

No. F4-21835/2016/DIMS

Date: 07.06.2017

RE-TENDER NOTIFICATION NO. DIMS/TN-5/16-17

Tender for ISO Certification Consultancy Agency for Implementation of ISO 9001:2015 in 4 ESI Hospitals in the Insurance Medical Services Department

Sealed tenders are invited for the ISO Certification consultancy agency for implementation of ISO 9001:2015 in four ESI Hospitals in the Insurance Medical Services Department viz., ESI Hospital, Peroorkada, Olarikkara, Feroke and Ernakulam. Tenders, complete in all respects, quoting rates must be reached in the Office of the Director of Insurance Medical Services on or before **03.07.2017 at 11 a.m.** The tenders will be opened on the same day at **3 p.m.** in the presence of tenderer or their representatives who may like to be present on that day. In case the tender opening day is declared as holiday, tenders shall be opened on the next working day as per the mentioned schedule. The Hospitals can be inspected and understood on any working day during office hours between 10 a.m. to 4 p.m. by the agency.

Last date of issue of tender forms	: 02.07.2017 5 p.m.
Cost of original tender form	: Rs.640/-
Estimated Cost	: Rs.3,20,000/-
EMD	: Rs.3,200/-

The tenders should be submitted in sealed envelope addressed to the Director of Insurance Medical Services, Thycaud, Thiruvananthapuram with specific address of the tenderer. The envelope should be super scribed "Tender for the ISO Certificate - Consultancy agency for Implementation of ISO Certification in 4 ESI Hospitals"

The tenders should be preferably be typed in words as well as in figures. The tenderer must sign on each page of the tender and affix seal of the company. Covering letters should indicate the list of enclosures.

Rate and ST/VAT/Labour Welfare Charges and Government taxes, if applicable, will be deducted from the bill of the agency. The rates quoted in ambiguous term such as freight on actual basis of taxes as applicable etc. or packing & forwarding etc./Government taxes as applicable etc. will tender the bid liable to rejection. The rates/amounts should be quoted in INR.

Mode of Payment: Payment will be made for the work on satisfactory completion and inspection.

The tenderer is required to submit an undertaking as per the proforma enclosed on a non judicial stamp paper of Rs.10/-. Photocopy of latest Income Tax clearance/Pan No. should be enclosed with the completed tender. Photocopy of the approved Tenderer License of the class required to be included. Tender Forms are not transferable. The Director of Insurance Medical Services has the right to accept or reject any or all the tenders without assigning any reason(s) thereof.

Terms and Condition of tenderer

The tender must enclosed a draft/Banker's cheque for 1% of the total amount as earnest money drawn in favour of Director of Insurance Medical Services' Account payable at Thiruvananthapuram. The EMD deposited with earlier, if any, will not be adjusted against this tender. Tender without EMD will not be accepted in any cause. Any Institution/Agency who claims exemption from depositing EMD, should produce the certificates concerned. EMD to tenders will be refunded without interest after finalization of the tender. Time limit for completion of work is 60 days only.

Performance Guarantee: As soon as LOI is issued to the successful tenderer, the tenderer will submit a performance guarantee (5% of the contract amount decided by the competent authority) within 7 days which will be valid upto six months beyond the date of completion of the work. The tenderer shall be responsible for ensuring complains with labour laws and all other applicable laws that may be in force from time to time during the entire period of contract.

Delay in completion of work: If there is delay in completing the work, tenderer shall be liable to pay liquidated damages in the form of deduction of 2% from the total tendered value per month subject to maximum limit of 5%. If the work is not complete within two months of extended time, his security deposit will be forfeited and tender shall be cancelled. Part work done by the agency, if any, will not be measured and paid. There will not be any leniency regarding timely completion of the work. Draft/Banker's cheque, which will be related on satisfactory performance of the contract (else the amount will be confiscated). The tender should include the following:

1. EMD as mentioned above
2. Work experience certificate
3. Copy of PAN Card and Kerala VAT Registration Certificate
4. Bank Account details with IFS Code, A/c No. and branch name
5. List of works completed by the agency in the last three years and ongoing works .
6. Copy of Contract Licence with page showing validity of licence

The agency has to sign an agreement with the Director of Insurance Medical Services in Rs.200/- stamp paper. The details of agreement can be seen and understand in the office hours. Tender condition will be a part of agreement. Agency has to give an undertaking in Rs.100/- stamp paper stating that the work will be completed within the prescribed time limit as per tender condition and specification. This undertaking has to be given along with the tender. The decision of the Director of Insurance Medical Services, Thycaud, Thiruvananthapuram will be final and binding to the Agencies.


DIRECTOR OF INSURANCE MEDICAL SERVICES

Scope of Work:

General Awareness for all staff.

1. Decentralization of existing documents to make Hospital activities specific
2. Devising Quality Management System documentation for ESI Hospital and upgrading it to latest standard requirements
3. Provide a training programme for employees of ESI Hospital on "Quality Management System documentation
4. Provide a training programme for the employees of ESI Hospital on "Conducting Awareness over implementation of ISO 9001-2015"
5. Guiding auditees during external certification and surveillance audits and to ensure appropriate corrective actions by the auditees to comply with standard requirements as per the outcome of external audits and sustain the certification during the tenure of certification
6. Prior consultancy experience in health-care and insurance sector preferably in a Government organization