

For Outsourcing Agents for BMW Management in District Head Quarters Hospital/ Sub Divisional Hospital/ CHCs with Sanctioned Bed Strength.

Eligibility

Following points should be fulfilled by the tenderer to be eligible for participation in the bidding process:

1. The firm/agency/company should have a valid registration certificate.
2. The agency should have valid EPF, ESI & G.S.T. Registration Certificate.
3. The agency should have PAN Card in the name of the Firm/ Agency/ Company.
4. It must have valid labour license.
5. The agency should not have any previous record of contract termination/left out the job/black Listed by any Govt. organisation etc. Affidavit in this regard must be submitted.
6. The firm /Agency /Company should have valid ISO 9001 certification.
7. The agency has to submit the valid license from the OSPCCB.
8. The agency should have minimum two years of experience in the relevant field/Manpower supply.
9. The agency should have Minimum 1000 no of beeded hospital currentey working in BMW Services
10. The firm/Agency/company should have annual turnover of ₹ 1.00 Crore or more during the last Three financial year (2016-2017, 2017-2018 & 2018-2019). The certificate duly certified by a Chartered Accountant along with seal must be provided.
11. The agency should submit audited financial statement for last three financial years (2016-2017, 2017-2018, 2018-2019).
12. The contract shall be initially for a period of one year, which may be renewed for another 1 year with the mutual consent of both the parties subject to evaluation of performances.

General Terms & Conditions

1. The Tender document should be properly sealed & subscribed on the envelope "Tender for Engagement of Outsourcing Agency under BMW Activities for CDM & PHO Khordha".
2. The proposal shall be two parts i.e. Cover –A and Cover –B. "Cover-A shall contain the Technical Bid and "Cover-B" shall contain the Financial Bid.
3. Technical & Financial bid shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/FINANCIAL Bid on top of respective covers and both the sealed envelopes shall be sealed in a third envelope.
4. Cover & Documents- The following documents should be furnished in a sealed cover with Index & Page No-
 - a. Detail Name & Address along with the contact number & email address of the Director, Managing Partner/ Proprietor of the Firm are to be clearly mentioned in capital letter.
 - b. Attested Copy of the IT Return for last three Financial Years. i.e. 2016-17; 17-18; 18-19.
 - c. Attested Copy of the PAN Card
 - d. Attested Copy of the G.S.T return filling (Monthly/Quarterly) up to September-2019.
 - e. Quoted Price List signed by the Tenderer with seal.
 - f. Experience Certificate in the respective field minimum 2 years from concerned authority. Work Order/MOU if any regarding activities of BMW in the relevant field in support of experience (Year wise) to be submitted.

- g. **EMD Rs. 20,000/-(Twenty Thousand)** in Shape of DD/ Bankers Cheque drawn in any Nationalised Bank in Favour of the ZSS, Biomedical Waste Management, Khordha (Refundable).
 - h. ₹. 2,000/- (Two thousand). The tender document cost is to be submitted in the shape of bank draft in favour of the ZSS, Biomedical Waste Management, Khordha from any Nationalized / Scheduled Bank payable at Khordha) (non-refundable)
 - i. Original Documents are to be brought during opening of the documents.
5. The EMD of the unsuccessful bidder will be returned after finalisation of the tender process.
 6. The EMD of successful bidder will be refunded after signing of MOU & submission of performance security ₹ 1, 00,000/-(Rupees One Lakh) in shape of Bank Guaranty without any interest.
 7. The EMD will be forfeited if the bidder fails/ refuse to execute the work order after finalization.
 8. In the absence of EMD, technical proposal of the bidder shall be rejected, however, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 Dated:- 12.08.2015, the local MSEs registered with respective DICs, khadi, Village, cottage & Handcraft industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. departments and agencies under its control. It is further clarified that the above exemption is applicable to **local MSEs registered in ODISHA only**. This exemption to the local MSEs shall be applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid).
 9. Tender should be type write/ computerised without any correction & overwriting.
 10. All the workers engaged by the outsourcing agency shall have uniform with the logo of the Agency.
 11. The agency will supply adequate manpower to be required at different institutions for collection segregation and disposal of Bio medical Waste as.
 12. The agency will provide adequate training and orientation to the staffs engaged from time to time.
 13. All staffs of the OS agency shall bear photo identity cards during the period of work, which shall be duly signed by the Head of the concerned Hospital (DMO (MS)-cum Superintendent) for DHH, BPHO/Superintendent for CHC.
 14. The Outsourcing Agency shall furnish the List of Staff (above 18 years of age only) with Proof of Identity and address to the concerned Authority after finalization of the contract for Outsourcing of services.
 15. All the personnel to be engaged by the Organization/Agency should be covered under the statutory Government regulations (Labour laws & regulations) framed from time to time.
 16. The concerned authority of the Govt. Health Institutions of Khordha Dist. may request the Tenderer/Agency to withdraw any of their workers from the Hospital without assigning any reasons, within 24 hours prior intimation.
 17. The Tenderer/Agency will abide by all the rules and regulation relating to labour laws, accident, workmen compensation act, Workmen Insurance, ESI, PF, fire safety etc. This will be the sole responsibility of the Tenderer/Agency. The authority will not be a party at any stage to any kind of dispute arises relating to the above.
 18. Any damage/pilferage to the Hospital property due to mishandling, carelessness of the contractor/agency or his workmen will be recoverable form the Agency's bill and all materials issued to the contractor/Agency shall be his/her sole responsibility for its safety during the entire period of the contract.

19. The selected Agency/Organisation should depute qualified and dedicated staff (trained in the field of Bio Medical Waste management or having experience in handling the biomedical wastes) to manage the Bio-Medical Waste Management activity such as collection, transportation, storage, treatment & disposal in the Hospital premises (offsite/onsite). It will also coordinate with the Bio-Medical Waste management committee of the Hospital and be responsible for supervision of the said work. The work man should be provided with mobile number (24 X7 functional) for emergency need at any time by the Agency.
20. All the employees of Agency/Organisation will have to be covered under insurance against any personal accidents/health hazards and the Hospital authority will not liable for payment of any compensation on that account.
21. During execution of work, the Agency/Organization should follow all standard norms of safety measures/precautions to avoid accidents/damages to men, machine and infrastructure etc. On non performance to this clause suitable fine/penalty as decided by the Authority will be imposed.
22. All the generation points of BMW at Health care Units (DHH/SDH/CHC) must have colour coded container/bins with cover. The designated bio-degradable colour coded poly bags with bio hazard symbol will be put in respective coloured coded container/ bins and lifted by the OS agency/organization when they become two third full. Bags are to be closed by tying a string, weighed and recorded and then transported to the temporary storage area (onsite/offsite) for treatment and disposal utilizing the BMW equipment (Onsite/Offsite). Each bag shall be labelled as per the Schedule III & IV of the BMW (H&M) Rules 1998. The coloured coded bags or containers/ Bins shall be strong enough to withstand any possible damage that may occur during loading, transportation or unloading of such bags/containers. These containers shall also be labelled as per the Schedule - III of the rules. Sharps must be collected in Puncture Proof Container containing disinfectant after their mutilation with needle syringe terminator/Hub cutter. Mutilated infected plastics must be collected and properly disinfected/autoclaved by the OS agency. The person identified for collection of Bio-Medical Waste must carry a register with him to maintain the record such as name of the generation point, type and quantity of waste received, signature of the authorized person (I/C sister of the ward), day and time of collection, etc. A similar register is to be maintained by Matron for BMWM.
23. Agency has to give attention that no Untreated Biomedical Waste should be kept in the hospital premises beyond 48 hours. In case it is beyond 48 hrs, it must obtain the permission of OSPCB for the purpose.
24. The collection and transportation of Bio-Medical Waste shall be carried out in a manner so as to avoid any possible hazard to human health and environment. The timing of collection of the waste will be preferably before 8.00 AM daily.
 - a. The Bio-Medical Waste collected in bar - coding Polybags/ containers shall be collected from generation points of HCEs (DHH/SDH/CHC) and transported to the nearest BMW Management unit located at DHH/SDHs or offsite BMW treatment plant in a fully covered vehicle. Such vehicle must be labelled with bio hazard Symbol and dedicated for transportation of Bio Medical Waste only and to be provided by the OS Agency Organization.
 - b. The Agency/Organization must collect the Bio-Medical Waste from the DHH/SDH/CHC & other peripheral Govt. Hospitals in a specified container. For this purpose the respective Hospitals In Charge to sign a MOU with OS Agency and CDM & PHO of the district

- regarding the requisite fee as finalised in the above tender process.(for the transportation charges per KM and service charges per bed per day).
- c. The requisite out sourcing charges as per finalisation of rate contract to be paid by the concerned CDM & PHO or DMO (MS)-Superintendent or DPHO/Medical Supt as per district BMWM Committee decision.
 - d. For collection of Bio- Medical Wastes from DHH/SDH/CHC, it should be kept in mind to minimise the k.m i.e. the route map should be justified in such a way that it covers maximum to maximum health institutions in one route during travel of the collecting vehicle for BMW.
25. Agency will be responsible for collection, transportation, temporary storage, treatment & disposal of general waste by coordination with Municipality/NAC/local authorities of the district.
 26. As per the provision of Biomedical Waste Management & Handling Rule-1998. It is mandatory to segregate, collect, transport, store, treat & dispose BMWs. generated from the HCEs.
 27. It is the responsibility of agency to provide the bio degradable poly bags & other consumables. However the Health Institutions has to ensure placing of colour coded container/bins with bio hazard symbol at the generation points in the hospitals.
 28. Agency/Organisation will have to provide all personnel protective gears & immunise its workman for handling of BMW such as -Apron, Gun Boot, Mask, Cap, goggles, Rubber Utility Gloves and Hepatitis B, TT Injection as per requirement.
 29. The BMW equipment such as Autoclave & Shredder located at DHH/ SDH/IDHs will be utilised by the OS agency. Minor repairs & regular maintenance will be made in consultation with the supply firm while the electric charges will be borne by the agency. A separate register for registering the complains regarding the BMW Equipment may maintained by the OS agency.
 30. The Contractor/Outsourcing Agent shall maintain all the records related to Bio-Medical Waste Management of all the units. Daily records shall be maintained for the waste accepted and treated waste removed from the site. This record shall include the following minimum details.
 - a. Waste Accepted: waste collection date, name of the generation point, waste category as per the rules, quantity of the waste, vehicle number and receiving date (at site).
 - b. Treated waste removed: Date, treated waste type, quantity, vehicle number and location of disposal.
 - c. Log Book: A log book shall be maintained for each BMW equipment installed at the site and shall include the following:
 - i. The weight of each batch.
 - ii. The categories of waste as per the rules.
 - iii. The time, date and duration of each treatment cycle and total hours of operation.
 - iv. The complete details of all operational parameters during each cycle
 - v. Accident reporting Register is to be developed and maintained.
 - d. Site Records: Site records shall include the following:
 - i. Details of construction or engineering works of the pits.
 - ii. Maintenance schedule, breakdowns/trouble shootings and remedial action.
 - iii. Emergencies
 - iv. Incidents of unacceptable waste received and the action taken thereof.
 - v. Details of site inspections by the officials of the regulatory agency and necessary action on the observations.

- vi. Daily, monthly and annual summery records of all the above shall be maintained and made available at the site for inspection whenever required by regulating Officer on Inspection.
31. Manpower engaged by the Service Provider should not claim any type of compensation/ absorption/ regularisation/ benefit (Health Related also) of service from this office under Industrial Dispute act, 1947 & Contract Labour Act 1970.
 32. The Manpower of the outsourcing agency should not consume alcohol, betel, smoking during the duty hour nor be involved in any type of criminal activities.
 33. This office (DHH/SDH/CHC) will maintain attendance register of the staffs engaged by the OS Agency/Organisation. The agency will have to prepare duty list & submit to the office as mentioned above by 25th for next month. Absent from duty not allowed at any cost. However the agency should have to make alternative arrangements with due approval by the concerned Authority.
 34. After the allotment of the work, the said Agency/Organisation shall have to sign an MOU with the concerned authority regarding the detail scope of services to be executed.
 35. The said contract will work initially for a period of one year from the date of agreement that will be renewed for further if found satisfactory by the CDM & PHO, Khordha. During this period if at any stage of time, the Hospital Authority finds noncompliance of the assigned work, the said OS agency/Organization for BMW will be served with a notice period of one month and if still non compliance is there, the said contract will be cancelled.
 36. After allotment of the order, the Outsourcing agent shall execute the service within 15 days of the issue of letter.
 37. The Outsourcing agency/Organization has to sign a Memorandum of Understanding (MOU) with the concerned Authority (CDM & PHO/BPHO/Medical Supt.) on the day of execution of the work orders.
 38. The final monthly bill in triplicate to be submitted along with the consolidated monthly report to CDM & PHO/DMO (MS)/BPHO/Superintendent (who ever have signed MOU with the OS agency/Organisation) on 1st week of each month.
 39. Besides, the Outsourcing agent has to submit Monthly Progress Report/Status report duly signed by the Hospital Manager / Junior Hospital manager/ Block Programme Manager / Matron/Staff Nurse with remarks to the BPHO/Superintendent, DMO(MS), CDM & PHO as the case may be without fail. Three consecutive Adverse Remarks may be treated towards cancellation of the Contract.
 40. The Outsourcing Agency shall be under the Administrative Control of the CDM & PHO/DMO (MS)/BPHO/Superintendent and the work will be supervised by the Hospital Managers/ JHM/BPM/ Matron & SN.
 41. The number of workers to be engaged by the Outsourcing Agency is _____ (To be mentioned by the Tenderer)
 42. All the legal disputes are subject to the jurisdiction of the District Court only.

PENALTY

43. In case of deficiencies in providing quality service, the authority will have the right to impose penalty as per decision of the BMW Committee which shall be deducted from the monthly bill.

FINANCIAL

44. The Technical Bid should be accompanied with an Earnest Money deposit (EMD), refundable without interest, of Rs.20,000 (Twenty Thousand) only in the form of Demand Draft / Pay Order drawn in favour of ZSS Biomedical Waste Management, Khordha failing which the tender shall be rejected out rightly .
45. The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful tenderer if the agency fails to deploy the required manpower against the initial requirement within 30 days from date of placing the order the EMD shall stand forfeited without giving any further notice.
46. The successful tenderer will have to deposit a Security amount of Rs.1,00,000/- (Rupees one lakh) only in the form of Bank Guarantee in favour of (concerned District) that will be refunded without interest in case of completion /cancellation of the contract .

SI No	Name of the Block	Name of the Institution	Catego ry	Bed Strength	SI No	Name of the Block	Name of the Institution	Categ ory	Bed Strengt h
01	Khordha	DHH,Khordha	DHH	258	10	Banapur	Banapur	CHC	30
02		Haladia	CHC	6	11		Gambhari	CHC	6
03	Bolagarh	Bankoi	CHC	6	12	BBSR	Mendhasala	CHC	6
04		Bolagarh	CHC	6	13	Chilika	Balugaon	CHC	16
05	Begunia	Botalama	CHC	16	14	Jatni	Jatni	CHC	30
06		Begunia	PHC	6	15	Tangi	Tangi	CHC	30
07	Baliana	Balakati	CHC	16	16		Bhusandapur	OH	6
08		Bhingarpur	OH	1	17		Olasingh	OH	6
09	Balipatana	Balipatana	CHC	30	18		UPHC Mukunda Prasad	UPHC	Non Bedded
							UPHC Jatni	UPHC	Non Bedded

N.B All documents submitted shall be consecutively numbered having signature with official seal of the authorized signatory on each page and **total number of pages shall be mentioned on the top sheet duly authenticated by the authorized signatory.** In case the tender document is signed by the authorized signatory, a copy of the Power of Attorney/Authorization may be enclosed along with the tender for consideration. Otherwise any lapses in number of pages enclosed, the authority will not held respnsible. **Again the rate quoted by L1 will be accepted subject to quality & feasibility.**

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APPLICATION FORM FOR UNDERTAKING BMW OUT SOURCING SERVICES

NAME OF THE AGENCY/Organisation	
ADDRESS WITH PHONE NUMBER	
STATUS OF THE AGENCY ATTACHED SUPPORTING DOCUMENTS	
NUMBER OF EMPLOYEES ON ROLL	
WORKING EXPERIENCE IN THE RELATED FIELD (IF ANY SPECIFY)	
IMPLEMENTATION PLAN (DOCUMENTS TO BE ENCLOSED)	
INDICATORS OF ACHIEVEMENT	

Supporting Documents to be attached-

1. Supporting documents with regards to status of the Agency.
2. Implementation Plan for CHC/ Sub Divisional Hospital/ DHH.
3. GST Registration Number with last Paid Date.
4. Labour License Certificate.
5. Valid EPF, ESI, PAN No.
6. Years of Experience in BMW Management Services with proofs from appropriate authority.

Date-

Authorised Signatory

Place-

**FORMAT FOR TECHNICAL BID FOR OUTSOURCING OF
BIOMEDICAL WASTE SERVICES**

NAME & ADDRESS OF THE ORGANISATION/ AGENCY		
SL NO	CRITERIA	PARTICULARS
1	ORGANISATIONAL CONSTITUTION- PROOF OF REGISTRATION	
2	YEARS OF EXPERIENCE	
3	STAFFS SKILLED SEMI SKILLED UNSKILLED	
4	NO OF ASSIGNMENTS FINISHED CURRENT ASSIGNMENT IN HAND	
5	POLLUTION CONTROL BOARD (authorisation)	
6	VAILD LABOUR LICENSE	
7	Certificate of EPF/ESI Registration	
8	Valid GST Registration No. & Date of Registration.	
9	Average Annual turnover certificate along with audit report of Last 3 YEARS (FY 2016-17, 2017-18 & 2018-19)– AUDITED PROFIT & LOSS A/C & BALANCE SHEET ETC.	
10	Valid PAN of organisation.	
11	Documents in support of Experience. Work Order/MOU relevant to experience in the relevant field /Man power supply	
12	Tender Cost of ₹ 2,000/- (Two Thousand) in shape of DD drawn on any Nationalized Bank in favour of ZSS Biomedical Waste Management payable at Khordha.(Non-refundable)	
13	EMD OF ₹ 20,000/- (twenty Thousand) in shape of DD drawn on any Nationalized Bank in favour of ZSS Biomedical Waste Management payable at Khordha.	
14	Valid ISO 9001 certification	
15	Affidavit in Judicial Bond Paper with appropriate Value (₹ 20/) that the organisation /agency has been black listed/barred by any Govt. organisation.	

All the supporting documents should be enclosed for above requirements.

Date

Place

Authorised Signatory



CRITERIA FOR EVALUATION

Evaluation of Technical Proposals

In the first stage, the Technical Proposal will be evaluated on the basis of bidder's fulfillment of **eligibility criteria**. Only those bidders whose Technical Proposals becomes **responsive** based on the eligibility criteria, shall qualify for further detail technical evaluation for presentation and awards of marks based on the following Criteria :

Sl. No.	Criteria	Maximum Marks	Criteria
1.	Years of Business Experience (Registration of firm)	10	<ul style="list-style-type: none"> ● ≥ 2 Years ≤ 4 years : 5 Marks ● > 4 Years ≤ 6 years : 7 Marks ● > 6 Years : 10 Marks
2.	Experience in handling Biomedical Waste Management services (Similar to the current proposal defined in this RFP) at least in one previous assignment in past 2 years.	10	<ul style="list-style-type: none"> ● ≥ 2 Years ≤ 5 years : 5 Marks ● > 5 Years ≤ 7 years : 7 Marks ● > 7 Years : 10 Marks
3.	Authorization from pollution control Board	05	Submitted Documentary Proof
4.	Performance Certificates from previous assignments during last 3 years (At least one performance certificate)	05	<ul style="list-style-type: none"> ● Satisfactory Work Performance Submitted : 5 marks ● Or otherwise : 0 marks
5.	Average Annual Turnover (last three years i.e. 2016-17 to 2018-19):	10	<ul style="list-style-type: none"> ● $> 1 \leq 3$ crores : 5 Marks ● $> 3 \leq 5$ crores : 7 Marks ● > 5 crores : 10 Marks
6.	No of staffs engaged in BMW Service last 3 years (Avg. of last three years) : 2016-17, 2017-18, 2018-19 (to be Determined from the work order / contract copies) -	5	<ul style="list-style-type: none"> ● ≥ 5 up to 10 persons : 3 marks ● 10 & above persons : 5 marks
7	Working minimum 1000 bed capacity in BMW service	5	<ul style="list-style-type: none"> ● > 1000 bed ≤ 1500 beds: 3 Marks ● > 1500 bed ≤ 2000 beds : 5 marks
Total		50	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders who score at least 25 marks or more** in technical evaluation shall qualify for **financial bid opening**. In the financial bid, the bidder with the **lowest price** shall be awarded the contract.

Evaluation of Financial Proposal

The **total price (exclusive of GST)** as per price format shall be considered for price evaluation. However, in case two bidders quote the same lowest price, then the agency with the **highest mark** in the technical bid shall be awarded the contract. However, if their technical mark also becomes equal, then in that case, the bidder having the higher annual average turnover shall be awarded the contract.

**FORMAT FOR FINANCIAL BID FOR OUTSOURCING OF
BIO MEDICAL WASTE MANAGEMENT SERVICE**

Name & Address of the Organisation/ Agency/NGO		
Sl No	Particulars	Rate in Rs
01	Charges per Bed per Day including Polybags	
02	Charges per Bed per Day including barcoded Polybags	
03	Transportation Charges (Rupees/K.Mp)	
Total		

(GST Applicable as Per Govt Norm)

Date

Place

Authorised Signatory

