



**JAWAHARLAL NEHRU MEDICAL
COLLEGE AND
HOSPITAL, MAYAGANJ
ROAD, BHAGALPUR-812001**

Website-www.jlnmchbhagalpur.org

**TENDER DOCUMENT
FOR
MAINTENANCE SERVICES**

Cost of the Tender Document: Rs. 1000/-

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OFFICE OF THE SUPERINTENDENT, JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL
TENDER NOTIFICATION

Applications are invited from competent & interested Registered Companies / Firms / Organizations / Contractors for providing **Maintenance services at JLN MCH Hospital, Bhagalpur**. The bid documents under two envelope system should be submitted by the bidders who meet the stipulated requirements.

Sl.No.	Name of the Work	Providing Maintenance Services at JLN MCH Hospital, Bhagalpur	
1	Duration of Work	Two Years	
2	Amount of E.M.D (DD in favor of " Superintendent, JLN MCH payable at Bhagalpur)	Rs.1,00,000/- (Rupees One Lac only)	
3	Cost of tender document	Rs1,000/- (DD in favor of 'Rogi Kalyan Samiti JLN MCH, Bhagalpur fund A/c Payable at Bhagalpur) (Contractors downloading tender document from the website shall submit the application fee in form of DD along with the Sealed technical bid)	
4	Date of issue of tender applications	From first of publication in news Paper.	On all working days between 9.00 AM to 3.00 PM also can be download from our website www.jlnmchbhagalpur.org
5	Last date for issue of applications	Two day before last day	
6	Pre Bid Meeting	On 5 th day of the 1 st Publication in the news Paper at 11.00 AM, Superintendent Office, JLN MCH, Bhagalpur	
7	Last date for receipt of completely filled tender applications	15 th day of the Publication in the news publication till 5PM	
8	Date and Time of opening of Tender(Technical Bid)	Next date of the last date of receiving tender at 12 Noon at Superintendent Office, JLN MCH, Bhagalpur	
9	Date and Time of opening of Tender(Financial Bid)	* Will be communicated through suitable media after completion of Evaluation of Technical bids.	

Note: *In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place & as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Selection of the agency will be at the sole discretion of the Competent Authority of the JLN MCH who reserves its right to accept or reject any or all the proposals without assigning any reasons.

The tender documents for the above work can be obtained from Superintendent Office, JLN MCH Hospital, Bhagalpur or can also be downloaded from www.jlnmchbhagalpur.org

Sd/-
MEDICAL SUPERINTENDENT
JLN MCH, Bhagalpur

SCOPE OF WORK

1. LIFTS/ESCALATORS

The scope of work comprises running and operation of the lifts installed in JLN MCH Hospital.

- i. The agency has to depute staff in shift duty round the clock for operation of at least one lift in each of the two cores. For the remaining lifts are in the Emergency block, the duty timing shall be 8 am to 8 pm. However, the duty hours can be changed as per direction of JLN MCH. One lift operator/technical staff will be on duty in each lift machine rooms at all times. They shall attend immediately when the lift is stuck up or on the alarm calls of the passengers from any of the lifts.
- ii. The Lifts / Elevators shall be operated on all days of the month including Sundays and holidays and weekly rest of the staff shall be given by making alternative arrangement for which no extra payment shall be made.
- iii. In case of emergency the staff may have to work beyond normal working hours for which no extra payments shall be made by JLN MCH.
- iv. In case of absence of staff from duty, recovery at double the rates of the lift operators/staff on pro rata basis for the period of the absence shall be made.
- v. Log book, complaint register, maintenance records and MIS reports shall be maintained by the staff of the agency. All the registers shall be supplied by the firm/agency.
- vi. Workers can be deployed in shift duty as per requirement and as per direction of the Medical Superintendent/authorized JLN MCH Officer.
- vii. If the behavior of the worker/staff is not found satisfactory, the agency has to change the worker/staff within 3(three) das failing which, the Medical Superintendent will have the authority to cancel the contract and the agency shall have no claim of compensation.
- viii. The general cleaning of the lift, machine room shall be the responsibility of the Service Provider.
- ix. The lift operator should operate and maintain the lifts as per provisions of operating manual of the lifts as supplied by manufacturer. Only those persons are to be employed who have requisite experience in Operation & Maintenance of automatic lifts and capable of reading/writing in Hindi/English.
- x. The safe custody of plant and machinery shall be the responsibility of Service Provider and has to return the same in running condition after contract period.
- xi. The up-keep of the machine room will have to be under the scope of this work.
- xii. Any accident involving damage to lift machinery, equipment or injury/loss of human life due to negligent operation of lift by the staff of agency will be responsibility of the contractor. The contractor has to make good the losses, by way of replacement of machinery, equipment or compensation to the person etc., Decision of the competent authority in this regard shall be final and the binding on the firm.
- xiii. The lift operators should wear uniforms and name plates which shall be supplied by the Service provider.

- xv. In case of breakdown or stoppage of lifts between the landings on account of any interruption in Power supply, the rescue operation shall have to be performed by the lift operator. The lift operator/supervisor will call the original manufacturer/supplier for its rectification within 4 hrs of breakdown.
- xvi. The agency has to arrange all consumables like detergent, cloth, soap bar, duster etc./ other works will be paid to the Service Provider as per approved conditions.
- xvii. The agency has to maintain the record/register of staff to be produced to Engineer-in-Charge or representative as and when required.

2. MEDICAL GAS PIPELINE SYSTEM / MANIFOLD

- i. The repair/ reconditioning of spares shall be allowed in exceptional circumstances after approval from the JLNMCCH.
- ii. The equipments covered under the contract shall be repaired and rectified on site as and when the same is out of order.
- iii. The service provider shall ensure 4(four) Nos. of preventive maintenance of all the equipment and accessories as per the schedule. In case schedule for any of the equipment is not available, the maintenance work will be carried out as per the instructions of the HOD – Medical Gas Plant and Central Supply Pipe line System.
- iv. The Service Provider will attend all type of minor or major breakdown immediately.
- v. The service engineer of the contractor shall be required to enter each and every repair done in the logbook duly counter signed by HOD/In-charge.
- vi. The routine maintenance shall be carried out in the day shift in presence of In-charge Supervisor of Department and shall be recorded in the logbook.
- vii. Separate logbook for equipments shall be maintained. The logbooks shall be put up to the in-charge supervisor of Department.
- viii. The Service Provider shall have to arrange at site all the necessary tools, measuring devices, plants (etc.) necessary for the repair of the equipments. Also he will maintain at site the necessary spare-parts for maintenance/repair.
- ix. The complaints regarding Medical Gases from various departments of the institute shall be recorded daily in the logbook to be maintained by the service provider.
- x. The service provider will have to check all medical gas cylinders available at different areas of the hospital for pressure and leakage. The contractor shall immediately change the cylinder, if found defective.
- xi. The cost of all the electrical and related materials and work related to equipment and accessories including repairing of electrical motors or any other works will be paid to the service provider as per approved conditions.
- xii. The Service Provider will have to provide experienced technical person to maintain smooth functioning and operations of all equipments and systems of Medical Gas Plant and Central Supply Pipe Line System round the clock.

- xiii. The service provider will be paid on monthly basis which will include maintenance/ servicing charge, Labour charge/ supervisor charge. The cost of spares and replacements will be paid as per approved rate.

3. WATER TREATMENT PLANT / RO PLANT/ PUMPHOUSE / BOREWELL / PLUMBING

- i. Continuous operation for supply of water to all the departments of the hospital.
- ii. Preventive maintenance, periodical maintenance to be maintained for all submersible motors.
- iii. Maintaining of log books for recording receiving of water, bore well water, levels of sumps, bore well, Monitoring the TDS level of water, hardness of water etc.,
- iv. Decreasing of hardness of water by using salt and other chemicals .
- v. Dosage of chlorine, back washing of filter.
- vi. Check the availability of RO water in the Hospital, Hostels etc.,
- vii. Operating and generation water from bore wells.
- viii. Servicing of pumps and motors.
- ix. Servicing of borewells including lifting and lowering, repair, rewinding of motors, submersible pumps, Starters and motors, cables and electrical panels, relays, MCB's etc., during breakdowns.
- x. Servicing, replacement of water meters.
- xi. Has to sign an Annual Maintenance contract.
- xii. Periodically cleaning of storm water drain, sewage line, removal of blockage in manhole and delivery line should be carried out mechanically.
- xiii. Providing sufficient number of operators for the above system around the clock.
- xiv. Housekeeping in and around the Pump House.
- xv. Periodical cleaning once in three months of UG sump, OH tanks with required chemicals either manual or mechanized, without demanding any additional cost for labour and machinery.
- xvi. Prevent misuse/wastage of water and ensure its use for bonafied purpose.

- xvii. Has to install RO Plants on the roof of the Hospital at different site OPD, Emergency, Main Building having high power filtration rate (Total 5 Plants to install) on their own cost.

- xviii. The contractor will be paid consolidated amount per month which includes labour charges, RO installation charges and maintenance charges.

Qualification, duties and responsibilities:

Manifold Operator: Must pass in Matric Minimum 3-5 years in experience in manifold operator in a reputed hospital.

Duties and responsibilities:

- i. Tends equipment to fill cylinders other containers with liquefied or compressed gases.
- ii. Changes cylinder valves with wrench or adjusts them to prescribed tension, using torque wrench.
- iii. Rolls cylinders onto platform scale or positions cylinders in manifold racks manually or with chain hoist.
- iv. Connects lines from manifold to cylinders, using wrench.
- v. Fills cylinders by any of following methods Sets pressure gauge to specified reading listens for buzzer indicating completion of filling Adjusts valves observes gauge to fill cylinders to specified pressure Observes scale indicator to fill cylinders to specified weight Fills cylinder to excess, rolls cylinder onto scale, and connects exhaust line to release excess gas attain prescribed gross weight
- vi. Sprays or brushes solution onto cylinder valve to test for leaks.
- vii. Fills out and attaches warning and identification tags or decals, specifying tare gross weight, cylinder number, type of gas and date filled and records data.
- viii. May test gas for purity, using burette of other testing equipment.
- ix. May inspect or test empty cylinder (Cylinder inspector and tester).
- x. May evacuate residual gases from cylinders
- xi. May test filled cylinders for specified gas pressure by connecting gauge comparing reading with chart.
- xii. May tend maintain generator or compressor in filling process.
- xiii. May be designated according to type of container filled as Ton-Container filler; Tube-Trailer Filler.
- xiv. Has to maintenance, servicing & replacement of parts of manifold, Gas pipelines and Humidifier Jars.
- xv. To maintain round the clock oxygen Gas cylinders & Suction. Also to maintain pressure in the gas pipeline so that ventilation may function properly when required.
- xvi. Must have manpower for all three manifolds in 8 hourly shift.
- xvii. Machinery parts & articles will be supplied by the Hospital authority. Rate of the spare parts have to be quoted by the agency.

9. **Plumber:** Qualification five years plumber apprenticeship with certificate. Duties and responsibilities:
- i. Inspect and repair all plumbing which includes drains, water supplies, steam, chilled water and any other duties requested by the supervisor.
 - ii. Inspects repairs, replaces piping and fittings for oil, gas, water, steam, air, heating and plumbing lines and systems for equipment such as compressors pumps and boilers.
 - iii. Caulks leaks, opens closed drains.
 - iv. Co-ordinates preventive maintenance with emergency and repair work activities.
10. **LIFT OPERATOR:** Must pass Matric with minimum two years experience in lift operating and maintenance is a reputed company.

Note: As this hospital is a Govt. institute covered under the scope of RTI Act, it is expected that the contractor shall keep all the records properly indexed and maintained in a systematic manner so that copies can be extracted as and when required.

ELIGIBILITY CRITERIA

1. The Agency must have experience of handling the work in reputed organizations **including Govt. & Public Sector for atleast three** years and should have among lists of big clients **at least 3 years Govt. / Semi Govt./PSU's**. A certificate of satisfactory performance from such clients is also to be submitted.
2. The total turnover of the agency **should not be less than Rs. 25 Lacs per annum**.
3. The Contractor must have the above turnover and should be profit making during the last three years.
4. The total workforce of the agency must be atleast four(4) times the number of estimated work force specified elsewhere in the tender document. This workforce should be on the payroll of the agency. Documentary support for the same to be submitted along with technical bid.
5. The agency must be registered with the following statutory authorities and also to furnish attested copies of the documents:- ESI, EPF, Income Tax & Service Tax.
6. Complete audited Financial Statements (including income & expenditure, balance sheet, audit reports, all schedules) for the last three years.
7. Income Tax Return Acknowledgement for last three years.
8. Service Tax Registration Certificate.
9. PAN card photocopy.
10. Memorandum & Articles of Association or Partnership deed as the case may be.
11. The Contractor should have a Registered/Branch Office in Bihar.
12. . Details and document of registration to be submitted.
13. The Contractor should preferred possess valid ISO-9001 certification for as many offered services as possible. Copy of certificates has to be attached with the Technical Bid.
26. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) as notified elsewhere in the document in the form of Bank Guarantee/ Demand Draft issued by any nationalized bank drawn in favor of "Rogi Kalyan Samiti JLNMC" payable at Bhagalpur. Deposit through any other form will not be accepted. The instrument shall be valid for a period of 3 months from the last date for submission of tender. In the absence of EMD, the tender shall be summarily rejected. The earnest money shall be refunded to all the unsuccessful Contractors, without any interest after finalization of the contract. EMD shall be refunded to the successful Contractor on receipt of performance security deposit. No interest is payable on the EMD to either the successful Contractor or the unsuccessful Contractor. Exemption from payment of EMD is applicable as per the existing law if accompanied by the relevant orders/instructions issued by the appropriate authorities.

INSTRUCTIONS TO TENDERERS

1. The Contractors are required to submit two separate Bids i.e. Technical and Financial, as per prescribed proforma. The two bids should be submitted in two separately sealed envelopes superscribed **“Technical Bid for Maintenance services in JLNMCH Hospital”** and **“Financial Bid for Maintenance services in JLNMCH Hospital”**. Both sealed envelopes should be put in a third sealed envelope superscribed **“TENDER FOR MAINTENANCE SERVICES IN JLNMCH HOSPITAL, BHAGALPUR”**.
2. The Financial bids of only those Contractors who qualify in technical bid evaluation by the concerned committee shall be opened. The financial bids of all those Contractors who have failed to qualify in the technical bid will not be opened under any circumstances.
3. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. Any alterations without authentication will be treated as a 'NIL' entry.
4. Tender incomplete in any form will be rejected outright. Conditional tenders will also be rejected outright.
5. The closing date and time for receipt of tenders will be as detailed elsewhere in this tender document.
6. The technical bid shall be opened at a date & time as specified elsewhere in this tender document in presence of the authorized representatives of the Contractor, who wish to be present at that time. All the technical bids will be scrutinized, relevant documents checked for their authenticity and the Contractor whose technical tenders are accepted will participate in the financial bids on date & time as stipulated elsewhere in this tender document.
7. Amendment, if any, to the tender documents shall be sent to all purchasers of the tender documents. Sufficient time shall be given for taking the amendment into account.
8. For finalization of contract, the Contractor who qualifies in Technical bid and such technically qualified Contractor whose rates in the financial bid, are the lowest in comparison to other technically qualified Contractors will only be considered as the lowest Contractor.
9. Only well qualified trained technicians shall be deployed. In case any license is mandatory, for the technicians, they must have the same from the designated authority. Certificates of technical qualification should be submitted in the hospital office before engagement. It must be ensured that, all same as mentioned above should be available round the clock.
10. Details of total wages, deductions and net wages paid shall be given to each contract labour, each month along with the wages and also wages shall be disbursed on or before 7th of every month without waiting for clearance of bill by JLNMCH.

**TECHNICAL TENDER FOR VARIOUS MAINTENANCE SERVICES IN JLNMCH HOSPITAL,
BHAGALPUR.**

Annexure "A"

Brief description of the firm

Sl.No		
1	Name of the Firm	
2	Constitution	
3	Name of owner/Partners/Directors	
4	Full particulars of office	
	(a) Address	
	(b)Telephone No.	
	(c) Fax No.	
	(d) E-mail address	
5	Full particulars of the bankers of the firm	
	Name of the Bank	
	Account type	
	Account No.	
6	Registration Details:	
	(a) PAN/GIR No.	
	(b) Service tax registration No.	
	(c) EPF registration No.	
	(d) ESI registration No.	
	(e) Labour License issued under the Contract Labour Act, 1970	
7	Details of Earnest Money Deposit	
	(a) Amount	
	(b) DD/BC No. and Date	
	(c)Drawn on bank	
	(d) Valid Upto	

The above format may be used to provide requisite details.

Annexure "B"

Man Power Requirement: Maintenance services

Sl.No.	Manpower Description	Number
1	Facility Manager (Technical)	01
2	Technical Supervisor (Each discipline 1 No. Civil, MAINTENANCE and Electrical)	04
3	Plumbers	02
4	Pump Operator	03
5	Lift Operator	04
6	Gas Manifold	08

*Carpenter, Helper and Mason has to be arranged on need basis whenever required for any civil repair work. Quote rate/day only with all required tools complete.

Date:
Place:

Signature of authorized person
Full Name:
Company's seal:

DECLARATION

1. ISon/Daughter of Shri.....
Proprietor/Partner/Director/Authorized Signatory of am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/document furnished along with the above application are true and authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person.

Date:

Full Name:

Place:

Company's seal:

N.B. The above declaration, duly signed and sealed by the authorized signatory of the company should be enclosed with Technical tender.

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Annexure- "D"

FINANCIAL BID FOR MAINTENANCESERVICES IN JLN MCH HOSPITAL, BHAGALPUR.**(to be put in a separate cover)****Name of the work: MaintenanceServices at JLN MCH Hospital, Bhagalpur-812001.****I. Name of the tenderer: _____**

Sl.No.		Rate Per Month* (Rs.)	Total required	Nos.	Total Amount
A	Manpower Charges				
1	Facility Manager (Technical)		01		
2	Technical Supervisor		04		
3	(Each discipline 1 No. MAINTENANCE Services)				
4	Plumbers		02		
5	Pump Operator		03		
6	Lift Operator		04		
7	Gas Manifold		08		
			Total of A(Rs.)		
B	Service Charges (In % of 'A' above) _____ % (Service Charges, which should include all expenditure on providing managerial/supervisory/administrative services by all means to get the work done through deployed staff)				
			Total of B(Rs.)		
C	i. Charges for machines and equipment (refer to the table provided elsewhere in the tender document) ii. Charges for other material and aids (refer to the table provided elsewhere in the tender document)				
			Total of C (Rs.)		
			Total of A + B + C (Rs.)		

1. The above rates are inclusive of all taxes, levies including ESI contribution, EPF, etc. but excluding only service tax which shall be reimbursed on actual on production of documentary evidence.

2. Please note that, for finalization of contract, the tenderer whose Grand total of A + B + C above is the lowest in comparison to the tenderers will be considered as the lowest tenderer. One Annexure of financial bid is also to be filled.

Signature of the authorized person
Full name

Annexure- "D"

Checklist of documents submitted.

Sl.No.	Document	Submitted(Yes/No)
1	Application fee (Rs.1,000/-)	
2	EMD – MAINTENANCE services – Rs.1,00,000/- (Rupees One Lac only)	
3	Previous work contract: 1 work contract of not less than Rs.25 Lacs each and 4 work contracts of not less than Rs.6 Lacs each or 2 work contracts of not less than 12 Lacs each during last financial year	
4	Certificate of satisfactory performance from clients	
5	Turnover of Rs.25 Lacs or more for Maintenance services.	
6	ESI Registration certificate	
7	EPF Registration certificate	
8	Income Tax certificate	
9	Service Tax Registration certificate	
10	Audited Financial Statements for last three years	
11	Income Tax Return Acknowledgement for last three years	
12	Shops & Establishment License.(Optional)	
13	Registration certificate	
14	Memorandum & Articles of Association or Partnership deed.	
15	PAN card (photocopy)	
16	ISO 9001 certificate (Optional)	
17	Contract Labour License from Labour Dept.,	
18	'Annexure A' – Technical Bid/Brief description of the firm	
19	'Annexure B' – Manpower requirement	
20	'Annexure C' – Declaration	
21	'Annexure D' – Financial Bid	
22	'Annexure E' - Checklist	

OFFICE OF THE SUPERINTENDENT, JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL
TENDER NOTIFICATION

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4	Date of issue of tender applications	24.12.2016	On all working days between 9.00 AM to 3.00 PM also can be download from our website www.jlnmchbhagalpur.org
5	Last date for issue of applications	05.01.2017	
6	Pre Bid Meeting	28.12.2017	
7	Last date for receipt of completely filled tender applications	07.01.2017	
8	Date and Time of opening of Tender(Technical Bid)	08.01.2017	
9	Date and Time of opening of Tender(Financial Bid)	* Will be communicated through suitable media after completion of Evaluation of Technical bids.	

Note: *In case the said date/s, happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place & as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

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