



An ISO 9001  
Company

## Bharat Heavy Electricals Limited

(High Pressure Boiler Plant)

Tiruchirappalli – 620014, TAMIL NADU, INDIA

**HUMAN RESOURCE MANAGEMENT**

<b>TITLE</b> <b>CORRIGENDUM for NIT_13163</b>	Phone: +91 431 2577887 Fax : +91 431 2520076 Email : <a href="mailto:kmohan@bheltry.co.in">kmohan@bheltry.co.in</a>
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<b>Reference Number:</b> Enquiry <b>BHE:M:67</b>	<b>Enquiry Date:</b> <b>17.11.2012</b>	<b>Due date for submission of quotation:</b> <b>12.12.2012</b>
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You are requested to quote the Enquiry number date and due date in all your correspondences. This is only a request for quotation and not an order

### CORRIGENDUM

<b>Details of Corrigendum</b>
<i>The Enquiry Terms &amp; Conditions is uploaded as corrigendum and it is an integral part of the Tender document</i>
All other terms and conditions as published in the <b>NIT 13163</b> remain unaltered.

BHEL commercial terms & conditions with Price Bid formats and all annexure can be downloaded from BHEL web site <http://www.bhel.com> or from the Government tender website <http://tenders.gov.in> (public sector units) Bharat Heavy Electricals Limited) under enquiry reference “**BHE:M:67** ”

Tenders should reach us before 14:00 hours on the due date  
Technical bid will be opened at 14:30 hours on the due date  
Tenders would be opened in presence of the tenderers who have submitted their offers and who may like to be present.

Yours faithfully,  
For **Bharat Heavy Electricals Limited**

**AN INVITATION FOR EXPRESSION OF INTEREST  
FOR PROVIDING PARA-MEDICAL SERVICES**

**1. BACKGROUND & OBJECTIVE:**

BHEL Hospital run under the management of BHEL Trichy Unit caters exclusively to the needs of around 65,000 members (including serving and retired employees and their dependants). The Hospital has a bed strength of 200 with well-equipped OP wards, clinical labs, Radiology, Sonology, Pharmacy, Physiotherapy, Intensive Care Unit, CHS etc. attended by specialist in respective disciplines. The hospital also has 3 peripheral dispensaries at Kattur, Security Colony and at Trichy Town. In this regard the hospital is looking for well established services providers in the area of providing para-medical services to provide services specified herein.

<b>S.N.</b>	<b>Services Description</b>	<b>Quantity Description *</b>
1.	Nursing Services	900 Mandays per month
2.	Midwifery Services	120 Mandays per month
3	Public Health Services	60 Mandays per month
4	Dressers/Attendant Services	900 Mandays per month
5	Physiotherapy Services	120 Mandays per month
6	Radiography Services	60 Mandays per month
7	Pharmacy Services	240 Mandays per month
8	Medical Laboratory Services	150 Mandays per month

[\* Quantity description is tentative. Any increase or decrease will be measured proportionately]

**2. A. ELIGIBILITY CRITERIA FOR ENTITY:**

- i. The Entity applying for all services should have annual turn over of not less than 40 lakhs continuously for the past 3 years. This criteria shall be applied proportionately if application made against individual service.
- ii. The Entity shall possess applicable permissions and registration under relevant statutory provisions.
- iii. The Entity should have a minimum of 3 years' experience in providing similar services. It is desirable that the Entity has an experience in extending manpower services to established private or public sector hospitals .
- iv. The Entity should have registered office in India.

**B. ELIGIBILITY FOR ENTITY'S PERSONNEL:**

- i. The Entity shall maintain Professionally Qualified/Trained competent Personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and services.
- ii. Nurses should have qualified in Diploma in Nursing and Midwifery they should have registered with the Nursing Council with post qualification experience of 2 years.

- iii. Auxiliary Nursing Midwife (ANM)'s should have qualified in the Auxiliary Nursing Midwifery course with post qualification experience of 2 years.
- iv. Public Health Visitor should possess Diploma in Public Health or in Community Health Service and should have an experience of 2 years.
- v. Medical attenders/dressers should possess Diploma in Health Assistance Course from a recognised Institution and should have an experience of 2 years.
- vi. Physiotherapists should have qualified in Bachelor in Physiotherapy and should have an experience of 2 years.
- vii. Radiographers should possess 1 year Certified Radiology Assistance Course with post qualification of 2 years
- viii. Pharmacists should have qualified in Diploma in Pharmacy and registered with the Pharmacy Council and also should have an experience of 2 years
- ix. Lab Technicians should have qualified in 2 years Diploma in Medical Laboratory Technology and should have an experience of 2 years
- x. The Supervisors should have qualified in any Bachelor Degree.
- xi. The personnel employed by the Entity shall produce medical certificates. Medical check-up shall be done once in six months. BHEL is at liberty to subject any personnel employed by the Entity to medical check-up by BHEL doctor / any other authorized doctor at any time.
- xii. BHEL has no responsibility whatsoever on the Entity's employees and the Entity will be solely responsible for managing his employees. In the event of any dispute between the Entity and his employees, the Entity alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
- xiii. The Entity shall engage manpower as said in our requirement for running the Hospital on round-the-clock basis. Expenses on account of payment of salary / wages at the rates stipulated by BHEL, which is presently Tamil Nadu Minimum Wages applicable to Heavy Engineering and Fabrication Industry plus Rs.2300/2500, provisions of food stuffs / eatables for Entity's employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the Entity's employees shall be met by the Entity. The Entity shall have full control of his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Entity shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
- xiv. A Entity shall employ such personnel who are medically fit. The company has right to direct the Entity to remove from the premises such personnel who may be physically, hygienically, clinically or medically unfit.
- xv. The Entity shall, whenever required by the company or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

### **3. SCOPE OF WORK:**

#### **A. NURSING SERVICES :**

The scope of work in BHEL Main Hospital, OHS, and the peripheral Dispensaries are given below:

- i. The work should be attended around the clock. The Shift timings are given below:

I Shift	:	06.00 hrs to 14.00 hrs.
II Shift	:	14.00 hrs to 22.00 hrs.
III Shift	:	22.00 hrs to 06.00 hrs.
Split Shift (7.00 hrs to 12.00 hrs & 16.00 hrs to 19.00 hrs)		
General Shift:		08.00 hrs to 16.30 hrs.
- ii. Taking over & Handing Over with full responsibility.
- iii. Administration of SC,IM, IV Injection & Medicines to be given.
- iv. Nursing care of Sick patients, TPR, BP, I/o Chart, CBD chart to be maintained.
- v. Writing of Diet sheets & entering in PC
- vi. Giving the due Injection in time.
- vii. Preparing the patient for Operation.
- viii. Preparing the charts which are to be sent to Operation Theatre.
- ix. Admission to be entered in the IP Register etc.
- x. Carrying out Doctors orders.
- xi. Sending the patients to other departments with their concern.
- xii. Sending forms for Lab investigation and collecting the results from Lab and intimating to the doctors.
- xiii. Patients complaints to be intimated to Doctors in time, getting the instructions from the Doctors and implementation.
- xiv. Checking and keeping Linen, Articles and Medicines & Injection up to date.
- xv. Assisting the Matron & others in Condemnation of Linen etc.
- xvi. Maintaining all Registers Properly.
- xvii. During Doctors rounds taking the charts and other details and Implementing the Doctors Instructions.
- xviii. Separating the Medicines and keeping it in the Tray for 3 times. (Expiry date to be checked properly)
- xix. Diabetic Urine Chart to be maintained.
- xx. Writing the prescription & procedures in the ERNE IP book.
- xxi. Assisting the procedures done by the Doctors. (Aspiration & Tapping etc.).
- xxii. Restricting the visitors from the ward during non-visiting hours.
- xxiii. Transfer IN & Transfer OUT of patients to be done carefully.
- xxiv. Discharge patients are to be sent after Health education & Doctors instruction.
- xxv. Documentation.

## **B. MIDWIFERY SERVICES:**

- i. Handing over and taking over with other midwife.
- ii. Checking of FHS and CTG.
- iii. Taking vital signs Temperature, Pulse, BP, FHS.
- iv. Sterilisation of Instruments and taking care of Linen and suturing materials.
- v. Bed making & locker cleaning.
- vi. To get orders from doctors for reference.
- vii. To change Oxygen cylinders and get indent medicines & storing things.
- viii. Patient Care
- ix. Preparation of patient for admission & Surgery.
- x. Assisting doctors during delivery and helping for suturing etc.
- xi. Baby care till the patient gets admission at SCN.
- xii. Post OP patient care & making the patient to ambulate.
- xiii. Helping the patient for Breast feeding.
- xiv. Helping the staff for Infusion, IV changing and administration of Medicines.
- xv. To get diet and feeding the patient if needed.
- xvi. Taking care of linen and other articles.
- xvii. To take birth forms to CHS.
- xviii. They have to work in shifts assigned to them.
- xix. To comply with the works assigned then and there.
- xx. They have to accompany the ambulance in case if there is a call for deliveries.

## **C. Medical Laboratory Services:**

- i. Technicians have to attend work in all shifts.
  - a. 07.00 AM to 3.30 PM
  - b. 06.00 AM to 02.00 PM
  - c. 02.00 PM to 10.00 PM.
  - d. 10.00 PM to 06.00 AM.
- ii. They will have to carry out Blood collection in Lab, all wards etc.
- iii. Processing and writing results in the book / Lab Formats.
- iv. Technicians have to comply any other works related to Lab as assigned to them then and there.

## **D. Dressers/Attendant Services :**

1. Cleaning of Bed and Bed making.
2. Cleaning of Lockers, Windows, Stools and arranging of Cots, stools and Lockers properly.
3. Getting diet for non-ambulant patient, washing their vessels and feeding them when required.
4. Attending to the personal Hygiene of patient such as Sponge bath, Combing of Hair,,nail cutting, back attention & mouth attention etc.
5. Wiping and dusting of all equipments and oiling wheels of equipment.

6. Getting medicines from Dispensary / Stores and helping the staff nurse to give medicines to the patients.
7. Washing of Syringe trays, steriliser and other equipments in wards where there are no dressers and helping the nurses in sterilising the articles.
8. Assisting the Nurses during Doctors rounds and carrying out the nursing procedures like IV drip, Ice Cap, Cold Sponging and other procedures.
9. Transporting patients in wheel chairs, Stretchers to Specialist departments, bringing washed linen from dhoby and arranging the same in cupboards.
10. Giving Enema and other procedures when dressers is absent with the guidance of the Staff nurse.
11. Folding and arranging of Linen washed by sanitary workers.
12. Washing of Ryles tube, stomach tube, Catheters and Gloves other than those used for P.R.  
Helping the sanitary worker during ward washing.
13. Removing used linen and putting them in the soiled linen box.
14. Intimating the Lab. regarding taking of specimen and getting reports from there.
15. Accompanying Midwife whenever there is maternity call.
16. Giving Urinal and Bedpan to non-ambulant patient when the sanitary worker is not available.
17. Getting X-rays and Lab Report.
18. Helping the sanitary worker when cleaning bed ridden patient.
19. Cleaning the wash basins in Doctors room.
20. Duty Timings : Duty is operated in three shifts.  
A Shift : 06.00AM to 02.00PM  
B Shift: 02.00PM to 10.00PM  
C Shift: 10.00 PM to 06.00AM

The Staff are to be posted in round the Clock shifts . They will be used in OP during OP timings also.

**GENERAL :**

1. To be punctual on duty in clean uniform and desist from absenting from duty without proper intimation of leave.
2. Will take over from previous shift attendant a clean ward and hand over a clean ward.
3. Obey the instruction of superiors without delay.
4. In addition to the above they will also do the duties allotted to them now and then.

**E. RADIOGRAPHY SERVICES:**

**Shift Duties : ( Including Sundays & Holidays )**

- 1<sup>st</sup> shift : 06.00 AM to 02.00PM
- 2<sup>nd</sup> shift : 02.00 PM to 10.00 PM
- 3<sup>rd</sup> shift : 10.00 PM to 06.00 AM

1. Entering the doctors X-ray requisition slips in the register.

2. Preparing the patient for taking X-ray and exposing.
3. Developing & Completing the dark room process.
4. Preparing the X-ray cover for delivery.
5. Accounting the films used as per the register and maintaining the register and stock of films.
6. Fixed assets maintenance as per Asset register.
7. Chemical preparation work in dark room.
8. They should come for call duties and whenever emergency situation arises.

**F. PUBLIC HEALTH SERVICES:**

**Shift Timings:**

**08.00 AM to 04.30 PM.**

1. Conduct of clinics :
  - a. Antenatal
  - b. Child health
  - c. Vitamin A & Folifer
  - d. Primary complex.
2. Ward Visit:
  - a. Postnatal care & advice on child care & family planning.
  - b. AFP surveillance.
3. Monitoring pot ability of drinking water:
  - a. Bi – weekly Chlorine estimation.
  - b. Bi – monthly bacteriological examination
  - c. Monthly Chemical analysis.
4. Issue of Certificates:
  - a. For all Registered Births & Death.
  - b. Medical fitness & immunisation.
5. Submission of reports to District Health Office:
  - a. Infectious diseases.
  - b. Family Planning.
  - c. Birth & Death.
  - d. Maternal & Child Health.
6. Computerisation of all Records.
7. Conduct of National Health Programmes:
  - a. Filarial eradication.
  - b. Pulse Polio Programme.
  - c. Non Scalpel Vasectomy.
8. Conduct of Health Awareness Exhibitions:
  - a. Hypertension.
  - b. Diabetics.
  - c. Cancer.
  - d. Tobacco.
9. School Health Programmes.



2. They should maintain individual accounting on line after dispensing medicines, to raise indents and get medicines from sub stores and to maintain receipt and issue statement every month.
3. To dispense medicines correctly against prescription.
4. The dispensed prescription have to be entered into the system daily.
5. Any other work assigned by the Pharmacy in charge.

#### **4. PERIOD OF CONTRACT:**

The successful entity selected through further tender process will be awarded contract for each service separately for a period of **TWO YEARS**. The contract will be awarded initially for a period of three months on Trial basis and the same will be extended for the rest of contract period on satisfactory completion of trial period.

BHEL may extend at its discretion the period of contract for a further period of one year on the same terms and conditions mutually agreed upon.

#### **5. SUMMARY REJECTION:**

It is expressly made clear that mere submission of EOI, eligible or not, shall not confer any right whatsoever on any such Entity. Any EOI submitted by an Entity, which fails to satisfy the eligibility requirements set out in Clause No: 2 above, is liable to be rejected.

#### **6. PREPARATION FOR SUBMISSION OF EOI:**

- i. It shall be obligatory on the part of the Entity to furnish any further information as may be sought by BHEL.
- ii. They shall be under duty to ensure that they fulfil the eligibility criteria.
- iii. The EOI must contain essential information as per the format given below:
  - a) Name and Address of the Entity:
  - b) Business Name and Constitution:
  - c) Email ID:
  - d) Fax / Telephone No.:
  - e) Experience / Past performance as desired in clause 2 above **particulars with supporting documents**  
**[Application Format provided in Annexure]**
- iv. The EOI must be complete in all respects and free from ambiguity, change or interlineations. Incomplete EOI will not be considered.
- v. The EOI and any annotations or accompanying documentation must be in English language.
- vi. The EOI shall be duly signed on each page by an authorised person. The documents authorising such person must

accompany the EOI. BHEL reserves the right to reject outright any EOI unsupported by proof of the signatory's authority.

**7. SUBMISSION OF EOI:**

- i. An EOI shall only be made in 3 (three) copies including an electronic copy.
- ii. The sealed EOI by superscribing envelope "Expression of Interest for outsourcing of Para-medical Services" complete in all respects should reach on or before 12.12.2012 at 17.00 Hrs at the given below address.

Medical Superintendent & Surgeon  
BHEL Main Hospital  
BHEL  
Kailasapuram  
Tiruchy – 620014

- iii. BHEL will not be responsible for the loss of any EOI or for any delay in receipt of EOI by postal transit or otherwise.

**8. EVALUATION / SCRUTINY OF EOI'S:**

Evaluation of EOI's shall be based on

- a) Submission of required documents, information by the Entity along with the EOI.
- b) Assessment of the capability of the Entity based on the past record.
- c) Evaluation of the Applicants Capabilities and Business Plan qualification of EOI will be done by an Evaluation Committee constituted by the Company. Evaluation will be by a pointing system, where weightage is given for different parameters.
- d) BHEL may communicate acceptance of EOI by fax / e-mail. This invitation to send EOI and the acceptance of EOI would not constitute a contract between the parties.

**9. STAGE SUBSEQUENT TO EOI:**

**RFP (Request for proposal) and Tender documents stage:**

Subject to the terms and conditions stipulated by BHEL, shortlisted entities will be required by BHEL through RFP to submit Tender documents under 'Two-Bid-System' (Technical and Commercial Bids) against each service.

**10. GENERAL TERMS AND CONDITIONS:**

- i. Neither the issue of this invitation for EOI nor any part of its contents is to be taken as any form of commitment or acknowledgement on the part of BHEL to proceed with any EOI or any Entity. BHEL reserves the right to annul or terminate the process or reject any EOI at any time or stage without assigning any reasons.

- ii. BHEL reserves the right and absolute discretion at any time and without any liability whatsoever, to amend, vary, waive and or modify any or all of the terms and conditions of this EOI without any reason whatsoever or prior notice being provided to any Entity.
- iii. BHEL in no circumstances whatsoever, be responsible or liable in any manner whatsoever, for any costs or expenses incurred or any loss occurred by the Entity, in connection with or in consequence of the preparation or delivery of any EOI, or compliance with any of the requirement of the EOI or any other manner.
- iv. Any concealment of a material fact or a misrepresentation shall lead to the disqualification of the Entity.
- v. In case any clarification is sought by BHEL after opening of EOI, the report of the Entity should be restricted to the clarification sought.
- vi. The word staff used in this terms and conditions refers to employees engaged by service providers.
- vii. Service providers shall ensure engaging of one employee per shift and shall ensure compliance of labour law provisions pertaining to shift operations.
- viii. Canvassing in any form shall render the EOI liable to be rejected.
- ix. Each Entity irrevocably and unconditionally accepts and agrees that by submitting an EOI:
  - It agrees to be bound by the terms, conditions and obligations set out in this invitation for EOI document together with such other terms and conditions as BHEL may, in its sole discretion, require and
  - It has read and understood and agrees and accepts the provisions and procedures and terms and conditions (including the outcome) of this EOI.
- x. The decision of BHEL shall be final while finalizing the EOI.
- xi. The Entity should not directly or indirectly relate to any employee of BHEL.
- xii. The Entity would be fully responsible to follow all labour welfare legislations in India and BHEL will not be responsible for any default of labour welfare legislations by the Entity.

**11. ARBITRATION:**

Disputes or differences arising from this invitation for EOI document or in any manner connected therewith shall be subject to the following disputes resolution mechanism:

- i) Any dispute shall initially be referred to the designated Senior Management of the parties for amicable settlement. Parties shall nominate two persons each from their senior management within 10 days of a dispute arising.
- ii) If no amicable settlement is arrived at within 30 days, then any party may refer the dispute to sole arbitrator to be nominated by the GM-HR, BHEL, Trichy. The place of arbitration shall be at Trichy. All arbitration proceedings shall be conducted in English in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
- iii) The arbitration award shall be final and binding upon the parties and each party will bear its own costs of arbitration and equally share the fees of the arbitral tribunal.
- iv) All disputes shall be subject to the exclusive jurisdiction of courts at Tiruchy.

Sr.Dy.General Manager(HR).  
Bldg.24, HRM Department,  
Bharat Heavy Electricals Limited,  
Trichy-620014  
Ph:0431 2577887

**[Letter head]****APPLICATION FORM FOR EXPRESSION OF INTEREST FOR PROVIDING PARA  
MEDICAL SERVICES AT THE HOSPITAL (Adv.No. /2012)**

<b>1</b>	Name and Address of the Entity	
<b>2</b>	Name of the Authorized Person  Email Id  Telephone/Fax No	
<b>3</b>	Business Name and Legal Status (Firm, Society, Trust, etc.,)	
<b>4</b>	Bye Laws and Memorandum of Association	<i>Please enclose relevant copies</i>
<b>5</b>	Details of Top Management	<i>Please enclose relevant copies</i>
<b>6</b>	Required permissions, Licences etc	<i>Please enclose relevant copies</i>
<b>7</b>	Location of Head Quarters	
<b>8</b>	Existing Branches	
<b>9</b>	Details of functioning areas of operations and major projects undertaken in the last 3 years	<i>Please enclose as a separate document</i>

<b>10</b>	Income and Expenditure of the last 3 years	<i>Please enclose as a separate document</i>
<b>11</b>	Specific experience in running of hospitals / providing para medical services on contract basis	<i>Please enclose as a separate document</i>

Having examined the details given above in invitation to EOI and terms set out above, I / We hereby submit the relevant information for considering my / our EOI:

- i. I / We accept all the terms and conditions of EOI as set out above.
- ii. I / We hereby certify that all the statements made and information supplied in the enclosed documents are true and correct.
- iii. I / We have furnished all information and details necessary for EOI. My / our EOI is complete in all respects.
- iv. I / We submit all necessary documents in support of our eligibility, experience and capability.

For and on behalf of \_\_\_\_\_

**Signature**

*[Authorised Representative.]*

[Enclosures]