



**ZILLA SWASTHYA SAMITI, KHORDHA
DISTRICT PROGRAMME MANAGEMENT UNIT
NATIONAL HEALTH MISSION, KHORDHA**



Advt.No- 15169

Date: 17.12.21

**RFP FOR OUTSOURCING OF DIFFERENT MANPOWER SERVICES GOVT.
HEALTH INSTITUTIONS OF KHORDHA DISTRICT**

Request for Proposal is invited from eligible Firm/ Agency interested to provide Different Man Power Services to different health Institutions of Khordha District on outsourcing basis Details regarding the eligibility criteria, terms & condition and formats of submission of tender may be downloaded from the website www.khordha.nic.in Your tender should reach the office of the undersigned by 29.12.2021 (till 5 PM) . The Tender (Technical Bid) will be opened at 11.30 AM on 30.12.2021. The undersigned reserves the right to reject any or all the tenders without assigning any reason thereof.

**Sd/-
CDM&PHO-Cum-DMD,
Khordha**

Request for Proposal

For Outsourcing of Different Manpower Services in
Govt. Health Institutions of Khordha District



RFP Reference No. 15169 Dated. 17./12./2021

**OFFICE OF THE CDM & PHO, KHORDHA
DEPARTMENT OF HEALTH AND FAMILY WELFARE
GOVERNMENT OF ODISHA**

SECTION - 1: NOTICE INVITING PROPOSAL

1.1 Proposals are invited from eligible Bidders (Firm/ Agency) interested to provide Different Man Power Services to different health Institutions of Khordha District on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one years, which may be renewed for another 2 years (on yearly basis) with the mutual consent of both the parties subject to evaluation of performances.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria by downloading the same from the district website www.khordha.nic.in. The cost of the RFP document Rs. 2,000/- shall be submitted along with the proposal (technical) in the form of DD in favour of **ZSS Non NHM Khordha, payable at Khordha**.

1.3 The proposals (both technical and financial) by eligible Bidders shall reach the Office of the under signed within due date and time **29.12.2021 till 5 P.M** in the prescribed format and manner. Proposals received after due date and time shall be rejected. There is no system of receipt of proposal through drop box or by hand. Proposals shall be received only through registered post/ speed post or courier service.

1.4 Key Information:

S. No.	Particulars	Information
1	Start Date of availability of RFP document in the official website of Khordha district	15.12.2021
2	Closing Date of availability of RFP document in the official website& Last date and time for receipt of proposal	29.12.2021 (till 5 P.M)
3	Cost of RFP Document (Non refundable) in form of demand draft only in favour of ZSS Non NHM Khordha, payable at Khordha	Rs. 2,000.00
4	Opening of Technical Bid	30.12.2020 at 11 AM
5	EMD in form of demand draft only in favour of ZSS Non NHM Khordha, payable at Khordha	Rs.20,000.00
7	Address for submission of RFP	CDM &PHO, Khordha
8	Address for opening of RFP	O/O-CDM &PHO, Khordha

Note: In case the closing date / last date for receipt of proposal 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.

The Authority reserves the right to reject any or all tenders without assigning any reason thereof.

**Chief District Medical & Public Health Officer
Cum DMD, NHM, Khordha**

SECTION -2: INSTRUCTION TO THE BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid along with all documents.
- (b) Detailed descriptions of the requirements relating to “**Provisioning of Different Manpower Services at Govt. Health Institutions in the district of Khordha**” are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.
- (c) The selection of the Agency shall be on the basis of an evaluation by the tender committee through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of CDM & PHO is without any right of appeal whatsoever.
- (d) The bidder shall submit its Proposal in the form and manner specified in this RFP. **The Financial Proposal shall be submitted in the format specified in F1& F2.** Upon selection, the agency shall be required to enter into an Agreement with the DMO (MS) cum Superintendent, DHH/ MO I/c of concerned health Institution.

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

I.	Should be registered in India as a Company, Firm, Society or a Trust.
II.	Consortium is not allowed
III.	Should have an average Annual Turnover of Rs. 1 crore or more during the last three financial years (2017-18, 2018-19 & 2019-20)
IV.	Should have minimum 3 years of working experience in the field of Manpower engagement services related to paramedical staffs in Public / Private sector [State Govt. / Govt. of India Institution / Govt. undertaking / Corporation / Banks / Govt. & Pvt. Hospitals / Pvt. Organizations] on the stipulated date of bid submission
V.	Should have enrolled at least 20 Manpower's as on date of Bid submission. Work Order/Contract copies must be submitted in support of no of manpower deployed as per the Format T4
VI.	The Bidder must not have been blacklisted either by the tender inviting authority or by any State Govt. or Govt. of India organization. The agency shall submit undertaking regarding the same on Non Judicial Stamp paper of Rs. 20/- as per Format T6 .
VII.	Must have ISO 9001 certification
VIII.	Must be registered under EPF
IX.	Must be registered under ESI
X.	Must have a PAN
XI.	Must have GST registration number

2.3 Proposal Submission

The proposal shall be submitted in two parts:

(1) Part A - Bid Security & Technical Proposal as per format set out in RFP.

(2) Part B - Financial Proposal as per the format set out in RFP.

- (i) The Proposal shall be signed by the authorized person/ representative of the bidder.
- (ii) Power of Attorney for signing of bid. The bidder should submit a Power of Attorney as per the **Form T5**, authorizing the signatory of the bid to commit the bidder.
- iii) The Proposal shall be submitted carefully. Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initial prior to submission of the same.

2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of **Rs.2,000/-** (non-refundable) in the shape of a **Banker's cheques / Demand Draft** in favour of **ZSS Non NHM Khordha, payable at Khordha**. In the absence of the bid document cost, the technical proposal of the bidder shall be rejected. **The bid document cost should be put in the Technical Proposal (Cover A) envelop.**

2.5 Earnest Money Deposit (EMD)

The bidder along with the technical proposal shall have to furnish Earnest Money Deposit (EMD) amounting to **Rs. 20,000/-** (refundable) in the shape of Banker's cheques / Demand Draft in favour of **ZSS Non NHM Khordha, payable at Khordha**.

In the absence of the EMD, technical proposal of the bidder shall be rejected. However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the **local MSEs** registered with respective DICs, Khadi, Village, Cottage & Handicraft 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).

The EMD shall be returned to unsuccessful bidders within a period of 4 weeks from the date of finalization of the RFP.

The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or on in case of successful bidder, if does not execute the agreement.

2.6 Packing, Sealing and Marking of Proposal

- (a) The Technical Proposal (Cover A) and Financial Proposal (Cover B) must be inserted in separate sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in the following manner.
- **Cover-A** - Technical Proposal for **"Providing Manpower Services at Health Facilities of Khordha District"**.
 - **Cover-B** - Financial Proposal for **"Providing Manpower Services at Health Facilities of Khordha District"**.
- (b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly **super scribed** with the following:
- Proposal for **"Providing Manpower Services at Health Facilities of Khordha District"**.
 - The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope.
- (c) The inner and outer envelopes shall be **addressed** to the **Chief District Medical & Public Health Officer, Khordha**.
If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDM& PHO will assume no responsibility for the tender's misplacement or premature opening.

(d) Content of the Proposal

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to the outsourcing of Biomedical Waste Management services at health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. EMD of **Rs.20,000/-** (Rupees Twenty Thousand) in the shape of a Demand Draft in favour of **ZSS Non NHM Khordha** payable at Khordha
2. Bid document cost of **Rs.2,000/-** (Rupees Two Thousand) in the shape of a Demand Draft in favour of **ZSS Non NHM Khordha** payable at Khordha
3. Form T1
4. Form T2
5. Photocopy of the Registration Certificate of the Agency
6. Photocopy of PAN
7. Photocopy of GST, EPF, ESI & Labour Registration certificate
8. Photocopy of ISO 9001 certification
9. Form T3 (Turnover Certificate from the Chartered Accountant)
10. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2017-18, 2018-19 & 2019-20]. In case of non finalization of Balance sheet of 2019-20, provisional financial statement should be produced.
11. Form T4 - Experience Details in in the field of Manpower engagement services in Public / Private sector [State Govt. / Govt. of India Institution / Govt. undertaking / Corporation / Banks / Govt. & Pvt. Hospitals / Pvt. Organizations] on the stipulated date of bid submission.

12. Photocopies of work orders / contracts executed in support of the information furnished in Form T4
13. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
14. Form T6 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
15. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
16. Any other details, the bidder like to include in the proposal.

II. Cover B (Financial Proposal)

1. The bidder must submit the Financial Proposal using Form specified in Form F1& F2 with proper signature and seal of the bidder.
2. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.
3. The same person signing the RFP shall sign the financial part also.

2.7 Validity of Proposals

The Proposal shall remain valid for 180 days after the date of bid opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

2.8 Cost of Proposal

The bidder shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. CDM & PHO will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.9 Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly as per the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

2.10 Proposal Due Date

RFP filled in all respect must reach O/o the CDM& PHO through Speed Post/ Regd. Post / Courier or tender drop box. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the stipulated time on the next working day.

2.11 RFP Opening

- (a) The proposals will be opened in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in section 1 of this RFP
- (b) The bidder/their authorized representatives who will be present shall sign a attendance sheet evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the stipulated time and location on the next working day.

SECTION -3: TERMS OF REFERENCE (TOR)

3.1. Manpower to be engaged

The following Personnel shall be provided by the Agency –

Sl. No.	Name of post	Category	No.	Qualification & Experience
1	Data Entry Operator	Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 10 th Pass or equivalent qualification Well conversant with Computer essentially well trained in Data Entry Working Hour: 8 hours /day & as per requirement.
2	Attendant	Semi-Skilled	42	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 12 th Pass Working Hour: 8 hours /day & as per requirement.
3	Cook cum Attendant (NRC)	Semi-Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 10 th Pass Working Hour: 8 hours /day & as per requirement.
4	Sweeper	Un-Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 8 th Pass Working Hour: 8 hours /day & as per requirement.
5	Laboratory Assistant	Highly Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 31.03.2016 Educational Qualification: B.Sc. in Chemistry from Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement.
6	Staff Nurse	Highly Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: GNM from Govt. of Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement.
7	Pharmacist	Highly Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: B.Pharm from Govt. of Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement.
8	X-ray Technician	Highly Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 60 years as on 01.01.2021 Educational Qualification: DMRT, from Govt. of Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement.

		Highly Skilled	3	Age Limit: Minimum 21 years & Maximum 60 years as on 01.01.2021 Educational Qualification: ITI from Govt. of Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement.
10	ECG Technician	Highly Skilled	As per requirement	Age Limit: Minimum 21 years & Maximum 60 years as on 01.01.2021 Educational Qualification: Certificate Course in ECG Technician, from Govt. of Odisha recognized Institutions Working Hour: 8 hours /day & as per requirement
		Semi-Skilled	12	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 12 th Pass Working Hour: 8 hours /day & as per requirement.
12	Gardner	Un-Skilled	3	Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2021 Educational Qualification: 8 th Pass Working Hour: 8 hours /day & as per requirement.

Note: CV of each Manpower proposed along with the following documents are to be submitted by the Agencies -

- Educational Certificates
- Proof of age

3.2. Responsibilities of the Service Provider

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

- a) The Agency has to provide the uniforms and Photo Identity Cards to the manpower deployed by them for carrying out the work. The deployed personnel must wear the uniform dresses and carry the Photo identity cards while performing duty.
- b) 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.
- c) Working hours would be normally **8 hours per day** during working days. The personnel are to be deployed in shift basis **on all working days & holidays**.
- d) 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.
- e) The Agency shall be responsible for contributions towards Provident Fund, Employees State Insurance, etc., wherever applicable.
- f) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of RKS, DHH, Khordha. The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

3.3. Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

- a) The engagement shall be for a period of **One years** 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 two years (on yearly basis) in existing terms and conditions with mutual consent of both the parties if performance is found satisfactory as per due assessment.
- c) The agency shall sign the contract (in the given Format at **Annexure-I**) within 15 days of issue of Letter of Award / Intimation.

4.2 Award of Contract

On evaluation of technical and financial parts of RFP and decision thereon, the selected bidder shall have to execute a contract with the In charge of the health facility within 15 days from the date of acceptance of their bid is communicated to them. The terms and condition, terms of reference of this RFP along with documents and information provided by the selected bidder shall be deemed to be an integral part of the contract. Before execution of the contract, the selected bidder shall have to deposit the performance security deposit as per clause 4.4 mentioned below.

4.3 Performance Security

The selected service provider has to furnish a performance security deposit of Rs.1, 00,000/- (for three years) in the shape of DD / BG from a National / Scheduled Bank in India. The amount of Earnest money deposit of the selected bidder can be adjusted against the performance security deposit. The performance security deposit is for due performance of the contract. The performance security can be forfeited on the following circumstances

- 1) When any terms or the condition of the contract is infringed.
- 2) When the service provider fails in providing the required services satisfactorily.

However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the local MSEs registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are shall be required to pay 25% of the value of performance security. It is further clarified that the above exemption is applicable to local MSEs registered in Odisha only.

4.5 Commencement of Service

The selected agency is required to start the service in the hospital within 15 days of signing the contract.

4.6 Payment & Price Validity

- a) The Agency shall be paid on **monthly basis** as per the **rate** finalized through the tendering process. The price shall be all-inclusive including the cost of manpower and their management including statutory obligations and management. The price as quoted by the Agency shall remain unchanged during the contract period.
- 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) GST as applicable shall be paid at the applicable rate.
- d) TDS as applicable shall be deducted from the payment as per the Income Tax Act.
- e) The Agency will ensure that workers engaged by them must receive their entitled wages on time. In view of this, the following procedure will be adopted:
 - 1) Agency shall pay their entitled wages by 10th of the following month. It shall not be linked to the payment of the bill from the concerned institution or need for the checking & verification at their end.
 - 2) Payment to such workers must be made by the service providers through e-transfer only. To ensure this, service providers will get a bank account opened for every engaged worker.

4.7 Penalty

In case the Agency fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, CDM& PHO/Medical Officer I/c of the concerned health facility (ies) reserves the right to impose the penalty as detailed below:

a) Commencement of the Work:

- 1) 0.5% of annual costs of Contract / Agreement value (per health facility) per week of delay up to four weeks of delay per health facility.
- 2) After four weeks delay, District Authority reserves the right to cancel the whole contract or part thereof and withhold the agreement and get this job carried out by other successful bidder (L2 & so on). The earnest money/security deposit shall also be forfeited.

b) During Implementation

- 1) The personnel engaged by the Agency shall be smartly dressed in neat and clean uniform and are required to display photo identity cards, failing which it will invite a penalty of Rs.200/- on each occasion. The penalty on this account shall be deducted from the Agency's bills.
- 2) In case, the person deployed comes late / leaves early on three occasions, proportionate deduction will be made from the remuneration for one day.
- 3) In case any of Agency's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of manpower absent on that particular day shall be levied by the hospital authority and the same shall be deducted from the Agency's bills.
- 4) In case any public complaint is received attributable to misconduct/misbehavior of Agency's personnel & is assessed as true by hospital administration, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from Agency's bill. Besides, the personnel found involved in the incident shall be removed from the health facility immediately. In such cases, the agency has to manage the duty by deploying suitable personnel as immediate replacement.
- 5) In case found indulging in drinking alcohol / substance and abusing during duty hours, a penalty of Rs.500/- for each such incident from the agency with removal of the offender with immediate effect.

4.8 General Conditions of the Contract

- a) All the workers engaged by the outsourcing agency shall have uniform with the logo of the Agency.
- b) 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, SDMO for SDH, MO I/C for CHCs.
- c) 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.
- d) The concerned authority of the Hospital may request the Tendered/Agency to withdraw any of their workers from the Hospital without assigning any reasons, within 24 hours prior intimation.
- e) The staffs provided by the agency shall be the employees of the Agency and all statutory liabilities will be paid by the Agency such as ESI, PF, Workmen's Compensation Act, etc.
- f) The staffs deployed by the Agency should be properly trained, have requisite experience and having the skills for carrying out DIFFERENT MANPOWER SERVICES.
- g) The Agency at their end should ensure the Health and Safety measures of their staffs deputed for the works.
- h) The Agency shall engage only such workers whose antecedents and health have been thoroughly verified including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of their staff.
- i) The Agency at all times should indemnify the contracting Authority against all claims, damages or compensation under the provisions of payment of wages Act; Minimum Wages Act; Employer's Liability Act the Workmen Compensation Act; Industrial Disputes Act; Maternity Benefit Act, or any modification thereof or any other law relating thereof and rules made hereunder from time to time. Contracting authority will not own any responsibility in this regard. Payment of minimum wages, notified by the government shall be ensured all the time.
- j) The staffs deployed through the Agency in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment either under the provision of Industrial Disputes Act. or Contract Labour (Regulation & Abolition) Act. The Agency should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Security Agency (Service Provider) and shall submit the said undertaking to the Contracting Authority. In the event of any litigation on the status of the deployed persons, the Contracting Authority/Tender Inviting Authority shall not be a party. However in any event, either the deployed persons or to the order of the hon'ble court, the District Health Society / Institution may be a party in dispute to adjudicate the matter. The agency has to reimburse the expenditure that would have been borne by the Contracting Authority.
- k) The staffs deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the nodal officer of the health facility has every right to remove the said person immediately and the responsibility if any in this context is to be borne by the Agency.

- l) All liabilities arising out of accident or death of staff deployed by the agency while on duty shall be borne by the Agency.
- m) Adequate supervision will be provided to ensure correct & effective performance of the services in accordance with the prevailing assignment and instructions agreed upon between the two parties.
- n) Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hospital premises.
- o) Any damage or loss caused by Agency's persons to the hospital in whatever form, would be recovered from the Agency.
- p) In the event of any breach/violation or contravention of any terms and conditions contained herein by the Agency, the performance security deposit of the Agency shall be forfeited.
- q) Any liability arising out of any litigation (including those in consumer courts) due to any act of Agency's personnel shall be directly borne by the Agency including all expenses/fines. The concerned Agency's personnel shall attend the court as and when required.
- r) The Agency shall not engage any such sub-contract Agency or transfer the contract to any other person in any manner.
- s) The Staffs engaged by the Agency shall not take part in any staff union and association activities.
- t) The Hospital shall not be responsible for providing residential accommodation to any of the deployed personnel of the Agency.
- u) If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the authority of the concerned health institution from the agency.
- v) If any underpayment is discovered, the amount shall be duly paid to the agency by the authority of the concerned health institution.
- w) The Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Tender Inviting Authority / Authority of the concerned health institution.
- x) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the nodal officer of the respective health facility (ies)/ Tender Inviting Authority/Contracting Authority. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.
- y) The Agency shall immediately intimate to the Controlling Authority about any criminal charge framed against the Staffs engaged by the agency in the course of their performance of duties. A copy of such communication shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
- z) The Agency shall be blacklisted if miserably performed as per assessment based on score card even after repeated notice for improving performance i.e. minimum 3 times. The Agency shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
- aa) The Agency shall not assign or sublet this Agreement or any part thereof to any third party.
- bb) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.

- cc) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by contracting authority besides annulment of the contract.
- dd) The Agency shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling or any immoral act.

4.9 Termination / Suspension of Contract

The District Authority / Institution may by a notice in writing, suspend the contract if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

The District Authority / Institution after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider :

- 1) 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 District Authority / Institution have subsequently approve in writing.
- 2) If the service provider becomes insolvent or bankrupt.
- 3) If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- 4) If, in the judgment of the District Authority / Institution, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

4.10 Modifications

Modifications in terms of reference including scope of the services can only be made by the district authority / institution with written consent of both parties. However, basic conditions of the contract shall not be modified.

4.11 Force Majeure

DIFFERENT MAN POWER SERVICES as being essential services, the Service Provider shall not be allowed to suspend or discontinue the services during occurrences of emergencies or Force Majeure Events.

For the purposes of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action

are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to laundry services or any of the Project Facilities or non availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances, then no penalties shall be applicable for the relevant default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension or failure to provide laundry Services on the occurrence of a Force Majeure event will be an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement and has informed the other party as soon as possible about the occurrence of such an event.

4.12 Settlement of Dispute

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to Committee constituted at the District level for decision.

4.13 Jurisdiction of Court

Legal proceedings if any shall be subject to the concerned District jurisdiction only.

4.14 Right to Accept and Reject any Proposal

The District Authority reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

SECTION 5 - CRITERIA FOR EVALUATION

5.1 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"> • ≥ 3 Years ≤ 5 years : 5 Marks • > 5 Years ≤ 7 years : 7 Marks • > 7 Years : 10 Marks
2.	Similar Experience No. of contracts awarded and successfully executed in last three years with State Govt./Central Govt./ Semi Govt./ Govt. owned Societies /corporation.	10	<ul style="list-style-type: none"> a) 2 to 5 nos.: 5 Marks b) 5 to 10 nos.: 7 Marks c) 10 above – 10 Marks (Self-Attested copies of Agreements/ Work Orders arc to be furnished along with the technical proposal – Form T4
3.	Performance Certificates from previous assignments during last 3 years	05	<ul style="list-style-type: none"> • Satisfactory Work Performance Submitted: 5 marks • Or otherwise : 0 marks
4.	Average Annual Turnover (last three years i.e. 2017-18 to 2019-20):	15	<ul style="list-style-type: none"> • $> 1 \leq 3$ crores : 5 Marks • $> 3 \leq 5$ crores : 7 Marks • $> 5 \leq 10$ crores : 10 Marks • > 10 crores : 15 Marks
5.	No of staffs engaged in last 3 years (Avg. of last three years): 2017-18, 2018-19 & 2019-20 (to be Determined from the work order / contract copies) – Details to be furnished Form T4	10	<ul style="list-style-type: none"> • ≥ 20 up to 29 persons : 5 marks • ≥ 30- up to 49 persons : 7 marks • 50 & above persons : 10 marks
Total		50	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 30 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.

5.2 Evaluation of Financial Proposal

The **total price (exclusive of GST)** as per price format F2 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.

RFP FORMATS

Providing Manpower Service at Govt. Health Institutions

TECHNICAL PROPOSAL

Check List (Technical Proposal)

Please check whether following have been enclosed in the respective cover namely, Technical Proposal: *(please arrange the documents serially in the following order & do the page numbering of the entire bid document and mention the page no. in the column "page No" against the particulars in the check list as mentioned below for ease of scrutiny)*

Sl.	Particulars	Whether Submitted (Yes / No)	Page No.
1	EMD (DD of Rs. 20,000/-)		
2	Bid document Cost (DD of Rs. 2,000/-)		
3	Form T1		
4	Form T2		
5	Copy of the company/Agency Registration certificate		
6	Copy of the GST registration certificate		
7	Copy of the EPF registration certificate		
8	Copy of the ESI registration certificate		
9	Copy of the ECR towards submission of EPF for the month of October 2021.		
10	Copy of the Labour Registration certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001 certification		
13	Form T3 (Annual Turn Over)		
14	Photocopies of the audited P/L account of each year highlighting the turnover in support of that		
15	Form T4 (Experience Detailed)		
16	Copies of Work Order / Contract certificates from the clients in support of work executed in support of the information provided in Form T4		
17	Form T5(Power of Attorney for Signing of Proposal)		
18	Form T6 (Affidavit)		
19	Form T7 (Anti Collusion Certificate)		
20	Any other relevant documents		

FORM - T1
(to be furnished in the technical proposal)

TECHNICAL TENDER SUBMISSION FORM
(On the letterhead of the agency)

To

The CDM & PHO
Khordha

Re.: RFP Reference no. _____ dated _____

Dear Sir / Madam,

We, the undersigned, offer to provide the Manpower Service at District Health Institutions. We are hereby submitting our Proposal, which includes this Technical Proposal and a Commercial Proposal sealed under a separate envelope.

We hereby declare our Confirmation of acceptance of the Conditions of Contract mentioned in the RFP document under reference cited above.

We hereby declare that all the information and statements made in this Proposal are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

Our proposal shall be binding upon us for a period of 180 days from the date of bid opening, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our bid. If we are assigned the work during the period of validity of the Proposal, we undertake to carry out the same as per the terms and conditions of this tender document.

I hereby declare that my company has not been debarred / black listed by any Government/ Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signatory [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

FORM - T2
(to be furnished in the technical proposal)

PROFILE OF THE AGENCY

Name of the Agency	
Office Address	
Status of the Agency (Whether registered under Company / Firm / Society / Trust)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline Mobile	
Fax	
Email id (Official email id for correspondence if any)	
Date of Establishment	(furnish copy of the Registration Certificate of the Agency)
GST Registration No.	(furnish copy of the GST Registration of the Agency)
EPF Registration No.	(furnish copy of the EPF registration certificate of the Agency)
ESI Registration No.	(furnish copy of the ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	
Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD / Payment for services if any (if selected)	a. Name of the Bank : b. Name of the Account & Full address of the Branch concerned c. Account no. of the bidder : d. IFS Code of the Bank :

Authorized Signatory/Signature [In full and initials]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T3

(To be furnished in the technical proposal)

ANNUAL AVERAGE TURN OVER STATEMENT

*(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of M/s _____ for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Rs.
1	2017-18	
2	2018-19	
3	2019-20	
Average Annual Turnover in Rs.		

- 6 In case of not finalization of balance sheet 2018-19, Provisional audited statement shall be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No.
- 2) Also attach photocopies of the audited P/L account of **each year highlighting the turnover** in support of that

FORM T4

(to be furnished in the technical proposal)

PAST EXPERIENCE DURING THE LAST THREE YEARS

(Attach separate sheets if the space provided is not sufficient)

A) Experience in DIFFERENT MAN POWER SERVICES activities/ Man power supply

Financial Year 2017-18

Sl	*Name /address of organization	Type of Manpower Supplied	Date of award of Assignment	Date of completion of assignment	No. of personnel deployed	Performance Certificate enclosed (Yes / No)
1						
2						
3						
4						
5						
6						

Financial Year 2018-19

Sl	*Name /address of the Hospitals /organization	Type of Manpower Supplied	Date of award of Assignment	Date of completion of assignment	No. of personnel deployed	Performance Certificate enclosed (Yes / No)
1						
2						
3						
4						
5						
6						

Financial Year 2019-20

Sl	*Name /address of the Hospitals /organization	Type of Manpower Supplied	Date of award of Assignment	Date of completion of assignment	No. of personnel deployed **	Performance Certificate enclosed (Yes / No)*
1						
2						
3						
5						
6						
7						

* Please furnish to **Work order / Contract copies** of the works executed in support of the information mentioned above **along with the performance certificate** of the client, **serially** in the **same order** as mentioned in the above format for ease of scrutiny.

**No. of staff deployed should be clearly mentioned in the relevant work order / contract copies

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

Form T5
(to be furnished in the technical proposal)
Format for Power of Attorney for Signing of Proposal

(On a Stamp Paper of relevant value)

Power of Attorney

Know all persons by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address) who is presently employed with us and holding the position ofas our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for Biomedical Waste Management Services at District health institutions including signing and submission of all documents and providing information / responses to the District / Institution Authority, representing us in all matters before District / Institution authority and generally dealing with District / Institution authority in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____ 2021

For _____

(Name, Designation and Address)

Accepted

_____(Signature)

(Name, Title and Address of the Attorney)

Date: _____

Note:

- i. *To be executed by the Chief of the Agency.*
- ii. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- iii. *In case an authorized Director of the agency signs the proposal, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.*

FORM T6

(to be furnished in the technical proposal)

Format for Affidavit certifying that Entity / Promoter(s) / Director(s) / Partners of Entity are not blacklisted

(On a Stamp Paper of relevant value)

Affidavit

I, M/s. (the name of the agency with address of the registered office) hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated thisDay of....., 2021

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T 7

(to be furnished in the technical proposal)

Anti Collusion Certificate

We hereby certify and confirm that in the preparation and submission of our Proposal for Different Manpower Services at health institutions under this RFP Reference No. _____, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this _____ Day of _____, 2021

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORMATS

Manpower Services at Govt. Health Institutions

FINANCIAL PROPOSAL

FORM F-1

(To be submitted with Financial Proposal)

To

The CDM & PHO
Khordha

Re.: RFP Reference no. _____ dated _____.

Sub: **Request for Proposal for Providing Manpower Services at Govt. Health Institutions.**

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the contract, I/We hereby propose to offer the services as described in the RFP document in conformity with the conditions of contract, technical aspects and the sums indicated in this financial proposal.
2. I/We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations and conditions.
3. If our proposal is accepted, we undertake to deposit the performance security deposit at the time of execution of the formal agreement
4. I/We agree to abide by this proposal/bid for a period of 180 days from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.
5. Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the District Authority.
6. We submit the Schedule of Prices as appended herewith.

Encl: Schedule of Prices (Form F2)

Yours sincerely,

Authorized Signatory [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

FORM F-2
(To be submitted with Financial Proposal)
FINANCIAL PROPOSAL

Name and Address of the Bidder:

Price Details:

Sl. No	Manpower Type	Monthly Rate per Person (Rs.)					Total per person/ Month (excluding GST)
		*Take home Remuneration (Including Employee share on EPF/ESI) (to be quoted based on 30 days service)	EPF (Employer's Share 13%)	ESI (Employer's Share 3.25%)	Other statutory dues, if any (mention detailed)	Service Charge	
		1	2	3	4	5	
1	Data Entry Operator						
2	Attendant (Sanitary/Hospital/ICU)						
3	Cook cum Attendant (NRC)						
4	Attendant cum sweeper - SNCU						
5	Laboratory Assistant						
6	Staff Nurse						
7	Pharmacist						
8	X-ray Technician						
9	Oxygen Operator						
10	ECG Technician						
11	Lift Man						
12	Gardner						

% of GST _____ .

Note:

1. The **monthly take home remuneration** must be based as per minimum wages act vide the **recent gazette notification no. 5639 dated 02.11.2021** issued by **Labour Commissioner, Odisha** for Unskilled, Semi-skilled, Skilled & Highly Skilled personnel. This should take into account **24 x 7 x 365 days service** of personnel required at the health institutions.
2. ** The **service charge** shall be quoted by taking into account **all management cost** of the personnel including **statutory requirement, uniform, training etc.** The bidders are required to quote the price (**Service Charge**) in **whole Rupees & no fraction of Rupee** will be considered and quoting in fraction the total rates quoted by the tendering agency should be inclusive of all statutory liabilities in force at the time of submission of bid.

3. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower
4. Please mention the % of GST as applicable and on which charges, it is applicable. Also, the details of Other Taxes, if any, are to be mentioned.
5. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected.
6. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
7. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3) above.
8. If the Firm that submitted the lowest evaluated Proposal does not accept the correction of errors, its Proposal shall be rejected.

Date:

Place:

Authorized Signatory