



CHITTARANJAN NATIONAL CANCER INSTITUTE

(An Autonomous Body Under Ministry of Health & Family Welfare, Govt. of India)

2nd Campus - Street No.299, Plot No. DJ – 01, Premises No. 02-0321, Action Area ID, New Town, Kolkata – 700160

NIQ No. CNCI/N/S&P/283/SER/2025/PA dated 21 JAN 25

**EXPRESSION OF INTEREST FOR EMPANELMENT OF FIRMS
FOR PROVIDING PAID ATTENDANT (AS ON REQUIRED BASIS)**

Chittaranjan National Cancer Institute (CNCI), a premier cancer treatment and research center located in New Town, Kolkata, India which provide affordable cancer treatment to patients from all walks of life, while also conducting cutting-edge research to improve cancer care and prevention. CNCI has a total bedded capacity of 400 and has a team of approximately 350 doctors and others.

Further, Chittaranjan National Cancer Institute, Kolkata invites Expression of Interest (EOI) from service providers for empanelment of firms to provide paid medical attendant (as on required basis) at CNCI New Town campus, Kolkata for a period of two year and may be extended for three more years on yearly renewal basis.

Interested firms/ agencies are requested to submit their quotations as per the terms & conditions, mentioned in this EOI. The quotations and other required document as sought in the EOI duly signed by the interested firms/ companies in sealed envelope, addressed to Director, CNCI may be sent by registered speed post/ by hand on or before **11 Feb 2025 (by 1700 hrs)** at CNCI, New Town, Kolkata. It should be addressed to **the Director, CNCI, 2nd Campus - Street No.299, Plot No. DJ – 01, Premises No. 02-0321, Action Area ID, New Town, Kolkata – 700160**. The sealed envelope shall bear “EOI for empanelment of firms for providing Paid attendant (as on required basis) at CNCI, KOLKATA”.

NOTICE INVITING QUOTATION

1. On behalf of Director, Chittaranjan National Cancer Institute (CNCI) Sealed Quotations in the prescribed format are hereby invited for medical indemnity insurance of CNCI, Kolkata:

Name of service	Earnest Money Deposit (in Rs.)
Empanelment of firms for providing patient attendant (as on required basis) at Chittaranjan National Cancer Institute for the period of 02 years, which may be further extended upto 03 more years on yearly renewal basis.	Rs. 10,000/- (Rupees Ten Thousand only)

- a) The successful bidder(s) are liable to pay all Govt. Taxes including GST (at present 18%) as applicable at the rates declared by Govt. of India / State Govt. / Union territory from time to time.
- b) The prospective bidder(s) are requested to read / study the terms & conditions of subject NIQ document and may visit the site / CNCI Campus before participating in the subject NIQ and may satisfy themselves before submitting sealed offer.
- c) Exemptions provided to MSME/ Startup by Govt of India is applicable in this tender.

2. Duties and expectation from patient attendants, includes following:

- (a) Providing emotional support to the patient.
- (b) Assisting with activities of daily living (ADLs) if needed as mentioned below :-
- **Bathing and showering**- the ability to bathe and maintain personal hygiene, which can include tasks like brushing teeth, combing hair, and nail care.
 - **Contenance**- having complete control of bowels and bladder
 - **Dressing**- the ability to select appropriate clothes and outerwear for the weather, and to get dressed independently.
 - **Mobility**- being able to walk or transfer from one place to another, specifically in and out of a bed or chair.
 - **Feeding (excluding meal preparation)**- the ability to get food from plate to mouth, and to chew and swallow.
 - **Toileting**- the ability to get on and off the toilet and clean one's self without assistance.
- (c) Follow the hospital rules and regulations.
- (d) Respecting the privacy and confidentiality of other patients and healthcare staff.
- (e) One patient can be handled by one patient attendant only as per 1:1 ratio.
- (f) Age limit between 21 years to 60 years.
- (g) Duty Shift: 12 hours for day and 12 hours for night (8 AM to 8 PM /8 PM TO 8 AM)
- (h) Qualification: ANM/ GDA qualified.

12. Soft copy of the tender documents can be downloaded from the e-tender tab on the CNCI web portal/ tenders tab (www.cnci.ac.in). The tendering process is offline and will be carried out at CNCI, New Town Campus. Clarification needed, if any may be sent through e-mail/ Registered Post. Any amendment or corrigendum related to this tender will be published on CNCI website only, Firms have to continuously check the CNCI website for any update pertaining to this tender.

13. **Manual bids shall be submitted in two bid system as follows:**

- (a) Technical bid – Tender Fee, Earnest money deposit (EMD) and other documents as required under general information / guidelines of Notice Inviting Tender.
- (b) Financial Bid – As required under Annexure A of Notice Inviting Tender.

14. The important dates for the tender are as follows:

a)	Publishing Date	21 Jan 2025
b)	Bid Document Download/Sale Start Date	21 Jan 2025
c)	Pre-Bid Meeting date	NA
d)	Bid Submission Start Date	21 Jan 2025
e)	Bid Document Download/Sale End Date	11 Feb 2025 (Up to 1600 Hrs.)
f)	Bid Submission End Date	11 Feb 2025 (Up to 1700 Hrs.)
g)	Bid Opening Date: Cover/Envelope- I	12 Feb 2025
h)	Bid opening Date: Cover/ Envelope-II (Price Bid)	Date & time of opening of financial bids shall be intimated separately/ subsequently only to the technically qualified bidders.

15. CNCI shall not be responsible for any postal delay / loss of quotation.

16. CNCI reserves to itself the right to reject the conditional offers without assigning any reason thereto (please refer unconditional Acceptance letter enclosed herewith as Annexure -C.

17. CNCI reserves to itself the right to reject any or all the offers without assigning any reason thereof and to call for any other detail or information from any of the bidder(s).

18. For queries related to the tenders published on the portal/Newspaper, bidders are advised to contact on under mentioned details:

Name	E-Mail Address
Pankaj Srivastava, Technical Officer (Store & Purchase)	to.sp2@cnci.ac.in

1. NIQ documents are not transferable.

2. 'Technical Bid' must be sealed in Envelope 'A' and 'Financial Bid (Offer)' in Envelope 'B' and both the Envelopes are to be sealed in Master Envelope. Envelope A and B should be clearly marked as Technical bid- Envelope A and financial Bid- Envelope B respectively. Master envelope should be marked on top as Bid for empanelment of firms for providing patient attendant at CNCI, Kolkata.

3. Envelope 'A' (TECHNICAL BID)

Envelop 'A' which shall be opened first, shall contain the basic documents (in readable form) specified as under:-

a) Self attested copy of ownership details of the firm i.e. Trade license/ certificate of registration (under Shops & Establishment Act of concerned state/ Certificate of enlistment/ Companies (Incorporation) rule 2014, any other certificate will be rejected.

b) Self attested copy of the PAN Card.

c) Self attested copy of GST registration no.

d) Self attested copy of local presence i.e. in Kolkata only. Firm has to provide the details of a contact person along with mobile no and email ID.

e) EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) should be in the form of pay order/Demand Draft in favour of "Director, Chittaranjan National Cancer Institute" payable at Kolkata.

(i) Original hard copy of EMD as required in sealed Envelope should be submitted by the bidders along with the technical documents.

(ii) Postal delay, if any or not receiving of original EMD by the stipulated date and time, the tender will be summarily rejected.

f) Declaration that, the firm has previously provided such services to a hospital having not less than 200 bedded capacity of Central Govt/ Sate Govt/ Private. In case firm has not established such contract with any hospital, NIL statement to also be filed as per Annexure B of NIQ document.

g) Firm should have at least three-year experience in providing patient attendants in hospital sector.

h) Form of unconditional acceptance duly signed. (Enclosed as Annexure – C along with NIQ document).

i) Declaration stating that the firm will provide minimum 20 paid attendants, if required by CNCI.

j) Any other document as mentioned in this NIQ or if firm desires to submit.

Important:- CNCI reserves the right to verify, refer any document to the concerned authority for confirmation from case to case basis. Mere submission will not bind CNCI to accept the documents as valid for opening of financial bid.

4. ENVELOPE 'B' (FINANCIAL BID)

The envelope B should contain only the financial bid in the approved form.

For financial evaluation of technical successful bidders will be intimated through e-mail to attend the financial bid opening. Maximum three firms will be empaneled.

CNCI has reserved a benchmark price and a lower margin of 5%, below which quotes will not be accepted. Firms quoting lowest within the margin of 5% from the benchmark price will be counted as L1. Various conditions associated with finalization of financially qualified firms for empanelment are elaborated below:

Condition A. In case the firm's price is more than the benchmark price, then firm will be given a counter offer to match the price fixed by CNCI, if agreed then empanelled, if not agreed then chance will be given to next firm and so on.

Condition B. In case all the firms have quoted the price lower than the benchmark price, firm whose price will be lowest and within the margin of 5% from the benchmark price will be empanelled and so on.

Condition C. In case both lower and higher than the benchmark price is received then preference will be given to firm who had quoted lowest and within the margin of 5% from the benchmark price and so on.

Condition D. In case quotes received are lower, higher and equal to benchmark price, then also preference will be given to the firm who had quoted lowest and within the margin of 5% from the benchmark and so on.

Condition E. Bids lower than the margin of benchmark price may get rejected if sufficient competition is there.

5. It may be noted that the Earnest Money Deposit of the successful bidder may be forfeited on account of non-completion of the following :

a) Acceptance of the offer within **15 days** from the date of the award letter/ Work Order addressed to the firm.

b) Payment of Performance Security Deposit equal to ₹50,000 **in the** form of **NEFT / RTGS or Demand Draft / Bank Guarantee** from a Nationalized / Scheduled Bank in favour of Director, Chittarnajan National Cancer Institute, Kolkata **within 15 days** from the date of the award letter for the commencement of service and;

c) Execution of agreement before commencement of the contract.

6. The NIQ(s) will remain valid for a period of **180 days** from the date of opening of the **Financial Bid in Envelope 'B'**. If any firm withdraws during the validity period, his Earnest Money Deposit will be forfeited. However, the firm(s) can withdraw their Earnest Money Deposit after the validity is over or may extend the validity of their NIQ(s) with the consent of CNCI.

7. Any breach of the conditions stated above by the successful bidders shall be dealt as follows:-

(a) If a firm after the award letter is issued does not complete the formalities of acceptance or does

not commence the operation of the facility on the commencement date specified or does not sign the agreement within the prescribed date then the contract is liable to be terminated by CNCI and the EMD received will be forfeited. The firm will also be debarred from participating in any tender of CNCI for a period of **one (1) year**.

(b) If at any stage, CNCI finds that the firm had submitted any false/ wrong/concealment of information/document affecting eligibility criteria of the facility in such case, EMD shall be forfeited and firm will be liable to be debarred for **three (3) years** for participation in CNCI tenders.

- 8.** All the above guidelines will form part & parcel of the Notice inviting Quotation (NIQ) and contract agreement at later stage.
- 9.** CNCI reserves right to reject any or all NIQs in part or in full without assigning any reason.
- 10.** CNCI reserves itself the right to extend the date of receiving /opening of the bids as well as to extend the validity of the NIQ.
- 11.** Firm can send their reps along with authorization certificate during financial bid opening day with prior intimation. Only two reps per participant will be allowed with authorization certificate of firm.
- 12.** In case any L1 empaneled agency fails to provide then L2 agency will be contacted and so on.
- 13.** List of all the financially qualified agencies will be published and priority will be mentioned against their names as per their financial rankings. Firms will be contacted as per priority.

GENERAL TERMS AND CONDITIONS

The Director, CNCI hereby covenants with the bidders as follows :

1. Arbitration: All disputes or differences arising out of or in connection with the Contract shall be **mutually** settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration **of a sole arbitrator jointly appointed by both the Parties and the arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any amendment thereafter. The seat and venue of the arbitration shall be in Kolkata. The cost of arbitration shall be borne equally by both the parties.**

2. Notices. Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by email or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent. In case of short closure, the notice will be sent to the contractor and if the contractor fails to respond within 07 days of the acknowledgement, a second notice would be sent. Further if the contractor fails to respond within 07 days of the second acknowledgement it will be counted as acceptance of the short closure and the contract would be short closed.

3. Force Majeure Clause. Following are the conditions under Force Majeure clause:-

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on terms provided in agreement for the goods received.

4. Payment Terms for Indigenous CONTRACTORS. It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details, so that payments could be made through ECS/ EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS. 100% of the payment will be

made on monthly basis post successful completion delivery of services and acceptance by the user.

5. Termination of Contract. The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The delivery of the services/material is delayed for causes not attributable to Force Majeure for more than Three months after the scheduled date of delivery.
- (b) The contractor is declared bankrupt or becomes insolvent.
- (c) If ownership of the company becomes a disputed issue and the matter is taken to the court of law.
- (d) The delivery of services/material is delayed due to causes of Force Majeure by more than Three months provided Force Majeure clause is included in contract.
- (e) The buyer has noticed that the contractor has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (f) As per decision of the Arbitration Tribunal.
- (g) If the contractor fails to perform the assigned job for 3 times, even after extension of the agreed time frame or does a poor/ sub standard job repeatedly.
- (h) If the firm is under any legal or other disputes.
- (j) The contractor insists on a change in the contracted price.
- (k) The contractor's employees or contract labour engages in any illegal or unlawful activity while engaged in the performance of this contract.
- (l) In case of suboptimal performance by the contractor, the customer shall issue a show cause notice to the contractor. In the event of continued inaction by the contractor despite reminders, the customer has the right to terminate the contract immediately.
- (m) In case of short closure, the notice will be sent to the contractor and if the contractor fails to respond within 07 days of the acknowledgement, a second notice would be sent. Further if the contractor fails to respond within 07 days of the second acknowledgement it will be counted as acceptance of the short closure and the contract would be short closed.
- (n) On account of any default on part of the contractor.

6. Corrigendum. Any corrigendum or amendment related to this tender will be published on CNCI website/tenders tab only. Firm's has to keep a track of the same on regular interval. CNCI will not be responsible for the same.

7. Other terms and conditions. Empanelled firm will provide the qualification certificates and Police Verification of any new paid attendant provided in firm.

(SIGNATURE OF TENDERER)

FINANCIAL BID FORMAT

Name of the Firm with address - _____

Name of the Service	Rate/ Shift	GST/ Taxes	Total	Remarks (if any)
Charges for Patient Attendant/ Shift				

* Only Govt approved taxes will be considered in tax column. Any other charge's (if any) is to be mentioned separately.

* Consideration of any other charges (if any) will be the sole discretion of CNCI only.

**Declaration under CLAUSE 3 (f) of General Information / Guidelines of NIQ
(TO BE ATTACHED IN TECHNICAL BID – ENVELOP ‘A’)**

I/We hereby declare that(name of the bidder) has/had following contracts (current and past) with Central Govt/ State Govt/ Private Hospitals and. Details of the same is as under:-

CURRENT/PAST CONTRACTS:-

Sl. No	Name of Institute with location and state.	Name of contract	Central/ State / Private body	Period of Contract (from/ to)

Copies of Award of Contract/ MoU/ Work Order must be attached with this form.

Note:- Kindly fill all the columns or submit “Nil Report” against the relevant columns, if not applicable.

OR

I/We hereby declare that _____(name of the bidder) has/had not established any business (current and past) with any Central/State Govt institutions in West Bengal, hence the clause 3 (f) of General Information / Guidelines of NIQ is not applicable to us.

SIGNATURE OF AUTHORISED PERSON OF BIDDER WITH STAMP

Date:-

DUPLICATE COPY TO BE SUBMITTED IN ENVELOPE 'A'

ACCEPTANCE LETTER
(TO BE SUBMITTED IN ENVELOPE 'A')

To,
The Director
CNCI,
New Town, Kolkata-700160

Sir,

ACCEPTANCE OF CNCI's NIQ CONDITIONS

1. The NIQ documents for the Facility "**Providing of patient Attendant at CNCI, Kolkata**" have been provided to me/us by Director, CNCI and I/we hereby certify that I/we have inspected and read the entire terms and conditions of the NIQ documents made available to me/us. Which shall form **part of the contract agreement** and I / we shall abide by the conditions / Clauses contained therein.
2. I/We hereby unconditionally accept the terms & conditions of CNCI's NIQ documents in its entirety for the above facility.
3. The contents of Notice Inviting Quotation of the subject Document has been noted wherein it is clarified that CNCI reserves the right to reject the conditional offers without assigning any reason thereto.
4. I/We declare that I/We have not paid and will not pay any bribe to any officer of CNCI for awarding this contract at any stage during its execution or at the time of payment of bills and further if any officer of CNCI asks for bribe/gratification, I/We will immediately report it to the appropriate Director, CNCI in CNCI.
5. The required **Earnest Money Deposit** for this facility is enclosed herewith.

Yours faithfully,

Date: _____

(Signature of the bidder)with rubber stamp

FORM OF BANK GUARANTEE

(To be executed on Non-Judicial Stamp Paper of Rs.100/- by the successful Bank)

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

Whereas _____ (Name and address of the Bidder) (*hereinafter called the "the Supplier"*) has undertaken, in pursuance of NIT No. _____ dated _____ valid from _____ to _____ for AMC _____ (*insert description of goods*), (*Hereinafter called "the Contract"*), to CNCI Kolkata (Hereinafter called "the Purchaser")

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of _____ (*insert Amount of the Performance Security in words and figures*), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee will remain in force upto _____ (*insert last date of currency of Contract plus Warrant Period (If applicable) plus additional Ninety Days*) and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature with date of the authorised officer of the Bank)

.....Name and designation of the officer

.....

.....

Seal, name & address of the Bank and address of the Branch