

Government of West Bengal
Office of the Chief Medical Officer of Health
Nadia

Memo No. 1659

dated, Krishnagar, the 12/02/2014

Tender notice

Sealed tenders are hereby invited from prospective eligible firms/agencies for outsourcing of security service including generator operations for District Hospital, Nadia, Ranaghat SD Hospital, Tehatta SD Hospital, Chakdaha SG Hospital, Santipur, Nabadwip SG Hospital.

Sl. No.	Name of the Hospital	Sanctioned no. of security personnel to be engaged by the bidder
1.	District Hospital, Nadia	18 Guard+2 Supervisor
2.	Ranaghat SD Hospital	6 Guard
3.	Tehatta SD Hospital	11 Guard+ 1 Supervisor
4.	Chakdaha SG Hospital	6 Guard
5.	Nabadwip SG Hospital	8 Guard
6.	Santipur SG Hospital	8 Guard

The tender documents must be in 2 parts, 1st part-Technical bid document, 2nd part-Financial bid document. Each of the said 2 documents must be sealed in envelopes. Outside of each envelop, the type of the bid is to be superscribed clearly viz. "Technical Bid, 'Commercial Bid'. These 2 (two) envelopes are to be sealed in 1 single envelop superscribing outside of it 'Tender for outsourcing of security service including generator operations for the Hospitals of Nadia district.' The sealed tenders are to be sent addressed to the Chief Medical Officer of Health, 5, D.L.Roy Road, Krishnagar, Nadia' by registered post or speed post or to be dropped into the dropbox of the CMOH Office, Nadia. The tenders sent through registered post or speed post must reach the CMOH Office within the last date & time of submission of tender as mentioned below. However, the authority will not be responsible for any type of postal delay. Bid for different hospitals will have to be submitted separately if applied for multiple hospitals. In case of acceptance of the tender documents, financial bid will be considered only after successful completion of the technical bids.

The bid documents are to be collected from the CMOH Office, Nadia on all working days from 17-2-14 to 20-2-2014 during the time period from 11.00 A.M. to 4.00 P.M. on payment of Rs. 500/- in T.R. Form 7 under the Head of Accounts 0210-01-800-001-other receipts-001-collection from miscellaneous service fees-14 services fees(14 digit code 02100180000114) duly passed by the office of the undersigned. Earnest money of Rs. 5000/- for SDHs & SGHs & Rs. 7000/- for District Hospital, Nadia should be deposited in Head of Accounts 8443-00-103-Earnest money-001-07 deposit with the tender documents. Rate is to be quoted as per commercial bid documents. Rate is to be quoted as per commercial bid form.

Last date & time of submission of sealed tenders	Date & time of opening of tenders
21/2/2014 at 12.00 noon	24/2/2014 at 11.00 A.M.

In addition to above, please go through the terms & conditions & G.O. No.-HF/O/MA/1493/Z-55/2011, dt.-21/8/2012 annexed herewith. For further queries, please contact the Office of the CMOH, Nadia. The undersigned has the right to accept or reject the tender without assigning any reason ~~herewith therewith~~.

12.2.14
Chief Medical Officer of Health
Nadia S. Chanda

Terms and Conditions for Security Services including Generator Operations for Hospitals

Date of issue April 2012

Contents

ANNEXURE A: ELIGIBILITY CRITERIA FOR PARTICIPATING IN THE TENDER	4
ANNEXURE B: GENERAL TERMS AND CONDITIONS	5
ANNEXURE C: SCHEDULE OF WORK AND SPECIAL TERMS AND CONDITION	8
1) NORMS OF SERVICE AT DIFFERENT SERVICE AREAS/POINTS	8
2) CALCULATION OF REQUIREMENTS OF SECURITY STAFF	9
3) INDEMNITY TO HOSPITAL	10
4) PROVISION OF MATERIALS	10
5) EMPLOYMENT OF MANPOWER (ONLY MEN ARE TO BE PROVIDED).....	10
6) RESPONSIBILITIES OF THE CONTRACTOR.....	11
7) PAYMENT CONDITIONS	13
8) COMMENCEMENT OF WORK.....	13
9) CANCELLATION OF CONTRACT	13
10) EXIT CLAUSE	14
11) MISCELLANEOUS CONDITIONS	14
12) ARBITRATION.....	ERROR! BOOKMARK NOT DEFINED.
ANNEXURE D: APPLICATION FORM AND ANNEXURES FOR BID	16
APPLICATION FORM	16
TECHNICAL BID FORM.....	17
SOLVENCY CERTIFICATE.....	20
EXPERIENCE CERTIFICATE.....	21
COMMERCIAL BID FORM.....	23

Annex ure A: Eligibility Criteria for Participating in the Tender

All the criteria are essential and must be met for being successful in the technical bid.

1. The bidder should be having a legal entity either of individual/partners or a body corporate which may sue or may be sued.
2. The bidder should have current licence under Regulation of Private Security Agencies Act 2005 & Rules 2007 to be able to carry out the business of providing security guards.
3. The bidder should be competent enough to deal with the business of providing security and support Services in the hospitals for which the bid is being made and should have adequate financial capability and man-power (Skilled/semi-skilled/unskilled) required for managing the business awarded. The persons to be employed as security personnel shall preferably be ex servicemen. If ex servicemen are not provided, the security personnel to be employed should be trained in security services and physically and medically fit.
4. There should be a Supervisor in Charge who shall be an ex serviceman preferably not below the rank of a JCO.
5. The bidder must have capability to absorb all the manpower provided to carry out the order, if given to him, in other establishments under his control and under no circumstances will any of his manpower be a liability of the subsequent successful bidder or the hospital authorities. (A self declaration to this effect is to be provided)
6. The bidder must have the requisite trade and other licences to do the business of providing security and support Services in the hospitals for which the bid is being made
7. The bidder should be registered with the appropriate authorities as may be required, for providing the services and material to be used for managing the work and up to date clearance should be taken from all the relevant statutory authorities for the previous three years.
8. The bidder must not have been blacklisted by any hospital or government organisation.
9. The bidder must not have been convicted in or have pending in any court any vigilance or any criminal case against it or its proprietors or principal employees.
10. The bidder must have at least 3 years of experience in the field of providing security Services to institutions/hospitals.
11. The annual turnover of the bidder should be at least Rs 10 (Ten) lakhs during the last three financial years
12. The bidder should have a cash reserve equivalent to 4 months of security and support Services bills of the hospitals for which the bid is being made.(A self declaration to this effect is sufficient)
13. The bidder should be a profit making organization, having made a pre- tax profit of not less than 5% of annual turnover for the previous two financial years. (A Chartered Accountant certified copy of profit and loss statement of balance sheet for last three years is to be attached)

Annexure B: General Terms and Conditions

1. The tenderer submitting tender would be deemed to have considered and accepted all the terms and conditions of contract. No verbal or written enquiries will be entertained in respect of acceptance or rejection of the tender.
2. The tenderer should read the General & Special Terms and Conditions and give their acceptance to that effect.
3. The period of the contract will be as provided in the tender notice with the provision of extension for one more calendar year at the same terms and conditions, including the rates provided the performance of the successful bidder has been satisfactory.
4. The bid documents are to be collected from the Office of the Tender Inviting Authority of the respective district during office hours on all working days during the period as advertised; on payment of Rs 500/- (Rs Five hundred only) in TR form 7 under the head of account 0210-01-800-other receipts-001-collection from miscellaneous service fees-14-service fees (14 digit code 02100180000114)
5. The bid documents are not transferable.
6. The bidder must satisfy all the conditions as required under the eligibility criteria
7. Delivery of the tender
 - a. The bidding will be done on a two bid method. The bidder should ensure that the technical bid complete in all respect and containing the required enclosures is sealed in a separate cover and commercial / price bid is sealed in separate cover and both the envelopes are kept and sealed in a suitable size cover which is addressed to the Chairman Security Services Tender Selection Committee super scribed in block letters with "Tender for providing Security Services to _____ Hospital/s with the tender number and name. The technical bids and price bids should be separately super scribed.
8. The tender should be duly filled in all respects and signed. The tenderer should quote in figures as well as in words the amount quoted by him. Alteration, if any, should be attested by the tenderer with his full signature, otherwise the tender shall be treated as invalid tender.
9. The tenderer or his/her authorized representative should duly sign each page of the entire tender documents personally. The tender should ensure that the amounts are written in such a way that interpolation is not possible. No space should be left blank.
10. The successor / heirs in office will be responsible for the liabilities created by the bidder in respect to the manpower, services etc. offered by bidder.
11. The bidder will be solely responsible for the activities if found fraudulent for cheating or swindling the money by way of advance payment or breach of terms and conditions.
12. The bidder will be responsible by abiding itself by the national law including rules relating to manpower, services etc. offered by the bidder.
13. The offers should be submitted within the scheduled time limits and delay if any occurred in submission on account of any reason, whatsoever, shall not be condoned and such delayed offers received late shall be rejected.
14. The bidder or any one authorized representative will be entitled to participate in the tender opening process to take note of the proceedings of disclosure.
15. Failure to fulfil any of the conditions given above shall render the tender for rejection.
16. Earnest Money
 - a. Earnest money as per Annexure 1 is to be deposited in Head of A/c 8443-00-103-Earnest Money-01-07-Deposit
 - b. The receipt for the payment of earnest money is to be enclosed with the technical bid. Failure to do so will lead to rejection of the bid.
 - c. No interest will be offered on the earnest money.
 - d. Amount of earnest money

Terms and Conditions for Security Services (April 2012)

- i. Sub divisional / State General/ Special Category Hospitals- Rs 5,000/- (Rs Five thousand)
 - ii. District/ Decentralised Hospitals- Rs 7,000/- (Rs Seven thousand)
- e. Refund of earnest money
 - i. For unsuccessful bidders- as soon as possible after the finalization of the contract
 - ii. For successful bidders- as soon as possible after Memorandum of Agreement is signed and security money is deposited.
- f. Forfeiture of earnest money
 - i. When a bidder whose tender has been received on behalf of the Tender Inviting Authority intimates the Chairman, Security and support Services Tender Selection Committee that he is not willing to abide by the terms of the tender, or, withdraws the tender before receipt of final acceptance
 - ii. When a bidder whose tender has been accepted fails, (i) to execute an agreement in such form as aforesaid in respect of all services and goods or materials for which the tender is accepted within 10 days of such acceptance is made known to him or (ii) to pay the security Deposit (5% of contract value subject to a maximum of Rs 50,000), the earnest money deposited by such person shall be forfeited and the contract is liable to be cancelled or the agreement if executed is liable to be treated as null and void. Further the tenderer undertakes, if his tender is accepted to enter into and execute when called upon to do so, an agreement with such modifications as agreed upon and unless and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the Hospital Superintendent and the contractor.

17. Security Deposit

- a. 5% up to a maximum of Rs 50,000 (Rs Fifty thousand only) of the total annual value of order shall be deposited by the successful bidder as security deposit within 10 (Ten) working day of issue of acceptance letter
- b. The security deposit will be refunded on the end of the contract period and its extensions thereof provided the work done by the successful bidder has been satisfactory and no complaints are pending.
- c. No interest will be offered on the security deposit.
- d. The security deposit will be forfeited
 - i. on the unsatisfactory performance of the successful bidder
 - ii. if the contracted work in part or whole has been sub contracted, outsourced, sublet to any other person, organisation or entity who/which is not under the direct employment/control of the successful bidder
 - iii. in case of failure to providing security and support Services within the designated time the Superintendent of the affected Hospital shall make alternate arrangement by engaging other contractor/persons at the cost of the successful bidder, and apart from that the successful bidder shall also pay damages which the Superintendent was made to pay to any person who suffer the damages due to such disrupted services. This shall be deducted from the security deposit.
 - iv. In case the premises of the hospital and other areas are not vacated in proper condition (as was taken at the start of the contract period) at the end of the contract period
 - v. In case all personnel employed are not offered employment elsewhere and provision of no liability on this account is not offered to subsequent successful tenderer.
 - vi. If it is discovered on a later date that fraudulent means have been employed to bid successfully for the tender. This includes supplying false documents/certificates, supplying false information, wilfully suppressing facts, manipulating the tender process by forming cartels, preventing fair competition by restricting participation by others and benami participation. Such bidders and their principals shall be blacklisted for a period of five years from the date of the present tender.

18. All costs for preparing the Memorandum of Agreement will be borne by the successful bidder.

19. Process of selection of successful bidder

- a. The Tender Inviting Committee will through public notice invite tenders for providing security and support Services in respective hospitals.
- b. The intending suppliers shall procure the tender papers along with the terms and conditions on payment of the requisite fees from the office of the Tender Inviting Committee
- c. After ensuring they meet all the eligibility criteria, intending suppliers shall submit the filled up application form along with all enclosures and earnest money deposit in two bid system-technical and commercial. The bids are to be dropped within the prescribed date and time. Any extension will be allowed only by the Tender Inviting Committee.
- d. The technical bids will be opened in the office of the Tender Inviting Committee at specified time and place in the presence of the bidders or their authorised representative. Only one person per bidder will be allowed entry.
- e. From amongst the bidders only those who have met all the essential criteria and have submitted the requisite documents and have been deemed to have successfully passed the test of technical bid by the Tender Selection Committee shall be identified.
- f. For the commercial bid, the bidder shall first indicate the number of security personnel and supervisor to be provided daily which will meet the security services requirement of the hospital. Based on this, the monthly labour charges are to be worked out ensuring that the minimum wage and other statutory dues shall be paid to all personnel employed. The bidder shall now quote his service charge which shall be a percentage of the total claims for labour charges per month. This service charge shall be limited to a maximum of 10% of the proposed labour charges. The commercial bids of the identified successful technical bidders will be evaluated based on the criteria of offering the lowest total cost (Total of labour charges and service charges which shall be termed as the total cost) in providing Security Services as given in the schedules. The bidder offering the said lowest total cost will be selected to providing security Services as per schedule, subject to the bidder affirming that all workers under him will be paid as per the provisions of the minimum wages act and other statutory provisions as given in his offer.
- g. In case of a tie, the successful bidder will be determined by a draw of lots.
- h. The decision of the Tender Selection Committee shall be final and binding in all respects

20. On getting the acceptance letter from the Tender Selection Committee, the successful bidder shall deposit the Security deposit and make arrangements for complying the other terms and conditions/special terms and conditions as laid down in the tender document with the prescribed time frame.

21. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Contracting Officer/Hospital authorities for inferior works as determined by the Hospital Superintendent and in case all payments have been made to the Contractor for this work, this amount will be deducted from any sum due to the Contractor. Inferior works includes employment of physically unfit persons for performing security services.

22. Operational guidelines- The Principal Secretary DoH&FW, The Director of Health Services, The Director of Medical Education or their authorised representative shall make the operational guidelines as and when required and they shall be followed from the date of issuance of the order.

23. Exit Clause- If the successful tenderer wishes to discontinue his services after completion of six months of the contract, due to any reason, he may do so after providing a written notice of ninety days to the Hospital Superintendent/ Medical Superintendent cum Vice Principal. An exit fee shall be deducted from the security deposit.

24. The Chairman of the Security Services Tender Selection Committee reserves the right of cancellation, adding, reducing or deferring the tender in total or partially without assigning any reason thereof and claim in this behalf in any way shall not be tenable for compensation in one way or the other. In such case the bidder will be refunded with the earnest money deposit without any payment of interest.

Annexure C: Schedule of work and Special Terms and Condition

Important:

As per the requirements of the specific hospital, the Superintendent will determine the area of the hospital wherein the services of the successful tenderer will have to be provided and the number of persons to be deployed. This designated area may include all main entry points to the hospital premises, entry points to the hospital buildings and its annexe, offices, training centres, OPD, Emergency, all gates, indoor wards, laboratories, hostels, etc and any such areas as specified by the hospital Superintendent. The work order to the successful tenderer will be based on this assigned area.

Prior to dropping the bid for the tender, the intending bidders are advised to contact the hospital Superintendent to get the details of the areas to be tendered out for providing the security and support services. The intending bidder should have the knowledge of the different sites and locations and the timings his organisation will have to provide services in and the materials to be supplied by him. He should quote his rates based on this. Failure to garner proper knowledge of the ground realities and quoting abnormally low rates will not be an excuse for poor/deficient services on a later date.

All references to hospital premises relate only to this designated area.

1) NORMS OF SERVICE AT DIFFERENT SERVICE AREAS/POINTS

The security personnel will be placed in the respective service areas for duties during their shift (Each shift implies 8 (eight) hours of duty). They will remain present in the respective service areas at all times during their duty hours and will leave for short periods only after being permitted by the on duty Medical Officer/nursing personnel/Asst Superintendent/ward master.

1) Security Services at Entry Points of Hospital Building (also applicable for training centres and hostels)

- a) All the entry points are to be manned during the hours as directed by the Hospital Superintendent
- b) The Main Entry points to the hospitals are to be manned round the clock
- c) Only authorised persons are to be allowed entry through the entry points. The policy regarding entry and the issuing of cards will be as determined by the hospital Superintendent. At specific points the security guards may be required to maintain a register of visitors.
- d) For patient parties, ensure adherence to visiting hours. Ringing of bells and clearance of patient parties from wards is to be done.

2) Security and Support Services at the Emergency Entry Point

- a) Manning of the entry point round the clock
- b) Crowd control at emergency including crisis management
- c) Touts, if any, should be removed from the emergency

3) Security and Support Services in the OPDs and other service areas like labs, imaging etc

- a) Manning the entry points round the clock
- b) Crowd control in the OPD including crisis management
- c) Patient circulation and OPD reception management
- d) Touts, if any, should be removed.

- e) Ensure that in their service areas all
 - i) Fire safety devices are functional
 - ii) Electrical Fittings, lamps, fans, cooling equipment throughout the hospital are functional
 - iii) All signage are clean and readable
- f) All service areas under their control are opened & cleaned and closed on time and keys handed over to the proper authorities

4) Maintenance of Hospital Main Campus Gate along with Hospital Exterior (Campus)

- a) Maintenance of the parking of the authorised vehicles in an orderly fashion. Maintenance of parking lots, if available, are to be done
- b) Unauthorised ambulances/cars should not be allowed to be parked within the hospital premises
- c) Unauthorised persons, vagrants and vendors/hawkers, unauthorised shops, unauthorised markets, unauthorised food stalls/canteens etc should be prohibited from entering the hospital premises
- d) Washing of outside vehicles, clothes or any other activity, commercial or otherwise, not associated with the hospital services shall be prohibited within the hospital premises
- e) Touts, if any, should be removed from the campus
- f) Ensuring the safety and security of the common collection sites. Ensuring that unauthorised persons/rag pickers do not pickup Bio Medical Waste from the hospital premises.
- g) The whole campus should be covered by rounds (patrolled) of the security persons in a regular manner and all theft averted
- h) Pilferage and theft of government goods and materials is to be prevented and those indulging in these practices are to be apprehended
- i) Mob control and ensuring safety and security of all hospital staff during all working hours
- j) Prevention of sound pollution- playing of loud speakers, blowing of horns, bursting of crackers within the hospital's premises
- k) Prevention of smoking and sale of tobacco products within the hospital's premises
- l) Prevention of sale and use of intoxicants within the hospital's premises
- m) To intimate to the hospital Superintendent or his representative of any intelligence input regarding any law and order situation/ pilferage or any such matter of importance.

5) Maintenance of Generator Operations

- a) The Security in charge or one of the Security workmen will be designated as the Generator operator in charge by the Hospital Superintendent. He will be responsible for the proper functioning of the generator at all times. He will maintain liaison with the authorised service agent to keep the generator in working condition at all times. He will also ensure the filling up of the generator with POL whenever required. The Assistant Superintendent or Ward Master of the Hospital shall assist in ensuring the logistical requirements are available including transport of the POL, during the refuelling process.
- b) One or the required number of on duty security workman/workmen shall be responsible for the operation of the hospital generator during the period of load-shedding or power failure.
- c) The generator in charge shall maintain the log book of the generator ensuring that the generator operator fills in the times of operations.
- d) Any damage to the generator or non functioning due to negligence will be considered as severe breach of contract and result in deduction of penalty.

6) Miscellaneous Services

- i) Conducting Fire and Disaster Management drill twice yearly and participating in fire fighting and disaster management during incidences
- ii) Maintenance of close liaison with the police authorities and sharing information with them

2) CALCULATION OF REQUIREMENTS OF SECURITY STAFF

The Superintendent shall ensure that only the required and essential access points of the hospital are kept open.

The number of security personnel including supervisors, as approved by the Medical Services Branch of the Department will only be engaged through outsourcing. No additional workmen shall be engaged under any designation or category.

3) INDEMNITY TO HOSPITAL

If in areas entrusted to the security and support services, pilferage / theft/ damage of hospital materials is detected, the hospital Superintendent shall be at liberty to make good the loss from the security deposit/ any dues payable to the contractor. It shall be the responsibility of the contractor to ensure that no loss or damage occurs to government property in areas under his control.

4) PROVISION OF MATERIALS

- a. The contractor shall provide a mobile with working connection to the Supervisor in Charge. Cost of mobile connection will be borne by contractor.
- b. Batons and whistles, being part of the uniform, shall be provided to the security personnel by the contractor
- c. Torches and batteries based on objective assessment of the requirement by the Hospital Superintendent, shall be provided to the security persons by the hospital authorities
- d. The security personnel should ensure that the supplied materials and consumables are used judiciously without wastage or pilferage. Wastage or pilferage of supplied materials will attract the provision of recovering the cost of items from the bills or security deposit of the contractor.
- e. The responsibility of maintenance of the supplied materials shall lie with the contractor. Whenever the Hospital authorities provide any equipment, the contractor shall prior to taking them over, prepare a list indicating the actual present condition of the items and on termination of the period of contract hand them over in same condition. During period of use, necessary care to prevent damage shall be taken otherwise the damaged goods have to be replaced with similar items at contractor's own cost.

5) EMPLOYMENT OF MANPOWER (ONLY MEN ARE TO BE PROVIDED)

- a. THE CONTRACTOR SHALL DEPLOY ADEQUATE MANPOWER WITH APPROPRIATE SKILLS TO CARRY OUT THE CONTRACT:
 - i. All security personnel provided should have good spoken and written knowledge of the local language and working knowledge of the national language.
 - ii. One In Charge/Supervisor to liaison with the designated hospital authorities on a day to day basis. He shall be equipped with a mobile phone for easy communication. He shall be overall in charge of the services rendered by the contractor's staff. He shall be an ex-serviceman of JCO rank. It shall be desirable for the Supervisor to have training in Fire Safety and Disaster Management.
 - iii. All staffs are preferable to be ex servicemen. If ex servicemen are not provided then
 - iv. All staff should have robust physique and are to be mentally and medically fit, proportional weight for height with weight more than 45 kgs, height not less than 150 cms [130cms in hill subdivisions of Darjeeling]), 6/6 eyesight in both eyes (if corrected vision, glasses should not be $> \pm 2D$), chest more than 68 cms with minimum 5 cms expansion, no colour blindness, should recognize red and green colours. Should not have disease like deformity of bones, hydrocele and varicocele or piles or flat foot. Should have normal hearing with each ear and good binocular vision in both eyes.
 - v. The age of security personnel, unless ex servicemen, should be between 18 and 40 years (older personnel, if appointed should be able to endure the physical strain required for mob and crowd management as will be determined by the Hospital Superintendent).

- vi. The contractor shall keep a pool of reserve security guards (up to a maximum of 5% of total staff provided)

6) RESPONSIBILITIES OF THE CONTRACTOR

- a) The contractor will come within the purview of Section 2 (c) of the Contract Labour (Regulation and Abolition) Act 1970
- b) The contractor shall ensure that all terms, specifications and conditions as given in the contract document are being met
- c) Adequate number of personnel based on the norms for staffing with required skill set should be posted so that the proper quality of security and support services of the designated areas is carried out. If any site to be manned is found to be vacant, twice the amount of proportional wages for deficient staff will be deducted from the bill for that shift.
- d) The contractor shall provide a list and a passport size photograph of all the personnel so deployed to the Hospital Superintendent including additions/changes well in time giving the following details
 - a) Full Name
 - b) Father`s Name
 - c) Permanent Address
 - d) Local address
- e) Whenever any new staff is recruited or engaged as substitute, the Hospital authorities are to be informed in writing. However, the Hospital Superintendent shall be within his rights to remove or get changed any personnel whom he considers unsuitable/unfit for the job being entrusted to him/her
- f) The employees of the contractor shall be in neat uniform to be supplied by the contractor. (Colour of uniform will be decided by the Hospital Superintendent). Wearing of uniforms with photo I-card is mandatory.
- g) The contractor shall issue the photo identity card, after approving from the Superintendent, for the employees engaged by him and their name plates should be exhibited on the uniform.
- h) Contractor will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made on this part. The Contractor shall indemnify the Hospital Authorities from any claims arising out of accidents, disabilities of any nature or death arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.
- i) The contractor shall be employer of all workmen deputed by him for the purpose of security services and shall be liable entirely, to the exclusion of anyone else, for the payment of wages as also for the observance of all statutory requirements including of deposit of PF contribution/ESI contribution etc and or filing of the returns
- j) It will be the sole responsibility of the Contractor to abide by the provisions of the following acts as to the workmen engaged by him for performance of this contract :
 - i) Employment of Children Act
 - ii) Workmen Compensation Act
 - iii) Employment of Labour / Contract Labour Act
 - iv) Industrial Employment (Standing Orders) Act 1946
 - v) Contract Labour (Regulation and Abolition) Act 1970
 - vi) Minimum Wages Act
 - vii) Employee Provident Fund Act
 - viii) ESI Act
 - ix) Any other act or legislation which may govern the nature of the contract.
 - x) Any other law or act or rule as may be in force and made applicable to the workmen / supervisor / other persons as may be deployed by the Contractor for carrying out the assigned jobs involving use of skilled, semi-skilled or unskilled workmen.
- k) Any damage to/loss of hospital property or fittings, loss of septic tank lids etc due to negligence in security services as provided in the contract shall be deducted from the bills of the Contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the Contractor.

- l) Any liability arising on the Hospital authorities due to the activities of the contractor including omissions and commissions shall be deducted as liquidated damages from the bills of the Contractor and if the full amount is not recovered then the same shall be recovered from the security deposit of the Contractor.
- m) There would be no liabilities towards the workmen of the Contractor by the hospital authorities or the successful bidder for the next contract. Failure to do this will entail deduction of security deposit and blacklisting of the firm and its principals for a period not less than five years from the date of end of contract period.
- n) The Contractor is required to post his authorized representative/ Supervisor in charge at the site of the work who shall receive the instructions from the Officer nominated by the Superintendent of the Hospital from time to time. All such instructions received by the authorized representative on behalf of the Contractor shall be deemed to have been received by the Contractor within the scope of his work order.
- o) The contractor shall provide adequate number of supervisors with to supervise the work and they will be available in the campus round the clock.
- p) The Contractor shall be liable to pay compensation for any loss and damage caused to the property of the Hospital or its patients by the Contractor or his workers
- q) The Contractor shall personally be responsible for the conduct of his staff and in case of any complaint against any staff; Contractor will be under obligation to change the worker when instructed by authority. The contractor shall observe all the laws of the land and will be responsible for any prosecution or liability arising from breach of any of those laws. The Hospital authorities will not hold any responsibility with regard to staff on the rolls of the contractor whatsoever
- r) The Hospital authorities shall not be responsible for any loss, breakage or theft of Contractor's material for which he has to make his own arrangements for storage. Storage space shall be provided by the hospital authorities.
- s) The Hospital authorities shall not pay any compensation in respect of any injury or death caused to the workers of the Contractor. It will be the sole responsibility of the Contractor under the applicable law / rules
- t) The Contractor shall pay wages to the workers employed by the Contractor latest by 7th positively every month by cheque/cash along with payment slip as per Central Labour Enforcement Authority regulations.
- u) The Contractor shall ensure the continuing good health of the workers engaged by him. The contractor shall produce proof of each employee engaged by him about proper medical fitness regarding their health status, as and when required by the hospital Superintendent.
- v) The Contractor will ensure and arrange for taking daily attendance in shifts of his workers which will be countersigned by the hospital authorities. Provision should be made by the contractor to provide additional staff when anyone goes on leave/day off.
- w) The Contractor will ensure that his staffs correctly fill in the monitoring checklists and/or forms/registers as required by the hospital authorities.
- x) Disciplinary action will be taken against the staff engaged by the contractor for their non-compliance of work, indecent behaviour etc.
- y) The contractor or his Supervisor in Charge shall daily report to Officer nominated by the Hospital Superintendent to supervise the work under the contract and take instructions every day from him for the work on a book / register maintained by the Contractor exclusively for the purpose. He shall preserve the said book and produce the same when asked.
- z) The Contractor / Supervisor in Charge should approach the officer nominated by the Hospital Superintendent if he needs any instructions, help or has any difficulties.
- aa) Facilities provided under the contract should not be used for any other purpose. Failure to comply will lead to cancellation of the contract and forfeiture of security deposit.
- bb) The Contractor shall not supply or permit any employee to consume or supply intoxicating drinks and/or tobacco of any kind or form in the hospital premises.
- cc) If any premises are allotted to the contractor; no sub-lease of the premises or sub-contract will be allowed, including provision of housing for staff/non staff.

- dd) The premises allotted to the contractor for the purposes of the tender will be used exclusively for the works as mentioned in the work order. The premises will not be used for any other purposes including preparation of food for other persons, hostels, canteens/ patients of other hospitals, storage of materials for other contracts or any such activity. If the contractor is found to indulge in these activities, his contract will be cancelled forthwith and security deposit forfeited.

7) PAYMENT CONDITIONS

- a) The first bill shall be paid only after
- i) the Security Deposit has been paid,
 - ii) the Memorandum of Agreement has been signed,
 - iii) List of all staff employed including supervisors have been provided to the Superintendent
 - iv) All staff have been provided with uniforms and photo identity tags and are using them
 - v) Written Job responsibilities of each staff has been provided to the Superintendent
 - vi) List of hospitals equipment handed over to the contractor with present condition has been made and the goods received as is where is by the contractor or his authorised representative.
- b) Bills will be drawn by the contractor in the Hospital Superintendent prescribed format and presented with the monitoring slips and other enclosures as instructed by the Hospital Superintendent. Bills will be prepared and presented monthly within the time scale as prescribed by the Hospital Superintendent. Bills will have to be countersigned as required.
- c) The Superintendent shall endeavour that the backlog of bills are kept at the minimum. However, non payment of bills shall not be an excuse for deficiencies in services as at the time of the tender the tenderer was to keep a cash reserve equivalent to four months security and support services in hand.
- d) Deductions will be made as follows
- i) Twice the proportional wages of security staff, if the number of staff deployed is less than the number committed in the offer.
 - ii) Actual total cost of items that have been pilfered from the hospital or damaged due to errors of omission/commission and/or negligence by the security staff
- e) Permissible taxes will be deducted from the bills and certificate will be issued by the Hospital Superintendent.
- f) Service Tax: The Government will pay the service tax to the selected contractor for rendering service at the prevailing rate, if applicable. The contractor will add service tax at the prevailing rates to the security and support services bill when presenting the same, and this service tax amount will be paid by the Hospital Superintendent. However, prior to presenting the next bill, the contractor shall provide documentary evidence to the Hospital Superintendent that the Service Tax collected in the previous bill had actually been deposited with the appropriate government service tax authorities.

8) COMMENCEMENT OF WORK

- a) The Contractor will be required to deploy the manpower and start the work within seven days from the date of award / date of communication of acceptance of the tender. In case it is found that the work has not been taken up within seven days from the date of acceptance of the tender or issue of the work order, the Tender Selection Committee at its sole discretion may cancel the work order and forfeit the earnest money deposit, deposited along with tender without any reference to the Contractor.

9) CANCELLATION OF CONTRACT

- a) Notwithstanding any other provisions made in the contract, the Tender Selection Committee reserves the absolute right to terminate the contract after giving one months notice in writing, without assigning any reasons. The Contractor shall raise no compensation or claim in the event of such cancellation.
- b) The Tender Selection Committee shall also have, without prejudice to other rights and remedies, the right in the event of breach by the Contractor of any of the terms and conditions of the Contract, or due to the Contractor's inability to perform as agreed for any reason whatsoever to terminate the contract forthwith and get the work done for the unexpired period of the contract at the risk and cost of the Contractor and

recover losses, damages, expenses or costs that may be suffered or incurred by the hospital authorities. The decision of the Security and support Services Tender Selection Committee about the breach/failure on the part of the Contractor shall be final and binding on the contractor and shall not be called into question.

- c) If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and EMD/Security Deposit issued to the Tender Inviting Authority shall be forfeited without any claim whatsoever on Tender Selection Committee

10) EXIT CLAUSE

- g) If the successful tenderer wishes to discontinue his services after completion of six months of the contract, due to any reason including unprofitable prices, he may do so after providing a written notice of ninety days to the Hospital Superintendent/ MS cum Vice Principal. An exit fee of Rs Two Thousand shall be deducted from the security deposit in case of contractors engaged in State General, Sub divisional, Special category of hospitals and Rs Five thousand in case of District, Decentralised and Teaching hospitals.

11) MISCELLANEOUS CONDITIONS

- a) The contract shall be awarded on the basis of "Principal-to-Principal" and the Contractor shall be deemed to be an independent contractor engaged for the performance of services/work/job in the manner and to the extent provided in these presents.
- b) In case of outbreaks, disasters and/or emergencies, the Hospital Superintendent may add certain instructions to the Security And Support Services and housekeeping services of the hospital in the interest of the patient's well being. The contractor shall have to abide by these special instructions as and when issued.

12) PENAL CLAUSES

The following penal clauses will be invoked for deficiencies in carrying out this contract

- 1) For not paying the workmen as per the statutory norms
 - a) Cancellation of the contract
 - b) Deduction of the pending amount to workmen from the bills due
 - c) Prosecution under the relevant Acts and Rules
 - d) Blacklisting of the bidders or its Principals from participation in any Government contract for five years
- 2) For workmen not remaining in their place of duty during their duty hours or not carrying out the work as per the specifications; in part or in whole
 - a) The workmen will be marked absent for the whole day irrespective of the duration of duties already put in and the day's wage of the workmen will be deducted from the bills for that month
- 3) For engaging less workmen than that provided in the contract
 - a) Twice the amount of the daily wage will be deducted from the bills of the contractor for each workman not engaged
- 4) For submission of inflated bills
 - a) Cancellation of the contract
 - b) Forfeiture of Security deposit
 - c) Criminal Prosecution under the relevant Acts and Rules for fraud and misrepresentation
 - d) Blacklisting of the bidders or its Principals from participation in any Government contract for five years
- 5) For not maintaining uninterrupted services in the hospital
 - a) Immediate cancellation of the contract
 - b) Forfeiture of all existing payments due
 - c) Blacklisting of the contractors or its Principals from participation in any Government contract for five years

13) LEGAL REDRESS

If any dispute or difference of any kind whatsoever (the decision whereof is not herein otherwise provided for) shall arise between the **Contractor and the Tender Selection Committee or the Hospital Superintendent** upon or in relation to or in connection with or arising out of this tender, will be dealt by the proper forum of law within Kolkata jurisdiction.

Annexure D: Application Form and Annexures for Bid

Application Form

Application form for bidders for providing Security services to hospitals

To

The

Sir,

Reference: Your advertisement no _____ dated _____ in the _____ inviting tenders for providing security and services to hospitals.

With reference to the above, I/We wish to offer our tender for providing security Services to _____ Hospital in _____ subdivision of _____ district.

I/We have assessed the area to be provided with security service each day and are confident that I/we have the necessary skill, expertise and financial capability to successfully undertake the works as provided under the contract if awarded.

The bids are made in two parts- Technical and Financial and are separately enclosed.

I/We agree to all the terms and conditions of the tender.

Thanking you.

Yours sincerely,

Technical Bid Form

All points are to be filled up; no places are to be kept vacant. For statutory clearances/registrations not applicable, mention "NOT APPLICABLE" instead of keeping blank.

Name of the Work	Providing Security Services for Hospitals
Tender Notice Number	
Due Date of the submission of the tender	
Name of the District Tendered for	
Name of the hospital Tendered for with addresses	
Treasury receipt for EMD	
Name / Title of the Bidder	
Full Address	
E-Mail	
Tel. No & Mobile No.	
Fax	
Local Addresses, if any	
Licence issued by the Appropriate Authority under Regulation of Private Security Agencies Act & Rules (Mandatory requirement. Without this licence, the technical bid will be cancelled)	
Legal entity of the bidder whether Firm / Society / Company / Other entity	
a) Registration No. / License No	b) Authority with whom registered
For the purpose of _____	
Name & Address of the Bankers of the bidders	
PAN No. TAN No.	
Registration No. granted by Commissioner of Service tax	

Terms and Conditions for Security Services (April 2012)

CST No. / VAT No. / ST No.											
No. of employees	<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1. .</td> <td></td> </tr> <tr> <td>2. .</td> <td></td> </tr> <tr> <td>3. .</td> <td></td> </tr> <tr> <td>4. .</td> <td></td> </tr> </tbody> </table>	Category	Number	1. .		2. .		3. .		4. .	
Category	Number										
1. .											
2. .											
3. .											
4. .											
EPF Registration Number											
Proof of submission of EPF of employees	Submitted as Annexure No _____ or Not submitted for the reason _____										
ESI Registration Number											
Proof of submission of ESI of employees	Submitted as Annexure No _____ or Not submitted for the reason _____										
Central Excise License No.											
Having capability to redeploy staff in other organization at end of contract period?	Yes No										
3 years of experience in providing security services (attach copies of work orders)	Submitted as Annexure No _____										
Annual Turnover in the last 3 years	Year 1 Year 2 Year 3										
Profit before taxes in last 2 years (attach copies of CA certified profit & loss accounts of balance sheet)	Year 1 Year 2										
Blacklisted by any government authority at any time. If yes, provide details	Yes No										
Has the firm or its proprietors or principal employees convicted in or have pending in any court any case. If yes, provide details	Yes No										
Any litigation against or by the firm or its Principals? If yes, provide details	Yes No										
Income Tax Returns for last three years attached	Yes No										
Sales Tax/ VAT Returns for last three years attached	Yes No										
Any other relevant information wish to submit											
I have gone through the eligibility criteria for participating in the tender and certify that all the conditions have been fulfilled											
I have read the General and Special Terms and Conditions, including the penal provisions, as given in the tender documents as per the tender notice quoted above. I have accepted them and agree to abide by them. I have also read the Memorandum of agreement and do agree to abide by it if declared successful in my bid.											

Terms and Conditions for Security Services (April 2012)

Certified that the above information is correct and true to the best of my knowledge and belief. Nothing has been concealed, false and fabricated and in case any information is found incorrect. I, the under signatory will be personally responsible for the same.

Date

Signature

Name of authorized person for bidder with seal

Solvency Certificate

This is to certify that M/s. _____ is a firm of Proprietorship / Partnership / body corporate (give legal entity) duly registered under the provisions of Act (give the name of Statutory Act) for which we are the authorized bankers and having bank transactions for their business through us and have good reputation.

Based on their financial transactions, we certify that financial position of the above named organization is sound and the solvency to the extent of amount Rs. _____ may be admitted.

Signature of Manager
Name of the Bank with seal

Date :

Experience Certificate

I, hereby certify that M/s. has been / was engaged by us in

providing security and support Services and housekeeping services during the period

1. Nature and style of business engaged in :

2. Turnover per annum : Rs.....

3. Staff employed by them :

4. Services rendered by them were found

- Satisfactory
- Unsatisfactory

5. There were no complaints against the organisation or the security workmen provided by them.

Signature

(of party certifying / issuing certificate with seal)

Name & Address :

(Block letters)

.....

.....

Place :

Date :

Commercial Bid Form

Service Norms

1. Number of security personnel to be provided daily _____ (in words) _____
2. Supervisor with mobile phone to be provided round the clock Yes/No

Quotation of Rates

(Please Note: If the bidder wilfully, erroneously or through oversight neglects to include the claims for his statutory payments as defined in Clause 6.i of C-Schedule of work and Special Terms and Condition of the Terms & Conditions of the tender for reimbursement from the Government while making the financial bids, the statutory payments will be made by the contractor from his own resources and the same will not be reimbursed by the Government. Hence all bidders are advised to be extremely careful in calculating their bid amounts)

Rate quoted for providing security services based on Service Norms as given above

Category of workmen	Gross Salary per workman	Other Allowances per workman	P Tax, EPF & ESI Deduction per workman	Total Deduction per workman	Net Wages per workman	EPF, ESI and other contribution by bidder per workman	Any other allowance claimed by bidder per workman	Total claims from Government per workman	No of staff proposed to be provided	Total Claims on account of workmen provided
Supervisor										
Security Personnel										
Total										

1. Total claims for workmen provided per month including statutory payments
 - a. In words _____
 - b. In figures _____
2. Service Charge (Maximum of 10% of 1 above) per month

Terms and Conditions for Security Services (April 2012)

a. In words _____

b. In figures _____

3. Total Cost per month (1+2) above

a. In words _____

b. In figures _____

Date

Name and signature of the bidder

Stamp

Annexure E: Memorandum of Agreement

(To be executed on general Stamp Paper of Rs. 100)

AGREEMENT

Memorandum of agreement made on this _____ day of _____ Two Thousand Nine between the Superintendent (Name of Hospital) and _____ having its registered office at _____ which expression shall include its successors / assignees hereinafter called the supplier of the one part (First Party). The (Name of Hospital) which is a hospital under the control of the Department of Health & Family Welfare Govt. of West Bengal situated at and represented by _____ on the second part.

WHEREAS the Tender Accepting Committee on behalf of the second party published notice inviting tenders for providing security and support Services to the patients admitted to the (name of hospital);

WHEREAS, the terms & conditions duly stipulated in the tender form under the Schedule of terms & conditions (general as well as special) along with the Penal provisions have been found acceptable by the First party to abide by them.

AND whereas, the First party applied and offered its Technical & Financial Bids in response of the notice & invitation for tender and the offer was found acceptable by the Cleaning Services Tender Selection Committee on behalf of the second Party who has issued Letter of acceptance and Work Order to the supplier;

AND whereas, the First Party has agreed that he will come within the purview of Section 2 (c) of the Contract Labour (Regulation and Abolition) Act 1970

Now it is therefore, parties herewith unto have agreed mutually to abide by the terms and conditions of the work order and now this deed WITNESSETH that:

1. The first party shall abide by the general terms and conditions as well as the special terms and conditions as have been stipulated in the tender for the provision of security Services and provide services of _____ nos. of security workmen and _____ nos. of security supervisory workmen to commence the work of providing security services at (name of hospital) as awarded with effect from the (given date and time).
The period of the contract will be initially for the period _____ to _____, which can be extended by the competent authority/ second party from time to time as required in the interest of patient care services.
2. That the technical Bid containing technical specifications of the techniques to be used for maintaining the work schedule will be ensured by the first party and will be acceptable to the second party.
3. That the deficiency in services will not be acceptable by the second party unless otherwise specified and communicated by the second party to the first party within the authorized time of supply.

3. That the upward price variation will not be acceptable to the second party whereas the first party will be under the liability to revise the price downward if it happens due to reduction of taxes/statutory deductions leviable by the Central / State Government.
4. The maintenance of the equipment / tools during currency period of the contract shall be the sole responsibility of the first party. The alternative tools / equipments shall be provided by the first party in case of failure of any of the tools / equipments required for maintaining the awarded jobs.
5. That the notice inviting tender, tender form, technical bid, commercial bid together with schedule of quantity and specifications including general terms and conditions and special terms & conditions schedule shall be construed as the part of this agreement.
6. That the first party shall be liable for the liquidated damages as defined in Clause 6.1 of C-Schedule of work and Special Terms and Condition of the Terms & Conditions of the tender to be paid to the second party for the defaults on the part of the first party for commissioning and maintenance is delayed and the second party will be free to recover such liquidated damages as may be determined in the terms of the work order conditions from the due amount of supplies or EMD or Security Deposits.
7. That the first party agrees that he will be responsible to keep uninterrupted services under the contract at (Name of hospital) during the whole period of the contract. This will include provision of alternate workmen without any delay in case of any workman/workmen or group of workmen remaining absent from their work on account of any reason or the refusal to execute the work delegated to them or adopt delaying tactics of any type or any other unforeseen circumstances occurring or created on account of actions of the workmen of the contractor deployed. Failure of the First Party to keep the uninterrupted services shall render him liable for payment of damages, invoking of penal measures as provided under Clause 12.5 of C-Schedule of work and Special Terms and Condition of the Terms & Conditions of the tender along with cancellation of the contract by the Second Party and forfeiture of all pending claims forthwith without any further reference.
8. That the first party shall within 15 (Fifteen days) of start of execution of this contract provide the second party with
 1. Name, address and job responsibilities of
 - i. supervisors
 - ii. workers
 2. Medical certificates of all staff with proof of good physical and mental health
 3. Samples of uniforms and photo-identity card for approval.The first party shall ensure that all workers and supervisors wear their uniform and carry their identity cards whenever they are on duty from the beginning of the second month of the contract.
10. That all manpower will be the exclusive responsibility of the first party/contractor and on completion of the period of contract will provide them with alternate employment at his other establishments so that they do not become a liability for the second party or subsequent contractors.

11. That the first party shall during the period of the contract carry out the whole works and shall not sublet, outsource, sub contract any or part of the contracted works.

12. That in case of deficiencies in services by the first party, the second party shall have the right to take necessary action including but not limited to deduction from security and support Services bills, procurement from other sources and costs deducted from the dues of the first party, cancellation of contract and blacklisting from future bids. In the event of the contract being terminated at any stage due to unsatisfactory performance of service by the first party, the second party has the right to award the contract to any other contractor and the first party will be liable to make good any loss incurred by the hospital authorities on this account. Such amounts will be recovered from any money due to or to become due to the First Party.

13. In the event of any dispute, all matters will be dealt by the proper forum of law within Kolkata jurisdiction.

IN WITNESS whereof, the first party _____ / contractor and the through its authorized representative has hereinto set his hands and Shri. _____, _____ for in and on behalf of the second party has hereinto set his hands, executed and signed this deed in presence of.

First Party

Second Party

Witness : 1. _____

Witness : 1.

2. _____

2. _____

Government of West Bengal
Health & Family Welfare Department
M.A. Branch

SWASTHYA BHAWAN, GN-29, Sector-V, Salt Lake City, Kolkata – 700 091.

Memo No. HF/O/MA/ 1493 /Z-55/2011

Date: 21.08.2012.

ORDER

In partial modification of the earlier order vide no. HF/O/MA/1060/Z-55/2011 dated 11.06.2012, I am directed to state that in terms of Finance Department's Memo. No. 3687-F dated 02.05.2012, the personnel, engaged by the Rajya Sainik Board/Zilla Sainik Board, or by a private agency/contractor, selected through due process of tender, for security, sanitation and housekeeping, and also for Group-D services in different State Government establishments under this Department, are entitled to revised minimum wage as fixed/revised by the State Government from time to time, from the date from which such rate comes into effect.

I am further directed to state that statutory deductions shall be made by the Rajya Sainik Board/Zilla Sainik Board, or by the private agency/ contractor, as the case may be, from the wages of personnel employed by it, on account of EPF @ 12%, ESI @ 1.75% and Profession Tax as per relevant rules, and shall be deposited by it, along with employer's contribution towards EPF @ 12%, ESI @ 4.75%, EDLI @ 0.5 % and Administrative Charge under EPF @ 1.11%, **totaling 18.36% of wages**, in the appropriate Central and State Government accounts.

I am also directed to state that in order to ensure the aforesaid statutory deposits, payment of these components of the total bill, and also of Service Tax, shall not be released to the private agency/contractor, or to the Rajya Sainik Board/Zilla Sainik Board, as the case may be, unless satisfactory documentary evidence of deposit the aforesaid amounts, in respect of the previous bills, in the appropriate Central and State Government accounts, is furnished.

All concerned are being informed.


Joint Secretary

Copy forwarded for information and necessary action to:-

1. The Principal Accountant General, West Bengal (A & E).
2. The PAO, Kolkata Pay and Accounts Office –I/II/III.
3. The Director of Medical Education, West Bengal.
4. The Director of Health Services, West Bengal.
5. The Special/Joint Secretary to the Government of WB, Finance Department(Group-P)/ Finance Department(Group-O), Writers' Buildings, Kolkata – 700001;
6. The Special/ Joint Secretary to the Government of West Bengal (MS/P&B/PHP/MERT).
7. The Additional Director of Health Services (A & AV).
8. The Joint Director of Health Services(Admn.), West Bengal/Joint Director of Health Services(Personnel), West Bengal;
9. The Principal/Director, Medical College & Hospital, Kolkata/R.G. Kar Medical College & Hospital, Kolkata/N.R.S. Medical College & Hospital, Kolkata/Calcutta National Medical College & Hospital, Kolkata/North Bengal Medical College & Hospital, Darjeeling/Burdwan Medical College & Hospital, Burdwan/Midnapur Medical College & Hospital, Paschim Medinipur/I.D. & B.G. Hospital, Beliaghata, Kolkata/Chittaranjan Seva Sadan, Kolkata/Dr. B.C. Roy Post Graduate Institute of Paediatric Sciences, Kolkata;
10. The Medical Superintendent-cum-Vice Principal/Superintendent, Medical College & Hospital, Kolkata/R.G. Kar Medical College & Hospital, Kolkata/N.R.S. Medical College & Hospital, Kolkata/Calcutta National Medical College & Hospital, Kolkata/North Bengal Medical College & Hospital, Darjeeling/Burdwan Medical College & Hospital, Burdwan/Midnapur Medical College & Hospital, Paschim Medinipur/I.D. & B.G. Hospital, Beliaghata, Kolkata/Chittaranjan Seva Sadan, Kolkata/Dr. B.C. Roy Post Graduate Institute of Paediatric Sciences, Kolkata/Sambhu Nath Padit Hospital, Kolkata/Dr. R. Ahmed Dental College & Hospital, Kolkata;
11. The Chief Medical Officer of Health (all), CMOHs are requested to inform the respective Superintendents in his District accordingly;
12. The Secretary, Rajya Sainik Board, West Bengal, Department of W.C.W & Social Welfare, Writers' Buildings, Kolkata-700001;
13. The District Magistrate (all)
14. The Deputy Director of Health Services (Admn.), West Bengal.
15. The Assistant Director of Health Services (Admn.), West Bengal;
16. Guard File.
17. Office copy.

Kamal Bose
Joint Secretary