



ROGI KALYAN SAMITI DHH KHORDHA



TENDER CALL NOTICE

The RKS DHH Khordha invites sealed tender from registered organization/Company/Agency/NGO/Individual for engagement of manpower services through out-sourcing basis. The interested parties should submit their tender in prescribed format (technical as well as financial bids) along with all the relevant documents and E.M.D of Rs.10,000/- through D.D. The envelope must be sealed and super scribed with “**Tender for Manpower Service**” and received through Speed Post / Regd. Post only at the Office of the D.M.O (Medical Services)-cum-Superintendent DHH Khordha , Dist.- Khordha, PIN-752055 by 5.00 P.M on dt. 02.06.18. The details of the terms and conditions can be obtained from above office and can be downloaded from the website www.khordha.nic.in. The technical bid will be opened on 04.06.18 at, 11 A.M in the presence of bidder or their authorized representative. The agencies having qualified technical bids will only be invited to attend the opening of the financial bids and the lowest will be selected. The undersigned reserves the right to reject any or all the tenders without assigning any reason thereof.

Sd/-

D.M.O (Medical Services)-cum-
Superintendent DHH Khordha

Tender For Outsourcing of Manpower Service Agency

Issued By: <ROGI KALYAN SAMITI DHH KHORDHA>



DEPARTMENT OF HEALTH AND FAMILY WELFARE

GOVERNMENT OF ODISHA

1. NOTICE INVITING TENDER

2. TERMS OF REFERENCE (TOR)

2.1 ELIGIBILITY CRITERIA

2.2 SCOPE OF WORK

2.3 RESPONSIBILITIES OF THE SERVICE PROVIDER IN CASE OF HOUSEKEEPING SERVICE:

2.4 RESPONSIBILITIES OF THE SERVICE PROVIDER IN CASE OF OTHER MANPOWER SERVICE:

2.5 RESPONSIBILITIES OF THE HOSPITAL ADMINISTRATION/ AUTHORITY:

2.6 EMD AND PERFORMANCE SECURITY

2.7 PAYMENT & PRICE VALIDITY

2.7 PERIOD OF ENGAGEMENT

2.8 TERMINATION /SUSPENSION OF AGREEMENT

2.9 DETAIL OF OFFICE PREMISES

3. INSTRUCTIONS TO BIDDERS

3.1 SUBMISSION OF THE TENDER

3.2 CONTENTS OF THE TENDER

3.3 EVALUATION AND SELECTION

3.4 AWARD OF CONTRACT

4. SPECIAL CONDITIONS OF CONTRACT

5. PENALTY CLAUSES

ANNEXURE A: JOB SPECIFICATION & TIME SCHEDULE FOR HOUSE KEEPING SERVICE AS WELL AS ATTENDING TO COMPLAINTS, IF ANY

ANNEXURE B: TIME SPECIFIED AGAINST RESPECTIVE ACTIVITIES ARE TENTATIVE IN NATURE.

ANNEXURE1: Profile of the Applicant

ANNEXURE2: Financial Proposal for Manpower Service

ANNEXURE3: Standard Format for Evaluation of Technical Proposal

1. Notice Inviting Tender

1.1 Tenders are invited by the RKS DHH, Khordha from eligible Bidders (Firm/Agency) interested to provide Manpower Services to District Headquarter Hospital, Khordha on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year, which may be renewed for another 2 years with the mutual consent of both the parties.

1.2 Interested Bidders can obtain the tender document containing detailed terms and conditions, scope and eligibility criteria from the office of the D.M.O (Medical Services)-cum-Superintendent DHH Khordha or can download the same from the website **www.khordha.nic.in**. The cost of the tender document (Rs. 525/- including GST) shall be submitted along with the Tender (technical) in the form of DD in favour of **RKS DHH Khordha**, payable at Khordha.

1.3 The Tenders (both technical and financial) by eligible Bidders shall reach the Office of the under signed within due date and time (**i.e 5 P.M of 02.06.2018**) in the prescribed format and manner. Tenders received after due date and time shall be rejected. There is no system of receipt of tender through drop box or by hand. Tenders shall be received **only through Registered post/Speed Post.**

1.4 Key Information:

S.No.	Particulars	Information
1	Starting Date for sale or availability of tender document in the official website	22.05.2018
2	Pre-bid conference	25.05.2018 (12 P.M)
3	Closing Date for sale or availability of tender document in the official website	02.06.2018
4	Cost of TENDER Document (including OVAT)	Rs. 525/-
5	Last date and time for receipt of Tender	5 P.M of 02.06.2018
6	Opening of Technical bid	11 A.M of 04.06.2018
7	EMD in form of demand draft in favour of <RKS DHH Khordha>	Rs.10,000/-
8	Address for submission of tender	D.M.O (Medical Services)-cum-Superintendent DHH Khordha Khordha – 752055.

Note: In case the closing date for sale of tender document or/ last date for receipt of tender happens to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place and as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply the following criteria to participate in the tendering process -

- a) Minimum four years of experience in similar activity as on the date of submission of the tender. (Self-Attested copy of the registration is to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least Rs.50 Lakh per annum during the last 3 Financial Years i.e. 2015-16, 2016-17 & 2017-18. (Self-Attested copies of Completion / Performance Certificates indicating annual work order/contract value from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, GST, Labour Law and Private Security certificate from Home Dept.
- d) Employed not less than 50 field level staffs (i.e. Staff directly engaged at the client location for rendering services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the tender was submitted)
- e) Minimum Average Annual Turnover of Rs.50 lakh during each of the last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17. (Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be furnished)

2.2 Scope of Work

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Security Guard		Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2018 Educational Qualification: Minimum 10 th Standard (Pass) Working Hour: 8 hours
2.	Security Supervisor		Age Limit: Minimum 30 years & Maximum 50 years as on 01.01.2018 Educational Qualification: Minimum Graduate Experience: Minimum 10 years in security/ defence service Working Hour: 8 hours
3.	Electrician		Age Limit: Minimum 18 years & Maximum 40 years as on 01.01.2018 Educational Qualification: Minimum 10 th Standard (Pass) with I.T.I qualification in the relevant trade. Working Hour: 8 hours and attending emergency duty.
4.	Plumber		Age Limit: Minimum 18 years & Maximum 40 years as on 01.01.2018 Educational Qualification: Minimum 10 th Standard (Pass) with I.T.I qualification in the relevant trade. Working Hour: 8 hours and attending emergency duty.
5	Attendant/ Cook-cum- Attendant/ Support Staff		Age Limit: Minimum 18 years & Maximum 40 years as on 01.01.2018 Educational Qualification: Minimum 10 th Standard (Pass) Working Hour: 8 hours and attending emergency duty.

6	Cleaning Supervisor	<p>Age Limit: Minimum 30 years & Maximum 50 years as on 01.01.2018</p> <p>Educational Qualification: Minimum Higher Secondary/+2 (Pass)</p> <p>Working Hour: 8 hours and attending emergency duty</p>
7	Sweeper	<p>Age Limit: Minimum 18 years & Maximum 40 years as on 01.01.2018</p> <p>Educational Qualification: Minimum 7th Standard (Pass).</p> <p>Working Hour: 8 hours and attending emergency duty.</p>
8	Data Entry Operator	<p>Age Limit: Minimum 21 years & Maximum 32 years as on 01.01.2018</p> <p>Educational Qualification: should be a Graduate with 50% mark in aggregate and have passed PGDCA / DCA of one year duration from recognized / registered institute.</p> <p>Working Hour: as per office timing.</p>
9	Computer Tutor	<p>Age Limit: Minimum 21 years & Maximum 32 years as on 01.01.2018</p> <p>Educational Qualification: should be a Graduate with 50% mark in aggregate and have passed PGDCA / DCA of one year duration from recognized / registered institute.</p> <p>Experience: Minimum 1 years of similar experience</p> <p>Working Hour: as per office timing.</p>

Note: CV of each personnel proposed along with the following documents are to be submitted by the Agencies at the time of induction -

- Educational Certificates
 - Security Training Certificate (in case of security personnel) if any
 - Previous work experience
- **The authority has the right to verify the qualification and competency of the candidates and may discard any of them if found unsuitable for the post.**
- **For the post of DEO & Computer Tutor authority will take the computer test and personal interview to find out the suitable candidates.**

The scope of work for security personnel is as follows –

- a) To keep a watch over persons/ vehicles visiting the premises of the health institutions.
- b) To control entry and exit of people.
- c) To guard all the properties of the hospital.
- d) To monitor and authorize entrance and departure of visitors and other persons to guard against theft and maintain security of premises.
- e) To ensure that unauthorized vehicles are not parked in the earmarked area for staff and all vehicles are parked in an orderly manner outside the premises.
- f) To patrol the premises to prevent and detect signs of intrusion and ensure security of doors, windows and gates.
- g) To answer alarms and investigate disturbances.
- h) To support investigation of damage, accidents and incidents to determine causes circumstances, affected parties and prepare reports.
- i) To report to the Authority any irregularity such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- j) To answer telephone calls to take messages, answer questions and provide information during non-business hours.
- k) To warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- l) To prevent passage of prohibited articles into restricted areas.
- m) To perform other related tasks as & when required.

The scope of work for electrician is as follows –

The **Electrician** is responsible for

- a) Surveillance and inspection of DHH Khordha daily for functionalization of electrical items such as bulb, fan, switch, socket board, AC, inverter, generator, stabilizer, panel supply, main switch of the hospital premises.
- b) Repair and maintenance of all electrical connection, electrical equipment, panel supply, single phase supply, 3 phase line supply, underground core supply, complete bar light fitting(bar light, choke, starter, wiring), bulb,

fan(fan wiring ,fan coil ,fan capacitor, fan rod and extension), CFL light fixing, ceiling light fixing, AC connection, inverter connection, generator panel supply, stabilizer connection to equipment, switch, socket installation, service wiring, earthing, main switch, 3 phase MCP switch, DP switch, change over, casing and capping of electrical connections and maintenance of all electrical mapping and electrical infrastructure of Hospital.

- c) Identify the fire and accidental threat in connection to electrical wiring and connection and hangings.

The scope of work for plumber is as follows –

The **Plumber** is responsible for

- a) Surveillance and inspection of DHH Khordha daily for functionalization of pump house, motor, electric supply to motor, water supply to syntax and water tanks, water supply to toilets and basins and taps, liquid pit, inspection tank, drainage system, manhole and main water supply and report it to ADMO (Med) or Hospital Manager.
- b) Repair and maintenance of pump house, motor, electric supply to motor, water supply to syntax and water tanks, water supply to toilets and basins and taps, liquid pit, inspection tank, drainage system, manhole and main water supply.

Identify any threat in advance to water supply system to avoid water scarcity in hospital.

The scope of work for attendant/Cook-cum- Attendant/Support Staff is as follows:

- a) Help and guide the patient at time of admission in the hospital.
- b) Cooking, cleaning, loading & unloading of materials and other supportive and helping works at hospital/office
- c) Any assignment relating to health service management given by the authority.

The scope of Sweeper/Housekeeping work is as follows:

- a) Sweeping and wet mopping of the floors, corridors, staircases, platforms, etc. within the hospital premises with disinfectants at least thrice every day.

- b) Sweeping and wet mopping of the floor area of Laboratories, Wards, Offices, Lobbies, Stores and Common Areas at least thrice daily. Operation Theatre (OT) & Labour Room are to be cleaned more frequently.
- c) Sweeping of outhouse area at least twice daily.
- d) Collecting all garbage and dumping the same outside the main gate every day at the place allotted by Municipality for the purpose or any other designated place.
- e) Cleaning of furniture (like working Tables, Chairs, etc.), glass doors, glass windows in the hospital premises every day.
- f) Periodic cleaning of ceilings to remove cobwebs.
- g) Cleaning of fans, tube lights, etc. as and when required.
- h) Washing & cleaning washbasins, mirrors, pans, etc. installed in various locations with disinfectant every day.
- i) Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours. This will include regular cleaning of all toilets bowls, pans, urinals, washbasins and any other porcelain components using detergent solution and water.
- j) All other areas in the toilets/ urinals i.e. walls, ceiling, pipes, mirrors, etc. are to be cleaned and maintained dust free.
- k) The toilets should be maintained clean, dry and there should be no foul smell. Moreover, room freshener, Naphthalene Cakes/ Balls should be used in toilets on daily basis.
- l) All drains shall be cleaned on regular basis (at least daily) so as to ensure smooth discharge of wastewater to avoid any stagnation, over flowing or blockage of water.
- m) Sweeping and cleaning of the entire hospital campus including cutting of bushes and pruning of trees.
- n) Undertake anti-termite treatment, rat control measure, pest control, etc.
- o) Periodic spraying of insecticide, rodenticide, pesticide and larvicides for eradication of flies, mosquitoes, rodent and pest menace from the hospital premises.
- p) Cleaning of overhead tanks, sumps, gully trap and drains leading to and connected with the main sewage line. The frequency of cleaning shall be at least once in a month or more frequently if the situation demands.
- q) Performing other related tasks as & when required.

The Agency shall be responsible for the maintenance and upkeep of facilities in the hospital premises in the manner as specified in **Annexures A, B & C**.

The scope of Data Entry Operator is as follows:

- a) He/She is sole responsible for complete data entry and report generation works pertaining to web based online / offline applications.
- b) He/She is responsible for compilation of all MIS reports.
- c) He/She is responsible for downloading data from internet which is received from State & District & Submit the same to authority.
- d) Will assist the authority in official works.
- e) Working hour 10 AM to 5 PM or extended hour if required by authority.

The scope of Computer Tutor is as follows:

- a) Work as computer trainer, imparting basic computer training to ANM/GNM faculties and students.
- b) Train faculties to prepare documentation/database/internet activities.
- c) Assist principal in computer related official works.
- d) Any other task related to job as directed by principal or NHM management as and when required.
- e) Working hour 10 AM to 5 PM or extended hour if required by authority.

2.3 Responsibilities of the Service Provider

- in case of housekeeping service:

Following are the responsibilities of the Agency (Service Provider) –

- a) All the personnel engaged by the Agency to provide the services in the hospital have to be in proper uniform during duty hour.
- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the hospital)
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- d) All the assets and property of the hospital are to be safeguarded.
- e) A qualified and dedicated personnel is to be deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service and to act as a

contact person to co-ordinate and interact with the hospital authority and sanitation committee.

- f) Maintain location-wise log book to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.
- g) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.

Responsibilities of the Service Provider in case of other manpower service:

Following are the responsibilities of the Agency (Service Provider) –

- h) The Agency has to provide the uniforms, badges, shoes, batons and Photo Identity Cards to the personnel deployed by them for carrying out the work. The deployed security personnel must wear the uniform dresses with shoes, batons, badges and carry the Photo identity cards while performing duty.
- i) The Agency shall ensure proper conduct of the deployed personnel in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work.
- j) Working hours would be normally **8 hours per day** during working days. The security personnel are to be deployed in shift basis **on all working days & holidays**.
- k) In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such case, the Agency has to provide a substitute.
- l) The Agency shall be responsible for contributions towards Provident Fund, Employees State Insurance, etc., wherever applicable.
- m) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of health institution. The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

2.4 Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage and issue of consumables, uniforms, maintenance record and place of sitting for supervisor (deputed by the contractor).
- b) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.
- c) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- d) Co-operate with the cleaning staff for timely and complete cleaning.
- e) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like OT, Laboratories, Labour Room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.
- f) To provide all necessary materials (**Annexure-2**) including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.

2.5 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of tender Document for Rs.525/- (Rupees Five Hundred Twenty Five) only and EMD of Rs. 10,000/- (Rupees Ten Thousand) only in the form of Demand Draft in favour of RKS DHH Khordha, payable at Khordha.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) or FDR in favour of RKS DHH Khordha, payable at Khordha within 21 days of notification of award or execution of contract whichever is earlier.

2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.
- c) The price as quoted by the Agency (as per **Annexure 2**) shall remain unchanged during the contract period.
- d) Tax, if any, shall be paid at the applicable rate.

2.7 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another 2 years in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/Intimation.

2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 60 days of notice period.
- b) The Hospital authority may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - (i) Shall specify the nature of failure, and
 - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The Hospital authority after giving 60 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

- (i) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management have subsequently approved in writing.
- (ii) If the service provider becomes insolvent or bankrupt.
- (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
- (iv) If, in the judgment of the Management of Hospital, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.9 Detail of Office Premises

- a) Interested bidders may visit the hospital premises to assess the outdoor work load including internal road, lawn, parking area, rest shed, etc., on any working day before the last date of Tender submission.

3. Instructions to Bidders

3.1 Submission of the Tender

- a) The Tender shall be submitted in a sealed envelope with clear inscription as **“TENDER FOR MAN POWER SERVICE”** on top of it before due date and time.
- b) The Tender shall be in two parts i.e. **“Cover-A”** and **“Cover-B”**. **“Cover-A”** shall contain the Technical Proposal and **“Cover-B”** shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as **“TECHNICAL/FINANCIAL PROPOSAL FOR MAN POWER SERVICE”** on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.

3.2 Contents of the Tender

- a) The technical proposal in addition to proof of eligibility shall contain:
 - 1. All the information, documents and clarifications as required under **Annexure 1 & ToR**.
 - 2. EMD (in form of DD) and tender Document Cost (in form of DD).

3. Copy of the tender Document signed on every page by the duly authorized Signatory.
 4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted with this Tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 2**.

3.3 Evaluation and Selection

- a) The Tender shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- c) The qualifying score in technical evaluation for the financial opening is **30** out of total score of **50**. Format for evaluation is given in **Annexure 3**.
- d) For financial evaluation, Price including tax shall be taken into consideration.
- e) Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below –

District Training Unit.
O/o. C.D.M & P.H.O Khordha
Khordha – 752055.

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

3.4 Award of Contract

- a) Contract shall be awarded to the Firm whose Tender will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Firms having same technical scores quote the same lowest price, the Firm having the highest average turnover in last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17 among the lowest bidders shall be awarded the contract.
- d) Any effort by a Firm to influence the employer in its decision on bid evaluation or placement of Work Order may result in rejection of the Firm's offer.
- e) Any legal dispute arising out of this is subject to Khordha jurisdiction only.

4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) Hospital Authority may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the hospital management found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of Hospital due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) The Management shall provide suitable space to the Agency for storage of uniforms, badges, consumables, etc. required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the hospital authority shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to hospital authority or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to Hospital with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the

responsibility to furnish documentary evidence in support of the statutory compliance to hospital authority as and when sought for.

- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and hospital authority shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. hospital authority shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The hospital authority shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise.
- o) And in no circumstances, the hospital authority shall be made a party to it in case of any dispute arising out of such non-compliance.
- p) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the hospital authority proportionate to the extent of default/ non-compliance.
- q) Hospital authority shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- r) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of hospital during the currency or after expiry of the Contract.
- s) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in Hospital.
- t) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.

- u) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of hospital.
- v) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.
- w) The Manpower Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities to any other agency or organization by whatever name be called without the prior written consent of the Authority.

5. Penalty Clauses

1. In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:

a. 2% of cost of order/agreement per week, up to 2 weeks delay.

b. After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.

c. The security deposited by the contractor shall be forfeited.

2) For any breach of contract, C.D.M & P.H.O or duly constituted committee by C.D.M & P.H.O shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- a) If the personnel working are not found in proper uniform and not carrying their photo identity card.
 - b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
 - c) If the behavior of personnel(s) found is discourteous to anyone in the hospital including staff or patients.
 - d) If any person is found performing duty by submitting a fake name and address.
 - e) If any person is found on duty other than those mentioned in the approved list provided by the Agency to the DHH authorities.
 - f) In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
 - g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
- 4) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Collector and his decision will be the final decision and both the party will be abide by it.

For Housekeeping Service:”

ANNEXURE A: Job Specification & Time Schedule for House Keeping Service as well as Attending to Complaints, if any

Sl. No.	Area	Activity	Frequency
1	Toilet	Washing of toilets including the floors, walls, closets, urinals, commodes, wash basins, fixtures & fittings, etc. and carry out chemical wash of toilets and maintain them in hygienic and odourless condition	6 Hourly basis and as and when required in emergency (6 AM, 10 AM, 2PM & 6PM)
		Complain: Choking of toilet chamber	Within 24 hours
		Complain: Blockage of toilets	Within 6 hours
2	OPD, Office areas Laboratory and Blood Bank	Mopping of floors	Twice a day (7AM & 2PM)
		Damp dusting of chairs, tables, workstation tables & stretchers	Twice a day (7AM & 2PM)
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week & as and when required in emergency.
		Cleaning and wet mopping of fans and exhaust fans	Once a week
		Any type of soiling like vomiting, bleeding	Within 30 minutes
3	Waiting areas of all floors	To be scrubbed, cleaned and mopped with cleaning solutions & polishing	4 times daily (Twice in Morning Shift and once in each Evening and Night Shift)
4	All wards and corridors	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6 PM Evening)
		Cleaning of Dustbins and disposal of general waste material (non-biomedical waste)	Thrice a day (8 AM, 12.00 Noon and 4 PM Afternoon)/ when bags are 3/4th Full
		Polishing of floors with scrubber	Once a week
		Bed pan/urine bottles/spittoons shifting to sluice rooms and cleaning	As and when required

		Any type of soiling like vomiting, bleeding	Within 30 minutes
		Damp dusting of chairs, tables, workstation tables & stretchers	Once daily in office areas and one time each in Morning and Evening Shift in other areas.
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week and as &when required.
		Cleaning and wet mopping of fans and exhaust fans	Once a week
		Complain: Tobacco spitting stains, dirt on the wall	Within 1 hour
		Washing the entire DHH areas in a scheduled manner with soap and water. (Gang Washing)	Once a week
		Washing of slipper	Once a day and whenever required.
5	Kitchen	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6PM),
6	Staircase	Cleaning and moping the area and railings	Twice daily and as &when required.
7	Campus Cleaning	Cleaning of the outhouse area, garden, the area intervening the wards roof tops parapits, etc.	Twice a day at 6 AM & 4 PM by broom stick
8	The drains	Cleaning of drains	Once daily at 6 AM.
9		Cleaning of overhead tanks, sumps, gully trap	Once a month
10		Any other work assigned by the hospital authority	As specified.

Note: Times specified against respective activities are tentative in nature. It may be changed by I/C of hospital as per convenience.

ANNEXURE1: Profile of the Applicant

(To be furnished along with the Technical Proposal Cover "A")

Sl.No.	Particulars	Details	Page No.
1.	Name and Address of the Bidder		
2.	Constitution and Date of Incorporation/ Registration (Certificate of Incorporation/Registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....	
3.	Name, designation, contact no. and address of the Contact Person/Local Representative		
4.	Registration/empanelment details with different authorities	Registration Certificate (Labour) No	
		P.F Registration No.	
		E.S.I. Registration No.	
		Private Security License No.	
		GST No	
		Income Tax PAN no	
5.	Financial position and operational results for last three financial years (2014-15, 2015-16 & 2016-17)	Audited Statements of Accounts to be attached (Self attested photo copies)	
6.	Number of field level staff engaged at the client locations to render services (Refer Eligibility Clause 2.1 d)	Supervisory Staff (Field) Service & Support Staff To be supported by latest PF/ESI/TDS return filed with the respective Authorities.	
7.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./ Semi-Govt./Public Sector and Private Sector Clients.</i>	Name of Client Date of Contract Duration of Engagement Contract Value Contact Status (Completed/On-going)	

Note:

Information to be furnished in separate sheet wherever necessary.

In case of documents, they shall be self-attested photocopies.

Date:

Place:

Authorized Signatory

ANNEXURE 2: FINANCIAL PROPOSAL FOR MANPOWER SERVICE

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	Category	Rate per day per person (Rs.)	Rate per Month per person (Take Home) (Rs.)	Employer contribution towards P.F per person (Rs.)	Employer contribution towards E.S.I per person (Rs.)	Other Tax if any pls. mention per person (Rs.)	Overhead profit margin / Service Charge per person (Rs.)	Total Cost (excluding GST) per person (Rs.)	Rate of GST
1.	Security Guard (Un-armed)	Unskilled								
2.	Security Supervisor	Semi Skilled								
3.	Electrician	Skilled								
4.	Plumber	Skilled								
5.	Attendant/ Cook-cum-Attendant / Support Staff	Semi Skilled								
6.	Cleaning Supervisor	Semi Skilled								
7.	Sweeper	Unskilled								
8.	Data Entry Operator	Highly Skilled								
9.	Computer Tutor	Highly Skilled								

Note:

1. Minimum take home remuneration or pay in conformity with minimum wages of the Labour Act of Govt. of Odisha.
2. Service Charge should not be quoted as NIL.
3. Pl. mention the % of Service Tax as applicable. Also, the details of Other Taxes, if any, are to be mentioned.
4. If there is an error in a total corresponding to the addition or subtraction of individual items, the item price shall prevail and the total shall be corrected.
5. If the Firm that submitted the lowest evaluated Tender does not accept the correction of errors, its Tender shall be rejected.

Date:

Place:

Authorized Signatory

ANNEXURE3: Standard Format for Evaluation of Technical Proposal

Name & Address of the Bidder: -				
(For official use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	Constitution of the Applicant: a) Registered Company: 10 Marks b) Society/Partnership Firm/Others: 7 Marks	10		
2.	Years of Business Experience: a) Between 3 to 5 years: 6 Marks b) Above 5 years: 8 Marks c) Above 7 years: 10 Marks (To be calculated from date of incorporation /registration).	10		
3.	No. of field staff employed: a) Between >50<100 : 6 Marks b) Above >100<150 : 8 Marks c) Above >150 : 10 Marks [Employed not less than 50 nos. field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client's locations (either single location or multiple locations) for rendering services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence of the three preceding months from the month when the proposal was submitted)	10		

4.	<p>Market Presence/ services to Govt./ Semi-Govt./ Public Sector Clients):</p> <p>a) 1 to 2 nos.: 6 Marks b) 3 to 5 nos.: 8 Marks c) More than 5 nos.: 10 Marks</p> <p>Provided similar services during the last 3 F.Y.s (Self-Attested copies of Agreements/ Work Orders with completion certificate are to be furnished along with the technical proposal).</p>	10		
5.	<p>Average Annual Turnover (last three years i.e. 2014-15, 2015-16 and 2016-17):</p> <p>a) Above Rs.50 lakh : 6 Marks b) Above Rs.1 Crore : 8 Marks c) Above Rs. 1.5 Crore : 10 Marks</p>	10		
Total		50		