



**OWNER**  
**PRAYAGRAJ POWER GENERATION COMPANY LIMITED**

**PACKAGE**  
**TENDER FOR**  
**Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry  
Services**

**At 3x660 MW PRAYAGRAJ POWER GENERATION COMPANY LIMITED  
PPGCL, BARA, PRAYAGRAJ, UTTAR PRADESH-INDIA**

**Tender Ref: PPGCL/FY23/US/ 2000002124\_ Medical Services in OPD for  
PPGCL, Hospital Housekeeping & Pantry Services -Dec.'23**

**Enquiry reference no. : Tender Ref: PPGCL/FY23/US/ 2000002124\_ Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry Services -Dec.'23**

**Title of Work to be awarded: Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry Services**

**Type of Bidding:** E-tendering / Two-Part

**Contact Details:** All communication including EOI submission shall be addressed to following officer/s:

Mr. Ujjwal Shankar  
Lead Associate – Contracts  
Email: [ujjwal.shankar@ppgcl.co.in](mailto:ujjwal.shankar@ppgcl.co.in)

AND  
Mr. Rajnish Singh  
Group Head – Contracts Email:  
[rajnishsingh@tatapower.com](mailto:rajnishsingh@tatapower.com)

Prayagraj Power Generation Company Limited Invites Expression of Interest (EOI) from interested parties for the e-Tendering Process of following Relevant Work Package:

Table-1

<b>Plant Details</b>	<b>Estimated Quantity</b>	<b>Tender Fee</b>	<b>Bid Security/EMD</b>
3x660 MW Prayagraj Thermal Power Station of (PPGCL) at Tehsil, Bara, Dist- Prayagraj.	Contract period: FY 23-24	<b>1000/-</b> (INR One Thousand Only as Bank Transfer)- To be submitted along with EOI	<b>50,000</b> (Fifty Thousand Rupees)

Transaction Details to be shared to the e-mail: [ujjwal.shankar@ppgcl.co.in](mailto:ujjwal.shankar@ppgcl.co.in) & [rajnishsingh@tatapower.com](mailto:rajnishsingh@tatapower.com) against said format for Tender Fee & EMD/Bid Security along with E-copy of Transaction.

<b>Date of Transaction</b>	<b>Sender Name</b>	<b>UTR Number</b>	<b>Amount (Rs)</b>	<b>Sender's Company Name</b>

## 1. INTRODUCTION:

Prayagraj Power Generation Company Limited (PPGCL) owns and operates 3x660 MW capacity Indian coal based thermal power generation station based on pulverized coal-based super-critical boiler technology. The generating plant is in Tehsil Bara, Dist-Prayagraj in the state of Uttar Pradesh in India. A brief overview of Owner and Site is given below:

Table-2

<b>Site Name</b>	3 X 660 MW Prayagraj Power Generation Company Limited
<b>Owner</b>	PRAYAGRAJ POWER GENERATION COMPANY LIMITED (PPGCL)
<b>Project Manager</b>	THE TATA POWER COMPANY LIMITED
<b>Site Location</b>	PPGCL site is located in Bara Tehsil in Prayagraj District, Uttar Pradesh. Site is at distance of about 34 KM from Prayagraj town in the district of Prayagraj. Latitude and Longitude of site is 25.200 N and 81.660 E respectively. The site is well connected by rail (nearest railway station is Lohgara on the Mumbai-Allahabad route) and road (located on NH35).
<b>Elevation Above Mean Sea Level</b>	98 m above Mean Sea Level
<b>Access to Site</b>	Plant is located on National Highway NH 35. Bamrauli Airport, Prayagraj is the nearest airport which is about 55 KM from Site.

PPGCL intends to maintain and award the contract for the CONVEYOR BELT. The objective of this EOI is to invite competent vendors having the relevant experience in the supply of **" Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry Services"**

The tendering/procurement activities for this Project are going to be driven from Prayagraj Power's following Office:

Administrative Block,  
Prayagraj Power Gen. Com Ltd.  
PO: Lohgara, Tehsil: Bara,  
Prayagraj. UP-212107

## 2. SCOPE OF WORK:

PPGCL Hospital will be operational initially during day hours (8:00 AM to 13:00 PM and 2:00 PM to 6:00 PM) on all weekdays by deputing manpower as below to operate the facility.

### Qualification Requirement

- MBBS doctor shall have of 3 years.
- Specialist consultant shall have experience of 3 years
- Nursing Assistant shall be professionally qualified (GNM Degree/B. Sc. Nursing) with three (3) years of work experience. X ray technician shall be Diploma in X ray technician with at least 3 yrs of experience
- Pharmacist shall be professionally qualified (D Pharm /B Pharm) with three (3) years of work experience.
- Coordinator cum Medical Staff shall be qualified in Nursing or Pharma with experience Hospital Management and compliance part.

The agency shall have at least 3 years of experience in operating such facility.

Area	Period	Services
Hospital Medical Services	Day hours all seven days	OPD facility (Doctors consultation), Medicine distribution, Paramedical services, Ambulance operation, housekeeping in and around medical center, all legal compliances, medical records keeping, Bio medical waste management, Coordination with external hospitals in case of referred cases or emergency cases, Annual Health checkup of employees, Pathology test and report preparation, X Ray, Documentation, MIS generation, Collection, maintain and handing over of amount collected from medical services to PPGCL accounts with proper documentation.

1. The agreement will be for one year and it will be reviewed on monthly basis. PPGCL management will be the sole decision maker to either renew or terminate the contract based on the performance.
2. Registration/ OPD/ Pathology/ X Ray/Dressing/Injection/ Pharmacy to be carried out of the patient.
3. Maintain medical records of surrounding community, employees, and Associates separately.
4. Operate, maintain and calibration of medical equipment by reputed authorized agency with prior approval of M.O, PPGCL. Cost of calibration shall be borne by PPGCL. This is to be pre-approved by PPGCL MO
5. Conducting medical / health examination as and when necessary, of the employees and associates.
6. To refer patient (employees) of critical nature as per PPGCL guidelines. Accompanying patients in the ambulance during transfer of the patients in referral cases as per instruction of PPGCL Medical officer. Health service provider shall facilitate liaison for patients with reputed Hospital in case of requirement of ambulance or treatment.
7. Arrange and schedule specialist Doctor consultancy at hospital as per the frequency prescribed.
8. All the medical staffs and Doctors shall have minimum experience of three years.
9. Vaccination/Immunization to be arranged as per requirement. The cost of vaccine will be borne by the concerned person

10. Keep track / record on daily basis of all the medicines stock, medicine issued, availability and raising indent of required medicines in time. Also maintain and track consumption and requirement of other consumables & stationary items. The agency shall enter each and every record in PPGCL provided software and ensure that it is error free.
11. Maintain records related to legal /statutory requirements.
12. Posters, awareness banners related to health shall be displayed by agency.
13. The Agency shall be responsible for handling and disposal of Bio-medical waste as per prevailing laws / statute (through Bar Coding system) and maintain records. Authorization of agency who will handle biomedical waste would be done by PPGCL.
14. The hospital data shall not be made available to anyone without prior written approval of PPGCL M.O.
15. Preparing monthly report of patient attended/ medicine issued /dressing/ pathology/ injection and shall be make available to PPGCL M.O or its representative.
16. The agency shall ensure housekeeping of hospital premises.
17. All legal license/approval required for operating hospital as well as in the operation of equipment's shall be done by agency.
18. The amount collected as fee towards medical treatment/investigation shall be handed over to PPGCL every Wednesday and Saturday with proper documentation. The agency shall take required insurance for handling the currency as applicable.
19. Health Care provider shall look for such models to make Hospital self-sustainable in future 3 years.

**Agency to ensure fulfilment of the following Requirement:**

**i. Permits/ Approvals/ Licenses:**

Agency shall acquire all permits, approvals, and/or licenses from all local, state, or national government and other statutory authorities and/or public service undertakings as are necessary for the performance of the Contract.

**ii. Security, Statutory and Safety Regulations requirement:**

- i. Agency shall abide by all the safety & security regulations and Site-specific operations procedures of the Owner in force and as prescribed from time to time. The Agency shall also abide by all statutory requirements. The Agency shall be responsible for the safety and security of all its deployed resources (manpower, machine, equipment etc.) and Owner shall in no way be responsible for any theft, damage, loss of equipment etc. or for any injury

- or death of any of the workmen. The Agency shall report to Owner and other local authorities concerned all cases of accidents howsoever caused and wherever occurring on the works and shall make adequate arrangements for rendering immediately all possible aid to the victims of the accidents.
- ii. Owner shall not be in any way held responsible for any accident or damages incurred and claims arising there from during the period of the contract.
  - iii. Agency shall arrange to obtain from Owner the required gate pass for entry and exit to Owner's Site.
  - iv. Agency must provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs as are essential for issuing permit/gate pass.
  - v. Agency shall not employ for the purpose of the Work, any person below the age of 18 years. Owner shall have the right to decide whether any person employed by the Agency is below the age limit, and to refuse to allow any person, whom he considers to be under-aged to be employed by the Agency.
  - vi. Agency will be responsible for fulfillment of all Statutory, Legal, Health and Safety requirements towards its personnel working at site.
  - vii. All payment against this contract is subject to deduction at source towards Income Tax as applicable. You are required to furnish a copy of Permanent Account number along with service tax registration number (if applicable) while submitting the bills.
  - viii. All lodging, Boarding, Conveyance, Transportation, and any other incidental allowance of your personnel deputed here shall be in agency scope. If any facility of PPGCL will be used, it will be provided on chargeable basis as per company policy.

### **Performance Parameters & Deductions due to non-compliance:**

Any irregularity in service, service quality not up to the expectation, 1% of the monthly bill shall be deducted from your bills subject to maximum 10% of the Contract value. The repetition of same may lead to termination of contract.

- a. In case of unavailability of any category of services under scope of work on any day, deductions shall be made by PPGCL on pro-rata basis from the agency's monthly bills as per above mentioned percentage.
- b. If in any case the bio-medical wastes are not handled properly, liquidated damages, in the way of penalty @ Rs. 1,000/- per such instance shall be deducted from the corresponding monthly bills (the bio-medical waste shall be disposed properly in prudent practice within 48 hrs of generation of wastes or as per the applicable norms).
- c. Wrong or adverse treatment to patients - The entire expenses incurred because of the same shall be borne by the Agency. In case of death of the

patient Associate shall discuss with the family members of the patient and settle the matter on their own capacity.

- d. The performance of the contract will be reviewed monthly based on the parameters which will be decided and agreed upon at the time of discussion during the finalization of the contract and suitable action will be taken based on the performance criteria. For any non-compliance related to legal and statutory is observed, appropriate penalty shall be levied.

**3. TENDER FEE & EOI SUBMISSION GUIDELINES AND TIMELINES:**

a) Interested parties meeting the "Bidder pre-qualification criteria" specified under point no. 4 in this document can request tender document and participate in the bidding process by submitting the Expression of Interest (EOI) Letter along with the Tender Fee Payment Details to the contact details mentioned below not later than deadline specified below. **Request for Bid Document / EOI will not be entertained beyond the mentioned deadline.**

b) Tender Fee, as indicated in the Table1 above may be paid through **NEFT/RTGS** as per details for payment of Tender Fee given in Table3 below:

Table 3

Details for payment of Tender Fee & Bid Security (EMD) will be accepted in form of <b>NEFT/RTGS ONLY</b>	
Bank details for submitting Tender fees through bank transfer/NEFT:	Beneficiary Name: PRAYAGRAJ POWER GENERATION CO. LTD. Bank Name: State Bank of India Branch Name: C.A.G. Mumbai 400 001 Account No.: <b>35304813683</b> IFSC Code: SBIN0009995 MICR CODE: 400002133 SWIFT CODE: SBININBB162
Deadline for tender fee payment and submission of EOI:	8 <sup>th</sup> January-2024

**C) Key Points to Note:**

- I. **Non-Returnable Fee:** Tender fees submitted for any tender application will no longer be eligible for a refund or return once submitted.
- II. **Timely Submission:** We urge all potential tenderers to submit their applications in a timely manner and to carefully review the submission deadlines outlined in the tender documents.
- III. **Payment Verification:** It is the responsibility of the tenderer to ensure that the tender fee/EMD is paid and verified before the submission deadline. Any delays or issues related to payment must be addressed well in advance of the due date.
- IV. **EMD DEPOSIT:** The Earnest Money Deposit to be submitted after tenderers have participated over ARIBA against RFQ, The EMD amount will be refunded to tenderers whether tenderers win the tender or not. The EMD of an unsuccessful bidder will be refunded after the finalization of the tender contract.
  - Earnest money Deposit of **50,000** by means of **NEFT/RTGS ONLY. E-copy of the same**

should be enclosed over mail with subject line “EMD\_200002124\_Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry Services -Dec.’23”. It is also clarified that the bids submitted without earnest money will be summarily rejected. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

- Tenders without Earnest Money or Tender cost will be summarily rejected.
- No claim shall lie against PPGCL in respect of erosion in the value or interest on the amount of EMD.
- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the e-mail: [ujjwal.shankar@ppgcl.co.in](mailto:ujjwal.shankar@ppgcl.co.in) & [rajnishsingh@tatapower.com](mailto:rajnishsingh@tatapower.com) on or before end.

V. **Impact on Non-Compliance:** Failure to submit a complete tender application against RFQ by the specified deadline will result in the forfeiture of the tender fee. Whereas failure to submit EMD within timeline after participation shall disqualify the tenderer. Therefore, it is imperative for all applicants to plan and execute their submissions diligently.

**c) Interested bidders should submit the Expression of Interest (EOI) letter and tender fee payment details to below mentioned email addresses:**

- Mails shall be addressed to (To): [ujjwal.shankar@ppgcl.co.in](mailto:ujjwal.shankar@ppgcl.co.in)
- Must mark a copy also to (CC): [rajnishsingh@tatapower.com](mailto:rajnishsingh@tatapower.com)

**EOI with tender fees be enclosed over mail with subject line “EOI\_200002124\_Medical Services in OPD for PPGCL, Hospital Housekeeping & Pantry Services -Dec.’23”**

EOI/ requests without complete information and communication as above within deadline shall be liable to be rejected and will not be considered further.

**d) Expression of Interest letter to be submitted along with tender fee payment details should include the following details (To be mentioned in editable format in email body):**

- Company Name and Office Address
- Authorized Contact person name, contact number and e-mail id (mandatory) for bidding purpose and for all other communications to be addressed for this tender.
- Tender fee payment details / reference no (ensuring that tender fee is received by us within specified deadline)
- Attach the supporting documents substantiating your fulfilment of Bidder's Pre-Qualification Requirements (PQR), with the EOI. In case of supporting documents are not readily available, bidder to provide confirmation that they shall arrange to share PQR supporting documents later on as required by owner.

**e) Detailed Bid Document (also referred as RFQ) shall be issued through PPGCL e-tender portal (Ariba System) only to the parties submitting a valid EOI as per terms mentioned in this document.**

#### **4. BIDDER PRE-QUALIFICATION CRITERIA:**

Interested parties to note that Bidder shall be required to fulfil the following bidder pre-qualification criteria in order to qualify for the subject work. Bidder will be required to submit relevant supporting documents to demonstrate their qualification during the bid submission



stage against Tender document/RFQ.

#### **4.1 TECHNICAL REQUIREMENTS:**

- a) Bidders should have at least exposure to handle MEDICAL SERVICES as per industrial norms and 7 to 10 years' experience in same field preferably having PAN India services.
- b) Bidder must share minimum 3 different last purchase order against PAN INDIA services.
- d) Bidder must follow the safety standard as per the PPGCL norms, safety standard shall be shared in RFQ.
- e) All statutory registration (EPF/ESIC/GST/PAN) along with other statutory registration/ requirements required by statutory authorities for carrying out Medical Services in OPD, Hospital Housekeeping & Pantry Services

#### **4.2 FINANCIAL REQUIREMENTS:**

Notes for financial requirements:

The bidder should have a minimum average annual turnover of Rs. 1 Crore during the last three financial years. . It may be noted that the above requirements are minimum qualification criteria. However, PPGCL reserves its right to further assess the capabilities of the parties and reserves its rights to further shortlist, accept or reject any party without assigning any reason. The tender may be split in more than one parties at the discretion of Owner.

Notes for financial requirements:

- a. Bidder should be an independent company, a proprietorship firm, a partnership firm, or a combination of above in form of Joint venture Company, registered as per Companies Act. Bidder to share relevant details of the bidding entity.
- b. Bidder should share **CA Certified copy of ITR, Audited Financial Statements of the 3 preceding FYs**, PAN, GST/ Other Taxes Duties Certificate and EPF registration (or undertaking in case not applicable) issued by competent authority.

#### **5 BID SECURITY:**

Interested parties to note that Bidder will be required to furnish a Bid Security along with their Bid, in the format prescribed in Bid Document **through NEFT /RTGS**, for an amount as defined in the covering page of this notice document. Bids not accompanied by an acceptable Bid Security shall be rejected by the Owner as being non-responsive and returned to the bidder without being opened.

**“Interested parties to note that Bid Security is not required with the EOI” and it is required to be submitted with the Bid only during Bid Submission stage once RFQ is released to the interested parties that have submitted a valid EOI.**

## 6 BIDDING PROCESS:

Detailed Bid Document (also referred as RFQ) shall be issued through PPGCL e-tender portal(Ariba System) only to the parties submitting a valid EOI as per terms mentioned in this document.

Bidder to note that commercials for subject tender may be conducted through e-auction. Detailed bidding and auction process shall be detailed in the RFQ / tender document.

**ARIBA: SUPPLIER MANUAL ANSWERING TO E-BIDDING & E-AUCTION**



Scan or follow the provided link

<https://drive.google.com/file/d/1bkzki1EKyr0wC-YLogRII39doCNtHwIF/view>