

Scope of Work

1. The patient sent for treatment from E.R. Hospital/Liluah should be admitted in the hospital at any hour of the day without prior appointment on being referred by the competent authority nominated by CMS/E.R. Hospital/Liluah.
2. Tie up concerned Hospital should provide their Ambulance facility for transportation of patients from E.R. Hospital/Liluah to the Tie-up hospital and back to the E.R. Rly. Hospital/LLH if required in any case.
3. In the event of a patients found unfit for Surgery after admission and pre-surgical investigations at the tie-up hospital, written intimation is to be immediately sent to CMS/LLH or concerned in-charge of the department of E.R/hospital/LLH and arrangement should be made by the tie-up hospital for returning that patient immediately back to E.R. Hospital/Liluah in the ambulance of the tie-up hospital. In this cases bills will be raised for the initial stayal before returning not as per package but as per the rate of accommodation charges of that Hospital, investigation charges and medicine charges as per MRP.
4. As far as practicable, patients requiring non operative supportive & symptomatic management/ palliative treatment should be sent back to E.R. Hospital/Liluah for optimal patient management, after diagnosis and investigations are completed.
5. In case of acute emergency or potential life threatening conditions, patient may be admitted over telephonic, approval by the CMS/E.R. Hospital/Liluah or by treating doctor/ emergency duty doctor and confirmed documentary evidence to be collected from CMS office/ E.R. Hospital/Liluah at a later date immediately.
6. In operations requiring implants/stent etc. an approximate estimated cost of implants likely to be used, should be sent to the In-charge of respective department of surgery for formal approval prior to operation.

Terms & conditions

1. Rates for nature of procedure have been clearly quoted in the package charges which is same as latest CGHS Rates for Kolkata indicating the details of facilities available with the following conditions:
2. All the costs of package rates should be inclusive of all taxes as applicable time to time as per policy of Govt. of India or Govt. of West Bengal. Increase in taxes rate due to change in Government policy will not born by Rly. Administration during the period of contract.
3. Patients sent from E. R. Hospital, Liluah should be admitted on priority basis and should never be refused on the on the ground of non availability of beds.
4. Contract may be of two year subject to satisfactory performance as per same rates, terms and conditions.
5. Presence of in-house specialists with National and international repute and detail specialized curative facilities must be available in tie-up hospital.
6. Each patient will be sent with a referral letter from CMS/LLH and accordingly bills within the package limit to be preferred by the firm. If the same patient is admitted twice or more separate referred letter will be issued for referral and accordingly bills are to be prepared for each occasion.
7. This agreement between firms and Railways will remain in force for a period of two years. It should be open to party to terminate this agreement any time during its currency by giving 1(one) month's notice in advance to the other party in writing.
8. Utmost care will be given during treatment.
9. Payment will be made though electronic mode (NEFT, RTGS etc) made to the tie-up hospital.
10. Any dispute/difference arising out of said agreement shall be referred to General Manager, Eastern Railway in terms of provisions under Arbitration and Conciliation Act, 1996.
11. Penalty Clause, if the Hospital fails to follow up any of the conditions mentioned above, liquidated damage will be charged by the hospital authorities, which is considered reasonable by the hospital authority in relation to the rates quoted by the hospital. If necessary, the money will be deducted from the pending bills.
12. Bill will be submitted in triplicate to this CMS office with supporting documents.

Signature of the Tenderer(s)

for & on behalf of The President of India