

OFFICE OF THE COLLECTOR: CUTTACK
(I R C S, DISTRICT RED CROSS BRANCH, CUTTACK)

No 2150 dt 26/6/18
Expression of interest.

The District Red-Cross Society Cuttack invites sealed proposal along with quotation from registered organizations for smooth management of "MAY I HELP YOU" desk at SCBM'C & H, cuttack & Sishu Bawan cuttack/AHHC Centre Cuttack/ City Hospital, Cuttack. The Agency having excellent track records, manpower, capacity, and relevant experience in this line are eligible to apply. The agency must be able to provide round the clock service to the patients of the Medical. The detail of terms and condition can be obtained from the website <http://cuttacknic.in> or from the office of the undersigned. Interested organizations should submit their proposal & should be superscripted individually as "EOI for Outsourcing of "MAY I HELP YOU" desk" to reach in this office of the District Emergency Officer, Cuttack by 05.07.2018 4.00P.M. Positively by registered post/Speed post only. Applications received after due date will not be entertained. The opening of the BID will be on 05.07.2018 at 4.00PM.at Dist. Emergency office, Cuttack. The cost of the application from each bid is 100/-rupees (One Hundred only) payment through D.D in favour of DEO& Honorary Secretary IRCS, DRCB, and Cuttack payable at SBI (Main Branch) Cuttack attached with bid only. The applicant or His /Her representative shall be present during the opening of the bid in the office of the undersigned on dated 05.07.2018 at 5.00PM.The bid of the bidder will be opened in the presence of the parties or their representative. The undersigned reserve the right to select/Reject/Negotiate the application in the best interest of the public & patients.


District Emergency Officer &
Honorary Secretary IRCS, Cuttack. 26/6/18

Term and Condition.

1. For smooth management of patients coming from far concerns of the state and their treatment in the Govt. Hospitals. The District administration shall operate one Help Desk at the Govt. Hospitals; the volunteers shall be engaged by Civil Society Organization on contractual basis.
2. The Volunteers shall work in 02 shifts everyday i.e from 6.00 A.M to 02.00P.M and 02.00P.M to 10.00PM.
3. There shall be two volunteers in each shift.
4. At no point of time, the Volunteers shall leave the Help Desk unmanned and all attendant.
5. The Suptd. of the concerned Govt Hospitals will provide suitable place for the Volunteers to camp during their working hours which should be visible to incoming patients to approach and seek for assistance.
6. The Volunteers shall guide the patients to different facilities and provide necessary information like where to go for Diagnosis', where to deposit fee, Outdoor ,Wards etc. as and when required.
7. The Volunteers shall give necessary guidance to ignorant, illiterate patients coming from far flung areas of the state so that the patients and the patients coming under with them are not puzzled and avail the medical facilities available for their recoupment and recovery.
8. The Volunteers shall be under the administrative control of Administrative Officers of the Govt. Hospitals and shall report to and intimate all happenings to the Govt. Hospitals.
9. The Volunteers shall maintain a register at the Help Desk giving the details of patients their short address and the nature of assistance render to them in each shift every day.
10. The Volunteers shall carry out the instruction for District Administration as and when given to them for assistance of patients.
11. The Volunteers shall be paid a consolidated remuneration of Rs.5000/- as per the decision take in Executive Body of District Red Cross Branch, Cuttack per month on the receipt of absentee from the Administrative Officer of Govt. Hospitals.
12. The Engagement is purely on the basis of outstanding and contractual in nature and hence the consolidated remuneration shall be paid to the service provider on receipt of the absentee statement from the Administrative Officer of concern Hospital.
13. The Engagement of Volunteers is purely contractual and the District Administration Holds the right to disengage the volunteers on violation of the above terms and condition or any reported irregularity or misconduct by the volunteers leading to mismanagement or disrupt or negligence of patients.