

Dear Sir/ Madam,

The Director of the Indian Institute of Technology Guwahati (IITG) invites tenders under a two-bid system for the provision of round-the-clock hospital services from a reputable hospital/clinical establishment. The tender documents are required to be submitted online in strict adherence to the 'Instructions to Bidder,' 'General Terms & Conditions,' 'Service Requirements,' 'General Service Conditions,' 'Basic Technical Details of Bidders & Declarations,' 'Price Bid,' and Annexures I, II, III, IV, V, and VI, on or before 14/08/2024 at 03:00 PM.

We kindly request prospective participants to thoroughly review the Notice Inviting Tender (NIT) document prior to engagement. Hereinafter, the individual submitting the proposal for the bidding process shall be referred to as the 'bidder,' and the respective document as the 'bid.' It is hereby understood that the submission of a bid by the bidder is conducted following a meticulous study and examination of the NIT terms, with a complete comprehension of its implications. Any informational deficiencies shall not absolve the bidder of their obligation to fulfill the terms outlined within the bid.

The Director of IITG reserves the right to reject any proposal for award should it be determined that the recommended bidder has engaged in corrupt or fraudulent practices during the competition for or execution of the work order. For the purpose of this tender, fraudulent practices entail a distortion of facts aimed at influencing the procurement process, including collusion among bidders (both prior to and post bid submission) designed to artificially inflate bid prices, thereby depriving IITG of the benefits of a fair and open competition. Corrupt practices involve the offering, giving, receiving, or soliciting of anything of value, exerting undue pressure to influence the actions of a public official throughout the service execution process.

I. INSTRUCTIONS TO BIDDER

1. Mode of bid:

Tender will have to be submitted in **two bid system**

2. Important Date, Time and Venue:

Sl. No.	Particulars	Date & Time
01	Date of uploading of NIT & other documents	24/07/2024 06:00 PM
02	Documents download start date	24/07/2024 06:30 PM
03	Documents download end date	14/08/2024 12:00 PM
04	Pre-Bid Meeting	05/08/2024 03:00 PM
05	Bid submission start date	07/08/2024 12:00 PM
06	Bid submission closing	14/08/2024 03:00 PM
07	Technical Bid Opening date	16/08/2024 03:00 PM
08	Venue of Technical bid opening	Conference Room, IIT Guwahati Hospital
09	Financial Bid Opening date	To be informed later on.

3. Submission of bids:

Bids must be submitted online through the website <https://eprocure.gov.in/eprocure/app> in two steps: one for the Fee/Technical Cover and the other for the Financial Cover, before the specified date and time, using the Digital Signature Certificate (DSC). The documents must be duly digitally signed before uploading.

3.1 Fee / Technical Cover:

The technical bid should include scanned PDF copies (combined into a single PDF file for multiple pages and documents) of the following items, organized into two folders. The seal and signature of the authorized official of the firms must appear on all uploaded documents.

3.1.A Fee/Technical Documents:

- (i) Scanned copy of EMD.
- (ii) Compliance certificate [Annexure -VI]
- (iii) Registration/license under relevant Act to run Hospital Services (kindly enclosed the copy)
- (iv) GST registration number.
- (v) Income tax return of FY 21-22, FY 22-23, FY 23-24 (kindly enclose the proof)
- (vi) Additional certificate and credential if any.

3.1.B. Other Important Documents (OID):

- (i) Proof of establishment in Guwahati: Please enclose the trade license and/or rent agreement.
- (ii) Total experience: Provide the total number of years of experience in running hospital/clinical establishment management services. Kindly enclose the relevant proof.
- (iii) Turnover: Please submit the average annual turnover for the last three financial years. Attach the copy of audited balance sheets for FY 20-21, FY 21-22, and FY 22-23.

The aforementioned OID should be uploaded in the submenu "My Documents" under the menu "User Management," and then select "Submit OID" when submitting the documents, as demonstrated below:

Sl. No.	Category	Sub Category	Details
A	Certificate Details	Certificates	
B	Financial Details	Bankers Details	

3.2. Financial/Price Bid:

The financial cover should include percentages and rates formatted as attached in the PRICE BID document. The bidder should provide rates in the designated space marked for quoting rates in percentages and rates. Only the downloaded copy with the filename "PRICE BID" document must be uploaded by the bidder after completion.

4. Evaluation Process :

The Technical Documents - Bids for Fee/Technical Documents (Ref. Sl. No. 03.1.A) and OID (Ref. Sl. No. 03.1.B.) - will be opened by the Tender Committee appointed for the tendering process. Decrypted documents, transformed into readable formats, of the bids will be downloaded and provided to the Tender Committee. If any deficiencies or discrepancies are found in the documents, the respective proposal will be summarily rejected. During the evaluation process, the committee may request clarification, information, or additional documents from the bidders. Original hard copies of any documents already submitted may also be required, and if not produced within the stipulated time frame, the proposals will be subject to rejection. A summary list of bidders qualified in the technical bid will be uploaded online. The Financial/Price Bid will be considered only from the bidders who are qualified in the technical bid.

5. Evaluation Procedure for Award of Contract:

The Final Award/Contract will be granted to the Bidder selected by the Tender Committee, following the evaluation procedure outlined in Clause 12, point (ii) under 2. GENERAL TERMS AND CONDITIONS. The decision of the committee shall be final and binding on all Bidders.

6. Pre-Bid Meeting:

A pre-bid meeting will be held at the Conference Room, IIT Guwahati Hospital at 03:00 PM on 05/08/2024. Any queries regarding the tender document clauses should be emailed before 12:00 PM on 04/08/2024 to the email addresses provided below. Clarifications will be provided during the Pre-Bid Meeting.

7. Communication: In all communication to and from IIT Guwahati, the following email IDs must be included in the loop:

- (i) hossnp@iitg.ac.in
- (ii) c.mallikarjuna@iitg.ac.in
- (iii) rajasha@iitg.ac.in
- (iv) hosmed@iitg.ac.in
- (v) hosrnd@iitg.ac.in
- (vi) archie.1981@iitg.ac.in
- (vii) mcn@iitg.ac.in

II. GENERAL TERMS AND CONDITIONS

1. **Scope of Work:** The scope of this work involves the provision of round-the-clock services at IIT Guwahati Hospital, including:
 - (i) **Registration Counter:** Ensuring continuous operation and management of the registration counter to facilitate patient check-ins and registrations.
 - (ii) **Nursing Staff:** Providing qualified and experienced nursing staff to attend to the medical needs of patients, including administering medication, monitoring vital signs, and providing patient care.
 - (iii) **Medical Assistants:** Deploying skilled medical assistants to assist healthcare professionals in patient care activities, such as patient assessments, specimen collection, and assisting during medical procedures.
 - (iv) **Laboratory Staff:** Furnishing competent laboratory staff to operate diagnostic equipment, conduct laboratory tests, and analyse test results accurately and efficiently.
 - (v) **Housekeeping Services Staff:** Supplying dedicated housekeeping staff to ensure cleanliness and hygiene throughout the hospital premises, including patient rooms, waiting areas, and common spaces.
 - (vi) **Diagnostic Testing Services:** Offering comprehensive diagnostic testing services round the clock, including various laboratory tests and imaging studies, to aid in accurate diagnosis and treatment planning.

The bidder is responsible for ensuring the seamless operation of these services, maintaining high-quality standards, and adhering to all relevant regulations and protocols.

2. **Period of Contract:**

The contract period for the work normally will be for **02 (two) years** from the date of signing of the agreement between the IIT Guwahati and Service Provider for providing the service. The contract may be extended for **one or more years up to maximum period of another 03 years (a total 5 years of services)** after mutual agreement on the same terms and conditions and without any increase in price.

3. **Qualifying Criteria/ Eligibility to Participate in the Tender:**

- (i) **Valid Registration:** The bidder should hold a valid license for operating

a hospital/clinical establishment and a valid license for a diagnostic laboratory under the Clinical Establishments (Registration & Regulation) Act 2010.

(ii) **Establishment in Guwahati:** The bidder must have their own hospital/clinical establishment along with a diagnostic laboratory in Guwahati city for at least one year prior to the last date of bid submission. Additionally, the bidder's diagnostic laboratory in Guwahati should have its own NABL-accredited diagnostic laboratory facility.

(iii) **Experience:** The Bidder should have minimum of **3 (three) years** of experience in the Hospital/Clinical Establishment management including nursing and diagnostics services.

(iv) **Turnover:** Average annual turnover for the last three financial years (FY 2020-21, FY 2021-22 and FY 2022-23) must not be less than **Rs. 3 (three) Crore**. Income Tax Returns (ITR) should be submitted as a proof of turnover.

4. **Validity of Quotation:** Quotation must be valid for **03 (three) months** from the date of opening. The Bidder shall not be entitled during the said period of validity to revoke or cancel their tender or modify the tender given or any item thereof. Such actions will be resulted in blacklisting the bidder for a period not less than 3 years.

5. **Important dates:**

Pre-bid meeting	: 05/08/2024, 03:00 PM
Last date of submission of bids	: 14/08/2024, 03:00 PM
Date of opening Technical Bid	: 16/08/2024, 03:00 PM
Date of opening Financial/Price Bid	: To be informed later on.

In the event of any of the day mentioned being declared as a holiday, the above work shall be carried out in the next working day in similar timings.

The bidder selected to provide the service, hereinafter referred to as the service provider, while others are referred to as unsuccessful bidders.

6. **Earnest Money Deposit (EMD):**

An EMD of ₹ 4,00,000 (Rupees four lakhs only) in the form of a Bank Guarantee as Annexure-I, or an Account Payee Demand Draft, or a Fixed Deposit Receipt from a Commercial bank favoring The Registrar, IIT Guwahati, Guwahati-781039, must be submitted to The Joint Registrar, Store & Purchase Section, IIT Guwahati, Guwahati 781039. Bid proposals received without an EMD will be summarily rejected. The EMD of unsuccessful bidders will be returned within one month of the placement of the Work Order, while for the service provider,

the EMD will be returned upon receipt of the Performance Bank Guarantee (PBG).

7. Performance Bank Guarantee (PBG):

The service provider, shall provide an unconditional Performance Bank Guarantee (PBG) of Rs 6.00 lakh (six lakhs) as an interest-free security deposit, as per the format in Annexure V. This PBG shall be valid for 60 days after the expiration of the contract period and must be obtained from a scheduled bank of India within 21 days of the contract award issuance. Failure to do so will result in the contract being deemed terminated. Through the PBG, the service provider guarantees the satisfactory performance of its obligations as outlined in the agreement. Failure to fulfill these obligations will result in the PBG being forfeited as deemed appropriate. Normally, the PBG will be returned after the expiration of the contract period.

8. Production of Original Documents for Verification:

- (i) All credentials of the bidder must be supported by genuine certificates, and copies of these certificates must be included with the bid proposal.
 - (ii) The bidder must present original certificates/documents for verification during the evaluation of the technical bid or at any time upon request by IIT Guwahati. Failure to do so will result in the technical bid/the contract being deemed null and void.
9. **Rate in Words to Preval:** Bidders must clearly and visibly indicate their rates both in figures and in words in the tender documents. Any alterations or overwriting in the tender documents are not permitted. In the event of a discrepancy, the rates written in words will take precedence.

10. No Canvassing:

Any attempt by the bidder to canvass or influence the acceptance of their tender by any means will render their tender liable for exclusion from consideration.

11. Rejection of Tender:

- (i) **Due Compliance with Bid Instructions:** Tenders must be submitted in strict adherence to “INSTRUCTIONS TO BIDDER” and “TERMS AND CONDITIONS” stipulated therein; failure to do so renders the tenders liable for rejection.
- (ii) **Abnormally Low Bid:** In the event that the bid price appears unreasonably low relative to the specified service requirements, IITG shall request written clarification from the bidder, including a comprehensive price analysis of their bid price concerning the scope, schedule, allocation of risks and responsibilities, and other stipulated requirements outlined in the bid. Following an evaluation of the price analyses, if IIT Guwahati determines that the bidder has significantly failed to demonstrate their capability to execute the

contract at the proposed price, IIT Guwahati reserves the right to reject the tender.

12. Bid Opening and Evaluation:

(i) Bid opening:

The bids shall be opened by the Tender Committee in the presence of the Bidders on the date and time specified in the 'INSTRUCTIONS TO BIDDER.' Bidders are invited to attend the bid opening meeting and are permitted to appoint representatives, who must be accompanied by an authorization letter, to attend on their behalf. The committee will oversee the opening of the technical bid on the specified date. The date and time for the opening of the price bid will be communicated exclusively to the Bidders who have qualified in the technical bidding process.

(ii) Bid Evaluation:

Bids shall be assessed by the tender committee, adhering to the evaluation procedure outlined below:

The technical bid will be the primary focus of evaluation, serving as the qualifying criterion for the price bid. A comprehensive outline of the evaluation scheme for the technical bid is provided in the following table.

Sl. No.	Criterion	Max. Points
1	Employees: No. of Employees based on provident fund challan for the month of January'2024	10 (Total)
	Bidder having above 150 employees	10
	Bidder having 100 to 150 employees	8
	Bidder having 50 to 100 employees	6
	Bidder having less than 50 employees	0
2	Experience	10 (Total)
	Bidders having greater than or equal to 10 years of experience in hospital/clinical establishment management.	10
	Bidders having greater than or equal to 6 years but less than 10 years of experience in hospital/clinical establishment management.	8
	Bidders having greater than or equal to 3 years but less than 6 years of experience in hospital/clinical establishment management.	5
	Bidders having less than 3 years of experience in hospital/clinical establishment management and having at least two years of experience in offering their services to PSUs.	3
	Bidders having less than 3 years of experience in hospital/clinical establishment management.	0

3	Annual Turnover	10 (Total)
	Bidder having greater than or equal to 10 crores annual turnover for the last three financial year.	10
	Bidder having greater than or equal to 7 crores but less than 10 crores annual turnover for the last three financial year.	8
	Bidder having greater than or equal to 5 crores but less than 7 crores annual turnover for the last three financial year.	6
	Bidder having greater than or equal to 3 crores but less than 5 crores annual turnover for the last three financial year.	4
	Bidder having less than 3 crores annual turnover for the last three financial year.	0
4	Diagnostic laboratory facility	10 (Total)
	Bidder having own NABL accredited diagnostic laboratory facility for more than two years	10
	Bidder having own NABL accredited diagnostic laboratory facility for less than two years	4
	Bidder neither have own laboratory nor tie up with NABL accredited laboratory in the Guwahati city.	0

The qualifying marks for the technical bid are 20 out of 40.

A. Details regarding **Price bid evaluation** will be as follows:

(a) The maximum marks for price bid is 100.

(b) The Service Charge (as per 6. PRICE BID , point 4) will have 60% weightage of 100 marks. The marks for the service charge are calculated as follows.

$$Y = \text{Max} \left\{ 0, \left(1 - \frac{SC}{\text{Max } SC} \right) * 60 \right\}$$

Where SC is percentage, quoted by the Bidder and the Max (SC) is 12%.

(c) The services, for which rates may vary every month, shall be evaluated separately and remaining 40% weightage of 100 marks should be given to these services. These services are classified as variable cost which include:

Rates for frequently used diagnostic tests, need-based services, as mentioned in the Point No. 6. Price Bid.

Out of the 40% weightage given to these services, 35% weight is given to the rates quoted for diagnostic tests and the remaining 5% weight is given to the need-based services. Marks corresponding to the diagnostic services and the need-based service are calculated as follows.

$$Z = \text{Max} \left\{ 0, \left(1 - \frac{\text{Quoted } FR_{\text{Diag}}}{\text{Max}(FR_{\text{Diag}})} \right) * 35 \right\} + \text{Max} \left\{ 0, \left(1 - \frac{\text{Quoted } FR_{\text{Additional}}}{\text{Max}(FR_{\text{Additional}})} \right) * 5 \right\}$$

Where,

FR_{Diag} is the quoted fixed rate for the selected diagnostic tests, weighed with the relative monthly amount spent in the month of January 2024,

$Max(FR_{Diag})$ is the maximum fixed rate for the selected diagnostic tests, weighed with the relative monthly amount spent in the month of January 2024.

$FR_{Additional}$ is the total hourly fixed rate quoted for the need-based services

$Max(FR_{Additional})$ is the maximum total hourly fixed rate fixed by IITG for the need-based services

All the numbers, as and where they occur in each of the above three components, will be rounded off to the first decimal point.

Total price bid will be determined as $C = Y+Z$.

B. Determination of Service Provider:

(a) The scores of price bid will be considered for determination of the service provider.

(b) The following formula will be applied to determine the score

$$C = Y + Z$$

The highest among the final scores of all bidders will be considered as the successful service provider.

The above evaluation process can be explained with an example. Let there are four Bidders, A, B, C, D and E. Bidding amounts for service charge and the variable rates are given in the following Table 1.

Table 1: An example

Bidder	SC (%)	Max (SC %)	Y=SC (Out of 60 marks)	FR Diag	Max FR Diag	Z1=FR (Out of 35 marks)	FR addi	Max FR addi	Z2=FR Additional (Out of 5 marks)	Z=Z1+Z2 (Out of 40 marks)	C=Y+Z (Out of 100 marks)
A	12	12	0	600	1138	16.55	10000	12000	0.84	17.39	17.39
B	9	12	15	700	1138	13.48	8000	12000	1.67	15.15	30.15
C	7.5	12	22.50	750	1138	11.94	6000	12000	2.50	14.44	36.94
D	6	12	30	800	1138	10.40	4000	12000	3.34	13.74	43.74
E	3	12	45	1000	1138	4.25	2000	12000	4.17	8.42	53.42

Columns 2 and 4 show the service charge rate and the respective marks. Column 5 shows the weighed fixed rate quoted for the selected diagnostic tests, weighing factor is the relative monthly amount spent in the month of January 2024 for the selected diagnostic tests. Column 8 shows the fixed rate quoted for the need-based services. E is the Service Provider since he/she has scored the highest points. In case of tie, at first the marks obtained from the service charge and then the total marks from the price bid will be considered for breaking the tie.

13. **Agreement:** The service provider shall sign an agreement with IIT Guwahati on a non-judicial stamp paper of adequate value for the execution of the contract.

14. **Release of Payment to the Service Provider will be guided by the following:**

Bills shall be submitted in duplicate on a monthly basis. All bills related to diagnostic services must carry the signature of the user.

(i) The wage bill should be accompanied by a biometric attendance sheet showing the attendance of the persons employed at IITG Hospital (in daily and monthly hours for each individual), compiled by the Supervisor/Hospital staff, and countersigned by the designated CMO/SMO, Medical Section, IIT Guwahati. An online bank transfer statement as proof of salary/wage payment to the staff members is to be furnished along with the monthly bill. The statement of salary/wages of employees should accompany the bill.

(ii) Electronic challans for GST, EPF, and ESI deposits, as applicable by law, are to be furnished along with the monthly bill.

(iii) The bill must be accompanied by a checklist (as per the format provided by the Competent Authority of the Institute), duly signed by the representative of the Bidder. The bill shall be paid only after the authority is satisfied with the services rendered by the service provider as indicated in the checklist.

(iv) The Bidder must abide by all internal circulars issued by IITG from time to time.

(v) Any applicable tax shall be deducted at source as per the rules.

(vi) Proof of payment of GST to the concerned Government Authority should be submitted along with the bill.

(vii) Any claim whatsoever should be made within three months, failing which it will not be entertained.

(viii) Service Provider shall abide by all internal circulars issued by IIT Guwahati from time to time.

15. Termination of Contract

(i) If the service provider fails to perform the work as per the specifications of the awarded work, IIT Guwahati shall have the right to terminate the contract at any time by giving one month's notice in writing. If the situation demands, IIT Guwahati may either forfeit the Performance Bank Guarantee (PBG) or impose a penalty as deemed fit. The penalty imposed shall be recovered from the outstanding bills or adjusted from the PBG in the event that no bill is outstanding.

(ii) In the event Service Provider desires an earlier termination of the contract, they shall have to give three months' advance notice to IIT Guwahati.

(iii) In case of termination of this contract/agreement, either upon its expiry or otherwise, the staff or personnel engaged and deployed/deputed by Service Provider

will not be entitled to, nor will they claim, any absorption into the regular or other services of IIT Guwahati. The personnel of Service Provider will not claim, nor will they be entitled to, perks or any other facilities as admissible to the regular/confirmed employees of IIT Guwahati during the subsistence of the contract agreement and even after the expiry of the contract agreement.

(iv) IIT Guwahati reserves the right to terminate the contract based on intermittent feedback collected from the users by giving one month's notice in writing.

16. Force Majeure

In the event of any force majeure causing Service Provider for delay in the service, the Bidder shall not be liable for any legal obligation.

Force majeure shall mean and be limited to the following:

- (i) War/Hostility
- (ii) Riot or Civil Commotion
- (iii) Epidemic/Pandemic
- (iv) Earthquakes, fire, tempest, lightening or other natural physical disaster.
- (v) Restriction imposed by the Govt. (Central or State) or other statutory bodies which prevent or delays the execution of service.

17. Dispute and jurisdiction:

The contract shall be governed by the laws and procedures established by the Government of India and shall be subject to the exclusive jurisdiction of the competent courts located within the local limits of Guwahati in Kamrup (M) District, Assam, India. Any legal disputes arising out of any breach of contract pertaining to this tender during the tendering process or during the contract period shall be referred to the Director of IIT Guwahati. If either party is dissatisfied with the decision, the dispute shall be referred to an arbitrator appointed in accordance with the Arbitration and Conciliation Act, 1996. The place of arbitration shall be Guwahati, Assam. The decision of the arbitrator shall be final and binding on both parties.

18. Acceptance of the Tender Offer:

The acceptance of the quotation shall rest solely with the Director of IIT Guwahati, who, in the interest of the Institute, is not bound to accept the quoted percentage and rates and reserves the right to reject or partially accept any or all tenders received without assigning any reason. However, late and delayed tenders will not be considered.

19. Enquiry during evaluation not allowed:

No inquiries shall be made by the bidder(s) during the evaluation of the tender until the final decision is conveyed to the successful bidder(s). However, the concerned Tendering Committee or its authorized representative (IIT Guwahati) may make inquiries or seek clarification from the bidders. In such a situation, the

agency shall extend full cooperation. The bidders may also be asked to arrange a demonstration of the offered items on short notice; therefore, the bidders must be prepared for the same.

20 Assignment:

Neither party shall assign nor otherwise transfer its right or obligations under the contract, in whole or any part to any person, without the prior written approval of the other Party.

21. Severability: If any provision of the contract agreement shall be invalid, illegal or unenforceable, the validity legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

III. SERVICE REQUIREMENTS

1. REGISTRATION COUNTER SERVICE:

Registration Counter, Physicians, Nursing, Medical Assistants, Laboratory and House Keeping Staff

Registration counter service shall be governed by the following conditions:

- (i) The registration counter shall function as per instructions of the HOS, Medical section.
- (ii) The **Service Provider** shall be responsible to maintain the hospital registration counter round the clock.
- (iii) The **Service Provider** shall provide **six (06) front desk personals, including for the night shift**, to manage the registration counter as per work requirement.

The staffs at the registration counter are expected to:

- (a) Have requisite computer knowledge, ability to communicate in English, Hindi and Assamese and good communication skill with an educational qualification of bachelor's degree.
- (b) Maintain record of the patients as instructed by the IITG hospital. The records are to be maintained on the computer system provided by the IITG hospital. All computerized records of the patient shall be made available to the IITG Hospital Authority as and when necessary.
- (iv) The **Service Provider** shall provide **one (01) supervisory level personal, for one shift**, to the hospital. They should :
 - (a) Have requisite computer knowledge, ability to communicate in English, Hindi and Assamese and good communication skill.
 - (b) Responsible for overall registration counter and hospital staff

- management.
- (c) Data entry and medical record keeping.
- (d) Liaising between Bidder and the IITG hospital authority.
- (e) For maintenance of discipline and decorum of the hospital.
- (f) Minimum qualification: Bachelor's degree holder with one year of experience in hospital administration related works and should have knowledge regarding Indian labour laws.
- (v) The **Service Provider** shall provide One Multi-Tasking Staff for diagnostic laboratory.
 - (a) Have requisite computer knowledge, ability to communicate in English, Hindi and Assamese.

2. NURSING SERVICE

The provision of nursing services shall be subject to the following conditions:

- (i) The Service Provider shall deploy Twelve (12) Female Nurses to the IITG Hospital to fulfil nursing duties. Among these, a minimum of Seven (07) nurses must possess qualifications in General Nursing and Midwifery (GNM), while the remaining nurses may hold qualifications in Auxiliary Nursing and Midwifery (ANM). Service Provider must be prepared to supply additional nurses as necessitated by the Hospital's requirements during the bidding period.
- (ii) Nurses holding GNM/ANM qualifications must be duly registered with the Government Nursing Council and possess a minimum of one year of practical experience in managing deliveries, emergency situations, and minor operations or inpatient cases within esteemed organizations.

3. MEDICAL ASSISTANTS

The Service Provider is obligated to furnish Fourteen (14) Medical Assistants to the IITG Hospital, comprising eight males and six females. These assistants must have attained a minimum educational qualification of 10th standard and possess at least one year of prior experience in hospital services within esteemed organizations. Their duties shall encompass assisting physicians, nurses, physiotherapists, and dentists in outpatient departments (OPD), emergency cases, and other contexts as directed by the Head of Section/Chief Medical Officer (CMO), Medical Section.

Physicians, nurses, medical assistants, laboratory technicians, and all other medical personnel on duty are expected to be proficient in facilitating patient transfers from the IITG hospital/ambulance/quarters to external hospitals/clinical establishments. Furthermore, they should be capable of providing medical assistance to campus residents as per the directives of the IITG Medical Officers when deemed necessary.

4. LABORATORY SERVICE

Laboratory services shall be governed by the following conditions:

- (i) The selected Bidder shall provide one certified Laboratory Technician (holding either a Diploma in Medical Laboratory Technology (DMLT) or a Bachelor of Science in Medical Laboratory Technology (B.Sc. MLT)), with certification issued by a Government Certifying Agency. To ensure uninterrupted service provision, a reserved or standby Lab Technician must always be maintained.
- (ii) The selected Bidder shall furnish a comprehensive list detailing all laboratory tests available in their own laboratory or in laboratories with which they have affiliations, along with a price list for each test and any applicable discounts.
- (iii) The Laboratory Technician shall be responsible for collecting blood, urine, stool, swab, and any other samples from IITG for testing or culturing in their designated laboratory.
- (iv) The technician must ensure the availability of requisite equipment, tools, plates, and media for culturing, as well as a suitable sample carrier case for transporting samples back to the service provider's hospital or clinical establishment (subject to approval by the Head of Section, Medical).
- (v) Sample collection timings shall be from 8:00 am to 1:00 pm at the IITG Hospital, seven days a week.
- (vi) Samples collected from IITG Hospital must be transferred using appropriate containers.
- (vii) Used disposable materials must be disinfected and prepared for proper disposal.
- (viii) The selected Bidder shall ensure that laboratory reports are made available in the IITG hospital by the evening of the sample collection date for both inpatient and outpatient (OPD) cases, or at the latest, by the following morning.
- (ix) The collection center must be equipped to collect various types of cultures and conduct advanced serological tests on patients.
- (x) The Lab Technician shall maintain a register documenting laboratory test records of the collection center, including patient names, specimens collected for laboratory tests, and signatures of on-duty physicians.
- (xi) The selected Bidder must provide a list of reputable laboratories with which they have affiliations for conducting specialized investigations.

5. CLEANING SERVICE

Cleaning services shall adhere to the following conditions:

- (i) **Cleaning Staff:** The selected Bidder shall supply ten (10) cleaning staff to the IITG Hospital, comprising five (05) males and five (05) females.
- (ii) **Scope of Work:** The cleaning service shall encompass both interior and exterior areas of the hospital building, including rooms, walls, ceilings, floors, corridors, toilets, urinals, bathrooms, the hospital compound, office furniture, and the pathway leading to the main road. The total built-up area of the Hospital Building is approximately 1895.86 m² (20433.12 ft²).
- (iii) **Mode of Cleaning:** The selected Bidder shall ensure compliance with the following services, which are indicative but not exhaustive:

- (a) Sweeping, mopping, dry/wet cleaning, scrubbing, drying, dusting, cobweb removal, polishing, etc., of various parts of the building as per the specified frequency.
- (b) Maintenance of peripheral areas such as driveways, walkways, passages, parking areas, gates, etc., including dusting/washing of entrance door mats.
- (c) Dusting of furniture, floors, walls, windows, ceilings, workstations, etc.
- (d) Cleaning of staircases, banisters, railings, floors, inner walls, ceilings, windows, window glass/drapes, doors, furnishings, furniture, workstations, and vacuum cleaning of carpets and sofas, along with cleaning of glasses using appropriate solutions.
- (e) Cleaning of all patient rooms and nursing stations.
- (f) Cleaning of all washrooms, including toilets, wiping of WC seats, pantries, and ensuring odour control.
- (g) Cleaning of sinks, countertops, partitions, urinary stalls, washroom mirrors, etc., and maintenance of odour control.
- (h) Garbage disposal.
- (i) Trash removal and replacement of wastebaskets, as well as removal of biomedical waste to designated points.
- (j) Regular pest control/rodent control/anti-termite treatment.
- (k) Increased frequency and stringent standards of cleaning in critical areas such as Minor OT and Emergency areas, with parameters including stain-free floors and tiles, absence of moisture, maintenance of disinfection standards, shininess of floors/articles/areas, and absence of foul odours.

(iv) **Cleaning of Doors and Windows:** The selected Bidder shall be responsible for cleaning all types of glass doors and windows within the hospital buildings, including the removal and disposal of dust and bird droppings from both internal and external surfaces accessible from the ground.

(v) **Supply of Cleaning Materials:** Standard quality and branded sanitation consumables shall be utilized by the selected Bidder, subject to approval by the Head of Section (Medical). The Bidder shall supply cleaning materials such as containers, chemicals, soaps, and other requisites as requested by the Medical Section, with all purchases duly recorded in the Stock Register and issued to staff by authorized personnel.

(vi) **Cleaning in Different Shifts:** The selected Bidder shall establish cleaning schedules for different shifts (Morning, Evening, & Night) in consultation with the Chief Medical Officer/Head of Section (Medical), ensuring comprehensive cleaning coverage throughout the hospital premises.

(vii) **Payment:** IITG shall reimburse only the actual cost of cleaning materials.

(viii) **Cleaning Inside the Building:** Compliance with guidelines specified in the table below is mandatory for interior cleaning work.

Sl.No.	Description of work	Periodicity (Minimum is mentioned, may be required more often when necessary)
a	Cleaning of rooms: Cleaning of all rooms including walls, doors, windows, window frame/ glass, aluminum nova pane, partitions of cabins, pillars, etc.	Once in a week

b	Sweeping of floor: Sweeping, dry and wet mopping and cleaning of floors, staircases, etc.	Thrice daily
c	Bathroom: Cleaning Urinals, toilets, wash basins, toilet walls and sinks etc.	Thrice daily
d	Stains /Choke: Cleaning vomitus, stool, blood, urine, etc. and removing choke ups in toilets/ wash basins, Stains of pans etc.,	As required
e	Washing Cloth: Washing/Cleaning of curtains in cabins and conference hall	Once in a month
f	Odour and Pest Control: Odour and Pest control should be done by the Bidder from time to time as per requirement of the hospital.	As required (Not less than twice a year)
g	Furniture: Cleaning tables, chairs, cupboards, sofas, almirah, fitting, cabinets, boards (fixograph), etc.	Once daily
h	Equipment/Instruments: Cleaning Computer, printers, scanners, fax machine, telephone set, lab. equipments, fire extinguishers, etc.	Once daily
i	Accessories: Cleaning of walls like first aid box, notice board, key boxes, etc.	Once in a week
J	Compound : Sweeping of the hospital compound	Once daily
k	Waste Disposal: Provide Containers/basket: Service Provider should provide containers of 5 ltrs. Capacity at indoor Nursing Station, Causality or minor OT, OPD, Laboratory, Pharmacy and work activities' areas. A plastic disposal bag shall have to be fitted inside the baskets. The containers should be placed at pre-decided points. Provide general basket in other rooms: One basket each must be provided in all the other rooms occupied in the hospital viz, physician's rooms, administrative officer/staff rooms, and patient's room.	Once daily
L	Washing Hospital linens	As per requirement.

List of cleaning materials required in IITG Hospital:

Cleaning materials					
SL No	Name of the items	SL No	Name of the items	SL No	Name of the items
1	White/Black Phenyl	19	Hard broomstick	37	Tissue paper (round and square)
2	Disinfectant toilet cleaner	20	Soft broomstick	38	Detergent powder for linen washing
3	Air freshener	21	Toilet brass	39	Micropore paper surgical tape
4	Perfumed insect repellent liquid (e.g. Citronella)	22	Mug (small)	40	Floor Wiper
5	Toilet Soap (small)	23	Bucket (medium)	41	Lab cleaning liquid
6	Liquid Soap	24	Carpet brass		
7	Bleaching powder	25	Dusting plate		
8	Naphthalene balls	26	Green/Yellow/Red container/dustbin of 5/10/15/20 lit capacity with cover		
9	Glass & household cleaner liquid with shineboosters	27	Dustbin for patient room		
10	Room freshener liquid	28	Chemicals-Sodium Hypochlorite solution	<p>The list of items stated here is normally used in IITG hospital. However, any other cleaning items may be indented based on the requirement.</p>	
11	Detergent powder	29	Chemicals and materials for odour and pest control		
12	Hydrochloric acid	30	Plastic Bio-hazard bag of 5/10/15 ltr		
13	Gamaxene	31	Printing paper for Dot matrix / Laser printer		
14	Toilet paper	32	Cartridge for Dot matrix / Laser printer		
15	Rubber mop	33	Vacutainer tubes		
16	Swab/mopping cloth	34	Hand hard brush		
17	Dusting cloth	35	Disinfectant surface cleaner		
18	Door Mat	36	Handkerchief		

6. Need-Based Services:

The following provisions outline the requirements for medical services at IITG:

(i) **Specialist Physicians:** IITG may require the services of specialist or super-specialist physicians in various fields such as ENT, Dermatology, Orthopaedics, Cardiology, etc.

(ii) **General Medical Staff:**

(a) **General Duty Physicians:** Minimum qualification of MBBS.

(b) **Physiotherapist:** Must possess a Master's degree with a minimum of two years of experience.

(c) **Dentist:** Must hold an MDS degree with at least three years of post-MDS experience.

(iii) **Ambulance Service:** IITG may require Advanced Life Support (ALS) ambulance services, equipped with an Emergency Medical Technician (EMT), for special events such as convocations, VVIP visits, sports events, and cultural events.

(iv) **AYUSH Physicians:** IITG may require part-time AYUSH (Homeopathy and Ayurvedic) physicians.

IV. GENERAL SERVICE CONDITIONS

General Terms Applicable to the Services

1. **Scope of Work:** The scope of work includes providing round-the-clock services for the registration counter, physicians, nursing, medical assistants, laboratory, housekeeping staff, and diagnostic testing.
2. **Period of Contract:** The contract period will typically be for two (2) years from the date of signing the agreement between IIT Guwahati and the successful bidder. The contract may be extended for up to an additional three (3) years (a total of five years) upon mutual agreement, under the same terms and conditions, and without any increase in prices.
3. **Execution of Work:** Service Provider shall commence services within fifteen (15) days from the date of issuance of the work order and shall execute the services as per the terms and conditions specified in the NIT documents.
4. **Recruitment and Deployment:**
 - (i) Service Provider shall be responsible for the recruitment and deployment of staff. The qualifications and supporting documents of the recruited staff will be reported to the Head of Section (HoS), Medical, and the staff will be under the service provider's direct supervision and control in consultation with the HoS, Medical.
 - (ii) Service Providers shall ensure no leave is sanctioned that may cause a gap in duty. Suitable arrangements must be made to cover any staff absence.
 - (iii) Any changes in the manpower deployment schedule must be made with prior permission from the HoS, IIT Guwahati Hospital.
 - (iv) For all intents and purposes, Service Provider will be the "EMPLOYER" within the meaning of different labour legislations in respect of the staff employed and deployed to provide round-the-clock hospital services.

(v) Service Provider shall provide a complete list of staff for deployment at IIT Guwahati, including complete addresses and other antecedents. Staff should not have any criminal or police records, which must be verified in writing by the successful bidder. Only those whose antecedents have been verified by police authorities shall be deployed.

(vi) Employees appointed by Service Provider for the job shall have no rights to claim absorption into IIT Guwahati services or continuation of the existing job if Service Provider is replaced.

(vii) The requirement of manpower stated in this tender document is tentative and may increase or decrease based on the necessity of the IITG Hospital/Institute. Changes will be conveyed to the successful bidder, and the decision of the Competent Authority of the Institute regarding changes, foreclosure of the contract, or reduction of work shall be final and binding, with no disputes raised by the service provider.

(viii) Any changes in the services provided must be discussed and agreed upon between IITG and the service provider. The service provider must incorporate such changes without diluting their responsibility.

(ix) There will be fixed hours for shift duties, with three shifts per day. Duty hours will be decided in consultation with the CMO/HoS, Medical, and must comply with Central Labour Laws. The night-duty shift will be eight (8) hours within a twelve (12) hour spread.

5. **Salaries of Deployed Staff:** The salaries of deployed staff should be commensurate with their qualifications and experience. Service Provider must ensure that staff covered under the Minimum Wage Act receive wages as per the Act, plus admissible DA/VDA, EPF (including EDLI), ESI, and Bonus at prevailing rates. The skill-based categories of manpower and minimum hours as per the service requirements are detailed in Annexure V. Salaries must be deposited into the staff's bank accounts by the 7th of each month through Electronic Cash Transfer. Service Provider will pay wages for additional/extra duty hours and claim reimbursement with the monthly bill, at rates compliant with the Minimum Wages Act.
6. **Compliance with Labour Laws:** Service Provider must adhere to all applicable laws, including Labour, Environmental, and Safety Regulations of the Government of India. IIT Guwahati will not be responsible for any non-compliance by Service Provider with labour laws. Service Provider shall pay basic minimum wages along with variable dearness allowance as per the Minimum Wages Act to employees deployed at IIT Guwahati. Service Provider shall recruit and deploy only those above the age of eighteen (18) years.
7. **Service Charge:** The bidder may claim a service charge for executing the service as stated in the tender document, which will be reimbursed with the monthly bill. Skill-based categories of manpower and minimum hours as per the service requirements are detailed in Annexure V.
8. **Discipline:**
 - (i) The staff deployed by Service Provider must behave in a proper and courteous manner with faculty, staff, and students of IIT Guwahati and observe all instructions concerning general discipline and behaviour issued by the Institute's Authority.
 - (ii) All staff deployed in each shift must hand over their duties to the next shift staff before leaving IIT Guwahati Hospital.
 - (iii) Service Provider shall maintain an attendance register for all employees at IIT Guwahati Hospital, recording daily attendance and work execution.

The register will be countersigned by the HoS, Medical Section for verification.

(iv) If any staff member commits any act of misconduct or indiscipline, Service Provider will be responsible for taking disciplinary action as advised by the HoS, Medical Section.

(v) Service Provider shall be fully responsible for making good or paying for any loss or damage caused by their staff to any structures or properties of IIT Guwahati Hospital. Any breakage or loss of instruments must be either replaced or repaired at the cost of the successful bidder.

9. Safety Measures:

(i) Service Provider shall carry out all services in compliance with statutory safety regulations and other applicable rules/acts.

(ii) Immediate corrective measures must be taken by Service Provider or their representative whenever unsafe conditions or practices are detected.

(iii) Any accidents involving their staff in the hospital/pharmacy must be reported by Service Provider or their representative to the appropriate authority and the Institute. The cause of all accidents must be reported, and immediate remedial measures taken to prevent recurrence. Service Provider is solely responsible for this. The use of matchboxes, lighters, smoking, or any acts that may cause fire/accidents is strictly prohibited.

(iv) The Institute shall not be responsible for any injury to the staff deployed by Service Provider during their duties or for payment of any compensation.

10. Entry passes:

(i) **Staff:**

(a) The entry of personnel engaged for providing outsourced hospital service into the IIT Guwahati campus will be given on the basis of the ID provided by the outsourcing agency.

(b) ID will be verified/authenticated by the Medical Section/Security Section or any other section as applicable. Verification for the same will be done on the basis of his/her native place identity i.e. Ration card, Voter ID, PAN card, police verification, etc. Copy of the same is to be deposited at the Security Office for Security purpose.

(c) Such personnel are expected to serve only in the areas mentioned in his/her ID.

(ii) **Vehicle entry:**

Vehicle will have to stop at the gate and identify themselves and state their purpose of visiting the campus. A person from the vehicle has to make an entry in a register kept at the gate.

11. Penalty on non-performance of service: The non-availability of any declared services shall result in the imposition of a penalty at the rate corresponding to the respective service or as determined by the Competent Authority, IIT Guwahati.

12. Subletting of Contract: Service Provider shall not sublet or subcontract the hospital services at IIT Guwahati Hospital.

13. Modification of Contract: IIT Guwahati Hospital/Institute may amend the contract during its term by issuing a written order to the successful bidder. Modifications may include:

(i) Changes to the requirements and specifications of goods and/or services.

(ii) Adjustments in other contract areas as deemed necessary by the Institute/IIT Guwahati Hospital based on situational merits.

These modifications will only be implemented upon mutual agreement between the Institute and the successful bidder, ensuring no loss to either party.

14. Provision of Infrastructural Facilities for the Staff of the Service Provider:

(i) Facilities Provided by IIT Guwahati Free of Charge:

- (a) **Changing Room:** A changing room will be available in the hospital premises for the deployed staff.
- (b) **Basic Amenities:** Staff of Service Provider shall have access to basic amenities available in the hospital, such as washrooms and water purifiers.
- (c) **Registration Counter:** A designated space with basic infrastructure, including a table, chair, shelves, computer, printer, and internet connection, shall be provided for registration purposes. Service Provider is responsible for maintaining the office equipment and consumables, including cartridge toner and printing paper. Service Provider must also arrange for a computer, printer, and related consumables for the supervisor.

(ii) Facilities Provided by the Service Provider:

- (a) **Transportation System:** Service Provider shall arrange its own transport system for the staff. Ambulances shall not be used for staff transportation except in medical emergencies.
- (b) **Mobile Phones:** Service Provider shall provide mobile phones at its own cost to all deployed staff to ensure smooth communication and timely performance of services.
- (c) **Additional Staff:** Service Provider must provide additional temporary nurses as needed, for which payment will be made as per approved rates.

15. **Interpretation of Contract Documents:** In the event of discrepancies, inconsistencies, errors, or omissions within the contract documents, the provisions of the contract shall prevail. Any such issues shall be referred to the Competent Authority at IIT Guwahati, who will issue decisions and instructions to Service Provider on how to proceed. The decisions of the Competent Authority shall be final and conclusive, and Service Provider must execute the work in accordance with these decisions.

V. BASIC TECHNICAL DETAILS OF BIDDER AND DECLARATIONS

SI No	Details required by IIT Guwahati	Bidder's response
01	Bidder's particulars	
	a) Name of Bidder	
	b) Postal address	
	c) Telephone and Mobile No	
	d) Fax No.(if any)	
	e) Contact person	
	f) E-mail address	
02	Compliance with bid instruction and general terms and condition	Complied Yes/ No/ NA
	a) EMD submitted(as per format attached Annexure I)	
	b) PBG term accepted	
03	Registration and License*	
	a) i. Registration/License No..... under clinical establishments (Registration and Regulations) Act 2010 to run Hospital / Clinical Establishment (copy enclosed) ii. Date of set up ((kindly enclose the proof)	
	b) i. Registration/License No..... under clinical establishments (Registration and Regulations) Act 2010 to run Diagnostic Laboratory (copy enclosed) ii. Date of set up ((kindly enclose the proof)	
	c) i. Tie up with other laboratory vide agreement no (kindly enclose the copy of agreement) ii) Name of the laboratory and detailed address.	
	d) GST registration no (kindly enclose the copy)	
	e) Income tax return of FY 21-22, FY 22-23, FY 23-24 (copy enclosed)	
	f) TIN/ PAN (kindly enclose the copy)	
	g) Proof of establishment in Guwahati (Trade License and/or Rent Agreement)	
04	Number of employees . Provide copies of Provident Fund Challan/ECR for not earlier than January'2024. (kindly enclose the documentary proof)	
05	Total experience, in years, in running the hospital services and diagnostic laboratory services (kindly enclose the proof)	

06	Turnover: Average annual turnover of last three financial year (supported by copy of audited balance sheet for FY 20-21, FY 21-22, FY 22-23) (copy enclosed)		
	a)	FY 2020-21 = Rs.	
	b)	FY 2021-22 = Rs.	
	c)	FY 2022-23 = Rs.	
07	Additional certificate and credential if any		
	a)	Whether laboratory owned by Hospital/ Clinical Establishment is NABL Certifier (documentary proof enclosed)	
	b)	Experience in providing outsourced hospital services in Central/ State Govt. Organizations/ PSU/ Autonomous Body (kindly enclose the poof)	

Note: Claims made by the Bidder under serial no. 2 to 7, above, must be supported by relevant document/certificates. Otherwise tender shall be rejected.

* If the license of hospital/clinical establishment has expired, then the Bidder shall have to submit the appropriate documents as supporting proof of applying for renewal of relevant license.

5. PRICE BID

The hospital services include various offerings such as Registration, Physicians, Nursing, Medical Assistants, Laboratory, and Housekeeping Services. The price bidding format for these services is detailed below:

For price bid evaluation, 60% weightage will be given to the service charge and 40% to the variable rate, which includes rates for additional services and the rates quoted for the most frequently used diagnostic tests at IIT Guwahati. The list of diagnostic tests to be considered for price bid evaluation will be provided during the pre-bid meeting.

SERVICE CHARGE:

Service charge for the services as mentioned in Schedule III

4.1	Service charge for the service provided as mentioned in Schedule III in percentage	----- % per month
-----	--	-------------------

SERVICES UNDER VARIABLE RATE

1. LABORATORY SERVICE

Sl. No.	Particulars	Fixed rate per month
1	Laboratory test charges: Flat rate of discount in percentage if any	Discount in percentage/%

2. Rates for frequently used diagnostic tests

Enclose a separate price list for the diagnostic tests mentioned during pre-bid meeting. Note that, a weighted average will be considered for the price bid evaluation. The weighing factor is **the relative monthly amount spent in the month of January 2024 for the selected diagnostic tests**

3. ADDITIONAL SERVICES (Need-based services)

Sl. No.	Particulars	Fixed rate per hour	Fixed rate per day	Fixed Rate per month
4.1	Specialist Physicians' (ENT, Dermatologist, orthopedics, cardiologist etc.)	Rs.....	Rs.....	
4.2	AYUSH	Rs.....	Rs.....	
4.3	MBBS Physician	Rs.....	Rs.....	
4.4	Pathologist	Rs.....	Rs.....	
4.5	Physiotherapist	Rs.....	Rs.....	

4.6	Dentist	Rs.....	Rs.....	
4.3	EMT	Rs.....	Rs.....	
4.4	Ambulance Service	Rs.....	Rs.....	

These services are additional requirement and will be requested to provide as and when required. However, it will not come in evaluation of bid.

ANNEXURE - I

Your Ref. No:

**INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI
BANK GUARANTEE FORM FOR EMD**

In consideration of the Registrar (hereinafter called the "Tender/NIT Inviting Authority" or "Client") has floated tender/NIT no. -----(hereinafter called "said tender"), for requirement of service of _____ as per terms and conditions mentioned in the above tender/ NIQ, M/s _____ (hereinafter called "Tenderer") has decided to participate in above tender process and agreed to production of an irrevocable bank guarantee for Rs. _____ (Rupees _____ only) as an Earnest Money Deposit (EMD) towards compliance of its obligations in accordance with the terms and conditions in the said tender.

We _____ (hereafter referred to as the "Bank") hereby undertake following:

1. We undertake to pay to the Client any money so demanded not withstanding any dispute or disputes raised by the tenderer(s) in any suit or proceeding pending before any Court or Tribunal relating there to, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment there under, and the tenderer(s) shall have no claim against us for making such payment.
2. We further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said tender, and it shall continue to be enforceable till all the dues of the Client under or by virtue of the said tender have been fully paid, and its claims satisfied or discharged, or till the Client certifies that the terms & conditions of the said tender have been fully and properly carried out by the said tenderer(s), and accordingly discharges this guarantee.
3. We further agree with the Client that the Client shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said tender or to extend time of performance by the said tenderer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Client against the said tenderer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said tenderer(s) or for any forbearance, act of omission on the part of the Client or any indulgence by the Client to the said tenderer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
4. This Guarantee will not be discharged due to the change in the constitution of the Bank or the tenderer(s).
5. We lastly undertake not to revoke this Guarantee except with the prior consent of the Client in writing.
6. This guarantee shall be valid up to unless extended on demand by the Client Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs. _____ (Rupees _____ only) and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

ANNEXURE - II

Declaration:

We, the undersigned Bidder, having read and examined in detail all the bidding documents in respect of this Tender, vide Ref. No. _____
Date:____, in respect of the Round the Clock Hospital Services and Diagnostic Laboratory Services, as a gesture towards our commitment for the services mentioned herein, do hereby declare as under:

1. We shall be the single point of contact for IIT Guwahati for the entire scope of the work as detailed in tender document.
2. We hereby agree to abide by all the terms and Conditions of this Tender.
3. We hereby agree to provide to IIT Guwahati, required assistance, consultancy and any services beyond the defined scope of work to resolve issues under critical and unforeseen situations.
4. We hereby indemnify the Institute (i.e. IIT Guwahati) for any failure on our part to comply with the provisions of the labor laws (GOI).

We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of contract under the aforementioned Tender.

(Signature)

Authorized signatory of the Bidder

Name and Designation:

Office Seal:

Place:

Date:

ANNEXURE - III

**Details of Litigations / Ineligibility for corrupt or fraudulent practices / Blacklisted
by IIT Guwahati**

(To be submitted on the Letterhead of the Bidder)

To
The Head
Medical Section
Indian Institute of Technology Guwahati
Guwahati 781039

Subject: Declaration for not being involved in any litigation, not being under ineligibility for corruptor fraudulent practices or not being blacklisted by any Government or Public Sector Unit.

Dear Sir,

We, the undersigned, hereby declare that

- ✚ We are/are not involved in any litigation with IIT Guwahati.
- ✚ We are/are not under a declaration of ineligibility for corrupt or fraudulent practices.
- ✚ We are/are not presently blacklisted by any of the Government or Public Sector Units.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name:

Designation:

Date:

ANNEXURE - IV

(For prior information only)

PERFORMANCE BANK GUARANTEE

To
The Registrar,
Indian Institute of Technology Guwahati, Guwahati- 781 039

WHEREAS(Name of firm) hereinafter called "the Bidder" has undertaken, in pursuance of Contract Agreement No..... dated, 20.....to provide the Round the Clock Hospital Services and Diagnostic Laboratory Services hereinafter called "the Contract Agreement".

AND WHEREAS it has been stipulated by you in the said order that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Insurer performance obligations in accordance with the Contract Agreement.

AND WHEREAS we have agreed to give the Bidder a Guarantee: **THEREFORE, WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of

..... (Amount of the Guarantee in Words and Figures)

and we undertake to pay you, upon your first written demand declaring the Insurer to be in default under the order and without cavil or argument, any sum or sums within the limit of

..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....
.....
.....

Date.....20....

Address:.....

.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

The Registrar,
Indian Institute of Technology Guwahati, Guwahati- 781 039, Assam.
Attention: Head of Section (Medical)

ANNEXURE V

For Skill based Minimum Wages:

Sl No	Services as per schedule III	Category	Required Manpower	Minimum hours requirement for each manpower, per month
1	Front Desk Personal	Skilled	6	208
2	Supervisor	Highly Skilled	1	208
3	Nursing	GNM-Highly Skilled	7	208
		ANM-Skilled	5	208
4	Medical assistant	Semi-Skilled	14	208
5	Laboratory	Skilled	1	208
6	Cleaning	Unskilled	10	208
7	Multi Tasking Staff	Semi-skilled	1	208

ANNEXURE -VI

COMPLIANCE CERTIFICATE

NIT Ref:

Date:

Certify that we have carefully examined the NIT terms and fully understood its implications and do hereby agree to comply with all the terms, and hereby submit this compliance certificate.

Sl. No.	General Terms and Conditions	Yes / No
01	Details of the services offered vis-à-vis NIT specification.	
02	Percentage and Rates quoted as per instruction.	
03	Registration and License under relevant act to run the Round the Clock Hospital Services and Diagnostic Laboratory Services.	
04	GST Registration Number provided.	
05	EMD Amount.	
06	Income Tax Return of FY 21-22,22-23 & 23-24 provided.	
07	PBG term agreed.	
08	Total experience in running the Round the Clock Hospital Services and Diagnostic Laboratory Services (in years) provided	
09	Average annual turnover for last three years, provided.	
10	Additional Certificates & Credentials including all the Annexures.	
11	Not blacklisted by any Govt. Organizations/Institutions.	

Sign. :.....

Vendor: M/s.....

Official seal of the vendor