



## राष्ट्रीय गतिशील दिव्यांगजन संस्थान

### National Institute for Locomotor Disabilities (Divyangjan)

(दिव्यांगजन सशक्तिकरणविभाग, सामाजिकन्याय एवं अधिकारितामंत्रालय, भारत सरकार)

Department of Empowerment of PwDs (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India

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No. OPD-REGTNS./MISC./2065/I.T SECTION/2013/NIOH/132(06)

5<sup>th</sup> April, 2017

### NOTICE INVITING TENDER

**Sub:** Outdoor Patients Registration and Ticketing through LAN system

Sealed quotations/proposals are invited from the reputed and experienced manpower agencies/firm to provide Outdoor Patients Registration services at OPD Counter. The interested agencies/firms may visit site to inspection of work details and application forms with payment of amount **Rs.500/-** (non-refundable) at the office of NIOH, Kolkata in all working days on or before 18-04-2017 upto 3:00 PM.

The quotations/proposals shall be complete in all aspects and kept in sealed cover, should be super scribed as “**Quotation for supply of manpower to Outdoor Patients Registrations**” and submitted on or before 18-04-2017 3:00 PM to this office. The same shall be opened on the same day at 4:00 PM at Director’s meeting Room, NIOH, B.T. Road, Bon-hooghly, Kolkata-90.

The authority of this institute has the reserves the right to accept or reject, any or all the quotations/proposals without assigning any reason, what so ever.

**Dy. Director(offg.)**

#### Copy to information:

1. Accounts officer, NILD, Kolkata-90
2. I/c, OPD Operations, NILD, Kolkata-90
3. Notice Board, NILD, Kolkata-90
4. Notice Board, AYJNIIHH/NIMH/NIVH (ERCs), Kolkata-90
5. P.A. to Director, NILD, Kolkata-90
6. Office copy

**Dy. Director(offg.)**

## **General Terms and Conditions**

### **Sub: Out Door Patients Registrations and Ticketing through LAN System**

1. The agency/firm should have minimum 2 (two) years experience of similar type of operations in any governmental sector.
2. The duration of contract is initially for a period of 1(one) year and it may be extended on satisfactory performance and on the discretion of the authority of this Institute.
3. The deployed employees should be in a proper uniform, polite, cordial, positive in nature and efficient in work while handling the assigned work and their actions shall promote goodwill and enhance the image of this Institute. The agency shall be responsible for any act of indiscipline by data entry personnel.
4. The agency shall provide substitute well in advance if there is any probability of the person leaving the job/absent due to his/her own personal reasons. The agency/firm shall withdraw/replace such employees who will not found suitable by the NILD for any reason.
5. The deployed personnel should have knowledge in typing/data entry. The agency/firm shall provide photo identity cards to the deployed personnel during the contract.
6. Persons engaged for the, purpose should have sufficient knowledge of computer operating and working capacity in Tally system.
7. Using the existing LAN the daily entries/data is to be stored, records can be retrieved, and soft copy/Hardcopy of report to be provided as and when asked/needed/required by the authority of the Institute.
8. The password used for service/receipt has to be informed confidentially to the Institute authority.
9. An amount of Rs.5,000/- as EMD shall be submitted in the form of Demand Draft in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata along with Tender application forms.
10. 10% of your monthly bills will be deducted as Security Deposit and shall be released on completion of your contract.
11. One month notice is required for Termination of contract from either side.
12. Quotation/proposals along with credentials signed on all pages with their seal to be submitted within the specified period.

13. The agency/Firm/Service provider shall be quoted the Rates in the prescribed attached format is enclosed.

14. If the NIOH suffers any loss or damage due to negligence, default or theft on the part of deployed personnel, the agency/firm shall be liable to reimburse to loss to the NILD in full.

### **Payment**

15. Payment would be made monthly after submission of bills and will be subject to satisfaction of service during the period as verified & certified by In-Charge, OPD Services of this Institute

16. Any Taxes and other statutory deductions will be made as per rules.

17. Submission of monthly bills should be as per the format along with print out of database where the entries are stored as a support of the claim.

18. No additional payment will be made if prior approval for the work is not obtained from the competent authority of the Institute. No advance or part payment will be encouraged.

### **Work details:**

1. The agency should depute the 2 (two) persons to operate the OPD Registrations at the Counter from 8:30 am to 4:00 pm on all working days. During working hours there shall be lunch break of One hour. However, in exigency of work, they may be required to sit late, if required.

2. The existing software incorporated in LAN system to be used for Registration new/old cases and generating the money receipts & Tally entry cash receipt should be made at NILD, Kolkata.

3. OPD entry means- all the details given in the prescription has to be entered in addition to the name & other details.

4. The persons engaged shall collect the cash at OPD counter from the patients against their registrations and other Hospital's service charges, which shall be deposit to the bank account of this Institute at NIOH branch of State Bank of India on the same day. The Bank Deposit Receipt should be handed over to Accounts Section immediately after deposit in the bank.

5. As applicable, any work related to OPD registrations which are not mentioned as per instruction by authority from time to time.

**Dy. Director(offg)**

**Application format:**

Sub: Providing Manpower to NILD for outdoor Patients Registration works through LAN System at NILD, Kolkata.

Sl. No.	Particulars	
01	Name of the Agency/Firm	
02	Name of the Owner/Proprietor	
03	Detailed Address of the office with Phone number./Fax No./Mobile No.	
04	PAN Card no.	
05	Length of experience for the similar type of services, indicate the relevant copies. (if space is not sufficient additional page may be enclosed)	
06	Organization Registration number	

**Declaration**

I have carefully read and understood all the terms and conditions of the tender and undertake to abide.

**Signature of the Tenderer**

**With seal**

**Rates to be quoted in the following format**

Sub: Providing Man power to NILD for outdoor patients registration works through LAN system at NILD, Kolkata

Type of activity	Qty of Denomination	Rates Quoted
Registration/Entry of new tickets –First 100 entries	Per Registration	
Registration/Entry of new tickets –First Over 100 entries	Per Registration	
Registration/Entry of Old tickets –First 100 entries	Per Registration	
Registration/Entry of Old tickets – Over100 entries	Per Registration	
Printing of money receipts	Per Copy	

Registration means –recording/retrieval of complete details, maintenance of files (record of individual patients of OPD), submitting of daily/weekly/monthly report and as and when need in soft/hard copy using the available LAN software.

I/We agree to undertake the work as per the rates quoted above.

**Signature of the Tenderer**

**With seal**