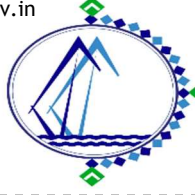


दीनदयाल पत्तन प्राधिकरण DEENDAYAL PORT AUTHORITY

(Ministry of Ports, Shipping & Waterways, Govt. of India)

An ISO 9001: 2015 & ISO 14001: 2015 Certified Port

Website: www.deendayalport.gov.in



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MH/GN/1004/Advertisement/

Date : 03 /09/2024

EOI (Expression of Interest) for outsourcing of Health Centre at OOT Vadinar

Deendayal Port Authority has been seeking EOI (Expression of Interest) from the Hospitals for “Outsourcing of Health Centre at OOT Vadinar for treatment of employees of Deendayal Port Authority and CISF employees engaged by DPA and their family members as well as other persons as decided by DPA” for the period of 03 years (16-05-2025 to 15-05-2028). The interested Hospitals may submit their offers through email (cmo@deendayalport.gov.in)/[registered post/by hand](#) upto 5:00 PM by 04-10-2024 to CMO office, Deendayal Port Authority Hospital, Gopalpuri- Gandhidham-Kutch, the scope of work is given below:-

SCOPE OF WORK

Deendayal Port Colony, Village Vadinar is situated 60 km away from Jamnagar. DPA has its Health Centre at Vadinar colony having one room for Pharmacy, Injection, Office-cum-Reception, Dressing, Lab, Doctors chamber (04), Observation ward and Store etc.

The tentative number of DPA beneficiaries is as under:

Category	Approx. Nos.
Pensioners	115
DPA employees and dependent	35
DPA CISF employees	20
Total	170
That brings monthly average OPD of 280 to 350 / month	

The scope of work for the work of “Outsourcing of Health Centre for Medical Examination and treatment of beneficiaries and Employees of Deendayal Port Authority and other eligible patients as decided by DPA at Vadinar that includes Out-patients Services (OP), In-Patient services (IP), Day Care (DC), Pathology services, Emergency and other related services for a period of **3 years**.

In particular, the following shall be maintained:

- i. **Regular OPD:** - shall run 9am to 12noon and 4pm to 7pm on all working days. OPD is closed on Sundays and Holidays as declared by DPA.
- ii. **24-hour emergency care:** - Duty shifts will be from
6am to 2pm - Morning shift
2pm to 10pm - Evening shift.
10pm to 6 am - Night shift.

The emergency care including consultation, primary treatment, resuscitation, dressing, minor surgery like giving stiches to cut wound, day care, admission in ward, referral to higher centre etc. will be given to all emergency patients visiting Health Centre that includes visit by doctor on call.

- i. **The Day Care services:** - shall be available 24X7 on all days. Injections, inoculations and medication shall be administered in a timely manner to patients as directed by the Medical Officer.
- ii. The hospital shall be equipped with at least **4 in-patient beds** operated 24 hours all day which will be arranged by DPA. The arrangement of mattress, bed sheet, pillow, pillow cover and blanket including its cleaning/replacement will be arranged by the agency.
- iii. The tentative number of the competent man-power required is presented in the **clause no. 2 below**. The medical professionals associated with the hospital shall perform the jobs assigned by the Chief Medical Officer of DPA.

A) OUT PATIENT (OP) SERVICES:

The agency shall provide the following as a minimum requirement towards the OP services:

- i. **Regular OPD:** shall run 9am to 12noon and 4pm to 7pm on all working days. OPD is closed on Sundays and Holidays as declared by DPA.
- ii. Basic OPD structure with required furniture is already kept ready by DPA. Other necessary furniture and OPD equipment's required shall be arranged by the agency.
- iii. The hospital must be manned by competent medical officer/s and supported by competent nursing staff members as per clause no.2 below.

B) EMERGENCY SERVICES:

The emergency care is given throughout the year without any gap. There will not be any holidays attached with emergency services.

The Doctor shall always remain present in premises and shall attend all emergencies during non OPD hours. The agency should have sufficient alternative to services during holidays and vacations. The shifts keep running throughout the year 24 hours.no holidays for emergency services.

The agency shall give **24x7 Emergency Care** to persons as the need arises. Towards this end, competent Medical Officers and Paramedics shall available 24 hours all days through the year.

- **24-hour emergency care**- Duty shifts will be from
6am to 2pm- Morning shift
2pm to 10pm- Evening shift.
10pm to 6 am- Night shift.

The emergency care including consultation, primary treatment, resuscitation, dressing, minor surgery like giving stiches to cut wound, day care, admission in ward, referral to higher centre etc. Will be given to all emergency patients visiting Health Centre that includes visit by doctor on call.

- The Medical Officers and Paramedics shall record the observations, diagnosis and prescriptions in the Medical Booklet of each patient attended to; and all equipment and skills required to provide emergency treatment (such as suturing, dressing, resuscitation and first aid) with medical examination tools and The beds, wheel chair, stretcher, oxygen cylinder, ECG machine, cardiac monitor, portable defibrillator, ventilator etc. should be arranged and maintained by the agency.

The items mentioned in table below should be available at Nursing station, Doctors consultation room, Emergency treatment room, ward and dressing room

Sr. no	Name of item to be available	
1	Stethoscope	
2	Torch	
3	SPO2 meter	
4	Thermo Gun	
5	Thermometer	
6	Mercury BP machine	
7	Digital BP Machine	
8	Digital ECG machine	

9	Oxygen Cylinder with assembly	
10	Nasal prong, Nasal mask with tubes	
11	Suction machine in working status	
12	Cardiac Monitor	
13	Ambu Bag with mask	
14	Laryngoscope	
15	Endotracheal tubes	
16	Disposable Caps, Mask, Gloves, PPE kits	
17	Portable Defibrillator	
18	ventilator	
19	Dressing and suturing material, chest leads.	
20	Hand Sanitizers	
21	All material/items required to manage the patient even if it is not included in above list	

- ii. The necessary consumables shall be available in stock in sufficient numbers and within the validity period.

(C) IN-PATIENT (IP) SERVICES:

The agency shall provide the following as a minimum requirement towards the IP services:

- i. The hospital shall be equipped with at least 04 in-patient beds operated 24 hours all days, already kept by DPA. The arrangement of mattress, bed sheet, pillow, pillow cover and blanket including its cleaning/replacement shall be arranged by the agency. The quality of materials used must be of god quality. Other necessary furniture and BASIC equipment's required shall be arranged by the agency.
- ii. Injections, inoculations and medication shall be administered in a timely manner to IP patients or OP patients as directed by the Medical Officers, and
- iii. The Medical Officers shall complete all other assigned work and maintain proper medical records of the patients.

(D) DAY CARE (DC) SERVICES

The agency shall provide the following as a minimum requirement towards the DC services:

- i. The Day Care services shall be available 24X7 on all days.
- ii. Injections, inoculations and medication shall be administered in a timely manner to patients as directed by the Medical Officers; and
- iii. The Medical Officers shall complete all other assigned work and maintain proper medical record of the patients.

(E) EQUIPMENTS AND FURNITURE

Apart from basic structure and furniture kept as list by DPA. All associated equipment's (like beds, chairs, table wheel chair, stretcher, oxygen cylinder, ECG machine) and skills required should be made available for carrying out basic treatment to in-patients. Medical examination tools AND the beds, wheel chair, stretcher, oxygen cylinder, ECG machine, cardiac monitor, portable defibrillator, ventilator etc. should be arranged and maintained by the agency.

(F) X- RAY

- I. The agency can install their own x- ray machine. The agency has to operate, maintain and arrange consumables and technician etc.
- II. Charges per X- ray as Per CGHS rates will be paid to agency as per actual per month.
- III. Installing X-Ray machine and running is **optional**.

(G) Laboratory

- i. The agency shall provide in-house laboratory facility the following as a minimum requirement towards the pathology services:
 - Pathology Laboratory shall run for 01 shift of 8 hours every day.
 - All equipment's like glucometer, urine strips and hemoglobin meter and skills required to carry out basic tests should be arranged by the agency. The nursing staff on duty should be able to carry out basic lab tests.
 - Following types of testing are to be carried out as per the requirement in patients:
 - Urine test
 - Hemoglobin test.
 - Sugar test

Above requirement is compulsory.

- ii. The agency can outsource the laboratory service by collaboration with MD(Pathology) at Jamnagar. The payment will be made as per CGHS rates per Lab test. **Outsourcing and running of laboratory is Optional.**

(H) Dressing Services:

- i. The nurses deputed by the agency shall also be capable to attend the patients needing dressing; perform work relating to dressing requirements; perform minor stitching, opening of stitches, auto cleaning of dressing material; applying POP plasters; and ensure neatness and cleanliness of the dressing unit as per medical norms. The said nurse shall work under guidance of the Medical Officers and discharge duties assigned to him/her to the satisfaction of the Medical officer.
- ii. The equipment's for dressing and material should be made available by the agency in sufficient quantity.

I) Disposal of medical waste:

- i. The agency shall be responsible for BMWM (as per prevalent laws and requirement) all biomedical, chemical and radiological waste generated within the hospital including its segregation, transportation, storage, treatment and destructions.
- ii. The agency should have contract with common bio- medical waste disposal facility nearby and should observe strict BMW disposal regulations.
- iii. The necessary color coded waste bins and waste segregation methods should be applied and necessary material shall be purchased by the Agency.
- iv. Agency will be responsible for inappropriate disposal of BMW inside and surrounding of Hospital premises.

J) Housekeeping:

- i. Although separate outsourced agency will work for cleanliness of structure and surrounding. The other cleanliness areas not included in housekeeping tender shall be carried out by the Agency.
- ii. Bio Medical waste management will be whole responsibility of Agency.
- iii. The arrangement of good quality of mattress, bed sheet, pillow, pillow cover and blanket including its cleaning/replacement.
- iv. The expenditure towards landline rentals etc. will be borne by the agency at their own.
- v. The upkeep, repair of furniture provided by DPA.

K) Rentals and other charges

- i. The hospital structure and area will be given to the agency without any rentals.
- ii. Electricity – the electricity charge will not be levied upon the agency.
- iii. Water supply charges will not be levied upon the agency.

- iv. Security services will be outsourced by DPA.
- v. The structure and assets which are not coming under DPAs regular repair and maintenance has to be arranged/maintained by the agency.
- vi. The accommodation to the staff will be given subject to availability of quarters and the agency has to pay rentals and other charges as applicable.

L) Drinking water

The agency has to arrange for RO water purification and water cooler for drinking water to staff and patients.

M) Referral Services:

DPA is having empaneled Hospitals recognized for treatment of patients on CGHS rates (SAMARPAN, GGH) at Jamnagar and also at Rajkot, Ahmedabad etc. the patients requiring specific higher level of treatment can be referred for further treatment.

N) Ambulance Services:

Ambulance services are provided to DPA regular and its family members for transfer of emergency patients.

O) OFFICE SUPPORT SERVICES

- i. The agency shall provide the following as a minimum requirement towards the other related services:
- ii. Facilitate the registration of patients of OPD, IPD and emergency.
- iii. Assist and transfer injured and sick patients to referral hospitals recognized by DPA.
- iv. Co-ordinate to get treatment in empaneled hospitals.
- v. Handle medical booklets
- vi. Distribute the medical reports and upkeep of records thereof, and
- vii. Assist the Medical Officers of DPA as and when required. DPA may assign any work to them related to hospital as per need.

P) PERSONNEL

For all the various positions mentioned in the tender document, only such persons shall be deputed by the agency at DPA Vadinar hospitals, who:

- i. Have integrity and possess the desire to serve the sick are

competent (with adequate educational qualification and experiences 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 agency shall produce all such certificate to demonstrate the due competence of the persons to demonstrate their educational qualifications, experience and skills.

- ii. Are cleared/approved by the Chief Medical Officer of DPA after duly verifying the pre-requisite laid down for each posts before the person is deployed at Port Hospital.
- iii. 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 Chief Medical Officer of DPA. In no case, they shall act suo-moto without the written consent of the Chief Medical Officer of DPA. They are expected to become conversant with the relevant rules and regulations of the SPR on the matters related to the Hospital. They are expected to be computer savvy and competent to handle all the apparatus and equipment available in the hospital related to their tasks.
- iv. Based on the innate nature of work, the persons deployed may face little work pressure on some days. They are required to:
 - Not argue with patients or superiors, and in no case, misbehave with patients or persons accompanying them;
 - Report to the Chief Medical Officers of DPA for necessary action, any incident of altercation with the patients or persons accompanying them
 - Also, the Medical Officers and staff members are required to have good habits with regard to cleanliness and hygiene. The Medical Officers shall wear white uniform compulsorily.

Q) UNIFORM:

- i. All support staff members shall wear the uniforms as decided the Chief Medical Officer of DPA. While on duty, the persons deputed at the hospital shall wear invariably neat and tidy uniforms.
- ii. All persons deputed at the hospital with sufficient numbers of uniforms; in this regard, the persons deputed shall not be charged any money whatsoever; and
- iii. All equipment, tools, consumables etc. required for performing task at the hospital.

R) PHARMACY:

DPA has outsourced the pharmacy for supply of medicines to eligible

patients.

DPA has outsourced supply of Allopathic, Ayurvedic, Homeopathic Medicines and Surgical Disposals etc. to DPA beneficiaries from the outlets in New Kandla, Gopalpuri, Adipur and Vadinar. If agency desires to take over the supply of allopathic and surgical disposals etc. at DPA Vadinar hospital, the agency is required to match with the discount offered by the successful bidder and accepted by DPA and in such case the agency, except the condition of the security deposit, will be contractually bound to the terms and condition of the tender for “supply of Allopathic, Ayurvedic, Homeopathic Medicines and Surgical Disposals etc. to DPA beneficiaries from the outlets in New Kandla, Gopalpuri, Adipur and Vadinar”.

S) The area of services includes:

- i. Consultation
- ii. Treatment of emergency patients.
- iii. Providing regular medicines
- iv. Diagnostic tests to support diagnosis
- v. Stabilize the patient (cardiac/injury) before shifting to specialty/referral hospitals.
- vi. Ensure follow-up treatment through tie-up with specialty/referral hospitals.
- vii. Create a system for counselling.
- viii. Documentation/ Record Keeping

(T) DEPLOYMENT OF STAFF:

The agency shall be responsible for recruitment and deployment of doctors and paramedical staff for complete management (providing, equipping, manning, running and managing) medical and para medicals services and the doctors/para medical staff so recruited and deployed by the agency shall be under their direct control/supervision. The agency shall exercise total superintendence, control and supervision over the staff and their work.

The tentative number of manpower to be deployed by the agency is appended below:

Sr. No.	Job description	Number of persons required per shift	Minim qualification and experience
1	Doctor	Regular OPD + on call 24-hour duty Total : 01	MBBS degree + 2 years' experience in respective field.
2	Nurse	01 in each shift (3 shifts) 01 as reliever/extra Total: 04	Diploma in nursing + 3 years' experience in respective field OR B.SC (Nursing) degree + 1 years' experience in respective field.
3	Supporting	01 in each shift	8 th pass + 1 years' experience in

	Staff/Ward Boy	(3 shifts) 01 as reliever/extra Total: 04	respective field.
4	Manager-Cum-Liaison Officer	for registration, biometric attendance, providing hospital data etc. Total: 1	Bachelor + fluent in English and computer
The agency shall not deploy any minor as paramedical staff/laborers/workers.			

1. The agency shall enroll and declare manpower status every month. viz.

Name of staff	Designation		
	Medical officer	OPD+ On call	1
	Nursing staff	One shift one staff	1
	Nursing Staff	One shift one staff	1
	Nursing Staff	One shift one staff	1
	Nursing Staff	Reliever	1
	Ward orderly	One shift one staff	1
	Ward orderly	One shift one staff	1
	Ward orderly	One shift one staff	1
	Ward orderly	Reliever	1
	Manager	OPD hours	1
		Total	10

U) OVERTIME Clause:

- i. In leave period of staff or on weekly off day, agency has to arrange the staff from leave reserve staff.
- ii. **No staff in any case should be given overtime duty of more than 4 hours in 24 hours.**

V) Employee provident fund:

The agency should timely submit EPF for the all employees working under agency.

W) Salary:

The agency should make timely payment to staff. Salary structure should be in accordance with the labour laws. The weekly off should be given as per labour laws rates.

X) No dues:

From estate and electric department regarding rent and electric payment of quarters allotted thereof.

Y) Other important

- i. Two dedicated mobile no. for calling at hospital shall be arranged by the agency at their own cost.
- ii. All stationeries required for computers, printers, medical equipment, administrative work, prescription, case history etc. necessary for running the hospital shall be arranged by the agency at their own cost. Any other activity, which has not been envisaged, may be considered as included and the agency has to arrange it at their own cost.
- iii. Water filter, RO system and water cooler shall be arranged and maintained by the agency at their own cost.
- iv. Except medicines, all other consumables necessary for dressing, syringe, diagnosis instrument, any other type of instruments etc. required for running the hospital and for treating, the targeted patients satisfactorily are to be maintained by the agency at their own cost. Any other activity, which has not been envisaged, may be considered as included.
- v. Appropriate data of the persons, who are taking treatment in the DPA Vadinar Hospital as well as the details of consumption of medicines provided by DPA, will be maintained by the agency on daily basis which will be subject to inspection and need to be submitted as a monthly statement for the period for which tax invoice is raised by the agency for release of monthly payment.

Z) HOSPITAL MANAGEMENT SYSTEM

DPA has online work system of Hospital management system. The staff should be well versed with computerized operative system and should be able to work with computerized system of work. The HMS system will be provided by DPA; the Agency should be able to run it.

AA) Penalty clause

1. Non-availability of any of the declared services as per the scope of work given in the SECTION VI shall lead of imposition of 25000/- (twenty-five thousand) per day. This includes service of doctor. (Non-working of OPD service or entire shift service)
2. Any such non-availability of service more than three times without satisfactory reason shall be liable for discontinuation of contract.
3. In case of absence or non-recruiting of any staff, which is required to be deployed as per the scope of work given in the Section-VI, a penalty of Rs. 3000/- (Three Thousand) per day per person will be imposed upon the Agency.
4. The total amount of the penalties mentioned at Sr.No.1 & 3 should not exceed 10% of the total monthly bill amount.
5. In case of any complaint received against the agency during the currency of the contract period a penalty of Rs. 5000/- (Five Thousand) per complaint will be imposed after investigation by the Chief Medical Officer through a committee constituted by DPA. The decision of Chief Medical Officer based on the finding of the committee will be final and binding on the agency.
6. In case, the agency fails to commence the work within the stipulated time period, penalty at the rate of Rs. 10,000.00 (Ten Thousand) per day will be imposed.
7. Private practice of any type will not be allowed at any cost.
8. However, to treat any patient (DPA/Non-DPA) in emergency is the legal and moral responsibility of service provider. Non-eligible(Non-DPA) patients can be treated as private patients by taking consultation fees of Rs.350 and other services can be charged as per CGHS and payment shall be paid to DPA on monthly basis. Separate register has to be maintained for same.

BB) Legal

The agency should obtain all necessary legal and statutory documents and licenses required for running of Health Centre. The agency should comply to all labor laws of the state.

Budgetary Quote

Sr. No.	Job description	Rate quoted
1	Outsourcing of Vadinar Hospital for treatment of Deendayal Port Authority beneficiaries as well as other persons as decided by DPA, at Vadinar and completing the services as per the Scope of Work.	
2	ALL ABOVE + LABORATORY SERVICE	
3	ALL ABOVE + RADIOLOGY SERVICE	
4	ALL ABOVE + LABORATORY SERVICE + RADIOLOGY SERVICE	

The interested Hospitals may submit their offers with above mentioned qualifying criteria and its supporting enclosures through email (cmo@deendayalport.gov.in)/[registered post/by hand](#) upto 5:00 PM by 04-10-2024 to CMO office, Deendayal Port Authority Hospital, Gopalpuri- Gandhidham-Kutch.

**Chief Medical Officer
Deendayal Port Authority**