

GOVERNMENT OF ANDHRA PRADESH

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Web Site : [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)



TENDER DOCUMENT

FOR

Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary

e - procurement

Tender Notice No: 4.4A/APMSIDC/2023-24, Dated: 10.07.2023

Name of the Agency : .....  
and Address : .....  
.....

TENDER INVITING AUTHORITY / IMPLEMENTING AUTHORITY:  
ANDHRA PRADESH MEDICAL SERVICES & INFRASTRUCTURE  
DEVELOPMENT CORPORATION

(AN ENTERPRISE OF GOVT. OF A.P.)

2<sup>nd</sup> Floor, Plot No.09, Survey No.49, IT Park, Mangalagiri, Guntur 522503

e-mail id : [aphmhidc@gmail.com](mailto:aphmhidc@gmail.com) & [ed.apmsidc16@gmail.com](mailto:ed.apmsidc16@gmail.com)

Ph No: 8978644900

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## SECTION - I

INVITATION FOR TENDERS  
GOVERNMENT OF ANDHRA PRADESH  
ANDHRA PRADESH MEDICAL SERVICE & INFRASTRUCTURE  
DEVELOPMENT CORPORATION

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**Tender Notice No. : 4.4A/APMSIDC/2023-24, Dt. 10.07.2023**

**NAME OF WORK : Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary**

**Contract period :- 3 years.**

**TENDER INVITING AUTHORITY:** Managing Director, APMSIDC, Mangalagiri.

1. Tenders are invited on the e-procurement platform for the above mentioned work from the agencies / firms / companies registered with Government of Andhra Pradesh and authorized to supply Man power on Out sourcing basis. The details of Tender conditions and terms can be downloaded from the electronic procurement platform of Government of Andhra Pradesh i.e. [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)
2. Agencies would be required to register on the e-Procurement Market place “[www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)” and submit their tenders online. The Corporation will not accept any bid submitted in the paper form.
3. All the participating bidders should pay a Transaction fee, payable to M/s.Vupadi Techno Service by using Credit cards (Any MASTER / VISA Card) issued by any bank or through net banking accounts with ICICI or HDFC Banks as per G.O.Ms.No.13/ IT&C Dept. Dt. 07.05.06 with effect from 02.02.2007.

**4. Earnest Money Deposit**

**E.M.D.: Rs. 10,00,000 /-**

The bidders can pay EMD online.

**. Note : Proof of paying EMD through Net banking / RTGS / NEFT / Credit Card / Debit Card shall be scanned and uploaded along with other documents / certificates.**

5. **Processing fee:** The participating bidders will have to pay tender processing fee (non-refundable) of **Rs. 11,800/-** in the form of Demand Draft drawn in favour of Managing Director, APMSIDC, Guntur.

7. The tenders can be viewed / downloaded from the 'e' market place.

8. Downloading of Tender Documents : 28.07.2023 @ 06.00 PM

9. Date and time for Receipt of tenders : 14.08.2023 @ 03.00 PM

10. Time and date of opening of tenders

(a) Technical Bid : 14.08.2023 @ 03.01 PM

(b) Pre bid Meeting : 01.08.2023 @ 11.00 AM

Address : APMSIDC, 2<sup>nd</sup> Floor, Plot No.09, Survey  
No.49, IT Park, Managalagiri, Guntur 522503

(c) Price Bid : **Will be intimated later**

Note: **The dates stipulated above are firm and under no circumstances they will be relaxed unless otherwise extended by an official notification or happen to be Public Holidays.**

#### 11. Procedure for submission of tenders:

(a) Bidder need to contact Managing Director, APMSIDC, Mangalagiri, Guntur for any further information on e-Procurement.

(b) Bidder need to register on the electronic procurement market place of Government of Andhra Pradesh i.e., "www.tender.aeprocurement.gov.in". On registration on the e-Procurement market place they will be provided with a **user id** and **password** by the system through which they can submit their tenders online.

(c) While registering on the e-procurement market Place, Bidder need to scan and upload the required documents as per the Tender requirements on their profile.

(d) Such uploaded documents pertaining to Technical Bid need to be attached to the tender while submitting the tenders on line.

#### 11. Qualification Requirements:

The bidder shall furnish the following particulars in the formats enclosed, supported by documentary evidence as specified in the formats.

a) The bidder shall have provided at least **200 skilled service personnel** in providing services of manpower on Outsourcing basis for any Government organizations / Government undertaking /

Private Organizations **for last three years i.e., 2020-21, 2021-22 & 2022-23 continuously.**

- b) The bidder shall attach the copies of **contracts (each not less than 50 skilled personnel in any Government organization)** executed by them in the last two years and holding at present, indicating the services of manpower on outsourcing in numbers deliverables and scope of service being provided with the authorization of the concerned client. The detailed address of the client, phone number, e-mail ID etc to be mentioned by the bidder.
- c) The bidder shall have an average annual turnover of not less than **Rs.2.50 crores (Rupees Two crores Fifty lakhs ) during the financial/calendar years from 2020-21 to 2022-23** in providing the services of manpower on Outsourcing basis and shall be supported by audited financial statements signed by the Chartered Accountant.
- d) The bidder shall furnish Experience Certificates.
- e) Copies of documents relating to Partnership deed in case of firms & Article of Association in case of companies.
- f) The bidder shall furnish Firm Registration of Andhra Pradesh for supplying of Manpower.
- g) The bidder shall furnish valid registration from Labour Department of Government of Andhra Pradesh for minimum of 200 service personnel and above.
- h) The bidder shall furnish valid EPF registration along with necessary certificate and payment proofs (for not less than 200 members).
- i) The bidder shall furnish valid ESI registration along with necessary certificate and payment proofs (for not less than 200 members).
- j) The bidder shall furnish GST Registration and latest valid AP Commercial Tax clearance certificate.
- k) The bidder shall furnish copy of permanent account number (PAN) and latest income tax returns submitted along with proof of receipt.
- l) Non refundable Processing fee of Rs.11,800/- to be paid in favour of Managing Director, APMSIDC, Mangalagiri, Guntur.
- m) EMD in online.
- n) The bidder should submit signed **“Declaration of the bidder”** on-line (as per section IV of Bid formats, clause-4.3)

The bidder is subjected to black listing and the EMD forfeited if he is found to have misled or furnished false information in the forms / statements / certificates submitted in proof of qualification requirements or record of performance such as abandoning of work, not properly completed in earlier contracts, inordinate delays in completion of the works, litigation history and / or financial failures.

## **12. PROCEDURE FOR TENDER SUBMISSION.**

- i. The Bidders who are desirous of participating in e-procurement shall submit their Technical bids, price bids etc., in the Standard formats prescribed in the Tender documents, displayed at e-market place. The bidders should upload the scanned copies in support of their Technical bids. The documents are to be uploaded in ZIP format only.
- ii. The Corporation will not hold any risk and responsibility for the loss in transit during uploading of the scanned document, for the invisibility of the scanned document online, and any other problem(s) encountered by the Bidders while submitting the bids online.
- iii. The bidders shall authenticate the bid with the digital certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform.

## **13. Last date / time for Submission of the Tenders.**

- i. Tenders must be submitted online not later than the date and time specified in the Tender Notice / Tender Document.
- ii. The Managing Director or authorized nominee may extend the date for receipt of Tenders by issuing an amendment in which case all rights and obligations of the Managing Director and the Bidders will remain same as previously.

## **14. Modification to the Tender.**

Bidders can modify their Tender online before the last date/time prescribed in Tender Notice / Tender Document and amendments issued, if any.

## **15. General Terms & Conditions**

Officer inviting tenders: Managing Director, **APMSIDC**, Mangalagiri, Guntur.

- i. Tenders are invited on the e-procurement platform for the above-mentioned services.
- ii. All the participating bidders should pay a Transaction fee payable to M/s.Vupadi Techno Service by using Credit cards (Any MASTER / VISA Card) issued by any bank or through net banking accounts with ICICI or HDFC Banks as per G.O.Ms.No.13/ IT&C Dept. Dt. 07.05.06 with effect from 02.02.2007.
- iii. **E.M.D.: Rs.10,00,000/-**  
The bidders can pay EMD online.

**Note : Proof of paying EMD through Net banking / RTGS / NEFT / Credit Card / Debit Card shall be scanned and uploaded along with other documents / certificates.**

iv. **Processing fee:** The participating bidders will have to pay tender processing fee (non-refundable) of **Rs. 11,800/-** in the form of Demand Draft drawn in favour of Managing Director, APMSIDC, Guntur.

v. Downloading of Tender Documents : 28.07.2023 @ 06.00 PM

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(c) Price Bid : **Will be intimated later**

**Note: The dates stipulated above are extendable by an official notification by the department or happen to be Public Holidays**

viii. The technical bid evaluation of the bidders will be done on the certificates /documents uploaded through online only towards qualification criteria furnished by them.

**Note: 1) The qualification information shall be furnished as per the check list in tender document.**

**Note: 2) Qualification criteria detailed in tender document only shall be considered for submitting certificates.**

ix. The bidder is subjected to be disqualified, if he is found to have misled or furnished false information in the forms / statements/ certificates submitted in proof of qualification requirements or record of performance such as abandoning, completion of the works, litigation history and or financial failures and or participated in the previous tendering for the same work and has quoted unreasonable high bid price.

x. Even while execution of the contract, if found that the bidder had produced false / fake certificates of experience, he will be black listed and the contract will be terminated and his EMD will be forfeited.

xii. The contractors are requested **to upload the information in Zip format preferably.**

xiii. The bidder should clearly understand that the decision of the Managing Director, APMSIDC shall be final and binding.

xiv. The Managing Director, APMSIDC reserves the right to reject the bids or to accept the bids without assigning any reason.

- xv. The bidder shall furnish the unconditional acknowledgement on receipt of Letter of Acceptance of tender (LoA) within seven days of receipt of the LoA failing which the LoA is deemed to have been cancelled.
- xvi. No claims shall be allowed against the APMSIDC in respect of interest on Earnest Money Deposit or late payments.
- xvii. If the successful bidder fails to furnish the required EMD and to execute the agreement within 15 days of receipt of the Letter of Acceptance of tender or withdraws his bid after submitting acknowledgement of LoA or for other reasons is unable to undertake the contract, his contract will be cancelled and the EMD shall stand forfeited to the APMSIDC and he will also be liable for all damages suffered by the APMSIDC.
- xviii. In the event of failure to adhere to the agreement conditions as per the standards prescribed, contract would be terminated and the firm will be black listed for three years, besides its liability for damages.
- xix. No suit, prosecution or any legal proceedings shall lie against APMSIDC or any person for anything, which is done in good faith or intended to be done in pursuance of bid.



## SECTION - II INSTRUCTION TO BIDDERS

### A. INTRODUCTION

#### 2. SCOPE OF THE BID

The MANAGING DIRECTOR, APMSIDC herein after called TENDER INVITING AUTHORITY (TIA) intends to invite tender for Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary.

#### 2.1. Eligibility to Bid for Services of Manpower on Outsourcing.

2.1.1 The bidder must be a Company registered under the Indian Company Act, 1956 or any proprietary, partnership firm or any other entity registered under the respective law and produce the registration certificate accordingly.

2.1.2 In case of Partnership Firm :

- a. a copy of Deed of Partnership or in case of a Company, a copy of Memorandum of Understanding (MoU) and Articles of Association should be enclosed.
- b. a copy of list of partners with names and addresses or in case of company, list of directors with addresses should be enclosed.

2.1.3 The bidder must be an established, reputed and reliable Service provider in the field of Services of Manpower on Outsourcing and should have continuous of experience of such service during the last three years i.e., 2020-21 to 2022-23.

2.1.4 **Required general past experience :**

- (a) The Bidder should have provided at least **200 service personnel** in providing services of manpower on Outsourcing to any Government organizations / Government undertaking in the **last three years i.e., 2020-21 to 2022-23 continuously**.
- (b) The bidder should attach the **copies of contracts (each not less than 50 personnel in any Government / Private Organization)** executed by them in the last three years and holding at present indicating the services of manpower on outsourcing in numbers deliverables and scope of service being provided, with the authorization of the concerned client. The detailed address of the client, phone number, e-mail ID, etc to be mentioned by the bidder.

- 2.1.5 The Bidder should have had a turnover of **Rupees Two crores Fifty Lakhs** during financial years of **2020-21 to 2022-23**, in providing the services of manpower on Outsourcing, as supported by audited financial statements – It should be signed by the Chartered Accountant.
- 2.1.6 The Bidder should submit the EPF / ESI / Service tax Challans in support of the above experience.
- 2.1.7 The Bidder should submit valid registration with the Labour Department for minimum of **200** service personnel.
- 2.1.8 A. The scope includes the following activities in Aarogyasri Portal
- a. Out patient / In patient conversion duly filling of all social and clinical particulars of the Patient with due Biometric authentication of the patient/ patients attendant.
  - b. Generation of Forms and get them signed by the concerned authorities and should upload into the system.
  - c. Daily clinical notes & On bed status of the patients who are admitted in the hospital under the scheme to be updated on daily basis.
  - d. Responsible for obtaining all necessary documents from the department concerned for Preauthorization submitted.
  - e. Responsible for updating the preauths if kept pending for want of clarification or documentation.
  - f. Should update all required data in the portal pertaining to Surgery/ treatment and during discharge.
  - g. All necessary documents, pictures, scanned copies of signed documents and video evidence etc., to be uploaded in the portal with required signs is the responsibility of the Team placed.
  - h. Claims submission with required documents should be uploaded in the system.
  - i. Updation of any claims should be taken care if kept pending by the Trust with required documents and signs of the concerned doctors, patients, and staff.
  - j. Should process the follow-up claims as per the workflow available in the Aarogyasri portal.
  - k. Any changes in the Doctors, staff, account etc., should be updated in the portal as per the online application as when required.
  - l. Selection of doctor, nursing, lab staff and class IV employees during surgery update.
  - m. The above activities should be done in all the schemes under the control of Dr YSR Aarogyasri Health Care Trust.
  - n. All the above activities should be submitted/updated with in TAT as specified by the Trust.
  - o. Updating on bed status: For all on bed cases once in every day. Time frame: Early hours of the day.

- p. Out Patient to Inpatient Conversion: Where ever registered patient requires such conversion: Time frame: Same day of inpatient admission of patient.
- q. Obtaining relevant data required for preauthorization from treating doctors for submitting preauthorization with relevant surgery/therapy code, decided by the treating doctor, into the AHCT web site, investigation reports obtained by the treating doctors. Time frame: Before proposed/ planned (elective) Therapy/ Surgery, in every case without any exception.
- r. Registering the emergency telephonic approvals for starting therapy or surgery workflow and submitting preauthorization into web site as soon as the patient gets the relevant document for treatment under Aarogyasri Scheme. Time frame: Seventy two hours from telephonic intimation by the treating doctor.
- s. AHCT approval status/ pending status surgery /Therapy in the Aarogyasri workflow should be intimated to the treating doctor. Time frame: every day before (Ten)10 AM
- t. Surgery Update and treatment Schedule update should be done with all relevant genuine data. The data for this Aarogyasri Work flow status requires operation theatre notes, capturing the still photos and video clippings of procedure, which should be captured while maintain the Operation Theatre and or ICU sterilization under the guidance of treating doctor. The relevant data should be obtained by following every norm laid down and updated by AHCT. Time frame same day surgery/ Treatment.
- u. Pre operative/ before treatment, post operative/ post treatment clinical notes must be entered with relevant details as entered in case sheet. Time frame: every day till discharge update status.
- v. Surgery and treatment photos involving on bed photos, scar photos, which should be obtained during ward rounds with treating doctor, X rays, Scan reports, Biopsy reports as per the case to case guide lines laid down by AHCT. Time frame: Before the discharge date.
- w. Discharge Update is to be done on the same of the discharge. The date and time of discharge of every patient should be obtained from the treating doctor at least one day before the discharge, So that every aspect of data for submission of the claim will be verified before patient leaves the hospital. The specified discharge photo along with treating doctor, MEDCO, Aarogya mitra, travelling allowance, discharge summary, discharge medicine, at the kiosk should be taken. All the said details and scan copy of case sheet should be ready for submission of the claim on the same day of discharge. Time frame: Same day of the discharge.
- x. The claim submitted status should be obtained with relevant data as specified by AHCT immediately after the mandatory gap of eleven or twenty one days of discharge. Time frame: same day after the specified mandatory gap decided by AHCT.
- y. During the claim in process status every change in status of claim and pending status should be informed to the treating doctor.

Time frame: Within same day of change in status still claim paid status.

- z. All the claim paid cases in every calendar month should be submitted to Aarogyasri office along with the treating doctor wise breakup, with same columns as in Aarogyasri web site patient search page and treating doctors name. This must be submitted as a soft copy and hard copy. Time frame: first or second day of every month.
- aa. This lists containing cases whose therapy or surgery is not updated in time cases which were not taken to discharge update status after discharge, case whose claim is not submitted after discharge update or death update and claims rejected by Trust should also be submitted along with claim paid list. This list must be submitted as a soft copy and a hard copy. The performance security deposit is linked to this, to deduct the claim amount involved.
- bb. The work flows from Registration to Claim and followup is as should be followed as per the workflow modules of Dr YSR AHCT. The pattern of workflow may be changed by Trust time to time for more transparency and effectiveness. The bidder should follow the work flow decided by AHCT under all the circumstances in offering the data entry service on any given day. The number of cases processed to the status of claim paid case in calendar month is solely at the discretion of AHCT.
- cc. Any reports required by the NWH pertaining to the above activities should be prepared and submitted to the concerned.
- dd. A daily report should be submitted to the MEDCO on individual personnel wise activity.
- ee. Any other work assigned by the Superintendent of the Hospital
- ff. Necessary Executives to perform the above tasks and Supervisory staff to monitor the works of the executives and to coordinate with the Nodal officers in the Government hospitals need should be placed by the Agency.
- gg. Should assign the team to all the 3 shifts based on the requirement of the hospital.
- hh. Qualification of Manpower:
  - Executive: Any degree with minimum of 50% marks and should be well-versed with computer online data entry with minimum typing skills.
  - Supervisory Staff: Any degree with Minimum of 50% marks and should have a minimum of 2 to 3 years of experience as supervisor in any Online data entry or experience in health sector is preferable and Qualification with Medical Background BSc Nursing, B Pharmacy, M Pharmacy, BSc MLT, Degree or PG in Hospital Administration etc., are preferable.
- ii. Supervisory staff should be deployed for every 8 executives.
- jj. A System admin should be made available to look after the system and internet connectivity related issues.
- kk. Should provide the minimum manpower as mentioned in the Annexure – I.

- ll. The Agency should increase the manpower more than the actual Strength mentioned in the Annexure – I as when requested by the Medical Superintendent of the hospital based on the increased cases in the hospital @ 1 executive for every 20 cases increased.
  - mm. Basing on the increased manpower, the Supervisory staff, Systems, Printer cum scanners, Stationary etc should also be increased as mentioned below.
- B. In addition to the above scope, the following infrastructure should be provided by the finalized vendor:
- a. Required no. of systems with basic UPS (withstand for min of 30 mins) for the manpower deployed. One per each deployed Manpower.
  - b. Required no. of Printers and Scanners should be provided for printing cum scanners @ 1 per every 3 systems.
  - c. Required stationary for printing of required no. of copies of OP slip, IP form, Free Diagnostic Slip (DTRS), Preauth form, Consent form, Council form, Discharge summary, HCM letter, Consent letter, Confirmation letter, Satisfactory letter, Transportation amount letter, etc.
- C. The space, workstations, electricity, Air Conditioning for the workplace and other basic amenities will be provided by the respective Government hospital.

## **B. THE BIDDING DOCUMENTS.**

### **2.2. Bidding Document**

**2.2.1** The services required, bidding procedures and contract terms are prescribed in the Bidding documents. In addition to the Invitation of Bids, the Bidding Documents include:

- a. Instruction to Bidders (ITB);
- b. Conditions of Contract;
- c. Bid formats, Annexure and checklist
- d. Price bid

**2.2.2** The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish information required in the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

**2.2.3** Clarification of Bidding Documents:

A prospective Bidder requiring any clarification of the bid documents may notify the Tender Inviting Authority (TIA) in writing at their mailing address indicated in the Invitation of Bids. The TIA will respond in writing to any request for clarification of the Bidding Documents which it receives not later than 7 days prior to the deadline for submission of bids prescribed by the Tender Inviting Authority (TIA). Written copies of the Tender Inviting Authorities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders who have received the bidding documents.

### **2.3 Amendment of Bidding Documents**

**2.3.1** At any time prior to the deadline for submission of bids, the Tender Inviting Authority (TIA) may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by an amendment.

**2.3.2** In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bid, the TIA may, at its discretion, extend the deadline for the submission of bids and inform the extended deadline.

## C. PREPARATION OF BIDS

- 2.4** All documents relating to the tender shall be in English language only
- 2.4.1** The Bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the Bidder and the Tender Inviting Authority (TIA), shall be written in the English language. Supporting documents and printed literature furnished by the Bidder may be written in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the English translation shall govern.
- 2.5 Technical Bid:**
- 2.5.1** The Bidder shall complete the Technical Bid in the formats furnished in the bidding documents, indicating for all the Services to be provided a brief description of the Service, quantity, methods and techniques proposed to be used, personnel to be deployed and the standards that will be followed.
- 2.5.2** The Bidder must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of making the Bid document and for entering into a contract through visit to site and inspection of the premises.
- 2.6 Price bid / Financial Quote:**
- 2.6.1** The Bidder shall submit Technical bid online & offline and price bid / financial bid in **online only**.
- 2.6.2** Unsuccessful bidder's bid security will be returned not later than 30 days after the expiration of the period of bid validity.
- 2.6.3** The successful bidder's bid security will be discharged upon the bidder signing the contract along with requisite performance security.
- 2.6.4** The bid security may be forfeited :
- (a) If a bidder withdraws its bid before the expiry of due date
  - (or)
  - (b) In case of a successful bidder, if fails:
    - (i) to sign the contract within the prescribed time or;
    - (ii) to furnish the specified performance security.
    - (iii) to submit unconditional acknowledgement of LOA with in prescribed time.

### **Bid validity**

- 2.6.5** Bids shall remain valid for 180 days from the date of bid opening. A bid valid for a shorter period will be rejected by the Tender Inviting Authority (TIA).
- 2.6.6** In exceptional circumstances, the tender inviting authority may solicit the bidders' consent to an extension of the period of validity of the bid. The bid security shall be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request is not permitted to modify its bid.

## **D. BID OPENING AND EVALUATION**

### **2.7 Opening of Bids by tender inviting authority**

- a. The tender inviting authority or his authorized representative will download technical bids on the date stipulated in the tender document.
- b. The bids received only through e-procurement will be evaluated.

**2.8** The APMSIDC can reject any bid without assigning any reasons.

**2.9** Tender inviting authority has every right to accept any Bid and to reject any or all Bids.

**2.9.1** The TIA reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without there by incurring any liabilities to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tender Inviting Authority (TIA) action. The evaluation committee during the process of evaluation bids shall take in to account the past performance of the bidder under earlier policy of this organization and its performance with other public policy along with other parameters before selecting the successful bidder.

**2.9.2** Savings Clause: No suit, prosecution or any legal proceedings shall lie against APMSIDC or any person for anything which is done in good faith or intended to be done in pursuance of bid.

**2.9.3** At the specified date and time, the price bids of all the technically qualified bidders will be opened online by the Managing Director and the result will be displayed on the e-market place which can be seen by all the bidders who participated in the Tenders.

**2.9.4** The Price Bid of the Unqualified Bidders will not be opened.

**2.9.5.**Tenders shall be scrutinized in accordance with the conditions stipulated in the Tender document. In case of any discrepancy of non-adherence to conditions, the Tender accepting authority shall communicate the same which will be binding both on the tender Opening authority and the Bidder. In case of any ambiguity or dispute, the decision taken by the Tender Accepting Authority on tenders shall be final.

### **2.10. Evaluation and Comparison of Price Bids**

**2.10.1.** The Managing Director or his nominee will evaluate and compare the price bids of all the qualified Bidders.

**2.10.2.** Negotiations at any level are strictly prohibited. However, good gesture rebate, if offered by the lowest bidder prior to finalization of tenders may be accepted by the tender accepting authority.



**2.11. Process to be Confidential.**

2.11.1 Information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced by the tender accepting authority. Any effort by a Bidder to influence the processing of Tenders or award decisions may result in the rejection of his Tender.

2.11.2 No Bidder shall contact the Managing Director or any authority concerned with finalization of tenders on any matter relating to its Tender from the time of the Tender opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the Managing Director, he should do so in writing.

2.11.3 Before recommending / accepting the tender, the tender recommending / accepting authority shall verify the correctness of certificates submitted to meet the eligibility criteria and specifically experience. The authenticated agreements of previous works executed by the lowest bidder shall be called for.

**SECTION - III**  
**TERMS & CONDITIONS OF CONTRACT**

**3. Definitions**

In this contract the following terms shall be interpreted as indicated:

- i) "Agency" means the individual or firm selected by the Tender Inviting Authority (TIA) for providing or supplying the Services under the Contract.
  - ii) "Contract" means the agreement entered into between the TIA and the Agency as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
  - iii) "Implementing authority" means the Managing Director, APMSIDC.
  - iv) "Payment Authority" is Contracting Authority.
  - v) "Tender inviting authority" means Managing Director, APMSIDC.
  - vi) The contract service agreement with the successful bidder will be signed by the Implementing Authority.
  - vii) "Services" means Supply of Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary.
  - viii) and other obligations of the Agency covered under the contract and specified in relevant Annexures.
- 3.1. Within 15 days after the Agency's receipt of notification of award of the Contract, the Agency shall furnish performance security in the form of bank guarantee in favour of **contracting authority**. This performance security will not carry any interest and will be with the contracting authority during the Agreement period.
- 3.2. Compensation for any loss resulting from the Agency's default in discharge of its obligations under the Contract, specified in terms of the contract, shall be recovered from the performance security.
- 3.2.1. The performance security will be discharged by the contracting authority and returned to the Agency not later than 30 days following the date of completion of the Agency's performance obligations under the contract.

### 3.3. Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

- 3.4. Assignment :** The Agency shall not Sub-Contract or assign in whole or in part to any other party its obligations to perform under the contract.
- 3.5 This Agreement shall be in force for a period of three years from the date of the Agreement and likely to be extended for another term based on the performance of the Manpower Supply Agency and requirement of the contracting authority.
- 3.6 The Agency has agreed to supply Manpower as per the requirement of the Contracting authority, relating to the number of candidates, remuneration payable, scope and nature of the work, educational qualifications etc.
- 3.7 The Agency has agreed to supply Manpower from time to time as per requirement of the Contracting authority i.e. increase or decrease.
- 3.8 If the persons deployed are found unsatisfactory by the contracting authority, such persons have to be replaced by the Agency with suitable alternative persons within a week.
- 3.9 The Agency should provide ID card to the individuals as decided by the contracting authority.
- 3.10 The Agency must submit Resumes for each category of requirement with qualifications required and description of the work.
- 3.11 The Rule of Reservation and Presidential Orders shall be followed in the selection of Outsourcing Personnel by the Agency to ensure Social Justice.
- 3.12 The Agency shall submit Bank Statement duly attested by the Bank Authorities every month covering details of wages paid to the staff supplied to contracting authority.
- 3.13 The Agency must give wage slips to the persons engaged by them on or before 5<sup>th</sup> of every month along with EPF slips. ESI card should be issued to all sponsored employees.
- 3.14 The Agency should comply with all instructions issued by the Government/ contracting authority from time to time for the Welfare of Outsourcing Personnel and changes in the work other than mentioned in the Scope of work at point 2.1.8 A, B and C.
- 3.15 It shall be the responsibility of the Agency to comply with the various statutory requirements and labor laws in relation to payment of minimum wages, effecting statutory recoveries and filing of the statutory returns. The contractor should pay E.S.I. EPF payments regularly and submit the same to the contracting authority every month before due date for payment. On production of such proof only, subsequent payments will be paid by the contracting authority.
- 3.16 The remuneration to the employees will be paid as per GO.MS. No.151 Finance (HR-I - Plg. & Policy) Dept. dt. 08.08.2016 and any changes ordered by the Government time to time.

- 3.17 It shall be the responsibility of the Agency to comply with the various statutory requirements and labor laws in relation to payment of minimum wages, effecting statutory recoveries and filing of the statutory returns.
- 3.18 The work shall be carried out in all the days and if necessary on Sundays and Public holidays based on the requirement of the contracting authority.
- 3.19 The individual sent by the outsourcing agency are eligible 15 days casual leaves per year or proportionally and women individual are eligible for 120 days maternity leave without paying remuneration for the said period as per Annexure to G.O.Rt.No.4459 fin (SMPC) Dept. Dt. 27.12.2006 and any changes are applicable as per Government orders issued from time to time.
- 3.20 The Agency is solely responsible for the safety or accident related incidents of the persons they have engaged to contracting authority.
- 3.21 The contracting authority agrees to make payment of agreed remuneration payable to the Manpower supplies on every first of succeeding month and \_\_\_\_\_ % - Commission on the amount towards service charge on or before 5<sup>th</sup> of the succeeding month.
- 3.22 The Agency is solely responsible for any loss incurred by the contracting authority when such loss is caused by the gross negligence of the Agent's personnel or Outsourced Personnel engaged. The contracting authority is entitled to recover such loss from the Agency.
- 3.23 The Agency will be responsible as employer of the Manpower to maintain Personal records such as pay rolls, attendance sheets, leave records, service records etc., which shall be readily available for scrutiny / inspection by the officials of the contracting authority or Government.
- 3.24 The Agency shall as employer have exclusive Right to Terminate the services of any of its staff employed and to post a substitute in place of any of such person either suo motto or on demand by the contracting authority.
- 3.25 The Agency shall not enter into sub-contracts or appoint any other Agent to perform the obligations arising under this Agreement.
- 3.26 The contracting authority reserves the right to impose penalty for any irregularity committed by the person appointed by the Agency.
- 3.27 In case of any over payment or wrong payment made to the Agency, due to wrong interpretation of the provisions of this Agreement or otherwise due to over sight or calculation error etc., such payment will be deducted in the subsequent bills or failing that from the bill or bills and if any balance amount is left over, the same would be recovered from the deposit of the Agency available with the contracting authority.
- 3.28 The Payment will be made to the Agency based on the attendance certificate / other certificates issued by the respective Head of the Wings/AO/HoDs for the days worked by the persons supplied by the Agency.

- 3.29 The Agency is alone responsible to meet any claims of the manpower supplied by it under any of the Labour Acts such as Workmen's Compensation Act etc.
- 3.30 It shall be the endeavor of the Agency to supply persons of proven integrity and competence to the contracting authority.
- 3.31 It is agreed between the parties that the contracting authority should be free to send back any person to the Agency if the performance or conduct of such person is proved unsatisfactory.
- 3.32 If the services of the Agency are found unsatisfactory or found not required for any reasons the Agreement will be terminated by giving Advance Notice of 2 (two) months.
- 3.33 To ensure proper crediting of EPF & ESI to the departments concerned, the procedure suggested by the contracting authority should be followed by the Agency.
- 3.34 The Agency has to submit the list of EPF Account numbers of all the employees engaged in the contracting authority.
- 3.35 It is very clearly understood between the parties that the manpower supplied to the contracting authority shall be treated under any circumstances as employees of the contracting authority but continues to be under the control of Agency for all purposes except in relation to the actual work entrusted to such Manpower by the contracting authority.
- 3.36 It is agreed between the parties that this Agreement is renewable for such further period(s) on such Terms and Conditions as mutually agreed between them.
- 3.37 It is further agreed between the parties hereto that the Courts in Hyderabad / Guntur / Vijayawada alone shall have Jurisdiction to try and or entertain any proceedings, suits, complaints or any other matter arising out of or touching or concerning this Agreement.
- 3.38 The Agency can provide the existing employees of other agencies upon consultation with contracting authority.
- 3.39 The Agency is responsible for payment of remuneration fixed by the contracting authority and also as enhanced by the Government from time to time and the payment has to be made on or before 5<sup>th</sup> of every month invariably. Any violation in this regard will be taken seriously.
- 3.40 The Agency should abide by the Service Conditions stipulated in G.O.Ms. No. 4459 FW (SHDC Department) dt. 27.12.2006 and also other Government Rules and Regulations communicated from time to time.
- 3.41 The Outsourcing Agency shall produce Remittance Certificate towards EPF & ESI contributions at the time of submitting the bill for the succeeding month. Any excess deductions made by Outsourcing Agency in violation of Government instructions shall result in stringent action. The agency shall furnish copy of Service Tax paid by them of their share for every month.
- 3.42 As per Service Tax notification No.3/2012-Service Tax, dt.20-06-2012 in respect of services provided or agreed to be provided by way of supply of manpower for any purpose 25% of Service Tax payable by the person providing service and 75% of Service tax payable by the

person receiving the service. Any changes are applicable as per Government orders issued from time to time.

- 3.43 The Outsourcing Employees shall not be discontinued without the acceptance of the Employer. The employee can be replaced on the ground of dissatisfactory service, indiscipline and more importantly cessation of need as determined by the Employer.

#### **3.44 Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Union of India.

#### **3.45 Notices**

- 3.45.1 Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by facsimile and confirmed in writing to the other Party's address.

- 3.45.2 Notice shall be effective when delivered or on the notice's effective date, whichever is later.

#### **3.46 Change in Law**

Subsequent increases in statutory taxes during the tenure of the contract such escalated tax amount will be reimbursed to the agency. If the tax liability is reduced, such amount shall be adjusted from the bills of the agency.

#### **3.47 Duration of contract**

The tenure of the contract will be for a period of three years from the date of concluding agreement and likely to be extended for another term subject to satisfactory performance.

**SECTION –IV**

**PROFORMA FOR BANK GUARANTEE**

To

<Name, Designation and Office Address of Contracting Authority>

WHEREAS.....(Name and address of the Service Provider) (Hereinafter called “ the service provider” has undertaken, in pursuance of agreement No..... dated ..... (Herein after “the agreement”) to Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary.

AND WHEREAS it has been stipulated by you in the said agreement that the service provider shall furnish you with a bank guarantee by a **Nationalized** bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the agreement; AND WHEREAS we have agreed to give such a bank guarantee on behalf of the service provider; NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of Rs xxxxxxxx/- (Amount of the guarantee in words and figures rupees xxxxxxxx), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the agreement and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforeside, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This guarantee shall be valid up to 15 (fifteen) months from the date of signing of agreement i.e. up to..... (Indicate date)

.....

(Signature with date of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

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

## 4.2 DECLARATION OF THE BIDDER

- a. I/WE have not been black listed in any department / Corporation of State / Central Govt due to any reasons.
- b. I/WE have not been demoted to the next lower category for not filing the tenders after buying the tender schedules in a whole year and my/our registration has not been cancelled for a similar default in two consecutive years.
- c. I/WE agree to disqualify me/us for any wrong declaration in respect of the above and to summarily reject my/our tender.

I/We, \_\_\_\_\_ have gone through carefully all the Tender conditions and solemnly declare that I / we will abide by any penal action such as disqualification or black listing or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the statements, documents, certificates produced by us are false / fabricated.

Address of the Bidder :

Phone number :

email id :

**Signature of the Bidder**



### 4.3. Format for Technical Bid.

#### Part I – Basic information of Bidder

1.	Name of the Bidder	:	
2.	Legal Entity (Company, Firm, Society, others)	:	
3.	Year of establishment	:	
4.	Address of Registered Office	:	
5.	Name of Contact Person	:	
a	Phone	:	
b	Mobile	:	
c	Email ID	:	
6.	Name of person authorized to sign the bidding documents (along with proof of authorization)	:	

#### Part II - Experience information

##### a. Details of Manpower Services :

S. No	Name and address of the Client	Period in which services provided		Description of services	Number of Manpower	Total Wages in Rs.
		From	To			

- Attach the certificate of experiences issued by the client (Competent authority) for each experience certificate.

**b. Details of the Employees:**

<b>S. No.</b>	<b>Name and address of the Client</b>	<b>Name of the Employee</b>	<b>Cadre of the Employee</b>	<b>Qualifications</b>	<b>Working Period</b>	
					<b>From</b>	<b>To</b>

- Attach the certificate issued by the Client (Competent authority)

## CHECK LIST

### DOCUMENTS TO BE UPLOADED AS PART OF THE BID

S. No.	Document to be uploaded to profile	Check (Yes or No)
1	Process Fee Rs. 11,800/-	
2	EMD for Rs.10,00,000/- in online only	
3	Firm Registration of Andhra Pradesh for supplying of Manpower	
4	Valid registration from Labour Department of Government of Andhra Pradesh for Minimum of 200 service personnel	
5	Memorandum of articles / Partnership deed	
6	Basic information (as per Section-4, Part-I)	
7	Experience certificates of having executed during the last three years (i.e.,) 2020-21 to 2022-23 continuously as per clause 2.1.4 (a) and (b) of Instruction of Bidders.	
8	Audited financial statement for the required turnover amount in any one financial year during the last three years i.e., 2020-21 to 2022-23 as per clause 2.1.5 of Instruction to Bidders. It should be signed by the Chartered Accountant.	
9	Experience Certificates as per clause Section - IV Part - II (a) and (b)	
10	Valid EPF registration along with necessary certificate and payment proofs (for not less than 200 members).	
11	Valid ESI registration along with necessary certificate and payment proofs (for not less than 200 members).	
12	GST Registration and latest valid AP Commercial Tax clearance certificate	
13	PAN card	
14	Latest Income Tax returns submitted along with proof of receipt	
15	Declaration (as per section IV of Bid formats, clause-4.2)	

**Note :-** The technical bid evaluation of the bidders will be done on the certificates /documents uploaded through online only towards qualification criteria furnished by them.

**Annexure – I**  
**Government Hospital wise Minimum Manpower required**

S. No	Hospital District	Hospital Name	Executives	Supervisory staff
1	GUNTUR	GOVERNMENT GENERAL HOSPITAL - GUNTUR	14	2
2	KAKINADA	GOVERNMENT GENERAL HOSPITAL - KAKINADA	15	2
3	NTR	GOVERNMENT GENERAL HOSPITAL - VIJAYAWADA	21	3

**Note:** The above manpower is the minimum manpower to be placed and the Service provider should place the manpower as requested by the Superintendent of the Hospital based on the increased no. of cases in the hospital.

**Specifications for Systems, Printer cum scanner**

**specifications of Computers:**

Sr. No.	Parameters	Technical Specifications
1.	Processor	Intel® Core™ i3-8130U with Intel® UHD Graphics 620 (2.2 GHz base frequency, up to 3.4 GHz with Intel® Turbo Boost Technology, 4 MB cache, 2 cores)
2	Memory	4GB DDR4 RAM 2 SODIMM
3	Network interface	10/100/1000M Gigabit Ethernet
4	Ports	1HDMI-out;1 headphone/microphone combo; 1 power connector; 1 RJ-45; 2 USB 2.0; 2 USB 3.0 Gen 1, 1 3-in-1 SD card reader
5	Expansion slots	1 M.2 2230; 1 SATA storage connector; 1 M.2 2230/2280
6	Hard drive	500 GB 7200 RPM HDD
7	Audio	Realtek ALC3247 codec, high performance internal speaker, combo microphone/headphone jack, line-in and line-out rear ports (3.5 mm)
8	Operating	Windows 10 Professional
9	Display	19 Inches diagonal FHD widescreen LCD anti-glare WLED backlit (1920 x 1080) micro-edge / nearly borderless display.
10	Input Device	USB wired standard Keyboard and Mouse of same make as AIO
11	Energy Efficiency Compliance	ENERGY STAR® certified; EPEAT® Bronze
12	Color	Black
13	Warranty	3 years Onsite warranty NBD

14	BRAND	DELL/HP/LENOVO) MODEL
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**Specifications of Printers:**

Sl.No	Parameters	Technical Specification
1	Print Speed	22-25PPM
2	Standard Functions	Copy, Print, Colour Scan with duplex multiple scanning facility to scan two sides of the paper
3	Paper Capacity	Bypass Tray: Min 100 Sheets
4	Paper Capacity in Tray	Min 250 sheets
5	Maximum Print resolution	1200x1200dpi
6	Print Memory Standard	256 Standard
7	Warranty	Min 3 years onsite
8	Paper Size	A4/Legal
9	Toner	Separate Drum Technology and Toner

## SECTION – V

### PRICE BID

Tender Notice No.

**Name of the work :- Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary.**

**Contract period – 3 years**

Sl. No.	Description	Per month cost of each Human Resource (In Figures)	Per month cost of each Human Resource (In Words)
1	Providing Executives and Supervisors for Data entry and processing of Preauthorization, Claim, Follow-up, etc. for all cases of Government Hospitals under DME Control of Andhra Pradesh along with Systems, Printer cum scanner, Stationary as mentioned in Annexure I		

**Note:**

- 1) The Agency has to quote its cost including matching grants ESI & EPF and all other taxes are as applicable as per the prevailing Government orders. Labour Laws compliance would be mandatory.
- 2) If there is any discrepancy in between words and figures of percentage of price bid, the rate in words will govern.
- 3)

## **SECTION – VI**

### **Scope of Work**

Execution of Executives within the DME hospitals up to specified levels of quality standards under the contract. The scope of work is more precisely defined below:

#### **I . Job Responsibilities of Executive:**

Qualification: Any degree with min of 50% marks and should be well-versed with computer online data entry with minimum typing skills.

- a. Out patient / In patient conversion duly filling of all social and clinical particulars of the Patient with due Biometric authentication of the patient/ patients attendant.
- b. Generation of Forms and get them signed by the concerned authorities and should upload into the system.
- c. Daly clinical notes & On bed status of the patients who are admitted in the hospital under the scheme to be updated on daily basis.
- d. Responsible for obtaining all necessary documents from the department concerned for Preauthorization submitted.
- e. Responsible for updating the preauths if kept pending for want of clarification or documentation.
- f. Should update all required data in the portal pertaining to Surgery/ treatment and during discharge.
- g. All necessary documents, pictures, scanned copies of signed documents and video evidence, etc. to be uploaded in the portal with required signs is the responsibility of the Team placed.
- h. Claims submission with required documents should be uploaded in the system.
- i. Updation of any claims should be taken care, if kept pending by the Trust with required documents and signs of the concerned doctors, patient, and staff.
- j. Should process the follow-up claims as per the workflow available in the Aarogyasri portal.
- k. Any changes in the Doctors, staff, account etc. should be updated in the portal as per the online application as when required.
- l. Selection of doctor, nursing, lab staff and class IV employees during surgery update.
- m. The above activities should be done in all the schemes implemented by Dr YSR Aarogyasri Health Care Trust.
- n. All the above activities should be submitted/updated with in TAT as specified by the Trust.
- o. Any reports required by the NWH pertaining to the above activities should be prepared and submitted to concerned.

- p. A daily report should be submitted to the MEDCO on individual personnel wise activity.
- q. Any other work assigned by the Superintendent.
- r. Detailed description of activities mentioned at point 2.1.8 A.

## II. Job Responsibilities of **Supervisory Staff:**

**Qualification:** Any degree with Min of 50% marks and should have a minimum of 2 to 3 years of experience in Online data entry or any health sector.

- a. To monitor the works of the executives
- b. To coordinate with the Nodal officers in the Government hospitals
- c. Should assign the team to all the 3 shifts based on the requirement of the hospital.
- d. All the above activities should be submitted/updated with in TAT as specified by the Trust.
- e. Any reports required by the NWH pertaining to the above activities should be prepared and submitted to concerned.
- f. A daily report should be submitted to the MEDCO on individual personnel wise activity.
- g. All the claim paid cases in every calendar month should be submitted to Aarogyasri office along with the treating doctor wise breakup, with same columns as in Aarogyasri web site patient search page and treating doctors name. This must be submitted as a soft copy and hard copy. Time frame: first or second day of every month.
- h. This lists containing cases whose therapy or surgery is not updated in time cases which were not taken to discharge update status after discharge, case whose claim is not submitted after discharge update or death update and claims rejected by Trust should also be submitted along with claim paid list. This list must be submitted as a soft copy and a hard copy. The performance security deposit is linked to this, to deduct the claim amount involved.
- i. Any other work assigned by the Superintendent.