



EMPLOYEES STATE INSURANCE CORPORATION
PANCHDEEP BHAWAN:CIG ROAD:NEW DELHI-02
ISO 9001-2000 Certified
<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 hospitals 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 statewise 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.	Pondicherry	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.	U.P	15
8.	Kerala	12	17.	West Bengal	13
9.	Madhya Pradesh	06	18.	Jharkhand	03

The details of the hospitals is 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 compny.

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 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 Rupees One lakh in the form of Demand Draft favoring “ ESI Account No.1-HQ Office) along with tender. The offers in sealed envelope cotaining 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 for delay in transit or damamge or loss of tender document sent by post. Only those firms which fulfil the technical criteria will be considered for opening of financial bid.*

ANNEXURE

LIST OF ESI HOSPITALS

Sl. No.	Name of Hospital	Bed Strength
	ANDHRA PRADESH	
1	ESI Hospital, Visakhapatnam	125
2	ESI Hospital, Vijayawada	135
3	ESI Hospital, Rajamundry	50
4	ESI Hospital, Ramachandrapuram	68
5	ESI Hospitalm, Sanathnagar	384
6	ESI Hospital, Sirpurkagaznagar	110
7	ESI Hospital, Adoni	50
8	ESI Hospital, Warangal	50
9	ESI Hospital, Tirupathy	50
10	ESI Hospital, Nizamabad	50
	BIHAR	
1	ESI Hospital Dalmianagar	72
2	ESI Hospital Munger	30
	GOA	
1	ESI Hospital, Margao	50
	GUJARAT	
1	ESI Hospital Naroda(Chest)	225

Sl. No.	Name of the hospital	Bed Strength
	ORISSA	
1	ESI Hospital Kansabahal	50
2	ESI Hospital Choudwar	100
3	ESI Hospital Jaykaypur	25
4	ESI Hospital Brajrajnagar	50
5	ESI Hospital Bhubaneshwar	50
	PONDICHERRY	
1	ESI Hospital Pondicherry	75
	PUNJAB	
1	ESI Hospital Amritsar	125
2	ESI Hospital Jalandhar	100
3	ESI Hospital Mohali	30
4	ESI Hospital Phagwara	50
5	ESI Hospital Rajpura	30
6	ESI Hospital Hoshiarpur	50
	RAJASTHAN	
1	ESI Hospital Kota	60
2	ESI Hospital Jodhpur	50
3	ESI Hospital Bhilwara	50
4	ESI Hospital Pali	50
	TAMIL NADU	
1	ESI Hospital Coimbatore	500
2	ESI Hospital Chennai	625
3	ESI Hospital Madurai	202
4	ESI Hospital Vellore	50

2	ESI Hospital Rajpur Hirpur	50
3	ESI Hospital Kalol	50
4	ESI Hospital Baroda	200
5	ESI Hospital Surat	150
6	ESI Hospital Rajkot	50
7	ESI Hospital Bhavnagar	50
8	ESI Hospital Baroda(Chest)	100
9	ESI Hospital Vapi	100
10	ESI Hospital Jamnagar	50
11	ESI Hospital Ankelshwar	25
	HARYANA	
1	ESI Hospital Faridabad	200
2	ESI Hospital Jagadhari	80
3	ESI Hospital Panipat	75
4	ESI Hospital Ballabgarh	200
5	ESI Hospital Bhiwani	50
1	<i>Himachal Pradesh</i> ESI Hospital Parwanoo	50
	KARNATAKA	
1	ESI Hospital Indiranagar	300
2	ESI Hospital Dandeli	50
3	ESI Hospital Davnagore	50
4	ESI Hospital Hubli	50
5	ESI Hospital Mysore	100
6	ESI Hospital Mangalore	100
7	ESI Hospital Shahabad	50
8	ESI Hospital Belgaum	50
	KERALA	
1	ESI Hospital Alleppy	55
2	ESI Hospital Ermakulam	65
3	ESI Hospital Ezhukone	150
4	ESI Hospital Mulamkunnathukaru	110
5	ESI Hospital Olarikkara	90
6	ESI Hospital Parippally	100
7	ESI Hospital Palakkad	50

5	ESI Hospital Sivakasi	50
6	ESI Hospital Salem	50
7	ESI Hospital Hosure	50
8	ESI Hospital Tirucharapally	50
	UTTAR PRADESH	
1	ESI Hospital Kanpur	312
2	ESI Hospital Kanpur(Chest)	180
3	ESI Hospital Modinagar	100
4	ESI Hospital Naini Allahabad	100
5	ESI Hospital (Mat)Kanpur	144
6	ESI Hospital Lucknow	100
7	ESI Hospital Sahibabad	100
8	ESI Hospital Agra	100
9	ESI Hospital Saharanpur	50
10	ESI Hospital Kidwainagar, Kanpur	100
11	ESI Hospital Bareilly	50
12	ESI Hospital Jagmau, Kanpur	100
13	ESI Hospital Aligarh	60
14	ESI Hospital Pipri	60
15	ESI Hospital Varanasi	60
	WEST BENGAL	
1	ESI Hospital Asansol	150
2	ESI Hospital Bellur Belly	150
3	ESI Hospital Baltikuri	416
4	ESI Hospital Gourhati	216
5	ESI Hospital Budge Budge	300
6	ESI Hospital Kalyani	266
7	ESI Hospital Maniktola	500
8	ESI Hospital Kamarhati	325
9	ESI Hospital Sealdah	250
10	ESI Hospital Uluberia	216
11	ESI Hospital Serampore	250
12	ESI Hospital Bandel	250
13	ESI Hospital Durgapur	100

8	ESI Hospital Peroorkada	125
9	ESI Hospital Udyogmandal	150
10	ESI Hospital Vadavathua	65
11	ESI Hospital Feroke	100
12	ESI Hospital Thottada	50
	MADHYA PRADESH	
1	ESI Hospital Indore(T.B)	75
2	ESI Hospital Ujjain	100
3	ESI Hospital Gwalior	116
4	ESI Hospital Bhopal	84
5	ESI Hospital Devas	50
6	ESI Hospital Nagda	50

	JHARKHAND	
1	ESI Hospital Maithan	110
2	ESI Hospital Adityapur	50
	Total	210
	MAHARASHTRA	
1	ESI Hospital Andheri	650
2	ESI Hospital Ulhasnagar	200
3	ESI Hospital Thane	632
4	ESI Hospital Mulund	650
5	ESI Hospital M.G.M	700
6	ESI Hospital Washi	650
7	ESI Hospital Worli	550
8	ESI Hospital Kandivali	650
9	ESI Hospital Aundh Camp(Pune)	410
10	ESI Hospital Sholapur	144
11	ESI Hospital Nasik	100
12	ESI Hospital Nagpur	200
13	ESI Hospital Aurangabad	100