patient support services or all the 2 (two) category of services, out of which 2 (two) shall be in hospitals/ health care facilities, within the last 3 (three) financial years, viz. 2022-2023, 2023-2024 & 2024-2025;

- (b) Client Certificate from the service recipients within the last 3 (three) financial years, viz. 2022-2023, 2023-2024 & 2024-2025 ;stating that the service has been satisfactory and no adverse report was obtained (minimum 2, out of which 1 shall be hospital/ health care facility).

N.B. – Mere Certificate of Award of Work will not suffice the requirements of (b) above.

In case of failure to submit any of the above mentioned documents (for both statutory and non statutory cover) in respective folders, the Corporation may summarily reject the bid.

- 11.3 The Financial Bid shall comprise of the BoQ which is to be filled in the following manner:

**To be filled in BoQ folder:**

Bill of Quantity (BoQ) in the specified format i.e. the amount that will be charged as service charge (service charge includes providing uniform and other accessories ) against 1(one) staff for providing the *Patient Support Services at **Bangur Institute of***



**Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)** for the financial years 2025-2026, 2026-2027 & 2027-2028. (Manpower charges will be provided By the Authority as per the minimum wages, Govt. Of West Bengal with all statutory payment and based on Zone A basis.

The bidder is to quote the rate online in the space marked for quoting rate in the BoQ. Only the sum total of the BoQ rates for the 3 years will be considered for evaluation of Financial Bid.

(2) Failure to submit service charges for 1(one) staff for providing Patient Support Services at **Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)** (in INR) for each of the 3 financial years 2025-2026, 2026-2027 & 2027-2028

(3) Only downloaded copies of the above documents are to be uploaded, virus scanned and digitally signed by the bidder.

- |                                  |      |                                                                                                                                                                                                                                                                                               |
|----------------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12. Letters of Bid and Schedules | 12.1 | The Letters of Technical Bid shall be prepared using the relevant forms furnished in Section - IV (Bidding Forms). The forms must be completed without any alterations to the text, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested. |
| 13. Bid Prices                   | 13.1 | The prices quoted by the bidder in the Financial Bid shall conform to the requirements specified below.                                                                                                                                                                                       |
|                                  | 13.2 | The price to be quoted in the Financial Bid, in                                                                                                                                                                                                                                               |

accordance with the BoQ, shall be service charge of 1(one) employee per month basis (in INR) for the 03 financial years 2025-2026, 2026-2027 & 2027-2028 to be charged by the bidder for providing Patient Support Services at ***Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)*** as per the Schedule of Requirements, which shall be exclusive of all rates, levies and taxes. Only a fixed rate per month (up to two decimal places) for each of the 3 financial 2025-2026, 2026-2027 & 2027-2028 can be quoted by the bidder irrespective of the number of the personnel being required to be deployed from time to time. GST and other applicable rates and cesses, will be claimed in the monthly bill/ invoice, which shall be disbursed by the Corporation.

- |                                                             |      |                                                                                                                                                                                                                      |
|-------------------------------------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14. Currencies of Bid and Payment                           | 14.1 | The rate shall be quoted by the bidder entirely in Indian National Rupees (INR) only. The Corporation shall be entitled to reject any bid, if the same has been submitted in any other currency.                     |
| 15. Documents Establishing the Qualifications of the Bidder | 15.1 | To establish its qualifications to perform the obligations under the Agreement, the bidder shall provide the information requested in the corresponding information sheets included in Section - IV (Bidding Forms). |
| 16. Period of Validity of Bids                              | 16.1 | Bids shall remain valid for a period of 120 days after the bid submission deadline date prescribed by the Corporation. A bid valid for a shorter period shall be                                                     |

rejected by the Corporation as non responsive.

- 16.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Corporation may request bidders to extend the period of validity of their bids. The request and the response shall be in writing. A bidder may refuse the request without forfeiting its Bid Security. A bidder accepting the request shall not be required or permitted to modify its bid.

## 17. Bid Security

- 17.1 The bidder shall upload as part of its bid, a scanned copy of the online submission receipt of the EMD/Bid Security.
- 17.2 The Bid Security shall be paid by way of online payment.
- 17.3 Any bid not accompanied by Bid Security as required in accordance with ITB 17.1, shall be rejected by the Corporation as non responsive.
- 17.4 The Bid Security may be forfeited:
- (a) If a bidder withdraws its bid during the period of bid validity specified by the bidder, except as provided in ITB 16.2;
  - (b) If a bidder engages in a corrupt, fraudulent, coercive, collusive or restrictive practice as specified in ITB 3.1;
  - (c) If the bidder is declared disqualified in terms of ITB 4.3;
  - (d) If the Selected Bidder fails to:
    - i) sign the Agreement in accordance with ITB 36.1;

ii) furnish a Performance Security in accordance with ITB 37.1;

(e) If the bidder is otherwise in breach of the terms of the Bidding Documents.

18. Format and Signing of Bid 18.1 The bid shall be digitally signed by a person or persons duly authorized to sign on behalf of the bidder as stated in Sl. No. 22 of the e-NIT.

#### **D. Submission and Opening of Bids**

19. Submission of Tenders 19.1 Tenders are to be submitted online as stated in Sl. Nos. 3 and 4 of the e-NIT in two folders at a time, one being Technical Bid and the other being Financial Bid within the prescribed date and time. The documents are to be uploaded after being scanned for viruses and duly digitally signed, so that the documents will get encrypted (transformed into non readable formats).

In addition, the bidders shall submit a physical copy of all the Technical Bid documents so uploaded, duly indexed and paginated, at the office of the Corporation not later than the date and time mentioned in the e-NIT in Sl. 13, to facilitate evaluation of bids. The physical copies of the Technical Bid documents should be submitted in one envelope. Bidders as part of the physical copy of their Technical Bids shall also submit a Checklist of documents as per Form - 13 in Section - IV (Bidding Forms). The bidder shall tick mark the column titled

**“Checked by bidder”** to indicate that the respective document is being submitted as part of the Technical Bids. The columns titled **“Checked by Corporation”** and **“Remarks”** shall be left blank by the bidder.

- |                                    |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20. Deadline<br>Submission of Bids | for 20.1 | Complete bids (including Technical and Financial) must be uploaded in the e-tender website i.e. <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> not later than the date and time as mentioned in the e-NIT in Sl. 13.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                    | 20.2     | The Corporation may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8, in which case all rights and obligations of the Corporation and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.                                                                                                                                                                                                                                                                                                                                                                             |
| 21. Bid Opening                    | 21.1     | The Technical Bid will be opened online by the authority receiving tenders or by its authorized representative at time, date and the place specified in the e-NIT in Sl. 13 in the manner specified in the e-NIT. The authority receiving tenders or its authorized representative shall decrypt all Technical Bids submitted by the bidders and copy its contents any storage device such as a compact disc, pen drive or hard drive. The authority receiving tenders or its authorized representative may take print outs of all Technical Bids. The date and time for online opening of Financial Bid will be as per Sl. 13 of the e-NIT. The manner of online opening of Financial Bid will be |

same as Technical Bid opening and the authorized representatives of the technically qualified bidders will be required to attend the opening of Technical Bid.

21.2 All folders containing the Technical Bids shall be opened one at a time, and the following recorded:

- (a) the name of the bidder;
- (b) online submission receipt of Bid Security,
- (c) the presence of e-NIT Acceptance Form as per Form - 3 and Declaration by way of Affidavit as per Form - 4 in Section - IV (Bidding Forms) and
- (d) any other details as the Corporation may consider appropriate.

Only those documents forming part of Technical Bids recorded at bid opening shall be considered for evaluation, subject to what is contained in Sl. 5 of the e-NIT.

21.3 The Corporation shall prepare a record of the opening of Technical Bids. A copy of the record may be uploaded on the website <https://wbtennders.gov.in> and also at [www.wbmssc.gov.in](http://www.wbmssc.gov.in).

21.4 At the end of the evaluation of the Technical Bids, the Corporation will upload on <https://wbtennders.gov.in> and also at [www.wbmssc.gov.in](http://www.wbmssc.gov.in), names of the bidders who have submitted substantially responsive Technical Bids and who have been determined as being qualified for opening of Financial Bids.

21.5 The Corporation shall conduct the opening of the

Financial Bid of all bidders who have submitted substantially responsive Technical Bids and who have been determined as being qualified in terms of ITB 26. All folders containing Financial Bids shall be opened one at a time and the following recorded:

- (a) the name of the bidder;
- (b) the Financial Bid; and
- (c) any other details as the Corporation may consider appropriate.

Only the BoQ shall be considered for evaluation of the Financial Bid, subject to what is contained in Sl. 6 of the e-NIT. No bid shall be rejected at the time of opening of Financial Bids except when the Financial Bid is not in accordance with the Bidding Documents.

#### **E. Evaluation and Comparison of Bids**

- |                     |      |                                                                                                                                                        |
|---------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 22. Confidentiality | 22.1 | Information relating to the examination, evaluation, comparison, and post qualification of bids and recommendation of award, shall not be disclosed to |
|---------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|

bidders or any other persons not officially concerned with such process until information on Award of contract is communicated to all bidders.

22.2 Any attempt by a bidder to influence the Corporation in the evaluation of the bids or contract award decisions may result in the rejection of its bid.

23. Clarification of Bids

23.1 To assist in the examination, evaluation and comparison of the Technical and Financial Bids, the Corporation may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Corporation shall not be considered. The Corporation's request for clarification and the response shall be in writing. No change in the substance of the Technical Bid, or, prices in the Financial Bid shall be sought, offered, or permitted.

23.2 If a bidder does not provide clarifications of its bid by the date and time set in the Corporation's request for clarification, its bid may be rejected.

24. Deviations, Reservations, and Omissions

24.1 During the evaluation of bids, the following definitions apply:

- (a) "Deviation" is a departure from the requirements specified in the Bidding Documents;
- (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents; and
- (c) "Omission" is the failure to submit part or all of



the information or documentation required in the Bidding Documents.

- |     |                                           |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----|-------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 25. | Preliminary Examination of Technical Bids | 25.1 | The Corporation shall examine the Technical Bid to confirm that all documents and technical documentation requested in ITB 11.2 have been provided, and to determine the completeness of each document submitted. If any of these documents or information is missing, the bid may be rejected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 26. | Responsiveness of Technical Bid           | 26.1 | The Corporation's determination of a bid's responsiveness is to be based on the contents of the bid itself, as defined in ITB 11.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|     |                                           | 26.2 | <p>A substantially responsive Technical Bid is one that meets the requirements of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,</p> <p>(a) if accepted, would:</p> <ul style="list-style-type: none"> <li>(i) affect in any substantial way the scope, quality, or performance of the contract; or</li> <li>(ii) limit in any substantial way, inconsistent with the Bidding Documents, the rights of the Corporation or the Department of Health &amp; Family Welfare, Government of West Bengal, or the bidder's obligations under the proposed contract; or</li> </ul> <p>(b) if rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.</p> |

- 26.3 The Corporation shall examine the technical aspects of the bid submitted to confirm that all requirements have been met without any material deviation or reservation.
- 26.4 If a bid is not substantially responsive to the requirements of the Bidding Documents and is rejected by the Corporation, it may not subsequently be made responsive by correction of the material deviation, reservation, or omission.
27. Nonconformities, Errors, and Omissions
- 27.1 The Corporation may waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.
- 27.2 The Corporation may request that the bidder submit information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Technical Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the Financial Bid. Failure of the bidder to comply with the request of the tendering authority may result in the rejection of its bid.
28. Qualification of the Bidder
- 28.1 The Corporation shall determine to its satisfaction during the evaluation of Technical Bids whether bidders meet the qualifying criteria as specified in the Bidding Documents.
- 28.2 The determination shall be based upon an examination of the documentary evidence of the

bidder's qualifications submitted by the bidder, pursuant to ITB 11.2.

- |     |                                           |      |                                                                                                                                                                                                                                                                                                                                 |
|-----|-------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29. | Evaluation Criteria                       | 29.1 | <p>The bidders who meet the qualifying criteria shall be treated equally and all the technically qualified bidders shall be at par while considering their Financial Bid.</p> <p>The Financial Bid of bidders, who do not meet the qualifying criteria prescribed in ITB 4.1 will not be opened.</p>                            |
| 30. | Preliminary Examination of Financial Bids | 30.1 | <p>The Corporation shall examine the Financial Bids to confirm that all documents and schedules requested in ITB 11.3 have been provided, and to determine the completeness of each document submitted. If any of these documents or information is missing, the bid may be rejected.</p>                                       |
| 31. | Evaluation of Financial Bids              | 31.1 | <p>The Corporation shall only consider the amount quoted in the BoQ, for evaluation of the Financial Bid of the technically qualified bidder. No other evaluation criteria or methodology shall be permitted.</p>                                                                                                               |
| 32. | Comparison of Bids                        | 32.1 | <p>All technically qualified bidders shall be at par.</p>                                                                                                                                                                                                                                                                       |
|     |                                           | 32.2 | <p>The Corporation shall make a table of all the Financial Bids of technically qualified bidders.</p> <p>The Financial Bids for all the technically qualified bidders will be opened first. Upon decryption of the Financial Bids of all technically qualified bidders, a table shall be prepared containing particulars of</p> |

Financial Bids as submitted by each of the technically qualified bidders.

- |                                                                          |      |                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 33. Corporation's right to accept any bid, and to reject any or all bids | 33.1 | The Corporation reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to Award, without thereby incurring any liability to bidders. In case of annulment, all bids submitted and specifically, bid securities, shall be promptly returned to the bidders. |
|--------------------------------------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### **F. Award of Contract**

- |                    |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 34. Award Criteria | 34.1 | Subject to being otherwise not under any disqualification, the bidder of the lowest Financial Bid (L1) shall be declared as the L1 Bidder and be eligible for award of contract subject to what is contained hereinafter.                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                    | 34.2 | <p>In the event the Financial Bids of 2 (two) or more bidders, who are qualified and whose Technical Bids are at par, are the same (the “<b>tie bidders</b>”), the Corporation shall at its discretion:</p> <p>(a) Either hold an <i>inter se</i> auction amongst such tie bidders to quote further lower bids and shall declare such of them who has offered the lowest bid in such auction to be the Selected Bidder. Bidders’ representatives who choose to attend the Financial Bid opening should therefore be duly authorized to participate in such auction. In the event a tie bidder is not represented on the Financial Bid opening date</p> |

or the authorized representative of such bidder does not or is unwilling to participate in such auction, the auction would be held amongst the remaining tie bidders and if there be only one remaining tie bidder, the latter will be declared as the Selected Bidder provided that such remaining tie bidder offers a lower bid than that is already offered in its Financial Bid. In the event the lowest bidder withdraws or is not declared as the Selected Bidder, the Corporation may invite fresh bids; or

- (b) Invite fresh bids, without holding any *inter se* auction amongst such tie bidders.

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 35. Notification of Award | <p>35.1 The Selected Bidder will be notified of Award by the Corporation prior to expiry of the bid validity period by uploading such information in the e-tender portal or by e-mail or facsimile confirmed by registered letter. This letter (hereinafter and in the Agreement called the "Letter of Acceptance/ Notification of Award / Work Order") will state the rate on the basis of per square foot per month] at which the Corporation will pay the Selected Bidder/ Service Provider in consideration of rendering the services by the Selected Bidder/ Service Provider as prescribed by the contract (hereinafter and in the GCC called</p> |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

the "Contract Price. Within 60 days from the date of the Notification of Award, the Selected Bidder shall have to commence the services as may be directed by the Corporation in terms of the Bidding Documents.

35.2 Until a formal contract is prepared and executed, the Notification of Award shall constitute a direction to commence services as may be directed by the Corporation within 60 days from the date of the Notification of Award, subject only to the furnishing of a Performance Security in accordance with the provisions of ITB 37.1, whereupon the Agreement shall come into force.

35.3 All other bidders apart from the Selected Bidder, who have submitted a valid Financial Bid and whose Financial Bids have been opened and decrypted, i.e. L2 bidder, L3 bidder and so on, will be issued a Notification of Shortlisting by the Corporation, whereby such bidders will be intimated that their names have been shortlisted and in case the Agreement with the Selected Bidder is terminated (with respect to any hospital or any package, as the case may be) before the completion of term of 33 months, for any reason whatsoever, the Corporation shall have the liberty to call upon the L2 bidder, to execute such services by issuing a Notification of Award and award the contract for the unexpired term of the Agreement, provided the L2 bidder agrees to undertake to execute such services at the L1 rate. In case the L2 bidder is unwilling to match the rate, such offer will be made by the Corporation to

the L3 bidder, and so on. If none of the shortlisted bidders are willing to match the L1 rate, the Corporation shall invite fresh bids.

- |                          |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 36. Signing Agreement    | of 36.1 | Promptly after notification, the Corporation shall send the Selected Bidder, the Agreement to be executed. Each page of the Agreement should be signed by the Managing Director of the Corporation and the Service Provider's authorized signatory. If there are any corrections, cuttings, omissions, over writings, insertions, etc. (after issue of Agreement) their number should be clearly mentioned on each page of the Agreement before signing.                                                             |
|                          | 36.2    | Within 14 days of receipt of the Agreement, the Selected Bidder shall sign and date the Agreement and return it to the Corporation. The Agreement shall only come into existence, when the Performance Security is furnished in terms of ITB 37.                                                                                                                                                                                                                                                                     |
| 37. Performance Security | 37.1    | Within 10 days of the receipt of Notification of Award from the Corporation, the Selected Bidder shall furnish the Performance Security in accordance with the Agreement, issued by any scheduled bank drawn in favour of "West Bengal Medical Services Corporation Limited", in the form given in Section - IV (Bidding Forms). Such Bank Guarantee shall be valid for a period of 12 months from the Notification of Award and shall be renewed by the Selected Bidder, if any extension of the Agreement is grant |

**SECTION - III**

**SCHEDULE OF REQUIREMENTS (SoR)**

**ANNEXURE -A**



**MONTHLY PAY OF CATEGORY OF EMPLOYEES ACCORDING TO MINIMUM WAGES**

**Govt. of West Bengal with al statutory payments.**

**ANNEXURE - C**

**SCOPE OF SERVICES**

The services being rendered by the Service Provider has been broadly classified into three types of services, viz.

**Patient Support Services**

The Patient Support Services, which shall be required to be rendered by the Ward Boys/ Girls shall comprise of the following:

- Receiving the patients on admission and assisting the patient in getting into or out of the bed.
- Attend to the personal hygiene of patients-
  - Washing and cleaning teeth
  - Changing clothing
  - Giving enema, cleaning bed pan , urinal etc.
- Preparing and carrying the patients for operations, laboratory, X-ray and other investigations.
- Carrying and transporting patients to various wards/ departments in the hospital.
- Help in feeding patients and giving drinking water to patients and washing utensils.
- Transferring various patient medical records, files and administrative records between various medical and administrative departments of the hospital.& collection of report thereform
- Transferring various mobile medical instruments and equipments for patient's benefit under supervision of medical personnel.

- Transferring various hospital consumables and accessories from one department to another department of the hospital.
- Transferring various types of collected samples of Blood, Urine, Stool, Biopsy from IPD, ICU and OT to the diagnostic departments of the hospital.
- Transferring the various diagnostic reports from Pathology, Radiology and other diagnostic departments of the hospital to the IPD and other designated area.
- Transferring various sterile material and instruments from CSSD & TSSU to OT, ICU, Cath Lab, Endoscopy, Casualty & other departments of the hospital.
- Arrange for availability of clean clothing and linen for the patients and ensure that soiled items are removed and cleaned regularly
- Assist the patient for change of clothes.
- Assist in maintaining stocks of linen and non-medical supplies.
- Clean patient's lockers, tables and bed.
- Assist the nurses in handling and observation of patients and in simple basic nursing procedures
- Assist the nurses or doctors in diagnostic and treatment procedures.
- Assist in collection and handling of pathological specimens.
- Assist the nurses in receiving supplies by running errands to other departments of the hospital and in carrying messages to other departments and individuals in the hospital.
- Bringing the weak and feeble patients to the ambulance and accompanying the drivers of the ambulances.
- Make beds for ambulatory patients and assist the nurses in making beds of non-ambulatory cases.
- Assist the nurses in getting supplies from the laundry, disinfecting mattresses and despatching dirty linen to the laundry, cleaning and dusting of beds and other furniture.
- Assist in sterilization of instruments, appliances and dressings and dressing of post-operative wounds.
- Assist in fumigation of OT, Labour Room, HDU and CCU.
- Render first aid to patients in case of emergency, prepare dead bodies, arrange their transportation to the mortuary or hearse vehicle.

- Assist in terminal disinfection.
- Removal of biomedical and other waste from OT, CCU or other High Dependency Unit (HDU) to the designated locations.
- Undertake any such other duties as may be assigned from time to time by the hospital authorities (except those specifically prohibited).

## **SECTION - IV**

### **BIDDING FORMS**

#### **FORM - 1**

#### **COVERING LETTER**

*(On the letter head of the bidder)*

Managing Director,  
West Bengal Medical Services Corporation Ltd.,  
Swasthya Sathi,  
GN 29, Bidhannagar, Sector -V,  
Kolkata-700 091.

Sir,

Subject: Bid in response to your e-NIT bearing Bid Reference No. WBMSCL/ NIT-\_\_\_/20.... dated \_\_\_/ \_\_/20... for ***Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)***

With reference to your e-NIT bearing Bid Reference No. WBMSCL/ NIT-\_\_\_/20.. dated \_\_\_/ \_\_/20... for selection of Service Provider for the abovementioned purpose, we hereby submit our Technical Bid and Financial Bid online for your consideration.

We do hereby confirm that we have gone through and accept all the terms and conditions of the Bidding Documents and e-NIT bearing Bid Reference No. WBMSCL/ NIT-\_\_\_/20.. dated \_\_\_/ \_\_\_/20.... for ***Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)***

We hereby give undertaking to make available to you any additional information it may find necessary to supplement or authenticate the proposal.

We have studied all the Bidding Documents carefully. We agree that we shall not be relying solely on the information provided in the Bidding Documents for submission of our bid.

We shall have no claim arising out of the Bidding Documents or information provided to us by the Corporation or in respect of any matter arising out of or relating to the bidding process including the award of the contract.

We agree to keep this bid valid for 120 (one hundred and twenty) days from the closing date of submission of the bids.

Yours faithfully,

For [Name of bidder]

Place:

Date:

[Signature]

[Name of authorized signatory]

[Designation]

[Affix rubber stamp of bidder]

**FORM - 2**

**QUALIFICATION INFORMATION**

*(On the letterhead of the bidder)*

1. a) Name:

- b) Address of the corporate headquarters:
  - c) Date of incorporation and / or commencement of business:
2. Brief description of the company / partnership including details of its main lines of business:  
(Information and activities in brief of the bidder in not more than 1 page of A-4 size is required to be submitted which may be annexed to this Form)
3. Details of individual(s) who will serve as the point of contact/ communication for the bidder:
- (a) Name:
  - (b) Designation:
  - (c) Address:
  - (d) Telephone Number:
  - (e) E.mail address:
  - (f) Fax Number:
4. Particulars of the authorised signatory of the bidder:
- (a) Name:
  - (b) Designation:
  - (c) Address:
  - (d) Telephone Number:
  - (e) E-mail address:
  - (f) Fax Number:
5. Number of years of experience of the bidder in the respective field of operation (as on date of submission of the bid):
6. Bank Account Details of the bidder (Name of the Bank, Branch and address, Type of Accounts, IFSC Code):

7. Staffing Plan and monitoring mechanism at all levels planned for this scheme for which the bidder is submitting the bid:

We do confirm that all information furnished in the bid is true to the best of our knowledge.

For (name of bidder)

Date:

Place:

[Signature]

[Name of authorized signatory]

[Designation]

[Affix rubber stamp of bidder]

**FORM – 3****e-NIT ACCEPTANCE FORM**

*(To be affirmed on stamp paper of appropriate value before Notary/ Magistrate)*

**AFFIDAVIT**

This is to certify that we, M/s. \_\_\_\_\_, in submission of this bid confirm that all the terms and conditions of the Bidding Documents (Bid Reference No. WBMSCL/ NIT-\_\_\_/20.. dated \_\_/.. /20...) and all its Sections, viz. the e-NIT, the ITB, the Schedule of Requirements, the Bidding Forms, the General Conditions of Contract and all Addenda, Corrigenda and clarifications issued to the Bidding Documents are read and accepted without any modification or conditions.

For [Name of bidder]

Place:

[Name of authorized signatory]

[Designation]

[Affix rubber stamp of bidder]

[Date]

*[Note: Technical evaluation of the bid will only be taken up after scrutiny of Form – 3 duly notarized]*



**FORM -4****DECLARATION BY WAY OF AFFIDAVIT**

*(To be affirmed on stamp paper of appropriate value before Notary/ Magistrate)*

**AFFIDAVIT**

This is to certify that we, M/s. \_\_\_\_\_, in submission of this bid confirm that:-

- a) We possess the necessary technical and financial resources and competence required by the Bidding Documents issued by the Corporation;
- b) We are not insolvent, in receivership, bankrupt or being wound up, nor have our affairs administered by a court or a judicial officer, nor have our business activities being suspended nor are they subject of legal proceedings;
- c) We have not been disqualified pursuant to any debarment or blacklisting proceedings to enter into any tender by the Government of India or any State Government or any of its Departments, authorities or bodies corporate under the Government of India or any State Government from participating in any project which continues as on the date of bid submission;
- d) We do not have a conflict of interest as specified in the Bidding Documents, which materially affects fair competition.

For [Name of bidder]

Place:

[Signature]  
 [Name of authorized signatory]  
 [Designation]  
 [Affix rubber stamp of bidder]  
 [Date]

*[Note: Technical evaluation of the bid will only be taken up after scrutiny of Form – 4 duly notarised]*

**FORM - 5****POWER OF ATTORNEY IN FAVOUR OF SIGNATORY OF THE BID**

*(To be executed on non-judicial stamp paper of appropriate value)*

KNOW ALL MEN BY THESE PRESENTS THAT WE, .....[insert the name of the bidder]..... a company within the meaning of the Companies Act, 2013/ a partnership within the meaning of the Indian Partnership Act, 1932/ Limited Liability Partnership Act, 2009 and having its registered office/ office at .....[insert address] .....(hereinafter referred to as the bidder) acting through .....[insert name of the person giving the Power of Attorney].....presently holding the position of ..... (insert designation of the person giving the Power of Attorney) having been authorized by the partners/ Board of Directors inter alia, to execute contracts in the name of and for and on behalf of the bidder do hereby constitute, appoint and authorize ..... (insert name, designation and residential address of the person to whom the Power of Attorney is being given)..... as our true and lawful attorney to do in our name and on our behalf all such acts, deeds, things necessary and incidental for submission of our bid in respect of Bid Reference No. WBMSCL/ NIT-\_\_\_/20.. dated \_\_\_/.../20... of the West Bengal Medical Services Corporation Limited (hereinafter “the Corporation”). We hereby further authorize the above attorney for signing and submission of the bid and all other documents, information related to the bid including undertakings, letters, certificates, declarations, clarifications, acceptances, guarantees, any amendments to the bid and such documents related to the bid, and providing responses and representing us in all the matters before the Corporation in connection with the bid for the said tender till the completion of the bidding process. We accordingly hereby nominate, constitute and appoint above named person, as the lawful attorney to do all or any of the acts specifically mentioned immediately herein above.

We do hereby agree and undertake to ratify and confirm whatever either of the said Attorney shall lawfully do or cause to be done under and by virtue of this Power of Attorney and the acts

of the attorney to all intents and purposes are done as if the same had been done on behalf of the company if these presents had not been made.

IN WITNESS WHEREOF WE, \_\_\_\_\_, THE ABOVE NAMED  
PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_, 20\*\*.

For  
[Name of bidder]

Place:

[Signature]  
[Name of authorized signatory]  
[Designation]  
[Affix rubber stamp of bidder]  
[Date]

Witnesses:

- 1.
- 2.

[Notarised]

Accepted

\_\_\_\_\_

(Signature)

(Name, Title and Address of the Attorney)

FORM – 6BOARD RESOLUTION IN FAVOUR OF SIGNATORY OF THE BID

The Board, after discussion, at the duly convened meeting on ..... (Insert date), with the consent of all the Directors present and in compliance of the provisions of the Companies Act, 1956/2013, passed the following Resolution:

RESOLVED THAT Mr./Ms....., be and is hereby authorized to do on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for **Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)** issued by West Bengal Medical Services Corporation Limited (hereinafter “the Corporation”), including signing and submission of all documents and providing information / responses to the Corporation, representing us in all matters before the Corporation, and generally dealing with the Corporation in all matters in connection with our bid for the said Services.

Certified true copy

-----

(Signature, Name and stamp of Company Secretary)

*Notes:*

- 1) *This certified true copy should be submitted on the letterhead of the bidder, signed by the Company Secretary.*
- 2) *The contents of the format may be suitably re-worded indicating the identity of the entity passing the resolution.*

FORM - 7LETTER OF FINANCIAL BID*{On the letterhead of the bidder}*

Date:

Managing Director,  
West Bengal Medical Services Corporation Ltd.,  
Swasthya Sathi,  
GN 29, Bidhannagar, Sector -V,  
Kolkata-700 091.

Sir,

Subject: Bid in response to your e-NIT bearing Bid Reference No. WBMSCL/NIT/ /2022  
dated /02/2023 for **Patient Support Services (PSS) at Bangur  
Institute of Neurosciences and Ramrikdas Haralalka Hospital(  
(annexes of IPGME&R SSKMH)**

We, the undersigned, declare that:

- a) We have examined and have no reservations to the Bidding Documents, including addenda issued in accordance with Instruction to Bidders (ITB) 8.
- b) We offer to provide the services in accordance to the Schedule of Requirements as provided in the Bidding Documents.
- c) Apart from the Monthly Contract Fee (upon deduction of taxes, as may be applicable) as per the GCC, nothing extra or additional, on any head or account will be paid by you to us.
- d) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until the formal Agreement is prepared and executed.
- e) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.
- f) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Documents.

Yours faithfully,

[Signature]  
[Name of authorized signatory]  
[Designation]  
[Affix rubber stamp of bidder]  
[Date]

**FORM - 8****FINANCIAL CAPACITY OF BIDDER***(On the letterhead of a Chartered Accountant)*

Dated: [●]

**Certificate of Financial Capacity**

I/We certify that M/s \_\_\_\_\_, which is a company within the meaning of the Companies Act, 2013 / partnership firm within the meaning of Indian Partnership Act, 1932/ Limited Liability Partnership Act, 2009 as per its audited books of accounts, has the following turnover in the last three financial years:

| <b>Financial Year</b> | <b>Turn Over</b> |
|-----------------------|------------------|
| 2021-2022             |                  |
| 2022-2023             |                  |
| 2023-2024             |                  |

I/We further certify that the said turnover have been calculated in accordance to the formula specified in the Bidding Documents.

I/ We further certify that the bidder has a positive net worth, as on the date of submission of the bid, as per the formula provided in the Bidding Documents.

Name of Chartered Accountant:

Seal of Chartered Accountant:

[Signature]  
[Name of Chartered Accountant]  
{Registration No.]

**FORM - 9****FINANCIAL SITUATION**

Each bidder must fill in this form

**Financial Data**

| Year 1      | Year 2      | Year 3      |
|-------------|-------------|-------------|
| (2021-2022) | (2022-2023) | (2023-2024) |

**Information from Balance Sheet**

1. Total Assets
2. Total Liabilities (secured loans, unsecured loans and current liabilities)
3. Misc. expenditure to the extent not written off
4. **Net worth (1-2-3)**
  - A. **Investments<sup>1</sup>**
  - B. **Current Assets**
    - i. Inventories
    - ii. Sundry debtors
    - iii. Cash & Bank and other current assets<sup>2</sup>
    - iv. Loans & Advances<sup>3</sup>
  - Total Current Assets**
  - C. **Current liabilities and provisions**
    - i. Current liabilities and provisions



- ii. Provisions
- iii. Unsecured loans<sup>4</sup>

**Total Current liabilities and provisions**

**Information from Income Statement**

Total Revenue

Profit before taxes

Profits after taxes

1. Investments shall include only those investments which are unencumbered as certified by the Statutory Auditor.
2. Cash & Bank and other current assets will not include margin money deposit, earnest money deposit, retention money, money lying in any escrow account, unbilled revenue.
3. Loans and advances shall not include tax deducted at source and advance tax, deposits lying with statutory authorities or deposits lying under any judicial order.
4. Amounts repayable within one year shall be included.  
Attached are copies of financial statements (balance sheets including all related notes and income statements) for the financial years as indicated above, complying with the following conditions.  
All such documents reflect the financial situation of the bidder
  - i) Historical statements must be audited by a certified accountant
  - ii) Historical statements must be complete, including all notes to the Financial Statements.
  - iii) Historical financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

**FORM - 10****FORM OF NOTIFICATION OF SHORT-LISTING**  
**(BY SPEED POST WITH ACK. DUE)**

*(On the letter head of the Managing Director of the Corporation)*

No. : \_\_\_\_\_ /

Dated :

Name & Address of the Shortlisted Bidder

Dear Sirs,

Sub: Bid Reference No. WBMSCL/NIT- /2025 dated /06/2025

Ref: Your tender dated \_\_\_\_\_ and letter dated \_\_\_\_\_

This is to notify you that you had submitted a substantially responsive Technical Bid and a valid Financial Bid. Although your Financial Bid is not the L1 bid and you have failed to become the Selected Bidder, in terms of ITB 34.1, having submitted a substantially responsive Technical Bid and a valid Financial Bid, you are hereby selected as the Shortlisted Bidder. Your selection as the Shortlisted Bidder shall stay valid for a period of 33 months till \_\_\_\_\_ (specify date).

If at any time during the performance of the Agreement, the contract with the Selected Bidder is terminated, the Corporation shall be at liberty to call you to perform the Agreement and shall issue Notification of Award in your favour, for the unexpired period of the Agreement, upon you agreeing to render the services for the unexpired period of the Agreement at the L1 rate.

Pursuant to Clause 37.1 of the Instructions to Bidders, you will be required to furnish Performance Security for an amount 10% of yearly contact value within 10 days of receipt of the Notification of Award.

Your letter referred to above shall form part of the Agreement.

Yours faithfully,

We confirm

For West Bengal Medical Services Corporation Ltd.

For [name of Selected Bidder]

[Managing Director]

[Signature]

[Name of authorized signatory]

[Designation]

[Affix rubber stamp of Selected Bidder]

[Date]

**FORM - 11****FORM OF NOTIFICATION OF AWARD****(BY SPEED POST WITH ACK. DUE)***(On the letter head of the Managing Director of the Corporation)*

No. : \_\_\_\_\_ /

Dated :

Name &amp; Address of the Selected Bidder

Dear Sirs,

Sub: Bid Reference No. WBMSCL/NIT/ / 2025 dated /06/2025

Ref: Your tender dated \_\_\_\_\_ and letter dated \_\_\_\_\_

This is to notify you that your bid under reference has been accepted by us at a consolidated rate of Rs .\_\_\_\_\_ per square foot per month (Rupees \_\_\_\_\_ only) for ***Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( annexes of IPGME&R SSKMH)***

Pursuant to Clause 37.1 of the Instructions to Bidders, you are required to furnish Performance Security for an amount 10% of yearly contract value within 10 days of receipt of this Notification of Award.

You are requested to contact..... of the Corporation to sign and date the Agreement and return the same to the undersigned. It may be noted that no payment shall be made for any services rendered by you till the Agreement is executed and till such time the Performance Security has been submitted by you.

This Notification of Award is being sent to you in duplicate and you are requested to return without delay one copy of the letter duly signed and stamped, in token of your acknowledgement.

Kindly note that this Notification of Award shall constitute a binding contract between us pending execution of formal Agreement.

The Effective Date for commencement of services shall be \_\_\_\_\_. Kindly note that you will be required to render the services for a total service area of \_\_\_\_ sq. ft. from Effective Date, till further order, detailed break-up of which is as follows:

Your letter referred to above shall form part of the Agreement.

Yours faithfully,

We confirm

For West Bengal Medical Services Corporation Ltd.

For [name of Selected Bidder]

[Managing Director]

[Signature]

[Name of authorized signatory]

[Designation]

[Affix rubber stamp of Selected Bidder]

[Date]

Checklist is mandatory. Bidder should write the page number of the documents submitted .

**FORM - 13**

**CHECK-LIST OF DOCUMENTS**

*[To be filled and included with the physical copy of the bid]*

| Sl. No. | Document to be submitted                                                                                                                                                                          | Checked by bidder | Checked by Corporation | Remarks |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|---------|
| 1.      | Covering Letter (as per the format given in Form 1)                                                                                                                                               |                   |                        |         |
| 2.      | Qualification Information (as per format given in Form 2)                                                                                                                                         |                   |                        |         |
| 3.      | e-NIT Acceptance Form (as per format given in Form 3 hereof)                                                                                                                                      |                   |                        |         |
| 4.      | Declaration by way of Affidavit (as per format given in Form 4)                                                                                                                                   |                   |                        |         |
| 5.      | Power of Attorney in favour of signatory of the bid (as per format given in Form 5) or Board Resolution in favour of signatory of the bid (as per format given in Form 6) whichever is applicable |                   |                        |         |
| 6.      | Letter of Financial Bid (as per format given in Form 7)                                                                                                                                           |                   |                        |         |
| 7.      | Financial Capacity of Bidder (as per format given in Form 8)                                                                                                                                      |                   |                        |         |
| 8.      | Financial Situation (as per format given in Form 9)                                                                                                                                               |                   |                        |         |
| 9.      | Online submission Receipt of Bid Security                                                                                                                                                         |                   |                        |         |
| 10.     | Memorandum and Articles of                                                                                                                                                                        |                   |                        |         |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
|     | Association/ Deed of Partnership                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |
| 11. | PAN Card                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |
| 12. | Relevant pages of passbook/ Bank Statement showing Account No. and IFS Code                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |
| 13. | License under The Contract Labour (Regulation & Abolition) Act, 1970                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |
| 14. | Certificate of registration under the Employees State Insurance Act, 1948                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |
| 15. | EPFO Registration Certificate                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |
| 16. | Letter recording GST identification number/ GST certificate                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |
| 17. | Income Tax Returns for the financial years 2021-2022, 2022-2023 & 2023-2024 (assessment years 2022-2023, 2023-2024 and 2024-2025)                                                                                                                                                                                                                                                                                                           |  |  |  |
| 18. | Audited Balance Sheets for the financial years 2021-2022, 2022-2023 & 2023-2024                                                                                                                                                                                                                                                                                                                                                             |  |  |  |
| 19. | Documents showing experience in supply of manpower of at least 50 in number being deployed at a single site/ office of the organisation, within the last 3 (three) financial years 2022-2023, 2023-2024 & 2024-2025 for a minimum period of 180 days, for carrying out either housekeeping services or patient support services or all the 2 (two) category of services, out of which 2 (two) shall be in hospitals/ health care facilities |  |  |  |
| 20. | Certificate from the service recipients                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |

|     |                                                                                                                                                                                                                                       |  |  |  |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
|     | stating that the service has been satisfactory and no adverse report was obtained within the last 3 (three) financial years ( 2022-2023 , 2023-2024 & 2024-2025 ) (minimum 2, out of which 1 shall be hospital/ health care facility) |  |  |  |
| 21. | Entire Bidding Documents comprising of all the Sections duly signed and stamped                                                                                                                                                       |  |  |  |



## **SECTION – V**

### **GENERAL CONDITIONS OF CONTRACT (GCC)**

#### **1. DEFINITIONS**

In the Conditions of Contract (“these Conditions”), the following words and expressions shall have the meanings stated. Words indicating persons or parties include corporations and other legal entities, except where the context requires otherwise.

1.1 **“Authority”** means West Bengal Medical Services Corporation Limited.

1.2 **“Contract”** means the Agreement, these Conditions, the Schedule of Requirements, the Notice inviting e-Tender and the Instructions to Bidders and the further documents (if any) which are listed in the Agreement.

1.3 **“Service Provider”** shall mean the Selected Bidder.

1.4 **“Services”** shall mean the Security Services, Housekeeping Services and Patient Support Services required to be rendered by the Service Provider in terms of Annexure – C of the Schedule of Requirements of the Bidding Documents.

#### **2. ENTRUSTMENT**

The Authority has offered to the Service Provider and the Service Provider has accepted to provide the Services on a principal to principal basis, for a period of 36 months commencing from Effective Date on the terms and conditions more specifically set out hereinafter. The Service Provider shall not be granted any automatic extension upon completion of the period of 36 months.

From the Effective Date, the Service Provider will be required to deploy only such number of personnel as may be required for rendering the Services, depending upon the area of the facility which will be required to be manned by the personnel deployed by the Service Provider.

Any notice for increasing the area of the facility over which the Services will be required to be rendered from a particular calendar month, will be issued by the Authority at least 10 days prior to the expiry of the previous month. Under no circumstances, the Authority shall give a notice for increasing the area of a particular facility, more than once in a calendar month to the Service Provider. The Monthly Contract Fee to be paid to the Service Provider shall be calculated and enhanced on the basis of such area as may be required to be manned by the Service Provider from time to time.

### **3. NUMERICAL STRENGTH OF PERSONNEL**

Depending upon the area of the facilities across which the Service Provider will be required to provide the Services, the Service Provider shall determine the numerical strength of the personnel required to be deployed and their maximum hours of work, days of work and shift schedule, in consultation and with concurrence of the Authority. Although no ratio of the manpower required to be provided over a specified area of the medical colleges.

### **4. REPRESENTATIONS AND WARRANTIES BY THE SERVICE PROVIDER**

The Service Provider warrants and represents that:

- (i) The person signing this Agreement on behalf of the Service Provider represents and covenants that he has the authority to so sign and execute this Agreement on behalf of the Service Provider for whom he is signing.
- (ii) The Service Provider is fully authorized and has all capacity and power to enter into and perform this Agreement in accordance with the terms and conditions stated herein.
- (iii) The execution of this Agreement does not violate any covenant stipulation/condition of any agreement/deed entered into by the Service Agreement with any third party.
- (iv) The Service Provider shall comply with all statutes, bye-laws, regulations (including all labour and service legislations) and requirements of any Government or other competent authority relating to them for conducting the matters, which are the subject matter of this Agreement.

- (v) The Service Provider have obtained all statutory licences and approvals necessary for carrying out the functions and has no legal impediments to perform the obligations hereunder.

## **5. COMPLIANCE WITH LAW**

The Service Provider hereto agrees that it shall comply with all applicable laws, ordinances and codes in performing its obligations hereunder, including the procurement of licenses, approvals, certificates and any other requirements with regard to the Services to be provided hereunder. If at any time during the term of this Agreement, it comes to the attention of the Service Provider that it is or may be in violation of any law, ordinance, regulation or code (or if it is so decreed or adjudged by any court, tribunal or other authority having competent jurisdiction), the Service Provider shall immediately take all appropriate steps to remedy such violation and comply with such law, regulation, ordinance or code in all respects.

## **6. COVENANTS OF THE SERVICE PROVIDER**

The Service Provider covenants as follows:

### **(i) UNDERTAKING**

The Service Provider agrees and undertakes to carry on the Services as per the Scope of Services mentioned hereinbefore. Additional jobs or modifications in the Services, if any may be carried out by the Service Provider upon payment of additional fees as may be fixed upon mutual agreement with the Authority.

### **(ii) APPROVALS AND LICENCES**

The Service Provider covenants that it has the following licences/ registrations / approvals under the following laws :

- a) Registration Code under the Employees State Insurance Act, 1948
- b) Registration under The Contract Labour (Regulation and Abolition) Act, 1970 and The Contract Labour (Regulation and Abolition) Rules, 1971
- c) Registration with Employees Provident Fund Organisation

d) License under The Private Security Agencies Regulation Act, 2005

The Service Provider shall specifically ensure the compliance of various laws / Acts, including but not limited to the above and their re-enactments / amendments / modifications now and thereafter imposed by the appropriate Government Authorities. The Service Provider shall keep the Authority indemnified against all losses, damages or liability arising out of or imposed in pursuance of any local laws / central laws (including labour laws).

(iii) PAYMENT TO EMPLOYEES

The Service Provider shall make due payment of the monthly wages in each calendar month in compliance with applicable law. It shall also be the sole liability of the Service Provider to make necessary deductions on account of provident fund, employees state insurance, taxes and the like. Under no circumstances, payment of wages to the employees shall be made contingent to the receipt of Monthly Contract Fee from the Authority and there should not be any delay in making payment of the monthly wages of the employees from the period as specified above.

(iv) RESPONSIBILITY FOR ALL CLAIMS OF ITS EMPLOYEES

The Service Provider covenants that it shall be solely responsible for all the claims of its employees. The Service Provider undertakes to indemnify the Authority towards any costs and consequences in respect of any complaint lodged or suits instituted against it by any employee for the Service Provider in this regard.

(v) UNIFORM

The Service Provider at its own expenses shall provide its employees with at least 2 sets of neat and clean uniforms, torches, sticks, stationeries, whistles, and protective material like jackets, overcoats, umbrella and shoes. Winter accessories shall also be provided as a part of uniform by the Service Provider. The Service Provider must also ensure that all its employees always wear proper identity cards issued to them by the Service Provider and are always dressed in proper uniform. If the Service Provider is an agency, who have earlier rendered Facility Management Services in any of the medical colleges, it shall

purchase new uniforms for its employees as well as supply new stationeries and accessories.

(vi) **ATTENDANCE RECORD**

The Service Provider shall maintain a bio-metric system of attendance for recording the attendance of the employees deployed by it. Such attendance will be required to be recorded on every shift for which the employees are being deployed and amongst its employees, the Facility Manager of the Service Provider will be responsible for marking the attendance in each shift. The Authority through its representatives shall be entitled to verify and audit the attendance records and it shall be the duty of the Service Provider to produce such attendance records, when required.

(vii) **CONSUMABLES AND MACHINES**

For rendering the Services as provided above, a list of consumables and machines which are required to be put in use are provided in the Schedule of Requirements. It shall be the obligation of the Service Provider to purchase the said consumables and machines at its own cost and use and/ or deploy such consumables and machines for rendering the Services as detailed above. Under no circumstances, shall the Service Provider express its inability to perform the Services due to want of sufficient consumables and/ or machines or claim reimbursement from the Authority for the cost incurred by it for purchase/ procurement of such consumables and/ or machines. If the Service Provider is an agency, who have earlier rendered Facility Management Services in any of the medical colleges, it shall purchase/ procure new machines for rendering the Services. The Service Provider shall at all material times to ensure that the consumables stored are in sufficient quantity and the machines prescribed are always in good working condition and shall accordingly maintain stock inventories of the consumables and the machines. Routine and/ or surprise checks may be carried out by the medical college authorities, the Authority and/ or the Department and if they are not satisfied with the inventories maintained, appropriate Liquidated Damages may be levied in terms of the Agreement.

The above list of covenants are only illustrative and not exhaustive and without prejudice to the general bearing of the term, covenants.

## **7. GENERAL OBLIGATIONS OF THE SERVICE PROVIDER**

- (i) To ensure that the personnel deputed at the facilities have adequate knowledge and experience of the Services required to be rendered and are punctual and disciplined in all manner.
- (ii) To ensure that the personnel deputed should be physically and medically fit, free from all infections / diseases. The Service Provider shall get its employees medically examined before deployment at the facilities and submit medical fitness certificate as and when instructed by the Authority.
- (iii) To ensure at all material times that sufficient number of personnel are deployed at the facilities are always present and to ensure that if any of its employees who are require to make themselves present for rendering the Services as aforesaid, fails to make himself present, then replacement personnel for such employees shall be required to be sent by the Service Provider, having similar level of skill, qualification and training. Prior intimation of any personnel who are scheduled to take leave and the name and details of the replacement of such employees is to be provided by the Service Provider, at least 3 working days in advance.
- (iv) To ensure that none of its personnel are reporting on duty in a drunken state or under consumption of drugs and prohibited substances while on duty.
- (v) To ensure that the personnel who are deployed, have a prior experience of having worked satisfactorily in the post in which he/ she is being deployed and are of sound character and proven integrity and are qualified and competent to carry out the duties assigned to them.
- (vi) To take the greatest possible care and adequate preventive measures against theft, fire, accident, sabotage, pilferage or damage of the Authority's property or of the medical college management including medicines, consumables, machineries and equipments or of any property of the patients, visitors, doctors and staff. The Service Provider shall ensure that no theft, pilferages or damages to property, medicines, machineries and equipments, etc., take place during the tenure of the Agreement. The Service Provider to ensure that no property of the Authority or of the medical college management is removed by any official / private person, without a proper Gate Pass issued by the authorised officials of the Authority. In case any theft or damage or accident occurring during the Agreement, the Service Provider shall be held responsible for such losses and damages if the loss or damage is attributable or was caused due to negligence of the Service Provider. The Service Provider shall attend all the police cases during the tenure of the Agreement, if required and instructed by the Authority. No report for any loss / damage to the property of the Authority or the medical college management shall be

lodged with the police by the Service Provider without the written approval of the Authority.

- (vii) To provide the Authority and / the Superintendent of Medical college with a list of the personnel (including list of replacement/ *badli* workers) to be deployed at the facilities periodically, as may be required.
- (viii) To ensure that the personnel deployed maintain perfect discipline and behaviour and they shall not in any manner cause any interference, annoyance, nuisance to the officials, doctors and staff of the Authority or the medical college management in carrying out in discharge of their respective duties. The Authority and/ or the Superintendent of Medical college, shall be at liberty to object to and require the Service Provider to remove forthwith from the facility any person employed by the Service Provider if in the opinion of the Authority and/ or the Superintendent of Medical college, such person has caused misconduct, is incompetent or negligent in proper performance of his duties or his employment is otherwise considered undesirable. The decision of the Authority and/ or the Superintendent of medical college shall be unquestionable and final and the Service Provider shall be under obligation to replace such a person.
- (ix) The personnel who are required to work in a particular shift shall not leave the facility unless properly relieved by the next set of personnel of the following shift, as may be applicable. The facilities shall not be left unmanned at any time during the period of the Agreement.

## **8. FIDELITY INSURANCE COVER**

The Service Provider agrees to get all their employees insured against any liability of compensation arising out of death / injury/ disablement etc. at work under the Workmen's Compensation Act, 1923 or under common law. During the pendency of the Agreement, the Service Provider will offer free of cost, value added fidelity guarantee insurance policy and professional indemnity policy of adequate value, which will cover all the Service Provider's employees for any negligent act, fraud, any direct / indirect act that leads to loss of property, information etc. at the facilities. These insurance policies will be made available to the personnel deployed at the facilities. The Service Provider agrees to indemnify against any claim that the Authority may have to meet in respect of Service Provider's workmen / employees on account of any accident or for any other reason.

## **9. ASSIGNMENT**

The Service Provider shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Authority's prior written permission.

## **10. MODIFICATION OF CONTRACT**

If necessary, the Authority may, by a written order given to the Service Provider at any time during the currency of the Agreement, modify/ alter in the contract made by the Authority by enhancing or decreasing the total number of employee engaged which shall not exceed or be less than 25% of the total number of employees mentioned in the e-NIT, for which the Service Provider shall be required to undertake the Services at the rates similar to that quoted in the Financial Bid.

## **1. CONSIDERATION**

(a) On and from the Effective Date till the date of termination/ the End Date (whichever is earlier), the Service Provider shall have the sole and exclusive right to demand, collect and appropriate the agreed Monthly Contract Fee from the Authority in accordance with this Agreement. No employee of the Service Provider shall make any demand of wages, fees, charges in any nature whatsoever to the Authority. Upon completion of each calendar month, the Service Provider will submit a first invoice / bill by the 10<sup>th</sup> of the succeeding month to the Authority at Swasthya Sathi building, in the manner prescribed in Schedule – A of this GCC, of an amount of 50% of the Monthly Contract Fee. The Service Provider shall raise a second bill/ invoice of the balance amount of 50% of the Monthly Contract Fee, by the 15<sup>th</sup> of the succeeding calendar month, complete in all respects and duly countersigned by the Superintendent / MSVP of the facility, which will be paid after examining the correctness and



completeness of the invoice and supporting documents and after making necessary adjustments for Liquidated Damages or otherwise, which shall be calculated and recorded properly. Disbursement of the Monthly Contract Fee by way of bank transfer to the designated bank account of the Service Provider.

- (b) The Monthly Contract Fee shall comprise of the rate per sq. ft. per month quoted by the Service Provider multiplied by the sq ft area of the facilities, as applicable for each calendar month.
- (c) Applicable Goods & Services Tax (GST) and other such taxes, cesses and levies will be claimed in the invoice/ bill by the Service Provider, payment whereof shall be made by the Authority along with the Monthly Contract Fee being disbursed to the Service Provider.
- (d) The service should pay remuneration to its manpower within 10<sup>th</sup> of succeeding calendar month

## 12. LIQUIDATED DAMAGES

The Authority would deduct a portion of the Monthly Contract Fee due to the Service Provider for any calendar month after the Effective Date, if the Service Provider fails to meet during that calendar month, the performance parameters as described hereinbelow. The deduction of the Monthly Contract Fee would be calculated in the following manner :

| Sl. No. | Performance Parameters | Methods of Quantification of pre-estimated genuine Liquidated Damages |
|---------|------------------------|-----------------------------------------------------------------------|
| 1       | Uniform                | Rs. 100/- per person per day.                                         |

|   |                                                                                                                                                             |                                                                                                                                                                                                                                           |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Supervisor and/ or his replacement, if found to be absent                                                                                                   | Rs. 1,000/- per day per Supervisor                                                                                                                                                                                                        |
| 3 | If quality of work is found unsatisfactory and there is a complaint by the medical college staff and upon it being proved that such complaint was justified | Rs. 1,000/- per day per instance                                                                                                                                                                                                          |
|   |                                                                                                                                                             | E.g. – If complaint comes from a patient, whereby it is established that 10 separate defaults have been committed by the Service Provider under the Agreement, it shall be deemed that there has been 10 instances of unsatisfactory work |
| 4 | Proven misbehavior by the Service Provider's personnel                                                                                                      | Rs. 500/- per incident                                                                                                                                                                                                                    |
| 5 | Recurrence of such irregularities in Sl. 1 to 4 above                                                                                                       | Double amount of the Liquidated Damages as specified in Sl. 1 to 4 above                                                                                                                                                                  |
| 6 | Failure to make labour law related compliances with respect to its employees, like non-payment of PF, ESI, etc.                                             | Rs. 1,000/- per person per day per instance of non-compliance                                                                                                                                                                             |
| 7 | In case of any ceasework or concerted refusal to render services by the personnel deployed by the Service Provider, resulting in hampering of the           | Rs. 50,000/- per day per facility                                                                                                                                                                                                         |

|   |                                                                                                                 |                                                                             |
|---|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|   | services at the facility(ies)                                                                                   |                                                                             |
| 8 | Monthly remuneration of the agencies<br>manpower need to be paid within<br>10th of succeeding calendar<br>month | Payment of remuneration after 10th will levy<br>Rs 10000 /- penalty per day |

The Authority either by itself, or through the Superintendent of medical college or through Department officials, shall carry out routine checks and monitor the Services being rendered by the Service Provider. If any irregularities are found, the Authority shall send a statement of irregularities to the Service Provider, who shall be liable to give explanation for all such irregularities to the Superintendent. If required, the Authority shall give an oral hearing to the Service Provider in this regard and thereafter, the Authority shall decide as to the quantum of Liquidated Damages that may be imposed, after which such deductions on account of Liquidated Damages shall be carried out from the Monthly Contract Fee payable to the Service Provider.

In case the Service Provider fails to provide any Consumables or Machines as specified in the Schedule of Requirements continuously for a period of 15 (fifteen) days, the medical college/ the Authority has the right to purchase the unavailable Consumables or Machines at market rates and the Authority shall have the right to deduct an amount double the cost of purchase of such Consumables or Machines along with transportation cost, from the monthly bill of the Service Provider in addition to the imposition of applicable Liquidated Damages.

The Authority reserves the right on being intimated by the medical college, in the event of any theft occurring due to lapse on the part of Security Guards/ Security Supervisor on duty, to levy Liquidated Damages on the Service Provider as per the current market value of the article stolen.

### **13. NO EMPLOYER – EMPLOYEE OR MASTER SERVANT RELATIONSHIP**

It is clearly understood by the parties that the Service Provider's employees shall not have any employer-employee or master servant relationship with the Authority. The Service Provider shall be solely responsible for the payment of the wages and / or dues to its employees. Under no circumstances, the workmen / employees of the Service Provider shall be treated, regarded or considered or deemed to be the employees of the Authority and the Service Provider alone shall be responsible for the remuneration, wages, other benefits and service conditions of all the employees deployed by the Service Provider and shall indemnify and keep indemnified the Authority against any claim that may have to meet towards the employees of the Service Provider.

### **14. SERVICE PROVIDER'S INDEMNITY**

The Service Provider shall indemnify the Authority against any claim, loss or damage occurred, or caused to the Authority due to willful acts, or omission or carelessness or negligence of the personnel employed by the Service Provider and undertake to protect the assets entrusted by the Authority and placed in the custody and care of the Service Provider.

### **15. TERMINATION**

The Authority at its sole discretion will terminate the Agreement without notice and without payment of any compensation, in case of the following contingencies:

- (i) If the Service Provider or any of its employee, is found to be guilty of fraud or cheating or misappropriation of funds or property or any other offense involving moral turpitude, or
- (ii) If the Service Provider or any of its personnel engaged by it if found to be negligent, by the officers / personnel of the Authority in the performance of his / their duties, or
- (iii) If the Service Provider or any of its personnel engaged by it if found to be guilty of any misconduct or of any dereliction of their duties, by the officers / personnel/ agents of the Authority, or
- (iv) If the Service Provider fails to execute the work entrusted to the satisfaction of the Authority, or
- (v) If the Service Provider fails to discharge its legal obligations towards it's employees deployed at the facilities for a continuous period of 3 months or for a period of 4 months in a calendar year, or

- (vi) If for any reason, whatsoever, the Service Provider is not able to perform their part under this Agreement for continuous period of 10 (ten) days, or
- (vii) If the Service Provider commits breach of any of the clauses of the Agreement, or
- (viii) If the Authority is required to pay any damages and / or compensation and / or any payment to their patients / visitors on account of any negligent action and / or misbehaviour on part of the Service Provider or its personnel.

Considering the emergency nature of the Services being rendered by the Service Provider, in addition to termination of the Agreement, if the Corporation is of the opinion that the nature of deficiency of the Services or the grounds of such termination is such that warrants the initiation of criminal and/ or blacklisting proceedings against the Service Provider, the Corporation shall be entitled to initiate such criminal and/ or blacklisting proceedings following due process of law and without prejudice to its rights of compensation for loss and damage caused by the Service Provider, as per the provisions of the GCC or otherwise.

#### **16. VACATING THE FACILITIES**

On expiry or earlier termination of the Agreement, for any reason whatsoever, the Service Provider and its personnel shall vacate the respective facilities of the Authority without any disruption /hindrance/problem of any nature and without causing any damage to the premises / property or to the employees / officers / personnel therein and the Service Provider shall submit its final invoice within 48 hours, after handing over of charge.

#### **17. DISPUTE RESOLUTION MECHANISM**

Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, designs, drawings and instructions hereinbefore mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the contracts, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the executions or failure to execute the same, whether arising during the progress of the work, or after the completion or abandonment thereof shall be dealt with as mentioned hereinafter: If the contractor

considers any work demanded of him/her to be outside the requirements of the contract, or disputes any drawings, record or decision given in writing by the Engineer-in-Charge or any matter in connection with or arising out of the contract or carrying out of the work to be unacceptable, he/she shall promptly within 15 days request the Chairman of the Departmental Dispute Redressal Committee, in writing, for written instruction or decision. Thereupon, the Dispute Redressal Committee shall give its written instruction or decision within a period of three months from the date of receipt of the Contractor's letter.

The Dispute Redressal Committee shall be constituted with the following officials as Members:

|   |                                                    |                             |
|---|----------------------------------------------------|-----------------------------|
| 1 | Secretary, Mission Director, NHM, H&FW             | Chairman                    |
| 2 | Special Secretary,                                 | Member                      |
| 3 | General Manager, WBMSCL, H&FW                      | Member                      |
| 5 | Financial Advisor, H&FW                            | Member                      |
| 6 | Chief Engineer / Additional Chief Engineer, WBMSCL | Member Secretary & Convener |

This provisions will be applicable irrespective of the value of the works to which the dispute may relate.

## **18. MISCELLANEOUS**

### **(a) Governing law and jurisdiction**

This contract shall be construed and interpreted in accordance with and governed by the laws of India, and the Courts at Kolkata shall have jurisdiction over matters arising out of or relating to this contract.

**(b) Waiver of immunity**

Each party unconditionally and irrevocably:

- (i) agrees that the execution, delivery and performance by it of the Agreement constitute commercial acts done and performed for commercial purpose;
- (ii) agrees that, should any proceedings be brought against it or its assets, property or revenues in any jurisdiction in relation to the Agreement or any transaction contemplated by the Agreement, no immunity (whether by reason of sovereignty or otherwise) from such proceedings shall be claimed by or on behalf of the party with respect to its assets;
- (c) waives any right of immunity which it or its assets, property or revenues now has, may acquire in the future or which may be attributed to it in any jurisdiction; and
- (d) consents generally in respect of the enforcement of any judgment or award against it in any such proceedings to the giving of any relief or the issue of any process in any jurisdiction in connection with such proceedings (including the making, enforcement or execution against it or in respect of any assets, property or revenues whatsoever irrespective of their use or intended use of any order or judgment that may be made or given in connection therewith).

**(c) Delayed payments**

The parties hereto agree that payments due from one party to the other party under the provisions of the Agreement shall be made within the period set forth therein, and if no such period is specified, within 15 (fifteen) days of receiving a claim supported by relevant documents. In the event of delay beyond such period, the defaulting party shall pay interest for the period of delay calculated at a rate equal to State Bank of India Savings Rate. However, delay in payment by the Authority to the Service

Provider shall not be a ground for termination of the Agreement by the Service Provider unless such delay is more than 120 days from the last date of payment in terms of the Agreement.

**(d) Waiver**

Waiver, including partial or conditional waiver, by either party of any default by the other party in the observance and performance of any provision of or obligations under the Agreement:-

- (a) shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under the Agreement;
- (b) shall not be effective unless it is in writing and executed by a duly authorised representative of the party; and
- (c) shall not affect the validity or enforceability of the Agreement in any manner.

Neither the failure by either party to insist on any occasion upon the performance of the terms, conditions and provisions of the Agreement or any obligation thereunder nor time or other indulgence granted by a party to the other party shall be treated or deemed as waiver of such breach or acceptance of any variation or the relinquishment of any such right hereunder.

**(e) Exclusion of implied warranties etc.**

The Agreement expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the parties or any representation by either party not contained in a binding legal agreement executed by both parties.

**(f) Severability**

If for any reason whatever, any provision of the Agreement is or becomes invalid, illegal or unenforceable or is declared by any court of competent



jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the parties will negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to Dispute Resolution Mechanism set forth under the Agreement or otherwise.

**(h) Third Parties**

The Agreement is intended solely for the benefit of the parties and their respective successors and permitted assigns, and nothing in the Agreement shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a party to the Agreement.

**(i) Successors and Assigns**

The Agreement shall be binding upon, and inure to the benefit of the parties and their respective successors and permitted assigns.

**(j) Notices**

Any notice or other communication to be given by any party to the other party under or in connection with the matters contemplated by the Agreement shall be in writing and shall:

- (a) in the case of the Service Provider, be given by facsimile, by electronic mail or by letter delivered by hand to the address given and marked for attention of the person set out below or to such other person as the Service Provider may from time to time designate by notice to the Authority; provided that notices or other communications to be given to an address outside Kolkata may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by

facsimile to the number as the Kolkata may from time to time designate by notice to the Authority;

- (b) in the case of the Authority, be given by facsimile, by electronic mail or by letter delivered by hand and be addressed to the Managing Director of the Authority with a copy delivered to the Authority's Representative or such other person as the Authority may from time to time designate by notice to the Service Provider; and
- (c) any notice or communication by a party to the other party, given in accordance herewith, shall be deemed to have been delivered when in the normal course of post it ought to have been delivered.

**(k) Language**

All notices required to be given by one party to the other party and all other communications, documentation and proceedings which are in any way relevant to this Service Agreement shall be in writing and in English language.

18.

**Procedure For Suspension and Debarment  
of Supplier, Contractors and Consultants**

The procedure as laid down below shall govern the suspension/debarment of Suppliers/Contractors/Consultants (Contractors for brevity) involved in Government procurement for offences or violations committed during competitive bidding and contract implementation, for the works under different Departments of Government of West Bengal. Grounds for Suspension and Debarment:- (1) Submission of eligibility requirements containing false information or falsified documents. (2) Submission of Bids that contain false information or falsified documents, or the concealment of such information in the Bids in order to influence the outcome of eligibility screening or any other

stage of the bidding process. (3) Unauthorized use of one's name/digital signature certificate for the purpose of bidding process. (4) Any documented unsolicited attempt by a bidder (A Person/Contractor/Agency /Joint Venture/Consortium/Corporation participating in the procurement process and/or a person / Contractor / Agency / Joint Venture / Consortium / Corporation having an agreement/contract for any procurement with the department shall be referred as Bidder) unduly influencing the outcome of the bidding in his favour. (5) Refusal or failure to post a self-declaration to the effect of any previous debarment imposed by any other department of State Government and/or Central Government. (6) All other acts that tend to defeat the purpose of the competitive bidding such as lodging false complain about any Bidder, lodging false complain about any Officer duly authorized by the Department, restraining any interested bidder to participate in the bidding process, etc. (7) Assignment and subcontracting of the contract or any part thereof without prior written approval of the procuring entity. (8) Whenever adverse reports related to adverse performance, misbehaviour, direct or indirect involvement in threatening, making false complaints etc. damaging the reputation of the department or any other type complaint considered fit by the competent authority of the department, are received from more than one Officer or on more than one occasion from individual Officer. (9) Refusal or failure to post the required performance security / earnest money within the prescribed time without justifiable cause. (10) Failure in deployment of Technical Personnel, Engineers and/or Work Supervisor having requisite license / supervisor certificate of competency as specified in the contract. (11) Refusal to accept an award after issuance of "Letter

of Acceptance” or enter into contract with the Government without justifiable cause. (12) Failure of the Contractor, due solely to his fault or negligence, to mobilize and start work or performance within the specified period as mentioned in the “Letter of Acceptance”, “Letter of Acceptance cum Work Order”, “Work Order”, “Notice to Proceed”, “Award of Contract”, etc. (13) Failure by the Contractor to fully and faithfully comply with its contractual obligations without valid cause, or failure by the Contractor to comply with any written lawful instruction of the Procuring Entity/Authority (the Officer authorized by the Administrative Department, Government of West Bengal for procurement) or its representative(s) pursuant to the implementation of the Contract. (14) For the procurement of Consultancy Service/Contracts, poor performance by the Consultant of his services arising from his fault or negligence. Any of the following acts by the Consultant shall be construed as poor performance. (i)

Non deployment of competent technical personnel, competent Engineers and/or work supervisors; (ii) Non-deployment of committed equipment, facilities, support staff and manpower; (iii) Defective design resulting in substantial corrective works in design and/or construction; 22 (iv) Failure to deliver critical outputs due to consultant’s fault or negligence; (v) Specifying materials which are inappropriate and substandard or way above acceptable standards leading to high procurement cost; (vi) Allowing defective workmanship or works by the Contractor being supervised by the Consultant. (15) For the procurement of goods, unsatisfactory progress in the delivery of the goods by the manufacturer, supplier, or distributor arising from his fault or negligence and/or

unsatisfactory or inferior quality of goods, vis-à-vis as laid down in the contract. (16) Willful or deliberate abandonment or non-performance of the project or Contract by the Contractor resulting in substantial breach thereof without lawful and/or just cause.

**CATEGORY OF OFFENCE :-** (A) First degree of offence: 1 to 16 of the above Clause-41 to be considered as First degree of offence. (B) Second degree of offence: Any one of the offences as mentioned under 'A' above, committed by a particular Bidder/Contractor/Supplier on more than one occasion, be considered as Second degree of offence. In addition to the penalty of suspension/debarment, the bid security / earnest money posted by the concerned Bidder or prospective Bidder shall also be forfeited.

**PENALTY FOR OFFENCE :-** (I) For committing First degree of offence: Disqualifying a Bidder from participating in any procurement process under the Administrative Department of Government of West Bengal up to 2 (two) years. (II) For committing Second degree of offence: Disqualifying a Bidder from participating in any procurement process under the Administrative Department of Government of West Bengal up to 3 (three) years.

**PROCEDURE OF SUSPENSION AND DEBARMENT DURING THE PROCUREMENT PROCESS** (1) Initiation of Action, Notification and Hearings: Any Bidder or procurement authority on his own or based on any other information made available to him may invite the process of suspension/debarment proceedings by filing a written application with the Bid Evaluation Committee and such filing of written application has to be done within forty eight hours from the date and time of publication of the result of technical evaluation of any bid. (a) Upon verification of the existence of grounds for suspension/debarment, the Chairperson of Bid Evaluation Committee shall immediately notify the bidder

concerned either electronically through his registered e-mail or in writing to his postal address, advising him that: i) A complaint has been filed against him and prima facie material has been found, which may lead to suspension/debarment. ii) He has been recommended to be placed under suspension/debarment by the suspension committee (as constituted by the respective Administrative Department) stating the ground for such. iii) The said bidder, within three days from the date of issue of such notification by the Bid Evaluation Committee, may approach the Chairperson of Suspension Committee by submitting all required documents in his favour for hearing. Any application made thereafter would not be entertained. Such notice should contain the e-mail id and the postal address of the Chairperson of the Suspension Committee. (b) After receiving the recommendation for suspension from Bid Evaluation Committee, Suspension Committee shall issue a notice to the alleged bidder electronically through his registered e-mail id, to submit all relevant documents in support of his defense within three working days after issuance of the notice of the Suspension Committee. The Suspension Committee will conduct the hearing within seven working days from the date of receipt of the documents from the alleged bidder. If no appeal has been received from the alleged bidder or if after hearing sufficient ground for suspension is found, the Suspension Committee, will suspend the alleged bidder from participating in the procurement process under the Administrative Department for a period of six months from the date of issuance of suspension order. The Chairperson of the 23 Suspension Committee shall issue the suspension order within seven days from the last date of hearing and shall notify the bidder concerned either electronically through his registered e-mail id or in writing to his postal address.

The Chairperson of Suspension Committee shall also inform the decision to all concerned. If sufficient reason for suspension is not found, the Suspension Committee would reject the recommendation of Bid Evaluation Committee and would allow the bidder to take part in the tendering process. If the bidder is suspended, the Suspension Committee would recommend debarment of the bidder and forward the case with all documents to the Debarment Committee for further action. (c) The Debarment Committee upon receipt of the recommendation of the Suspension Committee shall scrutinize the documents. The Debarment Committee will hold a hearing of the alleged bidder and issue necessary order within ten working days from the last date of hearing. The Debarment Committee, if satisfied after hearing, shall forward the case to the Department for orders of Debarment. The Department in due course will issue Debarment Order disqualifying/prohibiting the erring bidder from participating in the bidding/procurement of all projects under the Administrative Department for a specified period. The alleged bidder shall be intimated accordingly either electronically through his registered e-mail id or in writing to his postal address. Otherwise the Debarment Committee may reject the recommendation of the Suspension Committee. The Chairperson of Debarment Committee shall also inform the decision to all concerned.

PROCEDURE FOR DEBARMENT DURING THE CONTRACT IMPLEMENTATION STAGE:- (A) Upon termination of contract due to default of the Bidder, the Engineer-in-Charge shall recommend for debarment to the Bid Evaluation Committee. The Bid Evaluation Committee shall submit his recommendation of debarment of the alleged Bidder along with a detailed report stating clearly the reasons for debarment to the Debarment Committee within 30 (thirty) days

from the date of termination of contract. The alleged Bidder shall be intimated accordingly either electronically to his registered e-mail id or in writing to his postal address. The Chairperson of Bid Evaluation Committee shall also inform the decision to all concerned. (B) The Debarment Committee upon receipt of the recommendation of Bid Evaluation Committee shall scrutinize the documents. The Debarment Committee will hold a hearing about the matter from the Bidder and issue necessary order within 10 (ten) working days from the last date of hearing. The Debarment Committee, if satisfied after hearing, shall forward the case to the Department for the order of debarment. The Department in due course will issue debarment order disqualifying/prohibiting the erring Bidder from participating in the bidding/procurement of all projects under the Administrative Department, Government of West Bengal for a specified period. The alleged Bidder shall be intimated accordingly either electronically to his registered email id or in writing to his postal address. Otherwise the Debarment Committee may reject the recommendation of the Bid Evaluation Committee. The Chairperson of Debarment Committee shall also inform the decision to all concerned.

**STATUS OF SUSPENDED / DEBARRED BIDDER :-** (a) Bidder placed under Suspension/Debarment by the competent authority will not be allowed to participate in any procurement process under the Administrative Department within the period of suspension/debarment. The earnest money of the suspended Bidder shall stand forfeited to the Government. (b) If the Suspension/Debarment Order is issued prior to the date of issue of "Letter of Acceptance", "Letter of Acceptance cum Work Order", "Work Order", "Notice to Proceed", "Award of Contract" etc. for any Bid, the Suspended/Debarred Bidder shall not be qualified for



Award for the said Bid and such Procurement Process will be dealt with as per existing norms by simply excluding the erring Bidder.

(c) If the Suspension/Debarment Order is issued after award of a Government Project/Contract to the Debarred Bidder, the awarded Project/Contract shall not be prejudiced by the said Order provided that the said offence(s) committed by the Debarred Bidder is not connected with the awarded project/contract

### SCHEDULE - A

#### Form of Monthly Invoice

(Facility Wise)

Date:

For the Month of:

Name of the Hospital:

Total number of personnel deployed category -wise

1. Security Guard -

2. Security Supervisor --

3. Sweeper --

4. Ward Boy/ Girl --

5. House Keeping Supervisor --

6. Facility Manager -

| Rate per sq. ft. | Total area of the facility | Total Fees payable for the month | 50% of the Monthly Contract Fee |
|------------------|----------------------------|----------------------------------|---------------------------------|
|                  |                            |                                  |                                 |

Documents to be annexed: (*only for the 2<sup>nd</sup> bill/ invoice*)

Remarks, if any

## SECTION - VI

### CONTRACT FORMS (COF)

#### FORM OF AGREEMENT

*(on non judicial stamp paper of appropriate value)*

THIS AGREEMENT is made on \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand \_\_\_\_\_ between WEST BENGAL MEDICAL SERVICES CORPORATION LIMITED (WBMSCL) hereinafter called the “Authority” (which expression shall, wherever the context so demands or requires, include their successors in office and assigns) of the One Part and M/s. \_\_\_\_\_ hereinafter called the “Service Provider” (which expression shall, wherever the context so demands or requires, include his/their successors and assigns) of the Other Part.

#### WHEREAS:

A. The Health & Family Welfare Department, Government of West Bengal (for short GoWB) has set up *Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)*, in connection with which the Authority has been entrusted to manage patient support services in these hospitals.

B. The Authority has decided to outsource the entire job of *Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)* to reputed and competent agency / agencies to be selected through a transparent and competitive bidding process.

c. At the instance of the GoWB, the Authority invited bids by its Notice Inviting e-Tender bearing Bid Reference No. WBMSCL/NIT/ / 2025 dated \_\_/./20.... (the “e-NIT”) for selection of a *Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)* (hereinafter referred to as “the facilities’)

D. The Authority has prescribed the technical and financial terms and conditions, and invited bids from interested parties for undertaking the Services.

E. After evaluation of the technical and financial bids received, the Authority had accepted the bid of the Service Provider being the Selected Bidder and issued Notification of Award No. [•] dated [•] (hereinafter called the “NoA”) pertaining to the Service Provider requiring, *inter alia*, the execution of this Agreement.

**NOW THEREFORE** in consideration of the foregoing and the respective covenants and agreements set forth in this Agreement, the sufficiency and adequacy of which is hereby acknowledged, and intending to be legally bound hereby, the parties agree as follows:

1. In this Agreement, words and expressions shall have the same meaning as are respectively assigned to them in the General Conditions of Contract hereinafter referred to.

2. **Documents**

The following documents in conjunction with Addenda/Corrigenda to Bidding Documents shall be deemed to form and be read and construed as part of this Agreement viz.

- i) Notice Inviting e-Tender.
- ii) Instructions to Bidders.
- iii) Schedule of Requirements.
- iv) Bidding Forms.
- v) General Conditions of Contract.
- vi) Contract Forms.
- vii) Amendment to Bidding Documents.

3. **Previous Communications**

The documents referred to in Cl. 2 above together constitute the entire Contract between the parties and supersedes all previous communications, whether oral or written, in relation, to the Services to be rendered in accordance with the Contract.

4. **Services**

In consideration of the payment to be made by the Authority to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Authority to render the Patient Support Services in conformity in all respects with the provisions of the Contract.

5. **Payment**

The Authority hereby covenants to pay to the Service Provider in consideration of rendering the Patient Support Services, the Monthly Contract Fee as may become payable under the provisions of the Contract at the time and in the manner prescribed by the Contract.

6. **Commencement of the Services**

This Contract will remain in effect from the Effective Date and expire 12 months thereafter unless terminated earlier in accordance with the provisions of the Contract.

7. **Acknowledgement**

The Service Provider shall confirm acceptance of the terms of this Contract by signing and returning to the Authority, the duplicate copy enclosed herewith within a period of 14 days from date of receipt of Notification of Award.

IN WITNESS whereof the parties hereto have caused their respective hands to be hereinto affixed the day and year first above written.

\_\_\_\_\_

In the capacity of \_\_\_\_\_

On behalf of M/s. \_\_\_\_\_ (Service Provider)

Witnesses (Signature, name & Designation)

1.

2.

For and on behalf of WBMSCL (The Authority)

In the presence of

Witnesses (Signature, Name & Designation)

1.

2.

**FORM OF PERFORMANCE SECURITY***(To be executed on stamp paper of appropriate value)*

B.G. No.

Date: [●]

Managing Director,  
West Bengal Medical Services Corporation Ltd.,  
Swasthya Sathi,  
GN 29, Bidhannagar, Sector -V,  
Kolkata-700 091.

**WHEREAS**

In consideration of West Bengal Medical Services Corporation Ltd. (WBMSCL) having agreed under the terms and conditions of Agreement made vide its Notification of Award No. \_\_\_\_\_ dated \_\_\_\_\_ in favour of \_\_\_\_\_, a \_\_\_\_\_ registered under the \_\_\_\_\_ Act, \_\_\_\_\_ and having its registered office/ office at \_\_\_\_\_ (hereinafter called "the said Service Provider", which expression shall unless it be repugnant to the subject or context thereof include its successors-in-interest and/ or assigns) for ***Patient Support Services (PSS) at Bangur Institute of Neurosciences and Ramrikdas Haralalka Hospital( (annexes of IPGME&R SSKMH)*** under Bid Reference No. : WBMSCL/NIT- /2025 dated /06/2025 (hereinafter called the said "Agreement") the Service Provider having agreed to production of an irrevocable Bank Guarantee of 10% of yearly contract value as a Guarantee for compliance of its obligations in accordance with the terms and conditions in the said Agreement:

1. We [Name of the Bank], having our registered office at \_\_\_\_\_ and a branch at \_\_\_\_\_ (hereinafter referred to as the "Bank"), at the request of the Service Provider, do hereby in terms of the bidding documents, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and performance of the obligations of the said Service Provider as contained in the said bidding documents and unconditionally and irrevocably undertake to pay forthwith to WBMSCL at A/c. No. 105605003391 of "West Bengal Medical Services Corporation Limited" with ICICI Bank, Bidhan Nagar Branch, IFS Code: ICIC0001056, an amount of Rs. 10 % of the yearly contract value (hereinafter referred to as the "Guarantee") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Service Provider, if the Service Provider shall fail to fulfil or comply

with all or any of the terms and conditions contained in the said Bidding Documents and on its part to be paid, observed and performed.

2. Any such written demand made by WBMSCL stating that the Service Provider is in default of the due and faithful fulfilment and performance of the obligations of the Service Provider contained in the bidding documents shall be final, conclusive and binding on the Bank.
3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Service Provider or any other person and irrespective of whether the claim of WBMSCL is disputed by the Service Provider or not merely on the first demand from WBMSCL stating that the amount claimed is due to WBMSCL by reason of failure of the Service Provider to fulfil and perform its obligations contained in the bidding documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee.
4. This Guarantee shall be irrevocable and remain in full force for a period of not less than 12 months from date and thereafter for such extended period as may be mutually agreed between WBMSCL and the Service Provider, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
5. We, the Bank, further agree that WBMSCL shall be the sole judge to decide as to whether the Service Provider is in default of due and faithful fulfilment and performance of its obligations contained in the bidding documents and the decision of WBMSCL that the Service Provider is in default as aforesaid shall be final and binding on us, notwithstanding any differences between WBMSCL and the Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
6. The Guarantee shall not be affected by any change in the constitution or winding up of the Service Provider or the Bank or any absorption, merger or amalgamation of the Service Provider or the Bank with any other person.



7. In order to give full effect to this Guarantee, WBMSCL shall be entitled to treat the Bank as the principal debtor. WBMSCL shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said bidding documents or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said bidding documents by the said Service Provider or to postpone for any time and from time to time any of the powers exercisable by it against the said Service Provider and either to enforce or forbear from enforcing any of the terms and conditions contained in the said bidding documents or the securities available to WBMSCL and the Bank shall not be released from its liability under these presents by any exercise by WBMSCL of the liberty with reference to the matters aforesaid or by reason of time being given to the said Agent or any other forbearance, act or omission on the part of WBMSCL or any indulgence by WBMSCL to the said Agent or by any change in the constitution of WBMSCL or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
9. We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch who shall be deemed to have been duly authorised to receive the said notice of claim.
10. It shall not be necessary for WBMSCL to proceed against the said Service Provider before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which WBMSCL may have obtained from the said Service Provider or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealised.

11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of WBMSCL in writing.
12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.
13. Notwithstanding anything contained herein above, our liability under this Guarantee is restricted of 10% of the yearly contract value and this Guarantee shall be valid for a period of 12 months. Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

Dated: \_\_\_\_\_

Signed and Delivered by \_\_\_\_\_ Bank

By the hand of Mr./Ms \_\_\_\_\_, its \_\_\_\_\_ and authorised official.

(Signature of the Authorised Signatory)

(Official Seal)