



Government of Karnataka
BELAGAVI INSTITUTE OF MEDICAL SCIENCES

(Autonomous Medical Institution)

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No: BIMS/28/2021-22/

Date: 09/01/2022

TENDER QUOTATIONS

SUB: Requirement of staff for 24/7 COVID-19 Helpline Service at BIMS Hospital, Belagavi reg..

With reference to the above subject, 03 staff with well versed local languages & able to speak, write & understand Kannada, Hindi/Marathi & English is required for 24/7 COVID-19 Helpline service for a period of 06 months in BIMS Hospital, Belagavi. Agencies should have experience in providing helpline service to Government or Local Bodies.

Conditions:

1. Candidates who can speak read Kannada, Hindi, Marathi & English with good communication skills.
2. The candidates should not be involved in any legal cases, should have clean & good character.
3. Service will be only for a period 06 months.
4. Fixed wages including VDA is Rs. 14,400/- per person per month. The service provider shall directly credit the monthly wages based on attendance after making statutory deductions to the Account of employees & the service provider will bid for service charges only in percentage ensuring that it is not below 2.9% of which 2% shall be deducted as Income Tax (IT).
5. Duties will include answering all calls, emails, drop box suggestions, complaints, walk in queries, providing information to persons and issuing instructions to line staff along with maintenance of registers in the covid helpline desk.
6. Firms/Person with a past of litigation against BIMS or any other government institution or department or local body of the state, any person who has been blacklisted in the last five years or is currently under enquiry or any person already having worked or currently working in BIMS, without a satisfactory certificate from Director, BIMS is not allowed to participate in this tender quotation.

7. This quotation is valid only for 04 days while there is no EMD, 2.5 % security deposit (SD) should be maintained for quality services & supply has to be within 05 days from the receipt of the order.



**Director,
Belagavi Institute of Medical Sciences,
Belagavi.**