



भारतीय प्रबन्धन संस्थान राँची
(शिक्षा मंत्रालय, भारत सरकार के अधीन)
प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड , पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

TENDER DOCUMENT

PROVIDING MEDICAL SERVICES AT IIM RANCHI

Tender No. IIM Ranchi/NIT/Medical/2025-26/27

Dated: 03.10.2025

Issued by:

Administrative Officer – Purchase

Indian Institute of Management, Ranchi

(For & on behalf of the Director, IIM Ranchi)

NOTICE INVITING TENDER (NIT)
FOR PROVIDING MEDICAL SERVICES AT IIM RANCHI

1. IIM Ranchi is an Institution of National Importance (INI) and Second Generation IIM under the Ministry of Education, Government of India, established in 2009 in the State of Jharkhand. The institute is operating from its permanent campus newly constructed at Prabandhan Nagar, Nayasarai Road, Ranchi, Jharkhand, PIN - 835303. The institute offers Under Graduate (IPM), Post Graduate (MBA, MBA-HRM, MBA-BA & Executive MBA), and Doctoral programs in management education. There are approx. 1100 students accommodated in its permanent campus.
2. For providing medical services to its employees & their dependents and students of IIM Ranchi, the Institute has planned to outsource medical services to eligible hospitals. The selected Hospital has to run and manage Health Centre situated at the IIMR campus at Ranchi, Jharkhand, where primary medical services can be rendered.
3. For the management of the health center situated at IIM Ranchi campus, the selected organization has to look after the complete operational & management including (providing, equipping, manning, running and managing) of Medical Services at its Health Centre (hereinafter called as HC), including:
 - (a) Medical consultancy services,
 - (b) Services in the areas of registration and record keeping, dressing, facilitation of pathological test, disposal of medical wastes, availability of medicine and medical consumables, emergency response services & other related services.
4. The Institute is looking for interested organizations having adequate experience in these services in related areas/fields backed by sufficient bench strength of competent personnel in Ranchi.
5. The IIM Ranchi invites **Sealed Tenders** from reputed medical service providers/ Hospitals (hereinafter referred to as “Organisation” or “Bidder”) for the above-mentioned Medical Services at IIM Ranchi and complete management of the Institute’s Health Centre situated at IIMR campus, Jharkhand. The tender should be submitted in two parts i.e. Technical Bid and Financial Bid.
6. **The Bidders shall sign and stamp each page of this tender document as a token of having read, understood, and comply with the tender, the terms and conditions contained herein. Incomplete bids/documents shall be rejected without giving any reason.**
7. **Availability of the Tender Document**

Tender document and other details can be obtained from the institute website @ www.iimranchi.ac.in and CPP Portal @ <https://eprocure.gov.in/epublish/app>. Any addendum/ corrigendum in respect of this tender shall be issued on our website @ www.iimranchi.ac.in / CPP portal @ <https://eprocure.gov.in/epublish/app>. No separate notification shall be issued in the print/ electronic media. Bidders are therefore requested to visit the website of the institute regularly to keep themselves updated.
8. **Clarifications** – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.

9. **Pre-bid Conference:** - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained.
10. **Submission of Bids and EMD:** - Bids shall be submitted in sealed bid mode under the open tendering system. The original EMD is to be submitted with technical bid and must reach the below address before the last date & time for submission of bid.

*Administrative Officer - Purchase & Stores
Indian Institute of Management Ranchi
Prabandhan Nagar, Vill-Mudma,
Nayasarai Road, Ranchi, Jharkhand, PIN-835303*

11. **Note** - Bidders/ Organisations/ Hospitals that are eligible for exemption from the EMD have to submit the copy of relevant documents in support of this exemption to the tender inviting authority before the last date and time of submission of bid.
12. **Bid Opening-** Bids received shall be opened at the specified date and time given in TIS. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

13. Disclaimers and Rights of Procuring Entity

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to:

- a) reject any or all of the bids, or
- b) cancel the tender process; or
- c) abandon the procurement of the Services; or
- d) issue another tender for identical or similar Services

Note: For further details, please refer to the appended TIS and the complete Tender Document.

TENDER INFORMATION SUMMARY (TIS)

1.0 Basic Tender Details			
Tender Title	Providing Medical Services at IIM Ranchi		
Tender Reference Number	IIM Ranchi/NIT/Medical/2025-26/27 dated 03.10.2025		
Estimated cost of tender	Rs. 40 Lakhs		
Tender Type	Open		
Period of Contract	One year extendable up to one more year		
Tender Category	Services	No. of Covers	Two
Tender Inviting Authority (TIA)	IIM Ranchi	Address: Prabandhan Nagar, Nayasarai Road, Ranchi-835303	IIM Ranchi
2.0 Critical Dates			
Published Date	03 October 2025	Bid Validity (Days from the date of Tender Opening)	180 days
Clarification Start Date & Time	03 October 2025 at 07:00 PM	Clarification End Date & Time(including any pre-bid queries)	15 October 2025 by 10:00 AM
Bid Submission Start Date & Time	03 October 2025 at 07:00 PM	Bid Submission Closing Date & Time	24 October 2025 by 03:00 PM
Tender Opening Date & Time	24 October 2025 at 03:30 PM	Tender Opening (Financial bid)Date & Time	Will be intimated later.
3.0 Pre-bid Conference			
Place, time, and date of the Pre-bid Conference	IIM Ranchi on 10 October 2025 (Friday) at 11:00 AM		
Place, time, and date before which Written queries for the Pre-bid conference must be received	IIM Ranchi, Campus By 10:00 AM on 10 October 2025 Queries may be shared to the following email - purchase@iimranchi.ac.in		
4.0 Submission and Opening of Bids			
Submission of Bids	The bid shall be submitted in sealed envelope mode		
5.0 Documents relating to Bid Security and Performance Security			
Performance Security	3% of the contract value		
EMD	EMD Rs. 80,000/- (Rupees Eighty Thousand only)		
6.0 The Service provider shall commence the services in IIM Ranchi campus within 15 days of award of work.			

SECTION - I

PART-I: TECHNICAL BID

SCOPE OF WORK

Name of the work - The bidder shall provide medical services to the Employees, their dependents and students of IIM Ranchi by running the Health Centre (HC) situated at IIM Ranchi campus.

In particular, the following shall be maintained:

- a. The Health Centre (HC) is to be adequately equipped for the pre-existing 5 in-patient beds to be operated 24 hour all days.
- b. The Health Centre must be managed by a competent Medical Officer (MBBS Doctor), supported by competent Nursing Staff Members. The nursing staff shall work under the guidance of the doctor and discharge duties assigned to him/her to satisfaction of the institute.

The doctor is required to be physically available six days a week in the campus for 08 hours on each day. Out of 06 days, a female MBBS doctor is required to be physically available for at least 03 days. However, the Nursing staff shall maintain 24x7 basis.

- c. In case of any medical emergency need, the Service Provider shall be responsible for assessing the needs, engaging the required resources, and coordinating with the linked hospital for patient management and Emergency Response. Towards this end, competent nursing staff is required to be made available on 24 hours basis on all days. Any medico legal liability arising out of the Health Centre would be the sole responsibility and liability of the Service provider and its associates as the subject matter expert/s.
- d. The Doctor and Nursing Staff shall record the observations, diagnosis and prescriptions in the Medical Booklet/ digital record of each Patient visited and served.
- e. The Health Centre must provide medical support during conduct of an event/ programme in the campus or any place within municipal limits.
- f. The service provider shall be responsible for managing any medical emergency situation end to end, concerning institutes students, faculty, staff and other stakeholders.
- g. All equipment and skills required to provide emergency treatment (such as dressing, resuscitation and first aid) shall be available at the HC; necessary consumables shall be maintained in stock in sufficient quantities and within the validity period by the service provider.

IN PATIENTS (IP) SERVICES/ DAY CARE SERVICES

The Service Provider shall provide the following as the minimum requirement towards the In-Patient (IP) Services:

- a. Injections, inoculations, and medication shall be administered in a timely manner to IP patients, or OP-referred patients, as directed by the Medical Officers (MBBS Doctor). Any patient transferred from IIM Ranchi should get an in-patient hospital bed at bidder's hospital, provided the patient has not given any choice of other hospital.
- b. The Medical Officer shall verify the medical bills/prescriptions/ documents submitted by employees of the institute for reimbursement.
- c. The Medical officer shall issue the medical certificate(s) as required.

OTHER RELATED SERVICES

The Service Provider shall provide the following as the minimum requirements:

- I. Dressing Room Services: The Service Provider shall manage 24x7 on all days to attend to
 - a. Patients needing dressing;
 - b. Perform work relating to dressing requirements;
 - c. Perform minor stitching, opening of stitches,
- II. Sanitation Services: The Service Provider shall dispose of (as per prevalent national and local laws and requirements) all biomedical, chemical and radiological waste generated within the Health Centre, including its segregation, transportation, storage, treatment and destruction as per the standard guidelines issued by the government/ Competent Authority.
- III. Prescribed medicines and consumables shall be continuously maintained and made available at the pharmacy in the HC to be managed and run by the service provider. The medicines will have to be procured by the patient on payment basis.
- IV. Regular Cleaning and sanitation of the Health Centre and related areas will be done by the Service Provider. The Service Provider shall arrange to maintain the premises and indoor rooms of the HC, wards, toilets, etc., in neat & clean, and hygienic conditions, as per the medical standards.

OFFICE SUPPORT SERVICES

The Service Provider shall ensure to:

- a. Facilitate the registration of patients of OPD, IPD and Emergency at the HC,
- b. Assist and transfer injured and sick patients to HC or referral hospitals based on requirement
- c. Co-ordinate to get treatment in self/ networked hospital through TPA/ Insurance Company.
- d. Provide ambulance services on a direct charge basis as per the requirements (in case of non-availability or non-adequacy of the institute's ambulance),
- e. IIM Ranchi may assign additional work related to the medical/ hospital as per need of the institute.

PERSONNEL

For all the various positions mentioned in the document, only such persons shall be deputed, who:

- a. Have integrity and possess the desire to serve the sick and injured.
- b. Are competent (with adequate educational qualification and experience as per the requirements laid down in the relevant guidelines of medical profession for the said posts, and necessary skills duly certified by an authorized body). The Service Provider shall produce all such certificates to demonstrate the due competence of the persons to demonstrate their educational qualification, experience and skills;and
- c. Are cleared/approved by the Authorized Representative of the Institute, for each post before the person is deployed at the HC.
- d. The persons so deployed shall carry out the assigned work diligently and honestly and shall report any problems they encounter in discharging their duties to the doctor of the HC. In no case, they shall act suo-moto without the written consent of the doctor. They are expected to become conversant with the relevant rules and regulations of the Institute on matters related to the HC, within three months of their joining the duties at the HC. Also, they are expected to be computer savvy and competent to handleall the apparatus and equipment available with the HC related to their tasks.
- e. Based on the innate nature of work, the persons deployed may face a little work pressure on some days. They are required to:
 - i. Not argue with patients or superiors, and in no case, misbehave with patients or persons accompanying them.
 - ii. Report to the doctor of HC for necessary action, any incident of altercation with patients or persons accompanying them.
- f. Also, the medical team are required to have good habits with regard to cleanliness and hygiene.

SECTION – II

ORGANISATION DETAILS

Details of Bidder

Sl No.	Particulars	Details
1	Name of the Organisation/ Hospital	
2	Name of the Proprietor / Director / Partner	
3	Full Address of registered office with pin code, Telephone Number	
4	E-mail ID of the organisation	
5	Website of the organisation, if any	
6	Telephone No. (Office) of five top officials with name, designation, and E-mail ID	
7	Name and designation of authorized person with telephone/mobile number. (Authorization letter to be enclosed)	

Registration & Other Statutory requirement details:

The Bidder should possess the following statutory requirements:

Sl.No	Particulars	Number/ Other Details	Page No. of Supporting Documents Enclosed
1.	Name of the organisation (Individual/HUF/PVT Ltd/Ltd Company etc.) and Month and year of establishment. (Attach self-attested copy)		
2.	Total number of employees employed on the payroll of the organization for the last three months as on tender submission date		
3.	Permanent Account Number (attach self-attested copy)		
4.	GST Registration No. (attach self-attested copy)		
5.	EPFO Registration No. (attach self-attested copy)		
6.	ESIC Registration No. (attach self-attested copy)		
7.	Labour License No., if any (attach self-attested copy)		
8.	Any other registration which is mandatory for such organisations stipulated by the concerned public authorities (attach self-attested copy)		
9.	ISO or equivalent certification if any(attach self-attested copy)		
10.	Scanned copy of the Hospital's / organisation's Registration Certificate from the appropriate authority.		
11.	The Bidder should have a valid pharmaceutical Licence related to selling of medicine and drugs.		

The bidder should possess all mandatory statutory requirements as mentioned above in (Organisation Details).

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place:

Date:

(Signature of the Bidder with seal)

SECTION - III

ELIGIBILITY CRITERIA

Only those Bidders which meet the following minimum criteria will be considered towards opening of financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.

1. The Bidder shall submit the original EMD with technical bid and must reach at IIM RANCHI before the last date & time for submission of Bid.

SI No.	Type of Fee	Details
1	EMD	

The DD will be made in favour of "Indian Institute of Management Ranchi" payable at Ranchi. (If DD submitted as EMD)

2. Scanned copy of the Hospital's / Organisation's Registration Certificate from the appropriate authority.

S No.	Licence No.	Validity	Page number of the attached Copy

3. The Bidder should have a valid pharmaceutical License related to selling of medicine and drugs as per the details given below:-

S No.	Licence No.	Validity	Page number of the attached Copy

4. The Bidder should have valid Indian Permanent Account (PAN) and GST number as per the detail given below:-

S No	Type	Number	Page number of the attached self-attested Copy
1.	PAN		
2.	GST		

5. The bidder should have a minimum of **50 indoor bed capacity** registered Multispecialty hospital including ICCU/NICU/ITCU in Ranchi. A self-undertaking to this effect on organisation's letterhead should be attached.

6. The service provider must be **operating its Ranchi facility continuously for at least 03 years**, ending on 31 March 2025.

7. **Average turnover during the past three financial years ended on 31.03.2024 (should not be less than Rs. 1.6 Crore from similar services).** The documentary evidence duly certified by CA, indicating yearly total turnover and turnover from similar services related work, should be attached.

Financial Year	Total Turnover in Rupees (in words and figures)	Average Turnover from similar services in Rupees (in words and figures)
FY 2021-22		
FY 2022-23		
FY 2023-24		

8. Hospital/ organisation and should not be blacklisted by any Govt. organisation. A self-undertaking to this effect on organisation's letterhead should be attached in the below mentioned format.
9. The bidder should possess all mandatory statutory requirements mentioned in Section - II (Organisation details) in this tender document.
10. No price should be specified in the technical bid. Such information will entail rejection of the bid.
11. There should be no litigation/ pending disputes between the bidder and IIM Ranchi.
12. All third-party certificates should be duly signed and stamped by the bidding organisation.

SECTION - IV

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

- 1. Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested bidders have to submit the sealed envelope containing their Technical and Financial bids (Separately sealed)
- 2. Period of Contract:** The contract period will be valid initially for one year. The contract may be extended subject to satisfactory performance at the sole discretion of IIM Ranchi for a further period of one year. In case the performance of the bidder is found to be unsatisfactory as per operational parameters set out in the contract or is not in conformity with the terms & conditions of the tender, then the entire or any part of the contract may be terminated by IIM Ranchi even before the scheduled time by giving advance notice of two months to this effect. In the event of premature termination of contract for reasons mentioned herein above, the Performance Bank Guarantee shall be absolutely forfeited.
- 3. Exit Clause:** Notwithstanding anything contained in any other clause of this tender, the contract can be terminated by IIM Ranchi or the bidder, by giving two months' notice without giving any reason.
- 4. Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of ₹500/- (Rupees Five Hundred only). The agreement shall be executed within 15 days of award of work after submission of Performance Security. IIM Ranchi reserves the right to amend the terms & conditions of the contract by mutual discussions, and such amendments shall be in writing.
- 5. Earnest Money Deposit (EMD):** The Bidder shall deposit Earnest Money of as mentioned in the Tender Information Summary (TIS) through Demand Draft drawn in favour of "The Director, Indian Institute of Management Ranchi" payable at Ranchi. The Earnest Money Deposit will be refunded to the Bidders whose offers have not been accepted. Earnest Money Deposit of the Bidder whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.
- 6. Performance security or Performance Bank Guarantee:** The successful Bidder will have to deposit a Bank Guarantee of the value equal to 3% of contract amount. The Bank Guarantee / Performance bank guarantee should be valid up to 6 months after the date of expiry of the contract. In case the Bidder fails to deposit the requisite performance guarantee, the EMD furnished by the Bidder shall be forfeited without any further notice to the Bidder.
- 7.** The Institute will not provide any residential space for accommodation to the bidder or its employees. The bidder has to make its own arrangement for the residential accommodation to the deployed staff outside of the campus.
- 8. Misconduct:** The conduct/characters/antecedents and proper bonafide of the personnel deputed by the bidder shall be the sole responsibility of the Bidder. However, the Bidder should provide the necessary details of all its personnel to the Institute. The copy of the police verification shall be submitted to the IIM Ranchi.
- 9.** The personnel deputed by the bidder at the Institute are purely under outsourcing.
- 10.** Under no circumstances, the Institute shall not have any liability in respect of matters connected with the employment of personnel deputed by the Bidder. The personnel deputed by the Bidder shall have no right whatsoever to claim employment or other rights from the Institute.

11. None of the personnel of the Bidder shall enter into/practice/engage in any kind of private work within the campus of the Institute. Non-compliance with this condition will be deemed to violate the terms/conditions of the contract by inviting penalty/cancellation of the contract.

12. The Bidder shall maintain a record of major/minor incidents on a daily basis and report the same to the Institute's administration. The Bidder shall also be responsible to lodge complaints with police authorities in instances such as theft, indiscipline, disobedience or any unauthorized activities/criminal activities with the prior permission of IIM Ranchi and take follow-up action for recovery of lost material/equipment.

13. The Bidder will have to submit and update the details of all personnel deputed by the Bidder at the Institute mandatorily along with a copy of their photographs, residential address, police verification certificate, driving license etc. as required by IIM Ranchi.

14. *Bid Validity:* The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and Bidder (s) quoted price shall remain unchanged during the period of validity. If the Bidder quotes the validity shorter than the required period, the same will be treated as unresponsive and it October be rejected.

15. In case the Bidder withdraws, modifies, or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

16. Anyone or more of the following actions / commissions / omissions are liable to cause summary rejection of tender:

- Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
- Any conditional bid or bid offering rebate.
- Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
- Any effort by the Bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.

17. *Rates and Taxes:* The rates/amounts for all the services should be inclusive of all statutory obligations such as income tax, professional taxes, Employee Provident Fund (EPF, ESIC) etc. The Institute is not liable to pay any other charges/ taxes not mentioned in the tender except relevant GST. TDS (Income tax) & TDS (GST) will be deducted at source and will be deposited with the appropriate authorities. GST will be paid to the bidder at the applicable rate by the Institute and it will be the responsibility of the bidder to deposit the same with the concerned authorities within stipulated time and proof of which is to be submitted to the Institute within one month from the date of release of such tax by the Institute or raising of the next bill whichever is earlier.

18. *Statutory Compliances:* If provision of labourers/employees attracts Labour Laws, then the bidder (as and when applicable the bidder/Contractor [under the Contract Labour (R&A) Act. 1970] has to obtain license from the competent authority as and when required and this will be the sole responsibility of the bidder. The Bidder / Contractor will be responsible and liable for the implementation of all the statutory provisions as regards personnel to be deployed by him in respect of minimum wages, Leave encashment, gratuity, Bonus, Safety Measures, Provident Fund, and ESI etc. as and when they become

applicable under the Labour Laws. The Bidder/Contractor shall maintain all the statutory registers under the law. It shall be the responsibility of the Bidder to satisfy Labour Laws and other laws (as applicable) in force in India.

19. Rejection of Tender. The bidder will be bound by the details and documents as furnished by him to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, is found to be false, bogus, overwriting at any stage, or incomplete, this will be treated to be a breach of the terms of the Contract, making him/her liable for action and also the tender will be rejected. The bidder will be liable blacklisting/debarment from participating in any Tenders of IIM RANCHI for the tenure decided by the competent authority of the Institute.

20. Modification in Agreement: IIM RANCHI reserves the right to modify/ add any clause to the agreement during the period of the contract, for any essential matter, on mutually agreed terms.

21. Interpretation of Contract Documents: Except if and to the extent otherwise provided by the contract, the provisions of the contract shall prevail over those of any other documents forming the Group of the contract. Several documents forming the contract are to be taken as mutually explanatory. If there be any discrepancy, inconsistency, error or omission in the contract or any of them, the matter shall be referred to the Competent Authority who shall give his decision and issue to bidder instructions directing in what manner the work is to be carried out. The decision of the Competent Authority of the Institute shall be final and conclusive and the bidder shall carry out work in accordance with this decision.

22. Damage to Property: The tenderer/bidder shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or willful commissions of the bidder, his/her employees, organisation representatives or sub-bidders, as per investigation report of the Institute and whose assessment shall be final and binding on the bidder.

23. Human Resource: Attendance records to be maintained by the service provider and also to adhere any related policies of the Institute

Doctor:

- The Doctors should have a MBBS Degree, experience and should be registered with the state medical council.
- Attendance records to be maintained by the service provider and also to adhere any related policies of the Institute.
- Appropriate replacement to be provided in case of his/ her absence.

Nursing Staff:

- The Nursing staff should have a license from state nursing council.

- The items already available will be provided by the Institute at the Health Centre as mentioned.

Sl. No.	Item Name	Qty.
1.	B.P Instrument	1
2.	Patients Bed	5
3.	IV stand	2
4.	Oxygen concentrator	1
5.	Nebulizer	1
6.	Weighing Machine	2
7.	Godrej Almirah	1
8.	3 fold bed side screen	1
9.	Wheelchairs	3
10.	Oxygen cylinder B-type	2
11.	Stand for oxygen cylinder	2
12.	Folding Stretcher	3

- In addition to above mentioned, any other medical equipment's/ asset requirement shall be reviewed by the Institute upon proposal from the service provider. Based on approval, such items will be procured and provided by the institute.
- The Service provider shall furnish to IIM Ranchi detailed reports on monthly basis or as and when requested.
- IIM Ranchi administration is to be informed immediately on the hospitalization of any student, staff & faculty members.
- The Hospital is required to ensure that beds are available for admission of any patients referred to the hospital from IIM Ranchi.
- The Health Centre must be run on 24x 7 x 365 basis.

24. Safety Measures:

- a) The bidder shall carry out all works in accordance with statutory requirements of Safety Regulations and other rules/Acts as applicable.
- b) The bidder or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.
- c) The bidder or his/her representative shall report any accident to the appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the contractor/bidder.
- d) The Institute shall not be responsible for any injury to the staff for medical services and caused in the course of their performing the duties or for payment of any compensation.
- e) The bidder shall be responsible for the damage to every sort of the property of the institute due to negligence of the bidder and cost of all such damages will be recovered from the amount payable to the bidder.

25. Penalty:

Non-availability of any of the declared services shall lead to imposition of penalty as the order from Competent Authority of the Institute.

Non-availability	Instance 1	Instance 2	Instance 3 to 5
Doctor	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount
Nursing Staff	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount
Basic medicine/consumables	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount
Sample collection service	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount
Record keeping	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount
Verification of bills/ Prescription/ Documents and issue of due medical certificate	2% of monthly bill amount	5% of monthly bill amount	10% of monthly bill amount

NOTE: On the basis of complaint against the services provided by the bidder from the students/faculties/staff/dependents of faculty & staff penalty will be levied after investigation. For each established complaint of any students/faculties/staff/dependents of faculty & staff, a penalty as instructed by the competent authority will be levied.

All medico legal liabilities shall rest with the service provider.

26. Feedback towards the services provided by the bidder October be collected from time to time from the respective students/faculties/staff/of faculty & staff internally. Based on the same, the performance of the contractor will be justified, and final monthly payment will be released accordingly.

27. **Force Majeure:** In the event of any force majeure causing the bidder for delay in the service, Institute authority shall not be liable for any legal obligation.

28. Payment:

- a) The bidder has to submit the monthly bill to the Institute along with all supporting documents and operational records. The payment of the monthly bill will be processed within 45 days.
- b) The bidder/contractor will ensure to pay minimum wages (as per Minimum Wages Act and as per Govt. of India notification from time to time) to their employees at all times along with statutory obligations like Leave, Bonus, EPF & ESI etc. as mentioned in the tender document.
- c) Medical bills or any cost incurred to be borne by the patient unless the Competent Authority of the Institute decides otherwise. The Institute shall not hold any responsibility in collecting any dues from the patients.

29. Legal Jurisdiction:

The bidder shall abide by all the rules, regulations, by-laws and statutes etc. as exists in the Institute. Any matters of disputes arising out of contract agreement will be subject to jurisdiction of the Courts located at RANCHI.

30. Taxes, Labour Laws, and other regulations:

- Monthly wage to personnel deputed by the Bidder shall be in accordance with the minimum wages act and be credited into the respective personnel's bank account, bank payment details to be submitted to the institute along with subsequent month's bill
- All statutory-related payments shall be adhered to timelines as per the respective labour law.
- The Bidder has to submit a self-attested copy of the following document along with the monthly invoice.
 - a) Attendance register
 - b) Wages/ Salary Register
 - c) EPF challan, ECR, bank confirmation slip of EPF deposit
 - d) ESI ECR (monthly history), Bank confirmation slip for ESI deposit
 - e) Bank transfer to confirmation of wages/ Salary payment
- The Bidder will not deduct any amount from the salary sheet without a concrete reason.
- All the employees engaged by the Bidder to work in the premises of IIM RANCHI should have valid IP (ESIC No.) and PF member number (UAN) number.
- Once a new employee joins, the details of the valid ESIC NO. And PF no. must be submitted to IIM RANCHI within 15 days.

TENDER ACCEPTANCE LETTER

(On Bidder's Letterhead)

To,

IIM Ranchi

**Tender No. IIM Ranchi/NIT/Medical/2025-25/27 Dated: 03.10.2025 for
“Providing Medical Services at IIM Ranchi”**

1. I/we have carefully gone through the Terms & Conditions as mentioned in the above referred Tender document as per your advertisement, given in the above-mentioned website(s).
2. I/we declare that all the provisions of this Tender are unconditionally acceptable to my organisation/ Hospital. I /we further certify that I'm an authorized signatory of my organisation/ Hospital and am, therefore, competent to make this declaration.
3. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms/ conditions/ clauses contained therein.
4. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
5. I/we certify that all information furnished by our organisation/ hospital is true and correct and if at any stage, it has been found that the Bidder has furnished any wrong declaration / forged documents, the Competent Authority of IIM RANCHI shall terminate contract with immediate effect without assigning any reason thereof and suitable legal action should be taken against the Bidder which shall include blacklisting /debarment from participating in any tender of IIM RANCHI for the period, approved by the competent authority.

Place:

Date:

(Signature of the bidder with seal)

FINANCIAL BID

(To be submitted on the letterhead of the bidder)

Date of Submission of Financial Bid : _____	
Tender for Providing Medical Services at IIM Ranchi Tender No.: IIM Ranchi/NIT/Medical/2025-25/27 dt. 03.10.2025	
Name of the Bidder: Correspondence Address: Tel/ Mob No.: Email:	

(Amount in INR)

Sl. No.	Particulars	Amount (in Figures) inclusive of all taxes	Amount (in Words) inclusive of all taxes
1.	Monthly fee to run the Health Centre in IIM Ranchi Campus.		

- i. The bidder charges least cost per month (L1), will be declared as the successful service provider.
- ii. Electricity & water charges shall be paid by the service provider as per actual consumption on the prevailing rates of JBVNL/ RMC/ relevant authority or as decided by these authorities from time to time.
- iii. The charges shall commence from the date of operationalization of the Medical Centre.

Declaration

I/We..... (Name of the Partner/s or Authorized Representative of Bidder) of..... (Name of the vendor/ firm/ agency) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in tender document.

Place:

(Name & signature with stamp of the bidder)

Date: