



कर्मचारी राज्य बीमा निगम
Employees' State Insurance Corporation
PANCHDEEP BHAWAN, CIG ROAD, NEW DELHI-110002
(ISO 9001-2000 Certified) website : <http://esic.nic.in>

**NOTICE INVITING TENDER FOR
CONDUCTING CLIENT SATISFACTION SURVEY**

ESI Corporation established under the ESI Act, 1948, provides comprehensive medical care services through a large network of health facilities which include 144 hospital and 1422 dispensaries all over the country.

ESIC re-invites tender (Two Packet Bids : Technical Bid-Packet A and Financial Bid-Packet B)

The ESI Corporation re-invites sealed tender from professional agencies/firms having experience in the field of conducting surveys to conduct survey of 123 ESI hospitals alongwith 3 nearby dispensaries for each hospital. The survey should cover all stake holders i.e. ESI beneficiaries (Insured persons & their families), employers and service providers. The no. of hospitals statewide are as under:-

Sl. No.	State Name	No. of Hospitals	Sl. No.	State Name	No. of Hospitals
1.	Andhra Pradesh	10	10.	Maharashtra	13
2.	Bihar	02	11.	Orissa	05
3.	Goa	01	12.	Puducherry	01
4.	Gujarat	11	13.	Punjab	06
5.	Haryana	05	14.	Rajasthan	04
6.	Himachal Pradesh	01	15.	Tamil Nadu	08
7.	Karnataka	08	16.	Uttar Pradesh	15
8.	Kerala	12	17.	West Bengal	13
9.	Madhya Pradesh	06	18.	Jharkhand	03

The details of the hospital are available on the Website of ESIC.

The objective of the survey is to measure the satisfaction level of all stake holders viz. insured persons, dependents, employers and ESI Corporation employees with a view to identify specific dis-satisfiers, problems faced in availing the facilities/delivery of services and to obtain their suggestions for improvement in service levels.

The firms meeting the following criteria need only apply:

1. The firm should have annual turn over of Rs. 5 crores during each of the last three financial years ending 31.3.2007. The turn over should be in respect of the firm submitting the offer and not that of the group or the parent company.
2. The firm should have been awarded a minimum of 5 contracts of the minimum value of Rs. 20.00 lakhs each within the last three years ending 31st March, 2008.
3. JVs/Consortium/MOUs shall not be considered.
4. The firm should have a minimum of five year experience in survey work for the year ending 31.3.2007. The offer should indicate the details of the similar works carried out in the past.
5. The agency should have all India presence.
6. The offer should be for the entire work and not part work.
7. Technical bid and financial bid should be submitted in separate sealed envelopes.
8. The prices quoted shall be all inclusive and not open ended. Tender should keep their bid valid for 180 days from the date of opening bids.
9. The work should be completed and report submitted within six months from the date of award of work.

The firms will have to submit the audited balance sheet in support of the turn over and other documents in support of their experience. The firm will have to submit an earnest money deposit (EMD) of Rs. 1.00 Lakh (Rupees One Lakh) in the form of Demand Draft favouring "ESI Account No. 1 - HQ Office along with tender. The offers in sealed envelope containing technical and financial bids for conducting the surveys alongwith EMD should be submitted to the Office of Director General (Medical Division), Room No. 101, First Floor, ESI Corporation, Panchdeep Bhawan, CIG Road, New Delhi-110002 by **11.00 AM on 30.03.2009. The Technical Bid will be opened on the same day i.e. 30.03.2009 at 11.30 AM in the Committee Room, 2nd Floor of ESIC Hqrs. Office.** In case opening date of tender falls on Gazetted Holidays or subsequently declared as such holiday then the same will be opened on next working day at scheduled hours. Bids faxed, telefaxed, incomplete, late delayed or from such agents without having letter of authority from their Principals are liable to be summarily rejected. ESIC will not be responsible of delay in transit or damage or loss of tender document sent by post. **Only those firms which fulfil the technical criteria will be considered for opening of financial bid.**

Size :16 x 25 cm