



Government of West Bengal
Office of the Medical Superintendent cum Vice Principal
Rampurhat Government Medical College & Hospital
Rampurhat, Birbhum, West Bengal -731224
 Phone: 03461-255285/102; email: msvprphgmch@gmail.com
 website: www.rampurhatgmch.edu.in



Memo No. RPHGMC&H/MSVP/729

Date -05.03.2025

NOTICE INVITING EXPRESSION OF INTEREST (RSK)

EOI is hereby invited from eligible Non Government Organization (NGO) to run 'ROGI SAHAYATA KENDRA' at Rampurhat Govt. Medical College & Hospital, Rampurhat, Birbhum for one year and may be extended up to 03(three) years, at the end of each financial year subjected to be renewed after completion of satisfactory services. This contract period shall commence from the date of execution of agreement with the undersigned. Interested parties may please visit website: <https://wbtenders.gov.in> (Organization-Health & Family Welfare Department). For any further assistance, please visit o/o the MSVP, Rampurhat Govt. Medical College & Hospital during office hours.

Dates & Information

SL No	Particulars	Publishing date(s)
1	Date of uploading of E.O.I. Documents in the e tender portal	05.03.2025
2	EOI Submission Start Date(on line)	05.03.2025
3	EOI Submission Closing Date (Online) :	18.03.2025
4	BID opening date:	20.03.2025 at 4PM
5	Date of online uploading list for qualified Bidders	To be notified later

Objective of Programme:

1. The main objectives of the project are to set up information centers at Rampurhat Government Medical College & Hospital to provide accurate information about the services available in the health facility to all clients and stakeholders.
2. Disseminate all patient related information to patients and relatives on a real time basis so that they may access the available services fully and without delay and assist the service providers of the health facility by appropriately guiding the patients/visitors.

Role & Responsibilities:

1. Provide information sought for by the visitors in a friendly manner.
2. ROGI SAHAYATA KENDRA will provide guidance to the visitors/ patients.
3. Maintain and update the information database.
4. Receive complaints/ grievances/ suggestions, record them in appropriate registers, issue a receipt, and forward the complaints/ grievances/ suggestions to the Superintendent at the end of each shift.
5. Maintain and update list of high-risk/ serious patients.
6. Take other necessary steps to ensure optimum functioning of Rogi Sahayata Kendra.
7. Maintain the checklist for Doctor-Party meet.
8. Provide knowledge on different NRHM schemes to the mothers on JSSK. Statutory announcement from time to time in Public Address System. RSBY registration, reception & processing.

Operationalizing the Information Centre:

Time of functioning: Round the clock (24 hours) 365 days in 3 (three) shifts.



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Eligibility Criteria for NGO

1. Valid Registration under Societies Registration Act 1961 or similar act.
2. Annual return submitted to Registrar of Societies for the last three financial years.
3. Last three years audit report.
4. Work experience in health or other developmental sector.
5. Registered office address situated in the district.
6. Valid P.F and E.S.I registration certificate.

Selection Criteria for NGO:

1. Allocation of score will be made on the basis of memo number .HFIO/MSIW-03/1,3/PartII/Part file dated 19.02.2015 The selection Criteria are as follows:-
 - a. Number of years of work experience in health sector in the district
 - b. Number of years of work experience in other developmental sectors related to health education, Sanitation, Nutrition, mother and child welfare etc
 - c. Period of organizational setup in District.
 - d. Annual Turnover in last two financial years

Submission of Expression of Interest:

“BID A”: Technical Documents:- **STATUTORY COVER**, containing the following documents:

A	CHECK LIST in the prescribed format
B	Application in the prescribed format given in Annexure I
C	Copy of EOI

“BID B”: **NON -STATUTORY DOCUMENTS** Containing the following specific technical documents:-
 (SINGLE FILE MULTIPLE PAGE SCANNED)

A	PAN of the NGO
B	GST Registration certificate(If applicable)
C	Up to date Society registration certificate.
D	Income Tax Returns submitted for last three financial years.
E	Audited receipts & Payments & Balance sheet for last 3 Years
F	Credential certificate/Experience certificate for in health or other developmental sector.
G	Valid P.F and E.S.I registration certificate

Terms of Reference:

The following terms and conditions may be applicable for the NGO selected:

1. The NGO would be responsible for the punctuality and attendance, and performance of the Rogi Sahayak.
2. All the necessary furniture and the documents for smooth operation, as well as drinking water and toilet facilities would be provided by the hospital authorities.
3. NGO would fix one person from their organization for supervision of the work of the Rogi Sahayata Kendra and liaison with hospital authorities.
4. The persons (Rogi Sahayak) shall work for the patients care services and no other job from the NGO should be entrusted on them during their working hours in the counter.

Invalid applications:-

Applications which suffer from any of the following deficiencies will be rejected:

- a) Application received after the closing date & time



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- b) Application without signature or with signatures in capital letters.
 c) Application without official seal of the NGO.
 d) Application without valid enclosures.

Management:

Suitable NGO will be selected and agreement will be made with it to provide counter and be responsible for daily management of Rogi Sahayata Kendra. Terms and conditions will apply as per guidelines for setting up RSK under NRHM.

Synopsis:

Remuneration of Rogi Sahayak	Administrative Cost	Number of Rogi Sahayak
Rs. 10826/- per Rogi Sahayak/month	Rs.2500/- per month/ unit (8 persons)	16

GENERAL INSTRUCTIONS:

In the event of e-filing, intending bidder may download the EOI documents free of cost from the website: <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate or from the Health & Family Welfare Department's website www.wbhealth.gov.in

- The undersigned has every right to accept or reject this EOI at any time without assigning any reason thereof.
- Bidders of concerned groups are hereby informed that the Medical Superintendent cum Vice-Principal reserves the right to call any of the bidders for any document verification physically during the process of technical and financial evaluation.
- During the scrutiny, if it comes to the notice of the authority that the credential or any other paper is found incorrect/ manufactured/ fabricated, that bidder would not be allowed to participate in the tender and that application will be rightly rejected without any prejudice.
- Any objections raised by any Bidder in any respect will be entertained during the process of the technical and financial bid opening. After opening financial BID objection will not be entertained.

[Signature]
 Medical Superintendent cum Vice Principal
 Rampurhat Govt. Medical College & Hospital
 Rampurhat, Birbhum

Memo No. RPHGMC&H/MSVP/729

Date -05.03.2025

Copy forwarded for information and necessary action please to:-

- The Principal, Rampurhat GMC&H, Rampurhat, Birbhum
- The Addl. Medical Superintendent, Rampurhat GMC&H, Rampurhat, Birbhum
- The Treasury Officer, Rampurhat Treasury, Rampurhat, Birbhum
- The Accounts Officer Rampurhat GMC&H, Rampurhat, Birbhum
- The Accounts Officer Rampurhat GMC&H, Rampurhat, Birbhum(College side)
- The Dy. Superintendent(N/M), Rampurhat GMC&H, Rampurhat, Birbhum
- All Asstt. Superintendent (N/M), Rampurhat GMC&H, Rampurhat, Birbhum
-,Member of TPC , Rampurhat GMC&H, Rampurhat, Birbhum

[Signature]
 Medical Superintendent cum Vice Principal
 Rampurhat Govt. Medical College & Hospital
 Rampurhat, Birbhum



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Annexure I
APPLICATION FORMAT

To
The MSVP
Rampurhat Govt. Medical College & Hospital
Rampurhat, Birbhum

Sub: EOI for 'ROGI SAHAYATA KENDRA' to the Rampurhat Govt. Medical College & Hospital.

Having examined the pre-qualification & other documents published in the EOI, I hereby submit all the necessary information and relevant documents for evaluation:

1. That the application is made by me / us on behalf of..... In the capacity.....duly authorized to submit the offer. The authorization letter from the authority is attached herewith.
2. We accept the terms and conditions as laid down in the EOI mentioned above and declare that we shall abide by it throughout the contact period.
3. In the event of being selected, I will provide necessary service within the stipulated period except the condition which is beyond our control.
5. We understand that:
 - (a) Tender Selection Committee/ MSVP, Rampurhat Govt. Medical College & Hospital can amend the scope & value of the contract bid under this project.
 - (b) Tender Selection Committee /MSVP, Rampurhat Govt. Medical College & Hospital reserves the right to reject any application without assigning any reason.

Date :

Signature of applicant including title
and capacity in which application is made.

Contact no:
Mobile No:
e-mail id:
EOI No:
Date:

(To be furnished in the NGO's official letter pad with full address and contact no etc., otherwise it will be treated as cancelled)

25/3/18



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CHECK LIST

[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.]

1. Name of the work	
2. EOI Notice No & Date	
3. On line document download ended date	
4. Name of the institution tendered for	
7. Name of the NGO in block letter	
8. Full address of the NGO	
10. Registration No Authority with whom registered	
11. License No..... for the purpose of.....	
12. Name & address of the banker of the bidders	
13. PAN No./TAN No. & GST No	
14. Black Listed by any Govt. Authority Yes/ No	
16. Have the NGO's employees been convicted in Or Have any court case /vigilance matter pending ? If yes, provide detail	
17. Has any litigation against the NGO or its members If yes, provide details	
18. Any other relevant information wish to submit	

I have gone through the eligibility criteria for participating in the EOI and certify that all the conditions have been fulfilled. I have read the general & special terms & conditions, including the penal provision, as given in the EOI documents as per EOI notice quoted above. I have accepted them and agree to abide them. I have also read the Memorandum of agreement and do agree to abide by it if declared successful in my bid.

I have also 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 of information found incorrect later on, I the undersigned will be personally responsible for the same.

Date:

Full Signature of the authorized person & Seal

[Handwritten Signature]
5/3/25