**HEALTHCARE SERVICES DIVISION**

**NOTICE INVITING EXPRESSION OF INTEREST FOR RUNNING CYBER CAFE & XEROX SHOP**

AT

**Lifecare Center in SCB Medical College Cuttack,Odisha**

**Note: All the applications should be submitted within fifteen days from the date of publishing the advertisement in newspaper.**

**TENDER REFERENCE NO: HLL/HCS/LCC- CTC/14-15/02**

**Invitation for Expression of Interest (EOI)**

**Applications are invited for providing cyber cafe & Xerox shop at Lifecare Center in SCB Medical College Cuttack,Odisha**

HLL has signed MOUs for establishing Lifecare Centre at SCB Medical College Cuttack,Odisha . These are government run institutions under the governance of Director of Medical Education, Department of Health & Family Welfare, and Government of Odisha. The Lifecare Centre planned at SCB Medical College Cuttack,Odisha will have the following facilities:

a) Lifecare Centre Pharmacy store

b) Cyber cafe & Xerox shop - Public and Staff

It has been decided to establish the cyber cafe & xerox shop facilities through outsourcing.

Hence Expression of Interest (EOI) is invited from all the approved contractor/service providers for providing cyber cafe & xerox shop services at SCB Medical College, Cuttack.

**I. Background**

HLL Lifecare Limited (HLL) is a Government of India Enterprise under the Ministry of Health and Family Welfare. In corporated in to a company under the companies Act 1956. HLL is engaged in the business of manufacture and sale of contraceptives, Hospital products and pharmaceutical products apart from providing services in the areas viz. Infrastructure Development, Procurement consultancy and Healthcare Services.

**II. Objective of the EOI**

HLL proposes to engage reputed parties in the relevant area to set up and run the above facilities. Built up space with minimum facilities will be provided.

In order to select the prospective contractors to carry out the above said services, we intend to shortlist them based upon their credentials. Hence EOI is invited from the approved reputed contractors/service providers. Interested parties may apply with the Expression of Interest

**III. Mode of submission of Expression of Interest**

Documents in electronic form will not be accepted.

The documents should be submitted in an envelope super scribed “EOI FOR CYBER CAFÉ & XEROX SHOP SERVICES- Lifecare centre SCB Medical College Cuttack” . The documents should be delivered at the following address of the centre applied

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| **The Centre Manager,****LIFECARE CENTRE,****MULTI UTILITY BUILDING,****SCB MEDICAL COLLEGE,****CUTTACK,** **ODISHA-753007****PH: 0671-2414495** |

**IV. Documents to be submitted**

The contractors/service providers shall be registered on the basis of their credentials submitted by them. To prove the credentials, attested copies of the following documents need to be submitted

* Application on letter head indicating interest and previous experience.
* Details of the Applicant/Company/Firm/Proprietorship.
* Details of registration/identity proof.
* Service license\* if applicable.
* Sales/Service tax registration\* if applicable.
* Registration certificates/testimonials\* from national Institutions, State & Central Government bodies, PSUs, etc., if any.

(\*Attested copies of the certificates should be submitted.)

The approved contractors/service providers should have proven experience in providing the similar kind of services during the last 3 years. Document to prove the experience in providing these to reputed hospitals, institutes, etc should be enclosed.

**V. Last date for submission of documents**

Interested parties must submit all the above mentioned details within **FIFTEEN days ( before 5 PM)**  from the date of publishing the advertisement in the news paper. Any application received after the last date & time or any correspondence in this regard will not be considerd.

**VI. Terms & Conditions**

1. The contractor has to execute an agreement with the company, but his/her liability under the contract shall commence from the date of receipt of the written work order of the Company. The Validity of the agreement is **2 YEAR**. The tenancy agreement is renewable for a further period, after its expiry subject to satisfactory performance and mutually agreed terms & conditions.
2. The contractor has to pay a license fee monthly as mutually negotiated and finalized between the parties.
3. **An amount of Rs.50,000/- (Rupees Fifty thousand only) is to be deposited by the contractor thru DD/RTGS payable at Cuttack as Interest Free Security Deposit** for the due performance of the contract. This deposit would be refunded after date of expiry of contract (if not renewed) subject to the condition that no losses are incurred to the company due to damage of materials like articles, fixtures, furniture, etc supplied by the Company and that all the dues to the Company are settled by the Contractor.
4. The contractor must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labor, i.e., various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time. All the relevant documents/registers need to be kept at Company’s premises. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the Company due to non-compliance, the contractor shall indemnify the company for the same to the Company.
5. The contractor shall register with a registration agency notified by the government and maintain a log of identity of users and their internet usage.
6. The contractor shall comply with the directions issued from time to time of the Ministry of Home Affairs/Department of Tele communications and comply with the rules under the Information Technology Act 2000, as amended by the Information Technology (Amendment)Act,2008.
7. The contractor shall pay all charges for the consumption of electricity and water as per bills received from the authorities.
8. The contractor shall obtain adequate insurance policy in respect of his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
9. The Contractor shall bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Governments or any local body or authority from time to time.
10. The contractor shall be solely and fully responsible for lapses, violation and noncompliance, if any of all the statutory dues and the Company shall in no way be a party to it.
11. The Contractor is required to nominate an official, to interact with the Company’s representative regularly for ensuring the satisfactory and smooth functioning of the services.
12. The Contractor should arrange for his own staff for running the cyber cafe & Xerox shop.
13. The contractor is required to arrange at his own expense to provide computer,Xerox machine,scanner and others etc... However, damages, if any, to the existing material provided by the Company would be recovered from the Contractor.
14. Any staff of the Contractor, whose service is not satisfactory, would be replaced by the Contractor, in consultation with the Company.
15. The staff deployed by the contractor should be of good conduct and behavior. They should be free from any contagious disease. The medical check-up of all the staff should be carried by a registered medical practitioner every year and the relative medical reports be submitted to the Company. Staff failing the medical check-up should be removed immediately and the same is to be reported to the Company.
16. In case, any of the contractor’s staff suffer any injury or damage or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the contractor. For this purpose, the contractor may cover his staff with adequate insurance policy.
17. The Contractor or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Company or the participants at the Company premises.
18. The contractor or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
19. The Contractor shall be deemed for all legal and contractual purposes, as the employer of the staff employed by him/her for carrying out the contract, and such persons will not have any claim for employment in the Company now or at a future date. The number of such persons employed will be determined by the parties to this contract by exchange of letters from time to time. But in any case the Contractor shall have to engage the services of sufficient number of persons.
20. In the event of theft, pilferage or damage to the Company’s property, and if proved that the contractor /his staff are responsible; the contractor should make good all the losses and remove the concerned person identified as responsible from the services.
21. The Contractor shall at all times during the continuance of the agreement follow all directions and instructions given by the Company and all authorized officials concerning every aspect of service and maintenance. The decision of the Company would be final in all matters.
22. The contract may be terminated at one month’s notice by the Company if any one of the stipulated conditions agreed upon by the Contractor is not met to the satisfaction of the Company.
23. The contractor is required to run the cyber café & xerox services efficiently to meet the standards set by the Hospital authorities and Company. All the expenses incurred for meeting statutory requirements including construction of additional shades, civil modifications shall be borne by the contractor.
24. Child Labor is strictly prohibited.

**VII. Finalization of Contract**

After verification of documents submitted, shortlisted parties will be requested to submit their quote for License fee and the contract will be awarded to the party quoting the highest. The final negotiation with the shortlisted parties will be done at the company nodal office located at SCB Medical College, Cuttack.

**VIII. RIGHTS OF HLL**

1. HLL reserves the right to accept/reject the applications/offers received without assigning any reasons whatsoever, or may call for any additional information/clarification. If so required.
2. HLL reserves the right to register and place orders
3. HLL reserves the right to extend the last date of submission of the EOI.

**IX. MISCELLANEOUS**

In case any further clarification or information is required, the following officer may be contacted

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| **The Centre Manager,****LIFECARE CENTRE,****MULTI UTILITY BUILDING,****SCB MEDICAL COLLEGE,****CUTTACK,** **ODISHA-753007****PH: 0671-2414495****Mob:7504060050** |

**NOTE:** The terms “**Company**”, “**Contractor**” & “**Hospital Authorities**” in this document refer to “**HLL Lifecare Ltd**”, “**Prospective for running the cyber café & Xerox shop**” & **SCB Medical College Authorities**” respectively.