



ZILLA SWASTHYA SAMITI, ANGUL
O/o- CDM & PHO Cum- District Mission Director, Angul

TENDER CALL NOTICE

No: 1859

Date: 29/08/19

1. TENDER CALL FOR HELP DESK SERVICES, ANGUL

Detail proposals are invited from eligible Agencies for selection of the most suitable agency to operate Help Desk at various Govt. Health Institutions of Angul District.

2. TENDER CALL FOR MECHANIZED LAUNDRY SERVICES (NIRMAL)

Detail proposals are invited from eligible Agencies for selection of the most suitable agency to undertake mechanized laundry services with supply of beds sheets at Govt. Health Institutions of Angul District.

3. TENDER CALL FOR HIRING OF VEHICLE S: (DPMU, BPMU & RBSK-MHT)

Sealed tenders are invited from Registered Agencies or Individuals for hiring of commercial light diesel/petrol vehicles with & without A/C towards engagement under Zilla Swasthya Samiti, Angul for National Health Mission, (NHM-Angul) on monthly / daily hiring basis. The vehicles to be engaged should not belong to any employee of NHM, CDM&PHO-Cum- District Mission Director Office, Angul, any health Department employee or the close relative of the employee of NHM.

Details regarding eligibility criteria, terms & conditions and the formats of submission of tender (Technical & Price bid) may be downloaded from the website i.e. www.angul.nic.in. The undersigned reserves the rights to reject any or all the tenders without assigning any reason thereof.

Sd/-

CDM & PHO Cum District Mission Director, Angul

Chm
29-8-19
A CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



TENDER CALL FOR HELP-DESK SERVICES **ANGUL**

Chm
29.8.15
* CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



REQUEST FOR PROPOSAL

Operation of Help Desk at Health Institutions

RFP Reference No: Helpdesk/Angul /1

Date: 29.08.2019

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the District Authority under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the District Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. District Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. District Authority / Department may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

NOTICE INVITING PROPOSALRFP No. **Angul/ 01**Dated: **29.08.2019**

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCYS FOR SELECTION OF THE MOST SUITABLE AGENCY TO OPERATE HELP DESK AT HEALTH INSTITUTIONS.

1	Period of Availability of RFP Document	From 30.08.2019 to 19.09.2019 (Downloadable from website: www.angul.nic.in)
2	Last date for submission of Proposal	Date: 19.09.2019, Time: 5.00 PM Address: The Chief District Medical & Public Health Officer, O/o The CDM & PHO, District Head Quarter Hospital, At/P.O. Angul, Dist. Angul, Odisha <i>(Name of the Dist. & Venue is mentioned at Section 1 : Schedule of Submission)</i> NB : Proposals should be submitted through Speed post / Registered post/Courier
3	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening : 20.09.2019 at 11.00 AM at O/o The CDM & PHO, Angul b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated later on by the CDM & PHO to the agency found successful in the technical proposal evaluation.</i> (Bidders / authorized representative may remain present at the time of opening of proposal)

SECTION 1 : SCHEDULE OF PROPOSAL SUBMISSION

Sl.	RFP No. & date	Name of the District	Address for Submission & Opening of Proposal	Last date & time for submission of Proposal	Date & time for opening of Technical Proposal
1	Helpdesk - Angul/ 01 Dated 29.08.2019	Angul	The Chief District Medical Officer, O/o of the Chief District Medical & Public Health Officer, District Head Quarter Hospital, At/P.O. Angul, Dist. Angul, Odisha	Through Speed Post/Regd. Post/Courier 19.09.2019, 5 PM	20.09.2019, 11.00 AM

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid as per the prescribed format of the RFP at the **District. However, the bidder submitting proposal has to establish the helpdesk(s) in DHH and all SDHs of the district and accordingly quote the prices in the price bid.**
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to “Setting up the Help desk at Health Institutions” 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 of the concerned District, 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 CDM & PHO’s decision 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 (Part B) shall be submitted in the format specified in F1-F2.** Upon selection, the agency shall be required to enter into an Agreement with the Chief District Medical & Public Health Officer of the concerned District in the form specified at **Annexure II.**

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- | | |
|-------|--|
| I. | Should be registered in India as a Company, Firm, Proprietorship, Society or a Trust. |
| II. | Consortium is not allowed |
| III. | Should not be blacklisted by any Government entity in India within the last three years. |
| IV. | Should have an average Annual Turnover of Rs. 2 Crores or more during the last three financial years (2015-16, 2016-17 & 2017-18) |
| V. | Should have minimum 3 years of working experience in Call Centre / Helpdesk operation / BPO Services / Data Processing Services in Public / Private Sector. |
| VI. | Should have successfully implemented at least 3 (three) projects in the areas of call centre / helpdesk operation / BPO Services / Data Processing Services in last three years in Odisha. |
| VII. | 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. |
| VIII. | Must EPF, ESI & GST Registration Certificate |
| IX. | Must have a PAN |
| X. | Must have ISO 9001 certification |

2.3 Submission and Signing of Proposal

Interested eligible bidders may submit their bid in the prescribed format of the RFP along with the required **EMD & documents** as set forth in this RFP **at the district**, the detail address of which is mentioned in **Section 1: Schedule of 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 typed or written legibly in indelible ink and shall be signed the authorized 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) 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** from any Nationalized / Schedule Bank payable at **Angul** and in favour of **ZSS, Non NRHM Account, Angul**.

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 from any Nationalized / Schedule Bank in favour of the **ZSS, Non NRHM Account, Angul** payable at Angul.

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 announcement of the successful bidder.

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 "**Operation of Help desk at Health Institutions, Angul**".
 - **Cover-B** - Financial Proposal for "**Operation of Help desk at Health Institutions, Angul**".

- (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 “**Operation of Help desk at Health Institutions, Angul**”.
 - **RFP no. & Date** (The bidder should clearly mention the RFP no. & Date for which the proposal is submitted)
 - 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** and the **detail address** mentioned at the Section - 1: Schedule of Proposal Submission.
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. Telex, cable or facsimile tenders will be rejected.

(d) **Content of the Proposal**

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to the setting up a help desk at district health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. Two nos. of Demand Drafts in favour of **ZSS Non NRHM Account, Angul** payable at **Angul** i.e. Bid document cost of **Rs 2,000/- (non-refundable)** & EMD of **Rs.20,000/-** .
2. Form T1
3. Form T2
4. Photocopy of the Registration Certificate of the Agency
5. Photocopy of PAN
6. Photocopy of GST, EPF, ESI Registration
7. Photocopy of valid Labour Registration Certificate
8. Form T3 (Certificate from the Chartered Accountant)
9. Form T4 - Relevant Experience Details towards successful implementation of similar call centre/helpdesk assignment /BPO Services/similar IT & Data Processing project during the last three years.
10. Photocopies of work orders executed in support of the information furnished in Form T4
11. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
12. Form T6 - Affidavit Certifying that Entity/Promoter(s)/Directors/Partner(s) of Entity is not blacklisted.
13. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
14. A copy of the RFP document sealed and signed in all pages by the applicant.
15. 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. The concerned district authority will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.9 Acknowledgement by the bidder

- (a) It shall be deemed that by submitting the Proposal, the bidder has: -
- (i) made a complete and careful examination of the RFP;
 - (ii) received all relevant information requested from the concerned District authority;
 - (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned district authority relating to any of the matters stated in the RFP Document;
 - (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
 - (v) acknowledged that it does not have a Conflict of Interest; and
 - (vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- (b) The concerned district authority shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the concerned district authority.

2.10 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.

2.11 Proposal Due Date

RFP filled in all respect must reach O/o the CDM & PHO, Angul at the address, time and date specified in the Section-1: Schedule of Proposal Submission, through Speed Post/ Regd. Post / Courier. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the appointed time on the next working day.

2.12 RFP Opening

- (a) The concerned district authority will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in the Section 1: Schedule of Proposal Submission
- (b) The bidder/their authorized representatives who will be present shall sign a register evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the appointed time and location on the next working day.

SECTION 3 - TERMS OF REFERENCE

Background

Hospitals are critical places at the best of times and more so for disadvantaged groups due to lack of awareness and sometimes for presence of un-scrupulous elements. So the Govt. of Odisha has planned to set up “Help Desk” at all major hospitals in the State which shall look after the special needs of these disadvantaged groups and provides individual attention and personalized services. It will also empower the public with information and guidance for exercising their rights & duties. **All services rendered by the Help Desk will be given free of Cost to the public.**

1. Objectives of Help Desk

- To facilitate patients and their relatives in getting due services & entitlements.
- To provide escort/attendant support to orphan patients/patients admitted without family support.
- To create awareness amongst patients about their rights and responsibilities during their stay at the hospital
- To conduct exit interviews randomly from about 30 clients (OPD/IPD] per month to access the patient's satisfaction. This will be compiled, analyzed and submitted to the MOI/C for needful corrective action.
- To support in management of local grievance redresser especially by periodic collection and recording of grievances and disseminating it to appropriate authority (The details of roles & responsibility of help desk in grievance redressal is mentioned at Clause 6)
- To manage IEC/Demonstration corners at Hospitals under the supervision of Hospital Authorities.
- To coordinate with 102/108 services for smooth admission at appropriate wing.
- To register and facilitate provisioning of desired services to the referral cases especially OSTF/BSKY etc.
- To facilitate patients & their attendants to avail all services / entitlements provided under different Govt. Schemes such as JSSK, JSY, Niramaya, BSKY etc.
- Focused Group Discussion to build confidence amongst the poor to access services at Public hospitals.
- To reduce long waiting time for consultation & treatment.
- Any other task pertaining to public health services that may be assigned by the Mission

2. Coverage (No. of Facilities where Help Desk is proposed)

Category	Total	Details of Institutions
DHH	1	Details at Section 6
SDH	3	
CHC	0	
Total	4	

3. **Working Schedule:** It will offer seamless, end-to-end facilitation services and 24x7 (all days in a month) assistance round the year.

4. Infrastructure for Help Desk

District Authority's Responsibilities:

Establishment of Help Desk

- **Establishment of “May I help You Desk”:** The Help desk shall be established at strategic location near the OPD for easy accessibility of patients in need.
- **Furniture/Fixtures for May I help you Desk:** The following furniture would be provided at Help Desk for its smooth operation
 - Help desk cubicle with chair and arrangement to keep a computer.
 - Telephone/ Help Line
 - Computer/ Desktop with Printer
 - Cupboard for storage
 - IEC Corner: An audio visual Aid (Electronic) with health related messages will be supplied to the help desk corner and it would be the responsibility of the agency to ensure its effective use during hospital hours.
 - Suggestion Box for fixing at strategic locations
 - Hospital maps & other sinages
- **Contingency Cost :** The following contingency costs shall be provided by the district authority for operation of the help desk
 - Cost of Computer Papers & Cartridges for report generation
 - Telephone & Internet Charges
 - AMC of Computer & Peripherals

Agency's Responsibilities:

Operation of Help Desk

- **Provide HR for the Help Desk:** The Help desk will have the following 2 categories of the staff
 - Help Desk Manager
 - Volunteers (As per level of Facility)

Sl. No.	Level of facility	Proposed HR		
		Help Desk Manager	Volunteers	
			Total	Lady Volunteer (Min)
1	SDH	1	6	2
2	DHH	1	10	3

- **Management Statutory Compliance of the deployed staff:** the Agency is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The agency shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.
- **Compliance of Minimum Wages Act and other statutory requirements**

The agency shall comply with all the provisions of **Minimum Wages Act** and other applicable labour laws for the type of manpower deployed. The category of manpower is as mentioned below:

- ✓ Help Desk Manager : Skilled
 - ✓ Help Desk Volunteers : Semi Skilled
- **Operation of Help Desk:** The selected Agency shall operate the help desk on 24X7 (all days in a month) modes with the proposed HR in 3 shifts as mentioned below

Level of Institution	General Shift	1 st Shift	2 nd Shift	3 rd Shift
DHH	Help Desk Manager : 1	Volunteers : 4	Volunteers : 3	Volunteers : 3
SDH	Help Desk Manager : 1	Volunteers : 3	Volunteers : 2	Volunteers : 1

- **Provide Uniform** to the deployed staffs : Help Desk Managers & Volunteers
- **Others:**
 - (i) Shall not accept for his own benefit any commission, discount or similar payments in connection with the activities pursuant to discharge of his obligations under the agreement and shall use its best efforts to ensure that his personnel and agents, either of them shall not receive any such additional remuneration.
 - (ii) Recruit, train and position qualified and suitable personnel (as per the required qualification of staffs) for operation of the help desk. The staff so engaged/recruited/appointed by the agency shall be exclusively on the pay rolls of the bidder and shall under **no circumstances this staff will ever have any claim, whatsoever for appointment with the District Authority /Govt. of Odisha**. The agency shall be fully responsible for adhering to provisions of various laws applicable on them including **Labour laws**. In case the agency fails to comply with the provisions applicable laws and thereby any financial or other liability arises on the District Authority/Government by Court orders or otherwise, the agency shall be fully responsible to compensate/indemnify to the District Authority for such liabilities. For realization of such damages, the District Authority may even resort to the provisions of Odisha Public Demand Recovery Act 1962 or other laws as applicable on the occurrence of such situations.
 - (iii) Strict adherence to the stipulated time scheduled for various activities.

5. ToR of Help Desk Staff

- **Job Descriptions of Help Desk Manager**
 - Manage and supervise the day today functioning of Help desk as per mandate.
 - Assigning duties to the volunteers for smooth management of help desk.
 - Analyze feedback received through exit interviews, complaints/ suggestion.
 - Prepare and submit a daily feedback report to the Hospital Authorities.
 - To document good practices and prepare report as required.
 - Register the grievances informed by 104 Call Center and facilitate for redressal of the same.
 - Upload necessary information in Grievance Redressal Web Portal

In case of successful bidder, the selection of Help Desk manager would be done by the district authority. For that, the selected agency has to submit the list of eligible candidates as per qualification criteria along with bio-datas.

- **Job Description of Help Desk Volunteers**

- Operate the “May I Help You” Help Desk
- Assist public to get desired information.
- Manage IEC corner
- Periodically collect complaints & suggestions from drop box & record in desired register.
- Conduct exist interviews of the patients & attendants
- Assist Patients & their attendants as per need.
- Conduct periodic focused group discussions with attendants on selected topics on free entitlements, their rights & duties etc.
- Work as attendant for Orphans attending hospital for treatment.
- Ensure maintenance of cleanliness in the hospital through sensitization of patients & their attendants.
- Support in management of cases at OPD.
- Mobilize patients to avail benefits under different insurance schemes
- Provide daily feedback to the Manager.

- **Essential Qualification and experience of the key persons**

- Help Desk Manager – Must be a **graduate with computer literacy** and having 3 years of post qualification experience and must have good communication skill in Odia and local language (Category : Skilled Manpower)
- Help Desk Volunteer – Must be a **10th Pass** and have good communication skill in Odia and local language (Category : Semi-skilled Manpower)

6. Role & Responsibility of Help Desk in Grievance Redressal (GR)

Most of the grievances/complaints are generated at facility level during the process of service delivery. Immediate and timely resolution of these grievances/complaints at the facility level will help in improving the quality of services delivered and better compliance of patients. Following are the role & responsibility of the help desk in Grievance Redressal :

- Receive the complaints either orally or in writing from the patients or from the complaint/suggestion box
- Register and facilitate to resolve all the grievances reported
- Ensure immediate assistance for complaints related to denial of services or entitlements by referring these complaints to the nodal officer
- Refer unresolved cases to appropriate authority, track them for timely redressal and make available these details to the complainant
- Register all the grievances in the GR web portal
- Resolve real time grievances immediately at the facility level.
- Inform the complainant about the status of grievance reported- whether resolved or unresolved and if resolved, details of relief provided by appropriate mechanism.

- Overall responsibility to maintain the conducive environment in the facility by proactively resolving the real time grievances and pointing infrastructural and patients' amenities related gaps to the MOI/C for improving the services.
- Be caring and empathetic to complainant.

The **Grievance Redressal System** is expected to contribute in the following ways:

- Helps in improving the overall image of the health facility by addressing to the complaints in a timely basis.
- The complainants and people seeking care will be assured that there is accountability in place at the facility
- Helps to ensure that patients will be treated with care, respect, empathy and compassion
- Will improve the promptness of providing treatment
- Ensures the availability of Essential Drugs and Diagnostics which will encourage patients to approach the facility with more assurance that they will get their ailments treated
- Patients will be assured that they will receive benefits and entitlements of JSY, JSSK in a timely manner
- Patients will be assured that they will not be subjected to unnecessary diagnostic tests or exorbitant procedures
- Will refer such matters to higher authorities, which needs their attention or intervention
- Ensures that the Out of Pocket expenditures are brought down significantly

7. Expected Output Parameters:

Sl. No	Parameters	Deliverables
A. Process Indicators (Assessment to be done on quarterly basis)		
1	Exit Interviews for Patient satisfaction study	30 sample interviews / PM conducted & report submitted to Hospital Manager
2	Grievance Redressal	Activity Performed <ul style="list-style-type: none"> • Registration of grievances received • Intimation to appropriate authority • Redressal of Grievances wherever possible.
3	Focused Group Discussion on "Swachata" with attendants at rest shed/any other suitable places	Min. 30 sessions PM organised
4	Beneficiary coverage under different insurance schemes	Ward round on daily basis & maintained record for the same for mobilization of eligible cases for necessary processing to receive benefit under different scheme.
5	Facilitation of Referral cases for availing treatment/management services	All referred cases registered & supported as required
6	Functional IEC corner	Maintained as per guidelines
8	Escort services for orphans & destitute	Extended necessary support to all such cases admitted at Hospital as per the direction of ADMO(Med)/ Mo I/c.

B. Outcome indicators (Additional performance indicators required during renewal of Contract along with above given process indicators)		
1	Waiting time at OPD	Found to be in reducing trend / as per standard
2	Cleanliness status	Found to be satisfactory

8. Overall Management & Performance: The overall management of Help Desk lies with DMO(MS)-cum-Superintendent/ Superintendent of respective facility including periodic assessment of performance & there by renewal of contract. The Performance appraisal will be done on quarterly basis & renewal is planned on annual basis.

9. Implementation Modality: The scheme will run under Partnership model. The agency shall provide necessary HR for management of help desk & other support viz. space, established Kiosk etc. shall be provided by the district authority.

10. Linkage with Grievance Redressal Web Portal & existing 104 Call Centre:

10.1 Web Portal:

A common grievance redressal portal will be designed to maintain the grievances registered, recorded and resolved for the public health services. This web portal will be designed at national level by the contracted technical agency specialized for the same. This portal will be used by all the states for registering grievances including Odisha. The access permission for using the portal will be given to Help Desk Manager.

Grievances requiring consideration and intervention of higher authorities will be put on the GR web portal immediately by Help Desk Manager and concerned official will also receive the SMS about the registered grievance/s.

Authorities at appropriate level (State/ Division/ District/ Block/ Facility) or their nodal officers will see the web portal daily and will be responsible for resolving the grievances within stipulated time.

10.2 104 Call Center: Grievances registered with 104 Call Center related to any of such facility where Help Desk is established will be shared for facilitation of grievance redressal by the help desk manager at the earliest.

11. Period of Contract: The contract would be **initially** for **1 year** which will be **extended** for another **2 years** based on performance as per set deliverables, the details of which are mentioned in clause no 7.

12. Performance Review Mechanism

It will be done on a **quarterly basis** by the committee headed by CDM & PHO cum District Mission Director with the following Members & Managers as members:

- DMO(MS)-cum-Superintendent / Superintendent of each such hospital where help desk is established
- District Program Manager
- Hospital Manager / Jr. Hospital Manager
- District Accounts Manager

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement/Duration of Contract

- (a) The agency selected for the setting up help desk shall enter in to a contract with the District Authority with the agreed terms and conditions.
- (b) **The agency will be engaged initially for a period of 1 year, which may further be extended for two years on a yearly basis by the District Authority, subject to satisfactory performance and mutual agreement.**

4.2 Schedule of Implementation

The agency is required start the help desk operation within 15 days of signing the contract.

4.3 Earnest Money Deposit (EMD) and performance Security Deposit

- (a) The bidder along with the proposal shall furnish bid document cost **Rs. 2,000/-** & Earnest Money Deposit (EMD) cost **Rs. 20,000/-** in the form of Banker's cheques/ Demand Draft in favor of the ZSS, Non NRHM Account, Angul payable at Angul.
- (b) In the absence of the Bid Document Cost & EMD, technical proposal of the bidder shall be rejected.
- (c) The EMD shall be returned to unsuccessful bidders within a period of eight (8) weeks from the date of announcement of the successful bidder.
- (d) 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.
- (e) The successful bidder shall have to furnish a **Performance Security Deposit of Rs. 25,000/- per Help desk within the district i.e. Rs 1, 00,000/-**. Amount of Earnest money deposit can be adjusted into the security deposit. The performance security deposit is for due performance of the agreement.

The District Authority in the following circumstances can forfeit it;

- (i) When any terms or a condition of the agreement is infringed.
- (ii) When the service provider fails in providing the services satisfactorily.

Notice will be given to the bidder/service provider with reasonable time before the earnest money / security deposit is forfeited.

4.4 Payment

- (a) The District Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.
- (b) The mode of payment is as specified below:
The Operational Expenses shall be paid on a **monthly basis** upon submission of bill with attendance chat of the deployed manpower. The bills should be in the name of the concerned authority of the District. The telephone bill shall be reimbursed as per actual in respect of calls made for referral service.

4.5 Operational Parameter and Penalty Clauses

The successful bidder has to operate the help desk with quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

4.6 Monitoring and Evaluation

- (a) The CDM & PHO and Health Officers will oversee the activity within their respective districts in the District Health Societies meetings on a monthly basis & the performance of the agency shall be evaluated.
- (b) The services and records of the help desk shall be subject to inspection by the designated officer(s) of the District.

4.7 Termination /Suspension of Agreement

- (a) The District Authority may, by a notice in writing suspend the agreement if the selected agency 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.
- (b) The District Authority 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 (a) to (b), 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 District Authority have subsequently approve in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.
 - (iii) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
 - (iv) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

4.8 Modifications

Modifications in terms of reference including scope of the services can only be made by written consent of both parties. However, basic conditions of the agreement shall not be modified.

4.9 Saving Clauses

In the absence of any specific provision in the agreement on any issue, the guidelines issued/to be issued by the District Authority shall be applicable.

4.10 Force Majeure

- (a) Help desk Services as being emergency response services, the Operator shall not be allowed to suspend or discontinue the help desk Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to help desk

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 applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension of or failure to provide help desk 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.

- (b) 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
- (i) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
 - (ii) Has informed the other party as soon as possible about the occurrence of such an event.

4.11 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.

4.12 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.

4.13 Award of Contract and Agreement

On evaluation of technical and financial parts of RFP and decision thereon, the selected bidder shall have to execute an agreement with the District Authority within 15 days from the date of acceptance of their bid is communicated to him. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit security deposit as per clause 4.4 (f) above.

4.14 Commencement of Service

The Operator shall commence the service within **15 days** from the date of signing of the Agreement. If the agency fails to commence the service as specified herein, the district authority may, unless it consents to the extension of time thereof, forfeit the Performance Security.

4.15 Jurisdiction of Court

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

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 awards of marks based on the following Criteria :

Sl. No.	Evaluation Parameter	Total Mark	Criteria for award of Mark
A	Experience in Call Centre / Helpdesk operation / BPO Services / Data Processing Services in Public / Private Sector	10	<ul style="list-style-type: none"> ● ≥ 3 Years ≤ 5 years : 5 Marks ● > 5 Years : 10 Marks ● Or otherwise 0
B	Experience : No. of Projects Executed No. of contracts awarded and successfully executed (Call Centre / Helpdesk operation / BPO Services / Data Processing Services) in last three years with State Govt./ Central Govt./ Semi Govt./ Govt. owned Societies / Corporation / IT Sectors / Banking Sectors (to be determined from the work order / contract copies) – Details to be furnished Form T4	15	<ul style="list-style-type: none"> ● ≥ 3 nos ≤ 5 nos : 5 Marks ● > 5 nos ≤ 10 nos : 10 Marks ● > 10 nos : 15 Marks
C	Performance Certificates from previous assignments during last 3 years.	5	<ul style="list-style-type: none"> ● Satisfactory Work Performance Submitted : 5 marks ● Or otherwise : 0 marks
D	No of Call Centre / Helpdesk operation / BPO Services / Data Processing Services staffs engaged in last 3 years (Avg. of last three years) : 2015-16, 2016-17, 2017-18 (to be Determined from the work order / contract copies) – Details to be furnished Form T4	10	<ul style="list-style-type: none"> ● ≥ 20 upto 29 persons : 5 marks ● ≥ 30- upto 49 persons : 7 marks ● 50 & above persons : 10 marks
E	Total Average Annual turnover (Rs.) (In last 3 financial years 2015-16, 2016-17, 2017-18)	10	<ul style="list-style-type: none"> ● ≥ 2 Crores. up to 3 Crores. : 5 marks ● > 3 Crores up to 4 Crores : 7 marks ● > 4 Crores : 10 marks
Total Score		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 combined price of operational expense for DHH & SDHs of the district (as mentioned in the price format) shall be considered for price evaluation. However, in case two bidders quote the same lowest price, then the agency with the highest mark in the technical bid shall be awarded the contract. However, if their technical mark also becomes equal, then in that case, the bidder having the higher annual average turnover shall be awarded the contract.

SECTION 6 - LIST OF HEALTH INSTITUTIONS (FRU) FOR OPERATION OF HELP DESK

Sl. No	District	Institution Name	Cat.	Details of Health Institution			
				DHH	SDH	CHC	Total
1	ANGUL	Pallahara SDH	SDH	1	3	0	4
2		Athamalik SDH	SDH				
3		Talcher SDH	SDH				
		Angul DHH	DHH				

RFP FORMATS

Operation of the Help desk at 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)***

1.	Bid Document Cost (DD of Rs. 2,000/-)	Yes/No	<input type="checkbox"/>
2.	EMD (DD of Rs. 20,000/-)	Yes/No	<input type="checkbox"/>
3.	Form T1	Yes/No	<input type="checkbox"/>
4.	Form T2	Yes/No	<input type="checkbox"/>
5.	Copy of the company/Agency Registration certificate	Yes/No	<input type="checkbox"/>
6.	Copy of the GST registration certificate	Yes/No	<input type="checkbox"/>
7.	Copy of the EPF registration certificate	Yes/No	<input type="checkbox"/>
8.	Copy of the ESI registration certificate	Yes/No	<input type="checkbox"/>
9.	Copy of PAN	Yes/No	<input type="checkbox"/>
10.	Form T3	Yes/No	<input type="checkbox"/>
11.	Photocopies of the audited P/L account of each year Highlighting the turnover in support of that	Yes/No	<input type="checkbox"/>
12.	Form T4	Yes/No	<input type="checkbox"/>
13.	Copies of Work Order/Contract certificates from the clients in support of similar works executed in support of the information provided in Form T4	Yes/No	<input type="checkbox"/>
14.	Form T5	Yes/No	<input type="checkbox"/>
15.	Form T6	Yes/No	<input type="checkbox"/>
16.	Form T7	Yes/No	<input type="checkbox"/>

FORM – T1

(to be furnished in the technical proposal)

TECHNICAL TENDER SUBMISSION FORM

(On the letterhead of the agency)

To

The Chief District Medical & Public Health Officer,
Angul

Re. : RFP Reference no. _____ dated _____

Dear Sir,

We, the undersigned, offer to provide the services for the work: Setting up a Help desk 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: _____

(Company 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 / Society /Trust)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline Mobile	
Fax	
Email id	
Date of Establishment	(furnish copy of the Registration Certificate of the Agency)
GST Registration No.	(furnish copy of the Service Tax Registration of the Agency)
EPF & ESI Registration No.	(furnish copy of the EPF & ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	

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

Name and Title of Signatory: _____

(Company 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 (Rs.)
1	2015-16	
2	2016-17	
3	2017-18	
Average Annual Turnover (Rs.)		

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 IN OPERATING SIMILAR CALL CENTER / HELPDESK / BPO / DATA PROCESSING SERVICES
DURING THE LAST THREE YEARS***(attach separate sheets if the space provided is not sufficient)*

Name of Assignment *	Name/address of the Organization for which similar Call centre/helpdesk/BPO/ Data Processing Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency

* Note : Please furnish the **Work order /Contract copies** of the works executed in support of the information mentioned above.

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

Name and Title of Signatory: _____

(Company 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 setting up a help desk at District health institutions including signing and submission of all documents and providing information / responses to the District Authority, representing us in all matters before District authority and generally dealing with District 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 _____ 2019

For _____

(Name, Designation and Address)
Accepted_____
(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 executant(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 Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of 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, 2019

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

Name and Title of Signatory: _____

(Company Seal)

FORM T7*(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 Setting up the help desk at district 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 _____, 2019

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

Name and Title of Signatory: _____

(Company Seal)

FORMATS

Operation of the Help desk at District Health Institutions

FINANCIAL PROPOSAL

Check List (Financial Proposal)

Please check whether the following Forms have been enclosed in the respective cover, namely Cover **B: Financial Proposal**

(Please arrange the documents serially in the following order)

1. Form F1 Yes/No

2. Form F2 Yes/No

FORM F-1**ACKNOWLEDGEMENT & FINANCIAL PROPOSAL**

To

The Chief District Medical Officer,
Angul

Re. : RFP Reference no. _____ dated _____

Sub: - **Request for Proposal for "Operation of Help desk at 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 agreement, I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement, 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 of **Rs.25,000/- per Help Desk within the district i.e. Rs 1,00,000/-** 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 Rate as appended herewith.

Encl: Schedule of Rate

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Company Seal)

FORM F-2

(To be submitted with Financial Proposal)

OPERATIONAL EXPENSES

(Inclusive of all statutory liabilities)

Sl. No.	Manpower Type	Take Home Remuneration/ Month (to be quoted based on 30 days service)	EPF (Employer's Share 13%)	ESI (Employer's Share 3.25%)	**Service Charge	Total Cost / Month (excluding GST up to two decimal places only)
		1	2	3	4	6 = 1+2+3+4
1.	Helpdesk Manager (Skilled staff)					
2.	Trained Volunteer (Semi-Skilled Staff)					
Total Cost/Month for 1 DHH :				1(One) Help Desk Manager		
				10(Ten) trained volunteers		
Total Cost/Month for 3 SDHs :				3(Three) Help Desk Managers		
				18 (Eighteen) trained volunteers		
Total Cost/Month for whole of the district without GST						
GST as applicable with%						
Total Cost/Month for whole of the district with GST						

Note :

- * The monthly take home remuneration must be based as per minimum wages act vide the recent gazette notification no. 1991 dated 30.10.2018 issued by Labour & ESI Department, Odisha for Semi-skilled and Skilled personnel. This should take into account 24 x 7 x 365 days service of security personnel required at the health institutions.
- ** The service charge should take into account all cost related to management of the personnel including their statutory requirement, Uniform and other resource requirement for security personnel mentioned in Clause 3.3 of the Terms of Reference (Section 3). The bidders are required to quote the price (Service Charge) in whole Rupees & no fraction of Rupee will be considered and quoting in fraction of Rupee will lead to summarily rejection of financial bid. There must not be any compromise on the take home remuneration mentioned above. The bidder is required to quote the price (Service Charge) not a fraction of rupees, which is reasonable and commercially feasible.

Date

Authorized Signature

Place :

Full Name

Organization Seal

ANNEXURE : AGREEMENT***AGREEMENT**

(*On a Stamp Paper of Rs.100/-)

1. An agreement made this.....day of 2019
BETWEEN.....

.(hereinafter called "the approved service provider", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the one part AND the CDM & PHO, District, Odisha (hereinafter called "the District Authority" which expression shall, where the context so admits be deemed to include his successors in office and assigns) of the other part.

2. Whereas the approved service provider has agreed with the District Authority to operate the help desk in the Health Institutions in the manner set forth in the terms of the Request for Proposal (RFP) and Schedule of Rates.

3. And whereas the approved service provider has deposited a sum of Rs.....(Rupees.....) only in the form of as security for performance of the project.

4. Now these present witnesses:

(a) The approved service provider shall be paid at the rate as offered by them in the financial proposal towards monthly operation cost of the help desk as mentioned below:

- i) DHH - Operational Expenses/month : Rs...../month
- ii) SDH - Operational Expenses/month : Rs...../month

(b) In consideration of the payment to be made by the District Authority as above, the approved service provider will duly implement the project in the manner set forth in the terms of the RFP.

(c) The terms & conditions and terms of reference of the RFP appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.

(d) Following documents / letters /correspondence undertaken between the parties shall also form part of this agreement :

District Authority	Approved Service Provider
(a) Request for proposal and any amendment there it, if any.	a) Proposal Submitted in response to RFP
(b) Office Order subsequent to RFP	b) SOPs in respect to help desk operation.

5. Payment

- (a) The District Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.
- (b) The mode of payment is as specified below:

The Operational Expenses shall be paid on a monthly basis upon submission of bill **monthly basis** upon submission of bill with attendance sheet of the deployed manpower. The bills should be in the name of the concerned authority of the District. The telephone bill shall be reimbursed as per actual in respect of calls made for referral service.

6. Operational Parameter and Penalty

The successful bidder has to operate the help desk with quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

7. Period of Engagement/Duration of Contract

The agency will be engaged initially for a period of 1 year subject to satisfactory performance, which may further be extended by the District Authority on mutual agreement.

8. Schedule of Implementation

The agency is required to set up the help desk with all personnel within 15 days of signing the contract.

9. Termination /Suspension of Agreement

(1) The District 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 --

- (a) Shall specify the nature of failure, and
- (b) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

(2) The District Authority 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 (a) to (d), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

- (a) 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 have subsequently approved in writing.
 - (b) If the service provider becomes insolvent or bankrupt.
 - (c) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
 - (d) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.
10. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the Committee as specified in RFP document.

In witness whereof the parties hereto have set their hands on theday of.....2019.

Signature of the Approved Service Provider

Signature of CDM & PHO

Date:

Date:

1.Witness

1. Witness

2.Witness

2. Witness



TENDER CALL FOR
MECHANIZED LAUNDRY SERVICES
(NIRMAL)

Chm
29.8.15
CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



REQUEST FOR PROPOSAL (Revised)

Outsourcing of Mechanized Laundry Services with Supply of Bed Sheets at Govt. Health Institutions

RFP Reference No: Nirmal/Mechanized Laundry-Angul/2

Date: 29/08/2019



DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Tender Inviting Authority under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the Tender Inviting Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Tender Inviting Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Tender Inviting Authority / Department may in its absolute discretion but without being under any obligation to do so can update, amend or supplement the information in this RFP document.

NOTICE INVITING PROPOSAL

RFP No. Nirmal/Mechanized Laundry-Angul/2

Dated: 29/08/2019

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCYS FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE MECHANIZED LAUNDRY SERVICES WITH SUPPLY OF BED SHEETS AT GOVT. HEALTH INSTITUTIONS.

1	Period of Availability of RFP Document	From 30.08.2019 to 19.09.2019 (Downloadable from website: www.angul.nic.in)
2	Last date for submission of Proposal	Date: 19.09.2019, Time: 5.00 PM Address: The Chief District Medical & Public Health Officer, O/o The CDM & PHO, District Head Quarter Hospital, At/P.O. Angul, Dist. Angul, Odisha <i>NB : Proposals should be submitted through Speed post / Registered post / Courier</i>
3	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening : 20.09.2019 at 11.00 AM at O/o The CDM & PHO, Angul b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated by the CDM & PHO to the agency found successful in the technical proposal evaluation.</i> (Bidders / authorized representative may remain present at the time of opening of proposal)

SECTION 1 : SCHEDULE OF PROPOSAL SUBMISSION

Sl.	RFP No. & date	Name of the District	Address for Submission & Opening of Proposal	Last date & time for submission of Proposal	Date & time for opening of Technical Proposal
1	Nirmal / Mechanized Laundry – Angul /2 dated 29/08/2019	Angul	The Chief District Medical & Public Health Officer, O/o the CDM & PHO, District Head Quarter Hospital, At/P.O. Angul, Dist. Angul, Odisha	Through Speed Post/Regd. Post/Courier 19.09.2019, 5 PM	20.09.2019, 11.00 AM

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid. **However, the bidder who will submit the proposal for mechanized laundry services in SDHs & CHCs of Angul district as per the list attached in Section 6 and accordingly quote the prices in the price bid.**
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to “Provisioning of Mechanized Laundry Services at Govt. Health Institutions” 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 of the District, 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 of the district 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 (Part B) shall be submitted in the format specified in F1, F2.** Upon selection, the agency shall be required to enter into an Agreement with the Chief District Medical & PH Officer of the concerned District in the form specified at **Annexure I.**

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- | | |
|-------|--|
| I. | Should be registered in India as a Company, Firm, Proprietorship, Society or a Trust. |
| II. | Consortium is not allowed |
| III. | Should have an average Annual Turnover of Rs. 1 Crores or more during the last three financial years (2015-16, 2016-17 & 2017-18) |
| IV. | Should have minimum 2 years of working experience in the field of laundry & linen management services in Govt. / Pvt. Hospitals / Railways / Hotels on the stipulated date of bid submission. |
| V. | Should have enrolled at least 20 laundry personnel as on date of bid submission. Work order / contract copies must be submitted in support of the no, of laundry personnel deployed as per 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

Interested eligible bidders may submit their bid in the prescribed format of the RFP along with the required **EMD & documents** as set forth in this RFP **at the district**, the detail address of which is mentioned in **Section 1: Schedule of 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 typed or written legibly in indelible ink and shall be signed the authorized 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) 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** from any Nationalized / Schedule Bank in favour of the **ZSS, Non NRHM Account, Angul** payable at **Angul**.

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. 1, 00,000/-** (refundable) in the shape of Banker's cheques / Demand Draft from any Nationalized / Schedule Bank in favour of the **ZSS, Non NRHM Account, Angul** payable at **Angul**.

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 announcement of the successful bidder.

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 "**Mechanized Laundry Services at Health Facilities, Angul**".
- **Cover-B** - Financial Proposal for "**Mechanized Laundry Services at Health Facilities, Angul**".

(b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly **superscribed** with the following:

- Proposal for "**Mechanized Laundry Services at Health Facilities, Angul**".
- **RFP no. & District /Institution Name** (The bidder should clearly mention the RFP no. & District /Institution name for which the proposal is submitted)
- 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** at the **detail address** mentioned at the Section - 1: Schedule of Proposal Submission.

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. Telex, cable or facsimile tenders will be rejected.

(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 mechanized laundry 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.1, 00,000/-** (Rupees One Lakh) in the shape of a Demand Draft in favour of **ZSS, Non NRHM, Angul**.
2. Bid document cost of **Rs.2,000/-** (Rupees Two Thousand) in the shape of a Demand Draft in favour of **ZSS, Non NRHM, Angul**.
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 [2015-16, 2016-17 & 2017-18]
11. Form T4 - Relevant Experience Details in managing hospital laundry services in Govt. / Pvt. Hospitals during the last three years.
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.

2.5 Number of Proposals

Interested bidders fulfilling the eligibility criteria may submit **only one proposal for all SDHs & CHCs**, the details of which are mentioned in the **Section - 1: Schedule of Proposal Submission**.

2.6 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.

2.7 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. The district authority will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.8 Acknowledgement by the bidder

- (a) It shall be deemed that by submitting the Proposal, the bidder has: -
- (i) made a complete and careful examination of the RFP;
 - (ii) received all relevant information requested from the District authority;

- (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the district authority relating to any of the matters stated in the RFP Document;
 - (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
 - (v) acknowledged that it does not have a Conflict of Interest; and
 - (vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- (b) The district authority shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the district authority.

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 of the District at the address, time and date specified in the Section-1: Schedule of Proposal Submission, through Speed Post/ Regd. Post / Courier. 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 authority of the district will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in the Section 1: Schedule of Proposal Submission
- (b) The bidder/their authorized representatives who will be present shall sign a register 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

3.1 Introduction

Linen and laundry services are one of the most important support services in the present day hospitals. The mechanized laundry services include a wide range of activities and services pertaining to procurement, washing, cleaning, disinfection and distribution of clean linen to hospital inpatient and outpatient areas. The mechanized laundry service is responsible for providing an adequate, clean and constant supply of linen to all users in a hospital. The main objective is to provide clean, stain free and odorless linen in a presentable look to the Hospital. All functional clinical and non-clinical areas where Linen is generated will be in the scope of Mechanized Laundry services. Mechanized Laundry services shall be provided round the clock on all days including holidays, so that all areas will be provided by clean linen at all times. Scope of Services:

3.2 Functions of Hospital Laundry

The basic functions include:

- Procurement & supply of bed sheets as per defined specification & requirements
- Segregation, Collection of dirty linens/garments from earmarked place/places in the hospital as per BMW rules.
- Spotting of stains (blood, body fluid, rust, oil etc), removal & decontamination observing due procedures in presence of SN I/c or any other assigned persons for soiled/ infected linen.
- Washing, extracting, drying, ironing, folding, mending and delivery the same after laundering/ washing at the earmarked places.
- Repairing/ condemnation of torn linen and keeping record of condemned linen.
- Bed making for existing indoor patients except those planned for discharge on the same day in a defined time period (once in a day) as decided for individual institution. The bed making for new indoor patients would be taken up by Staff Nurse.

3.3 Scope: Coverage of Institutions

The selected service provider in a district shall have to do the laundry Services in all the category of institutions of that district (SDH, CHC). The **detailed list of category of institutions** and their **bed strength** is mentioned at **Section 6** of the RFP. In case, the sanctioned bed strength of any institution will be enhanced by Government during the tender period, such institutions will also be covered as per prevailing terms & conditions.

3.4 Types of Linen covered under the Scope of Mechanized Laundry services:

- a) **Ward Linen:** This consists of patient bed clothing such as bed sheets, pillow cover & blankets used by the patient
- b) **OT, Labour room, Procedure room linen:** This includes items such as pyjamas, kurtas, gowns, coats, shirts etc. worn by surgeons, anaesthetists, OT personnel and also surgical gowns, caps, masks, trolley covers, OT towels etc. required in OT, labour room and procedure room.
- c) **General Purpose linen:** This includes curtains, drapes, mosquito nets, table clothes and similar items commonly used in all parts of the hospital. This is the linen which is not used for patient care.

3.5 Classification based on colour of linen

a) Ward Linen:

Bed Sheet: It shall be **white** in colour, but a **colour Stripe** (6 inch) will run through the **middle of body** (breadth) of the bed sheet which will contain printed **NIRMAL logo** within the Stripe, as per prototype mentioned at **Annexure-II**.

Proposed 7 colour Stripe for 7 days

Sl.	Day	Specified Colour Stripes
1	Monday	Pink
2	Tuesday	Blue
3	Wednesday	Grey
4	Thursday	Green
5	Friday	Yellow
6	Saturday	Violet
7	Sunday	Red

b) **Blanket:** It will be brown in colour

c) **OT, Labour Room, Procedure Room linen:** These should be green in colour including doctor's gown.

3.6 Procurement of Linen

The procurement & supply of bed sheets will **only be done by the Agency**, which will be replaced in every 2 years, provided, that is in good condition without any tearing & stain. **All other linen items will be procured by hospital administration**. The detailed specifications of Color coded bed sheets for procurement is given below:

Sl.	Name of the item	Size / Specification
1	Bed Sheet	<p>100% Cotton Colour: White bleached with a colour Stripe (6 inch) run through the middle of body (breadth) of the bed sheet with a logo printed within the colour Stripe. Both side stitching, Length (Min.) = 230 cm. Width (Min.) = 150 cm. Construction particulars, performance requirement, dimension and mass should confirm to IS 175:1989 (Reaffirmed 2001, Variety No. 4) Test report of bed sheet from a Govt./NABL laboratory confirming to IS: 175:1989 (for Bed Sheet) has to be submitted at the time of supply</p>

3.7 Supply of Bed sheets

The Agency has to provide bed sheets as per availability of patients on a particular day irrespective of sanctioned bed strength.

3.8 Frequency of change of linen

The details of the frequency of change of different linen items is mentioned at **Annexure- III**

3.9 Method of Cleaning/ Infection Control:

- Dirty linen (no infected linen) should be washed in the first batch
- Soiled & Infected Linen after sluicing should be treated with hot water & detergent at 65 degree Celsius with the wash cycle for ten minutes and 71 degree Celsius with the wash cycle for three minutes.
- Mattresses and pillows with plastic covers should be wiped over with disinfectant such as 70% alcohol or 1% sodium hypochlorite.
- The Agency will teach and train it's staff on infection control practices. The linen will have to be collected at least twice a day / as required.
- The Agency will make arrangement to collect linen in specified trolleys from all designated area within the hospital.
- Transportation of Linen shall be done by the Laundry staff.

3.10 Washing Materials & procedures

The washing material used should be friendly to human skin and linen fibers should not be damaged. If it is found that at damages occur due to use of wrong chemicals, the same shall be rectified on risk and cost of Agency.

The provisional requirement of Decontamination & washing agents for 100 kgs are as mentioned below:

Sl.	Material required for 100 kg Linen	Nos.
1	Decontamination	As per WHO guidelines
2	Enzyme based Detergent	3.2 kgs
3	Neel	50 gms

The Agency will be responsible for supply / installation / refilling / maintenance of all such items / equipment /consumables used in washing areas and other areas of the hospital for Laundry purposes.

The details of provisional washing procedure is mentioned at **Annexure- IV**

3.11 Handing over & taking over of Linen

- Proper physical inspection and counting of the linens at the time of receiving of each batch of laundry is to be carried out by the Agency in presence of Hospital Staff Ward I/c / Asst. Matron / Matron / Nodal Officer to ensure proper laundry services as per the service level agreement. The observations shall be recorded as per agreed log book or check list/ reports and duly counter signed by both parties.

- b) In the same way, proper physical inspection and weight (in Kg) as well as counting of the dry linens at the time of delivering each batch of laundry is to be carried out by the Agency in presence of Hospital Staff Ward I/c / Asst. Matron / Matron / Nodal Officer to ensure proper laundry services. The **observations shall be recorded as per agreed log book or check list/ reports and duly counter signed by both parties. For taking the weight of each batch of laundry after washing, drying & calendaring at the time of delivery**, the agency has to provide **digital weighing machine** of adequate capacity with due calibration.
- c) The Agency will segregate torn or damaged linen / garments at the time of receiving /delivering and will report to Hospital Staff Ward I/c/ Asst. Matron/Matron/ Nodal Officer of the hospital.
- d) In case of any damage or theft /loss/ shortfall is noticed for bed sheet at the time of delivery by the Agency, the same shall be recorded & replaced by the Agency immediately.
- e) However, in case of theft exclusively in the count of bed sheets is noticed at the time of handing over to the Agency, the same shall be recorded & the cost (For Bed Sheets only) would be reimbursed to the Agency @ Rs.150/- per piece by the District authority out of available fund. But the Agency will immediately replenish the bed sheets without interruption in services.

3.12 Setting up of Mechanized Laundry

- a) Hospital administration will provide the **space at each targeted Hospital level for setting up of laundry department and an office room** for the Agency in the premises of the hospital from where the Agency and his own supervisory or office staff can control the Laundry staffs working in the hospital.
- b) Building with Trafford sheet roof will be constructed for setting up of Laundry Unit where required suitable space in existing building is not available in the hospital premises.
- c) Government will establish the said structure in consultation with the agency as per the suggested layout plan & space requirement (**Annexure-V & VI**) and hand over the same to the agency within two months of finalization of the bid.
- d) The Agency will arrange for all items needed for it's staff, i.e., Biometric system, computerized inventory of stores etc.
- e) Hospital administration will provide **separate sub meter / meter** for electricity and water for the Agency and the bills in this context will be **borne by the agency**.
- f) The hospital administration will provide space for a store room to the Agency in the premise of the hospital close to the work area. The store keeper deployed by the Agency will store all their liveries, materials, equipment in the store room at his/her own risk & cost and maintain a preferably computerized record of the stores which shall be opened to inspection by hospital administration staff during working hours.

3.13 Equipment & Tools

Following minimum no. of suggested equipment; tools, tackles, their accessories, consumables etc. are to be provided and maintained in the Hospital by the Agency. Number can be increased / decreased as per bed strength

Sl. No	Name of Equipment for Mechanized Laundry	30 to 49 beds	50 to 99 beds	100 to 299 beds	300 to 499 beds	500+
1	Washer Extractor (Capacity of 60 Kg)	0	0	0	0	1
2	Washer Extractor (Capacity of 30 Kg)	1	1	2	3	2
3	Drying Tumbler (Capacity of 30 Kg)	1	1	1	2	3
4	Electric Calendar	0	0	0	0	1
5	Vacuum Finishing Table with steam iron and integrated steam generator (electrical)	1	1	2	3	2
6	Dry Linen Trolley (300 Ltr)	1	3	4	5	6
7	Wet Linen Trolley (300 Ltr)	1	3	4	5	6
8	Folding Table	1	2	2	3	4
9	Stainless Steel Racks	2	4	8	10	12
10	Sewing Machine	1	1	1	1	1
11	Digital Weighing Machine (0 – 100 Kg)	1	2	2	2	2

The number of items given above is to be maintained at site according to specified frequency/time. Quantity and frequency of use may be increased depends on work load, hence to be provided as and when required. The necessary stand-by arrangement of equipment/materials shall be the agency's responsibility. Agency has to manage the above machines and their consumables/spare parts within the Management Fee/Service Charges. No extra payment shall be made to the Agency for providing machines and its maintenance.

3.14 Other Items

Uniforms of Laundry staff, I- Cards, Covered trolleys, safety gears etc. are to be provided by the Agency as per requirement

3.15 Manpower & Training

- The Agency has to engage one dedicated Supervisor for hospitals having 100 and above beds and assign one person as Supervisor out of other manpower engaged for laundry services for less than 100 beds who can coordinate with the system. Other manpower like Laundry Operator and pressers, Laundry Attendants & Tailor will be engaged as per requirement.
- The Agency shall have adequate no. of manpower as mentioned above and also arrange a pool of stand-by Laundry staff in case any Laundry staff absences from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of Laundry staff.
- Any misconduct/ misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the designated nodal officer.
- The Laundry staff deployed through Agency in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the govt. establishment under the provision of any statutory act.

- e) The Laundry staff 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 responsibility if any to be borne by the Agency.
- f) 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.
- g) The Agency must employ adult labour only and they should be physically fit to work described under the contract. Employment of child labour will lead to automatic termination of the contract. The Agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of his staff and all liabilities (civil or criminal) arising out of misconduct of staff in any manner whatsoever.
- h) All the staff shall be trained on infection control practices & other skill building areas as required for management of Laundry & Linen services. 1 day Refresher training on quarterly basis need to be taken up with quality.

3.16 Laundry Monitoring and Control

- a) Proper physical inspection and weight (in Kg) as well as counting of the linens at the time of receiving as well as delivering of each batch of laundry to be carried out by the Agency personnel/ Supervisor in presence of hospital I/C sister / nodal officer to ensure proper laundry services as per the service standards. The observations should be recorded as per agreed log book or check list/ reports and duly counter signed by both parties.
- b) There should be no wrinkles and wetness after calendaring.
- c) Clothes should retain their soft feel and water absorbing capacity, linen should be hygienic, bacteria free, stain free and odor less.
- d) The Agency is also required to provide an instruments for checking the whiteness of linen and. this instrument shall be calibrated at regular interval and mutually agreed and calibration records shall be shown to the hospital as and when demanded.
- e) The Agency shall collect linen twice in a day in a defined time frame as per the convenience of the hospital administration and return the clean linen at least once in a day.
- f) Once the Laundry staff is allotted the work he or she will be under supervision of the Nursing Superintendent/Supervisor and in addition to the instructions issued by the Agency, they have to follow all instructions and orders given by the sister I/C / Supervisor / Officer. All instructions given by Nursing Superintendent /Supervisor/Officer should be considered in the scope of work if it is for the benefit of the patients.

3.17 Payment:

Payment will be made based on weight (Per KG) of washed linen as per the rate finalised through competitive bidding process.

3.18 Performance Review Criteria and Penalty from Bill Payment:

Performance review shall be carried out on a quarterly basis as per the following criteria and the penalties from the bill payment shall be as follows:

Monitoring Parameters	Method of assessment	Max Score for each Category *	Score
Attendance, Uniform and Use of PPE during duty time of the Laundry staff (Standard- No penalty imposed)	Record Review	1	
Adequate supply of materials as mentioned in the service standards	Observation	1	
Equipment up-time >= 95%	Observation/ Record Review	2	
Collection, Segregation and transport of dirty / soiled linen in agreed time lines	Record Review	2	
Washing and calendaring / ironing in agreed time lines as per the service standards(Standard-No penalty imposed)	Record Review	2	
Delivery of washed laundry in agreed time lines as per the service standards (Standard-No penalty imposed)	Record Review	1	
Patient Satisfaction study result (Standard-90% positive response)	Record Review	1	
Total		10	

*The conditionalities of performance indicators and scores may be changed basing on the requirement.

Total Score	Penalty from Bill Amount
< or = 75%	2 % penalty from Bill
>75% and < 90 %	1% penalty from Bill
= or >90%	Zero penalty

3.19 Other Penalty:

S. No	Service level agreement	Penalties for non-compliance
1	Late Collection / picking up of linen Or Late delivery/handing over of the washed/ cleaned linen/dresses etc.	Rs. 100 per hour for delay more than 12 hours.
2	Use of sub-standard detergent/ chemicals for washing of linens/dresses etc during inspection by the Hospital Administration.	Rs. 1000/- penalty will be imposed on each occasion.
3	Improper handling of infected/soiled linen or improper disposal of left out chemicals and other washing materials. Bio-medical waste is not disposed-off as per the application rules.	Rs. 500/- on each occasion. To be complied failing which contract may be terminated for repeated offence.

S. No	Service level agreement	Penalties for non-compliance
4	Damage or theft/lost/short fall of the linen etc. at the Agency end	To be replaced by the agency with same specification
5	The Laundry Men/Staff are not wearing proper uniform/badge etc.	Rs. 100/- on each occasion.
6	Misuse of resources for commercial purpose by the agency.	10% of the billed amount of the same month
		Contract may be terminated for repeated default as per Buyer's discretion.

3.20 Major Role of Agency

- The Agency is assigned to do sorting, washing, extracting, drying, ironing, folding, mending and delivery of linen.
- In addition to the above mentioned activities, the Agency will procure & supply of Bed sheets.
- Establishment of the laundry unit with office for management of laundry & Linen services will be the sole responsibility of the Agency.
- Monthly payment of electricity and water as per the utilization of electricity through sub-meter.
- The Agency has to deliver services as per ToR specified in the RFP.
- Periodic training to each staff.

3.21 Major Role of Hospital Administration / Authority

- Provide space for establishment of laundry unit.
- Provide adequate electrical supply & water supply at the laundry unit.
- Provide separate meters for electricity and water for the Agency and the equal amount will be deducted from the monthly payments of the agency as per the utilization of electricity.
- Payment as eligible to the Agency on monthly basis.
- Regular monitoring & quality assurance

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

- a) The engagement shall be for a period of three 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 (one year at a time) 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 District Authority / Institution 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 Allotment of Districts / Institutions:

- a) An agency **can accept work orders of maximum of ten (10) Districts / Other Institutions.** However, agency can apply for any no. of districts / other Institutions.
- b) In case an agency succeeded in getting work orders for **more than ten Districts / other Institutions** as per the competitive bidding process, then the concerned agency has to **choose ten districts / other institutions only** as per their choice and decline the rest of the districts / other institutions within 7 days from receipt of work order.
- c) If any L1 bidder of the district decline the work order in the circumstances mentioned above, in such case the concerned district has to negotiate with L2 (L3, L4..and so on in that order) bidder of that District / other institution to agree to the L1 price and to finalize the bidder & issue work order.
- d) If in the negotiation process mentioned in clause 4.3 (c), none of the bidder (L2, L3.... & so on in that order) agrees to the L1 price, then the L1 bidder may be awarded the contract, even if the said firm has been awarded the contract in 10 districts.

4.4 Performance Security

The selected service provider has to furnish a performance security deposit amounting to 5% of the total yearly contract value (for three years) of the concerned district / Institution 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 District Authority in the following circumstances can forfeit it;

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

4.5 Commencement of Service

The selected security agency is required to start the mechanized laundry service in the district **at all the facilities of that district (SDH, CHC)** within 60 days of signing the contract provided the

space with electricity & water supply point is handed over to the agency for setting up the mechanized laundry unit.

4.6 Payment & Price Validity

- a) The Agency shall be paid on **monthly basis** as per the **rate / kg** finalized through the tendering process. The **cumulative weight of the washed and delivered linens** on a daily basis shall form the basis of total weight of the linen in a month based on which payment shall be made. The price shall be all-inclusive including the cost of manpower and their management including statutory obligations, equipment, washing materials / consumables, electricity & water expenses and management of the laundry unit.
- b) The price as quoted by the Agency shall remain unchanged during the contract period.
- 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

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 of the district 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, the tender Inviting Authority / concerned 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/performance security deposit shall also be forfeited.

b) During Implementation

S. No	Service level agreement	Penalties for non-compliance
1	Late Collection / picking up of linen	Rs. 100 per hour for delay more than 12 hours.
	Or	
	Late delivery/handing over of the washed/cleaned linen/dresses etc.	
2	Use of sub-standard detergent/ chemicals for washing of linens/dresses etc. during inspection by the Hospital Administration.	Rs. 1000/- penalty will be imposed on each occasion.
3	Improper handling of infected/soiled linen or improper disposal of left out chemicals and other washing materials. Bio-medical waste is not disposed-off as per the application rules.	Rs. 500/- on each occasion. To be complied failing which contract may be terminated for repeated offence.
4	Damage or theft/lost/short fall of the linen etc. at the Agency end	To be replaced by the agency with same specification
5	The Laundry Men/Staff are not wearing proper uniform/badge etc.	Rs. 100/- on each occasion.

S. No	Service level agreement	Penalties for non-compliance
6	Misuse of resources for commercial purpose by the agency	10% of the billed amount of the same month Contract may be terminated for repeated default as per District / Institution's discretion.

4.8 General Conditions of the Contract

- a) The laundry 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.
- b) The laundry staffs deployed by the Agency should be properly trained, have requisite experience and having the skills for carrying out a wide variety of linen cleaning services using appropriate materials and tools/ equipment.
- c) The Agency shall have his own Establishment/Set up/Mechanism to provide training of laundry staffs to ensure correct and satisfactory performance of his / her duties and responsibilities under the contract.
- d) License, if any, required for laundry Services at the site will be made available by the Agency (service provider).
- e) The Agency at their end should ensure the Health and Safety measures of their laundry staffs deputed for the works.
- f) 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.
- g) 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.
- h) The laundry 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 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.
- i) The laundry 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.

- j) All liabilities arising out of accident or death of laundry staffs deployed by the agency while on duty shall be borne by the Agency.
- k) 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.
- l) Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hospital premises.
- m) That in the event of any loss occasioned to the Hospital, as a result of any lapse on the part of the Agency as may be established after an enquiry conducted by the hospital, such loss will be made good from the amount payable to the Agency. The decision of the District authority in this regard will be final and binding on the agency.
- n) The Agency shall be responsible to protect all properties and equipment of the health facility entrusted to it.
- 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 laundry 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 laundry 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 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 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 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, 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 with written consent of both parties. However, basic conditions of the contract shall not be modified.

4.11 Force Majeure

Laundry Services as being an essential service, 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

Evaluation of proposals shall be made **district wise** at the district level by the concerned district authority. However, in case of Capital Hospital & RGH, evaluation of proposals shall be made by the concerned authority of Capital Hospital and RGH respectively.

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.	Evaluation Parameters	Total Mark	Criteria for award of Mark
1	Working Experience		
1.1	Experience in Linen & Laundry Services in Public / Private Sector	10	<ul style="list-style-type: none"> • ≥ 2 Years ≤ 5 years : 5 Marks • > 5 Years : 10 Marks • Or otherwise 0
1.2	Experience of handling no of beds for Linen & Laundry services in Hospital Sector - Average per Annum in last three years : 2015-16, 2016-17, 2017-18 (to be determined from the work order / contract copies) – Details to be furnished Form T4	15	<ul style="list-style-type: none"> • $\geq (100 \text{ beds} / 200 \text{ Linens} / 100 \text{ Kgs})$ per day $< (200 \text{ beds} / 400 \text{ Linens} / 200 \text{ Kgs})$ per day : 5 marks • $\geq (200 \text{ beds} / 400 \text{ Linens} / 200 \text{ Kgs})$ per day $< (300 \text{ beds} / 600 \text{ Linens} / 300 \text{ Kgs})$ per day : 10 marks • $\geq (300 \text{ beds} / 600 \text{ Linens} / 300 \text{ Kgs})$ per day : 15 marks
1.3	Experience in handling mechanized / Industrial Laundry & Linen services (Similar to the current proposal defined in this RFP) at least in one previous assignment in past 2 years.	5	<ul style="list-style-type: none"> • Submitted documentary proof from the concerned organizations : 5 marks
2	Performance Certificates from previous assignments during last 3 years.	5	<ul style="list-style-type: none"> • Satisfactory Work Performance Submitted : 5 marks • Or otherwise : 0 marks
3	Total Average Annual turnover (Rs.) (In last 3 financial years 2015-16, 2016-17, 2017-18)	10	<ul style="list-style-type: none"> • ≥ 1 Crores. up to 3 Crores. : 5 marks • > 3 Crores up to 5 Crores : 7 marks • > 5 Crores : 10 marks
4	No of laundry staffs engaged in last 2 years (Avg. of last three years) : 2015-16, 2016-17, 2017-18 (to be Determined from the work order / contract copies) – Details to be	10	<ul style="list-style-type: none"> • ≥ 20 upto 29 persons : 5 marks • ≥ 30- upto 49 persons : 7

Sl. No.	Evaluation Parameters	Total Mark	Criteria for award of Mark
	furnished Form T4		marks <ul style="list-style-type: none"> 50 & above persons : 10 marks
5	Work Plan Presentation	5	<ul style="list-style-type: none"> Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min. Total Marks : 5
	Total	60	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 36 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.

SECTION 6

LIST OF GOVT. HEALTH INSTITUTIONS FOR MECHNAIZED LAUNDRY SERVICES

Sl.No	Name of the District	Facility Name	Category	Revised Bed Strength	Total Bed Strength of the District / Other Institution
1	Angul	Palahara	SDH	70	292
		Talcher	SDH	102	
		Athamallik	SDH	40	
		Chhendipada	CHC	30	
		Khamar	CHC	50	

[Note : The mechanized laundry shall be established at the respective institutions of the concerned District with equipment as mentioned in Clause 3.13 of TOR. The bed strength mentioned above is based on the present bed strength and may increase during the tenure of the contract. For a district, **new institutions may be added in future depending upon the requirement** and in that case, the selected service provider for the concerned district shall have to establish new mechanized laundry system in that institution with a rate as finalized for that district in the tender.]

RFP FORMATS

Mechanized Laundry Services 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. 1,00,000/-)		
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 2018.		
10	Copy of the Labour Registration certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001 certification		
13	Form T3		
14	Photocopies of the audited P/L account of each year highlighting the turnover in support of that		
15	Form T4		
16	Copies of Work Order / Contract certificates from the clients in support of laundry services executed in support of the information provided in Form T4		
17	Form T5		
18	Form T6		
19	Form T7		
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 Chief District Medical & Public Health Officer
Angul.

Re. : RFP Reference no. Nirmal / Mechanized Laundry -Angul /2 dated _____

Dear Sir / Madam,

We, the undersigned, offer to provide the **Mechanized Laundry Services** 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	2015-16	
2	2016-17	
3	2017-18	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not 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 IN LAUNDRY SERVICES DURING THE LAST THREE YEARS****(Attach separate sheets if the space provided is not sufficient)****A) Experience in Hospitals****Financial Year 2015-16**

Sl. No.	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

Financial Year 2016-17

Sl. No.	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

Financial Year 2017-18

Sl. No.	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

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

** No. of Beds needs to be certified by the concerned hospital / any proof regarding no. of bed to be furnished for all hospitals, the information of which is mentioned above.

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

**** Mechanized laundry system should be mentioned in the relevant work order / contract /copies / certificate from the client.

B) Experience in Other Organizations (Other than Hospital)

Financial Year 2015-16

Sl. No	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

Financial Year 2016-17

Sl. No	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

Financial Year 2017-18

Sl. No	*Name/address of the Organization for which Laundry Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	No. of Beds if any / No. of Linen or Weight of linen per day	**No. of personnel deployed (Laundry Personnel only)	**** Whether Mechanized Laundry system (Yes/No)	Performance Certificate enclosed (Yes / No)
1									
2									
..									

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

** No. of Beds / No. of Linen or Weight of Linen per day needs to be certified by the concerned hospital or Organization / any proof (copy of the bill etc.) regarding no. of bed / No. of Linen or Weight of Linen per day to be furnished for all hospitals / organizations, the information of which is mentioned above

*** No. of **laundry** personnel deployed should be clearly mentioned in the relevant work order / contract copies / performance certificate

**** Mechanized laundry system should be mentioned in the relevant work order / contract /copies / certificate from the client

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 **Mechanized Laundry 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 _____ 2019

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 executant(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, 2019

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 mechanized laundry services at health institutions under this RFP Reference No. **Nirmal/Mechanized Laundry -Angul/2**, 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 _____, 2019

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

Name and Title of Signatory: _____

(Organization Seal)

FORMATS

Mechanized Laundry Services at Govt. Health Institutions

FINANCIAL PROPOSAL

Check List (Financial Proposal)

Please check whether the following Forms have been enclosed in the respective cover, namely Cover **B: Financial Proposal**

(please arrange the documents serially in the following order)

- | | | | |
|----|---------|--------|--------------------------|
| 1. | Form F1 | Yes/No | <input type="checkbox"/> |
| 2. | Form F2 | Yes/No | <input type="checkbox"/> |

FORM F-1

(To be submitted with Financial Proposal)

To

The Chief District Medical & Public Health Officer
AngulRe.: RFP Reference no. **Nirmal/Mechanized Laundry -Angul/2** dated _____Sub: **Request for Proposal for Mechanized Laundry 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 & F3)

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)

PRICE SCHEDULEName of the District: **Angul**

Particulars	*Cost per Kg of Linen (in Rs.) (exclusive of GST) (max. upto two decimal places)	GST as applicable with %	Cost per Kg of Linen (in Rs.) (inclusive of GST) (max. upto two decimal places)
	a	b	a+b
Cost per Kg of Linen [The *cost per Kg of Linen shall include supply of Bed sheets as per specification and all operational cost related to Human Resources and management of Mechanized Laundry for all Linen Items with Equipment, Washing Material, electricity charges as per the Terms of Reference mentioned in Section 3.]			

Note : The **District wise Bed Strength** against all Districts [cumulative bed strengths of all category of institutions (SDH / CHC of a District) is mentioned at **Section 6** to assess the cost per Kg of linen for a district for which the bidder want to quote.

Authorized Signatory [In full and initials]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

Annexure - I**AGREEMENT**

(*On a Stamp Paper of Rs.100/-)

Reference:

- (i) RFP Reference No **Nirmal/Mechanized Laundry -Angul/2** dated _____
- (ii) Service provider's bid submitted dated _____

1. An agreement made on the _____ day of _____ 2019 BETWEEN.....(hereinafter called "the approved service provider", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the **one part** AND the CDM & PHO, Angul District, Odisha (hereinafter called "the District Authority" which expression shall, where the context so admits be deemed to include his/her successors in office and assigns) of the **other part**.
2. Whereas the approved service provider has agreed with the District Authority to manage the **Laundry Services** in the Health Institutions in the manner set forth in the terms of the **Request for Proposal (RFP) reference no Nirmal/Mechanized Laundry - Angul/2** And whereas the approved service provider has deposited a sum of Rs.....(Rupees.....) only in the form of as Performance Security of the project.
3. **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**
 - (a) The following documents shall be deemed to form part of and be read and constructed as Integral part of this Agreement, viz.:
 - i) Terms & conditions of the RFP reference no. cited above
 - ii) Terms of Reference of the RFP reference no. cited above.
 - iii) Amendment / Clarification to Pre-bid queries of the RFP reference no. cited above

The approved service provider shall be paid at the rate as offered by them in the financial proposal as mentioned below:

1. Rate / Kg of Linen : Rs. _____
2. GST (%) : _____ (on & above the price mentioned at 1)

- (b) In consideration of the payment to be made by the District Authority as above, the approved service provider will duly implement the project in the manner set forth in the terms of the RFP.

(c) The terms & conditions and terms of reference of the RFP appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.

(d) Following documents / letters /correspondence undertaken between the parties shall also form part of this agreement :

District Authority	Approved Service Provider
(a) Request for proposal and any amendment thereof.	a) Proposal Submitted in response to RFP
(b) Office Order subsequent to RFP	b) SOPs in respect to Laundry Service Operation.

4. Payment

(a) The District Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.

(b) The mode of payment is as specified below:

The payment shall be paid on a monthly basis upon submission of **monthly basis** based on the calculation of Rate per Kg of linen x Total Weight (Kg) of the Linen. The bills should be in the name of the concerned authority of the District.

5. Operational Parameter and Penalty

The successful bidder has to operate the **Laundry Services** with quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

6. Period of Engagement/Duration of Contract

The agency will be engaged initially for a period of 3 years subject to satisfactory performance, which may further be extended by the District Authority for another two years based on satisfactory performance of the Service Provider.

7. Schedule of Implementation

The agency is required to set up the Mechanized Laundry Services with all personnel within **60 days** of signing the contract.

8. Termination /Suspension of Agreement

The District Authority 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 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 :

- a) 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 have subsequently approve in writing.
- b) If the service provider becomes insolvent or bankrupt.
- c) 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
- d) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

9. 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.

10. Jurisdiction of Court

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

In witness whereof the parties hereto have set their hands on theday of.....2019.

Signature of the Approved Service Provider

Signature of CDM & PHO

Date:

Date:

1.Witness

1. Witness

2.Witness

2. Witness

Annexure- II

Sample of Colour Coded Bed sheet



Annexure- III

Recommended Frequency of Cleaning

Sl. No	Items	Frequency of Cleaning	Supplier
1	Bed sheets	Daily / As when required (For Soiled Bed Sheets)	Agency
2	Pillow Cover	Daily / As when required (For Soiled Pillow Cover)	District/ Intuition
3	Blanket	On discharge of a patient	District/ Intuition
4	Apron (For Service Providers)	Weekly	District/ Intuition
5	Apron for procedures	Daily (If required after each activity)	District/ Intuition
6	OT Shirt / Kurta and Pyjama	Daily	District/ Intuition
7	OT Gown for Surgeon & Patients	After each activity	District/ Intuition
8	OT Napkin	After each activity	District/ Intuition
9	Hand Towels for Services Providers	Daily	District/ Intuition
10	Mackintosh Sheet	After each activity	District/ Intuition
11	Mackintosh Cover / Draw Sheets at Wards	Daily	District/ Intuition
12	Bed Side Screen Curtain	Monthly / As & when required	District/ Intuition
13	Waterproof stretcher cover canvas with handle for shifting the patient	After each activity	District/ Intuition
14	Instrument Wrapper	Daily	District/ Intuition
15	Door & Window Curtains & Table cloth	Monthly	District/ Intuition
16	Mosquito Net	Monthly / As & when required	District/ Intuition

N.B:- Any other linen item as required by the MO I/C / Hospital Superintendent

Annexure- IV

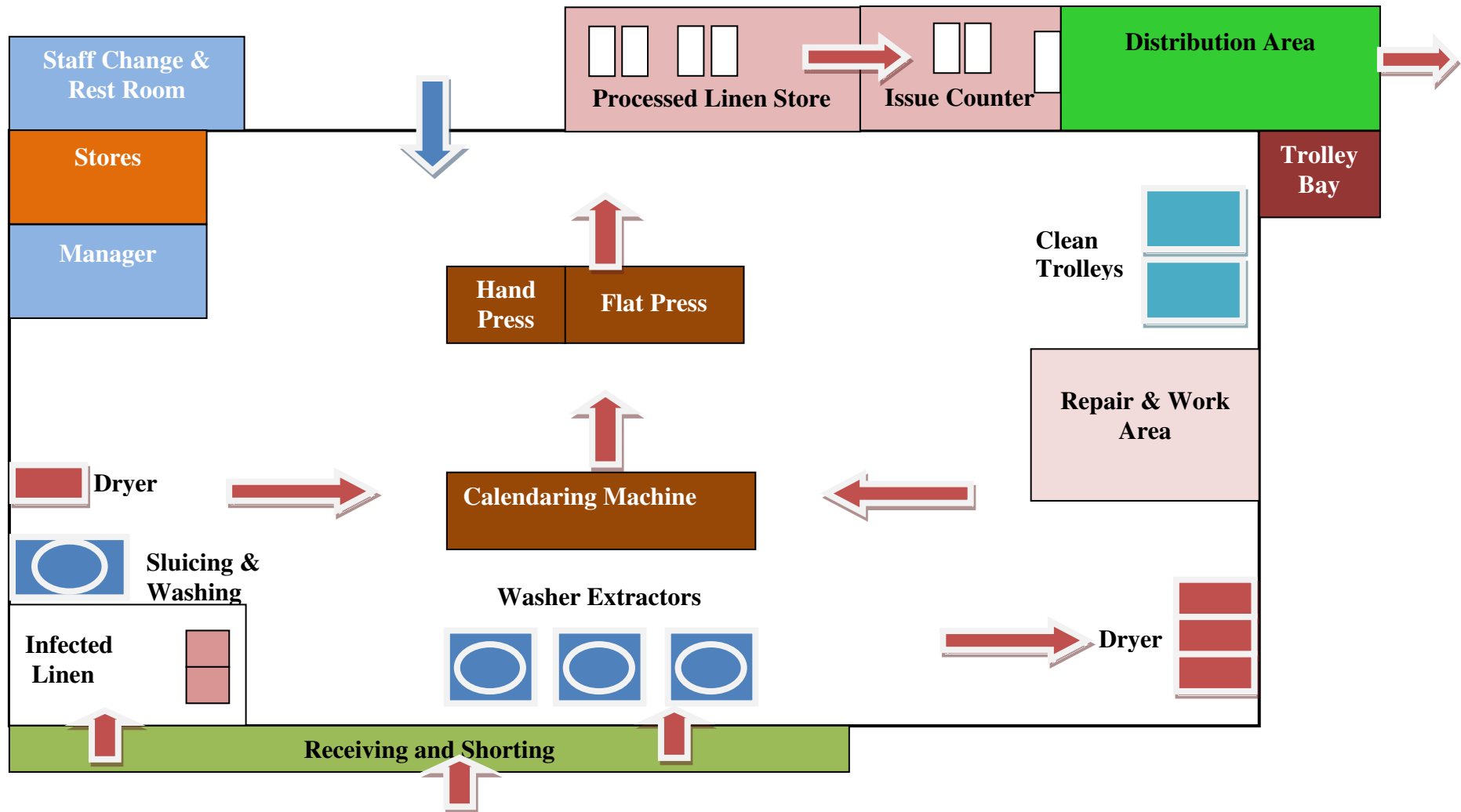
PROVISIONAL WASHING PROCEDURES**Normal White Linen (30 kg capacity)**

Steps	Temperature	Agents	Water Level	Quantity	Time
Pre-Wash	Room Temperature	Detergent	High Level	150 ml	10 minutes
<i>Drain</i>					
Main Wash	60-70 ⁰ C	Detergent	Low Level	250 ml	20 minutes
		Liquid Bleach		15 ml	
<i>Drain</i>					
Rinse -1	Room Temperature		High Level		3 minutes
<i>Drain</i>					
Rinse-2	Room Temperature		High Level		3 minutes
Rinse-3	Room Temperature	Neel & Tinopal	High Level	25 gms	10 minutes
<i>Drain</i>					

Heavy, Soiled and Infected White Bed Linen (30 kg capacity)

Steps	Temperature	Agents	Water Level	Quantity	Time
Pre-Wash	Room Temperature	Detergent	High Level		10 minutes
<i>Drain</i>					
Main Wash	80 ⁰ C	Detergent	High Level	250ml	20 minutes
		Liquid Bleach		25 ml	
<i>Drain</i>					
1 st Rinse	Room Temperature		Low level		3 minutes
<i>Drain</i>					
2 nd Rinse	Room Temperature		Low level		3 minutes
<i>Drain</i>					
3 rd Rinse	Room Temperature	Neel & Tinopal	High level	25 gms	10 minutes
<i>Drain</i>					

Suggested Layout Plan of Laundry Services



Annexure-VI

Space Requirement for Establishment of Laundry Unit

Sl. No	Bed Range	Square Feet
1	30 to 50 beds	500 Sqr. Ft
2	100 to 199 beds	800 to 1000 Sqr. Ft
3	200 to 299 beds	1500 to 2000 Sqr. Ft
4	300 to 600 beds	2000 to 2500 Sqr. Ft



TENDER CALL FOR HIRING OF VEHICLES (DPMU)

Chm
29.8.15
CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



District Mission Directorate
OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC
HEALTH OFFICER
DISTRICT PROGRAM MANAGEMENT UNIT
Department of Health & Family Welfare , Govt. of Odisha
Angul

No: 1864

Date: 29/08/19

NOTICE

Sealed Tenders are invited from the Agencies/ Individuals for hiring of Multi utility Commercial light diesel/petrol vehicles (SCORPIO, BOLERO, INNOVA, etc) to be engaged as DPMU vehicle at DPMU, O/o, The Chief District Medical & Public Health Officer –Cum- District Mission Director, (CDM&PHO-Cum- DMD), DHH Angul, Odisha, Pin-759122 on monthly/ daily hiring basis.

The tender papers along with terms and conditions are available below for needful which may be downloaded subsequently the completely filled up documents must be submitted to O/o, The Chief District Medical & Public Health Officer –Cum- District Mission Director, (CDM&PHO-Cum- DMD), DHH Angul, Odisha, Pin-759122 latest by 19.09.2019 up to 5.00 P.M. through Regd./Speed Post/Courier and the same shall be opened on 20.09.2019 at 11.00 A.M. in presence of the District Purchase Committee Members under the Chairmanship of District Purchase Committee i.e. CDM&PHO-Cum- DMD), DHH Angul . The bidders must super scribe on the top left hand corner of the envelope mentioning “Tender for DPMU Vehicle, DPMU, NHM Angul.” The no. of vehicles to be engaged is subject to vary as per the budget provisioning. The vehicles to be engaged should not belong to any employee of NHM, CDM&PHO-Cum- District Mission Director Office, Angul, any health Department employee or the close relative of the employee of NHM.

The Chairman of the District purchase committee reserves right to accept or reject any or all the tender without assigning any reason thereof. For multiple purposes, the bidders have to submit multiple EMDs. The bidders or any of their authorized representatives must remain present with their ID proof (i.e. ADHAR card/PAN Card/Driving License / Voter ID) on the exact Date, Time & Venue during the opening of the tender. Tender received after due date shall not be considered.

Sd/ P.K. Behera.

CDM & PHO –Cum- District Mission Director, Angul

Memo No 1865 Date 29/08/19

Copy to all important Notice board of this office for information.

CDM & PHO –Cum- District Mission Director, Angul

Memo No 1866 Date 29/08/19

Copy forwarded to BPHOs of all CHCs for information and necessary action. They are instructed to place this notice in the important notice boards of their respective blocks for wide publication.

CDM & PHO –Cum- District Mission Director, Angul

TENDER FOR HIRING OF VEHICLES (DPMU)
INSTRUCTION TO BIDDERS

1. Sealed tenders are invited from Registered **Agencies or Individual** for hiring of **commercial light diesel/petrol vehicles** (AC/ Non AC vehicles) to be engaged by Zilla Swasthay Samiti Angul on monthly / daily hiring basis.
2. The interested bidders may download the tender document from the website www.angul.nic.in and submit the same to Chief District Medical & Public Health Officer-Cum- District Mission Director, Angul.
3. The tender must be accompanied by **tender document cost of Rs.2,000/ - (Rupees two thousand only)** – Non refundable and **EMD of Rs.10,000/- (Rupees Ten Thousand)** only in **technical bid** by way of Demand Draft in favour of (ZSS Non NRHM) payable at Angul from any nationalized bank. Tenders not accompanied by tender document cost & EMD will not be considered. EMD of the unsuccessful bidders will be returned without interest on finalization of bid. EMD of the successful bidder (s) shall be converted as performance security deposit of the vehicle. **The Tenders/ Bidders have to submit separate tender documents cost and EMD for each proposal.** The performance security shall be refunded after completion of the terms of contract, subject to satisfactory completion of the job during the contract period. If the successful bidder violates any of the terms & conditions of the contract, the performance security shall be liable for forfeiture.
4. The tender will have to be submitted in two parts i.e. **Technical Bid (Cover-A)** and **Financial Bid (Cover-B)**. The formats & documents to be submitted in technical & financial bid are mentioned in the tender document. The bidders should submit their **technical** and **financial bid separately in two envelops** and these two envelops should be put into **another cover envelop** super-scribed as **“Tender for Hiring of Vehicles on Monthly & Daily Basis in reference to Advertisement No-1859 dtd.29.08.2019”**. The Technical & Financial Bid envelops should be clearly marked as **Technical Bid & Financial Bid** on the top of the relevant envelopes. The tenders (Cover & inner envelops) should be addressed to :

**The CDM& PHO-Cum- District Mission Director,
District Head Quarter Hospital
Angul, Odisha
Pin- 759122.**

5. The tender should reach the office of the Chief District Medical & Public Health Officer-Cum- District Mission Director, DHH Angul by **19.09.2019 up to 5.00 PM.** and the tenders will be opened on Dtd. 20.09.2019 at **11.00 A.M.**
6. The financial bids of those bidders shall be opened whose technical bids are found to be qualified.

Eligibility Criteria

1. Preferably the agency having experience in providing vehicles to Govt. / Semi-Govt. Organizations / PSUs etc. in the District and they have to submit the self attested copies of work orders received from the Govt. / Semi-Govt. Organizations / PSUs etc in the technical bid.
2. In case of agency/ Organization/ Firm/ Company, they have to submit their Annual Turnovers of last three financial years (**Audited Profit & Loss Accounts and Balance Sheets of the last three financial years i.e. 2015-16, 2016-17 & 2017-18**) are to be submitted. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
3. The agency should have valid PAN. (Self-Attested copies of PAN Card is to be submitted in the technical bid).

The bidders shall also furnish the following documents in support of their eligibility

- Self-attested copy of registration certificate in case of firm/ Agency/ Company.
- Undertaking to provide good conditioned vehicles (not more than **2 years old**).
- Submission of Tender document cost & EMD in form of Demand Draft.
- Undertaking that the firm has not been debarred/ blacklisted by any Govt. Organization Semi-Govt. Organization / PSU
- Undertaking to be submitted in Non judicial stamp paper of Rs 20/-that the vehicle to be provided does not belong to any **employee of CDM & PHO –Cum- District Mission Director, Office, Angul or any Health Department Employee or close relatives of employees of CDM & PHO –Cum –District Mission Director, Angul.**
- Rates must be quoted only as per format.

TERMS AND CONDITIONS FOR HIRING OF VEHICLE

1. The commercial light diesel/petrol vehicles(Bolero/ Scorpio/ Innova etc) on monthly basis/ daily basis will be used by District NHM Staffs, Angul for their daily official work and carrying officials to Govt. Offices / Departments and other offices at different places across the District/ State.

2. The period of contract shall initially be for **one year** with effect from the date of signing of contract.

In case of vehicle on a **monthly basis**, the monthly rate to be paid to the agency for providing the vehicle is inclusive of cost of tyres & tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, overtime and mobile Phone (for incoming calls). However, the cost of fuel (Diesel/Petrol), Lubricants (Mobil) are not included in the monthly rate, which will be reimbursed as per actual at the rate of fuel consumption depending upon the type of vehicle used.

4. In case of vehicle on a **daily basis**, the daily rate (rate/Km, rate/hour) for providing the vehicle is **inclusive** of the cost of fuel (Diesel/petrol), Lubricants (Mobil), cost of tyres & tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, overtime and mobile phone to the driver.

5. The vehicles to be provided should not be more than **2 years old** however preference shall be given to the bidder who will provide new vehicle.

6. The agency will be responsible for the regular service maintenance, insurance and other liabilities in respect of the vehicles provided.

7. The toll gate charge, parking charge, if any during the travel shall initially be borne by the DPMU and are to be paid by the driver at the point of charging. The charges incurred during each month will be reimbursed as per the actual amount paid on producing the original receipts along with the monthly bill.

8. The agency is required to provide clean vehicle with good quality clean seat covers and **Mobile Phone (for incoming calls) for the driver for which no extra payment shall be made.**

9. The drivers should be with Proper dress code, disciplined, well behaved and non-alcoholic.

10. The driver should have at least 3 years of driving experience and should be well versed with the roads of the District as well as roads within the state.

11. **No mileage will be allowed if the vehicle is used by the driver for his breakfast, lunch, dinner or any other personal work. No payment shall be made to the driver for his food expenses, etc.**

12. Payment of Road Tax shall be borne by the agency/ owner.

13. Salary of the driver shall be borne by the agency/ owner.
14. The agency/owner will be responsible for proper maintenance, insurance and other liabilities in respect of the vehicles. The vehicles should be covered under comprehensive insurance. In case the hired vehicle is met with an accident resulting in loss or damage to property or life with respect to vehicle, driver, passenger or any third party as per the liability under relevant sections of the Motor Vehicle Act, IPC and any other law in force, the hiring authority shall have no responsibility of whatsoever and will not entertain any claim in this regard under the said provision of the said Laws. The sole responsibility for any legal or financial implication would solely vest with the agency/owner.
15. The hired vehicles, during the period of contract, shall have all necessary valid MV documents such as valid Registration Certificates, Insurance Certificates, Fitness Certificates, valid Contract Carriage Permits, proofs of up to date tax payments, D.L.s of the Drivers, etc. available all the times. CDM & PHO-Cum- District Mission Director, Angul shall not be responsible for any damage/loss caused to the hired vehicles or loss of life / injury made to any person or damage to any property on account of use of hired vehicles in any manner whatsoever. The service provider shall be responsible for all such litigations.
16. The agency/ owner shall obtain vehicle fitness certificates from competent authority, vehicle registration, comprehensive insurance, payment of road tax, etc. The Drivers shall always carry all necessary documents like Registration papers, Insurance papers, Pollution under Control (PUC) clearances, RTO tax payment papers, valid driving licenses and all other documents that should accompany the vehicles as per rules & regulations of applicable laws.
17. If the vehicle/driver does not report for duty on any day, twice of the proportionate cost will be deducted from the bill.
18. The police/ court case (Legal disputes) in respect to the vehicle during of the period of engagement will be at the risk & cost of the travel agency/ Owner.
19. CDM & PHO-Cum- District Mission Director, Angul will not be responsible for any dispute except paying the hire charges.
20. The driver has to be stationed in the Head Quarter with vehicle for use by the officer at any time in 24X7 manner.

21. Rates to be finalized shall be fixed for a period of **one year** from the date of agreement. However, in case of vehicles hired on monthly basis, the cost of fuel (Diesel/Petrol & Mobil) shall be paid at the prevailing rate on the day of travel.
22. The vehicles will be provided on regular basis and will not be replaced without prior permission.
23. The Agency/Owner is liable to provide vehicles during office hours and beyond office hours on all working days. The agency shall also have to provide the vehicles on Sundays as well as other public holidays, emergency and exigencies as and when required by the authority for the official work.
24. Beyond office hour, the safe keeping of the vehicles is the responsibility of the agency. In exigencies, the vehicles can be kept in the office premise.
25. In case, the condition of vehicle is found unsatisfactory, it shall be returned for immediate replacement. In case no replacement is provided in time, the authority shall have the right to hire a vehicle from the market and additional cost incurred by the authority shall be deducted from the monthly payment due to the agency. Repeated failure to provide vehicles as and when required by the DPMU will make the agency/owner liable for **Blacklisting**.
26. In case the driver proceeds on leave, the agency shall obtain prior approval/ permission from DPMU, NHM, Angul . Further, the agency/owner shall provide a suitable substitute.
27. If for any reason the driver is unable to attend the office on any date/ time for which prior permission from DPMU, NHM, Angul has not been obtained, it is the responsibility of the agency to provide a suitable substitute immediately. The payment in respect of the overlapping period of the substitute, if any, shall be borne by the agency. In case no substitute is provided in time, the authority shall have the right to hire a vehicle from the market and any additional expenditure incurred by the authority shall be borne by the agency.
28. The driver of the vehicle shall maintain record of daily mileage and time from the point of departure to arrival. For this purpose, the following norms have to be followed :
 - A. In case the vehicle is being kept in the office campus, then the kilometer reading & time shall start from the office campus and end at the same there also.
 - B. In case the vehicle is being kept under the custody of the travel agency/Owner, then the kilometer reading & time shall start from the residence of the officer concerned and end there also. The cost of kilometer from the O/o travel agency/Owner to the residence of officer concerned (to & fro) shall be borne by travel agency/Owner.

- C. In case the vehicle is hired on monthly basis but not attached to any specific officer, i.e., the vehicle is in common pool, the point of kilometer reading & time of arrival shall start from the DPMU and end with the DPMU as a centre of destination. The cost of kilometer from the O/o travel agency/owner to DPMU (to & from) shall be borne by the travel agency/owner.
29. The agency must ensure that the driver (s) employed possesses a valid driving license. The driver of the vehicle should be well conversant with traffic rules and other regulations prescribed by the Govt. from time to time.
30. It is the sole discretion of CDM & PHO-Cum- District Mission Director, Angul to extend the period of the contract beyond the agreement period or terminate the contract prematurely on the ground of unsatisfactory services, disobedience of orders, negligence in duty and unruly behavior of drivers if noticed in duty.
31. In case of any emergency or when required, the service provider shall provide a vehicle on production of requisition duly signed by the competent authority.
32. **Period of Service: One year** from the date of signing of contract.
33. **Termination:** CDM & PHO-Cum- District Mission Director, Angul shall have the discretion to terminate agreement/ work order at any time whereupon the agency will immediately cease the provision of the services and submit a bill for costs incurred to provide the contracted services to the date of termination.
34. **Payment:** Payment shall be made on monthly basis after submission of bill in triplicate along with the daily logbook and duty slip signed by the designated by the DPMU. In case of daily basis (Local & Long), **duplicate duty slips** have to be maintained and one slip has to be retained by the DPMU using the vehicle with noting of starting / closing Kilometers and time & signature on the duty slip (both original & duplicate).
35. **Arbitration:** CDM & PHO-Cum- District Mission Director, Angul and the selected agency/owner will make every effort to resolve amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve, the matter shall be referred to Chairperson ZSS- Executive committee, whose decision will be final and binding on both the parties. The arbitration proceedings if any shall be held in Angul.

36. Legal Jurisdiction

All legal disputes are subject to the jurisdiction on Angul court only.

Important Points:

1. All vehicles to be provided should be **diesel/ petrol commercial vehicles** only.
2. The vehicles to be provided should not be more than **2 years old**.
3. For providing the vehicle on a **monthly basis**, the monthly rate (**excluding** diesel/petrol & lubricant cost) should **include** the cost of Tyres, Tubes, battery & consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, overtime and mobile Phone.
4. For providing the vehicle on a **daily basis (long & local tour)**, the per/Km or per/hour rate should **include** the cost fuel (Diesel/ petrol), Lubricants (Mobil), Tyres & Tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, Overtime and mobile Phone (for incoming calls).
5. **A bidder can submit bid for one or both types of services (Daily / Monthly basis)**

Evaluation and Selection:

- a) Evaluation shall be done separately for Daily Basis and Monthly Basis.
- b) The bids shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- c) The Financial Bids shall be opened for those bidders who will qualify in their technical bid evaluation.
- d) Technical & Financial Bids shall be opened in the presence of the technically qualified bidders or any of their authorised representatives, who choose to attend in person at the address given below :

**The CDM& PHO-Cum- District Mission Director,
District Head Quarter Hospital
Angul, Odisha
Pin- 759122.**

Date of opening of Financial Bids shall be communicated to the technically qualified bidders, if the technical bid evaluation can't be completed on the date of tender opening.

- e) GST will not be taken into consideration for evaluation purpose.

- f) In case of daily basis, the comparative statement shall be prepared on the basis of Per Km. (long tour) or Per hour price (local tour) quoted. The lowest bidder (s) has to **agree** to the other charges like lowest halting charge, night halt, extra Km. Rate etc. offered by other bidders in the tender.
- g) In case of monthly vehicle, the comparative statement shall be prepared by taking Monthly Rent and fuel (diesel/ petrol & lubricant) charge.

Any effort by a bidder to influence CDM &PHO –Cum- District Mission Director, Angul in its decision on bid evaluation etc may result in rejection of the bidder's offer.

Award of Contract:

The lowest evaluated bid (for the type of vehicle) shall be decided based on the lowest evaluated price bid for each type of vehicle in both the category (Daily & Monthly basis) and the L1 bidder shall be decided accordingly.

There may be empanelment of two or three agencies for each type of vehicle (to be decided by the tender inviting authority based on requirement of the type of vehicle), if after price negotiation, the L2/L3 agencies agree to the L1 price.

If the successful Bidder fails to execute the order, the Performance Security of the Bidder will be forfeited and the Bidder will be debarred for 3 three years from Zilla Swasthya Samiti ,Angul.

TENDER FORM
Part I - Technical Bid – Cover A

(The documents have to be arranged **serially** as per the order mentioned below)

1	Name of the Organization/Agency/ Individual	
2	Address of the organization/ Agency/ Individual with telephone no. & fax	
3	e-mail id of the Organization/Agency/ Individual	
4	Name of authorized signatory	
5	Specimen signature of the authorized signatory	
6	Telephone number of authorized signatory	
7	Instrument No. and date of the tender document cost of Rs.2,000/- (Non-Refundable) submitted by the organization (In shape of Demand Draft)	
8	Instrument No. and date of the EMD of Rs.10,000/- submitted by the organization(In shape of Demand Draft)	
9	Registration Certificate of the Firm (Partnership Agency/ Organization/ Firm / Company) (Attach self-attested copy of the Registration Certificate in case of the Agency/ Organization/Firm/ Company)	
10	PAN (Attach self-attested copy of PAN Card)	
11	Turnover for last 3 Financial Years. (Attach self-attested copies of Audited Profit & Loss Accounts and Balance Sheets of the last three financial years i.e. 2015-16, 2016-17 & 2017-18)	
12	Proof of provision of vehicles to Govt./ Semi-Govt. Organizations / PSUs / Banks etc. during the last three financial years i.e. 2016-17 to 2018-19. (Attach self-attested copies of Work Orders received from Government / Semi-Government / PSUs/ Banks etc. during last three Financial Years.)	
14	Undertaking to provide new vehicle or good conditioned vehicles (not more than 2 years old) along with all necessary documents required under traffic rule. (Attach the undertaking with signature & seal of the Organization/Agency/ individual)	
15	Undertaking that the vehicle to be provided will not belong to any employee under CDM & PHO-Cum- District Mission Director, Angul or his/her relative . (Attach the undertaking with signature & seal of the organization/ Agency/ Individual)	
16	Undertaking that the firm has not been debarred/ blacklisted by any Govt. Organization Semi Government Organization / Agency/ Individual (Attach the Original undertaking on a non-judicial stamp paper of Rs.20/- with signature & seal of the organization/ Agency/ Individual)	

DECLARATION:

I/ we hereby certify that the terms and conditions given with the tender notice have been read carefully and acceptable to me/ us and that the information furnished above are full and correct to the best of my/ our knowledge. I/ we understand that in case of any deviation/ false information in the above statement at any stage, our Firm/ Agency will be blacklisted/ debarred and will not have any dealing with your organization in future.

Place:

Date:

(Signature & **Seal** of the Authorized Signatory)

TENDER FORM

Part II - Financial Bid - Cover B

A. Daily basis Rate

Sl. No.	Type of Vehicle	Local Tour (Within 200 KM per day)		Long Tour (Above 200 KM per day)		
		Rate per Hour (10 KM free per Hour) (Rs.)	Rate per extra KM (Rs.)	Rate per KM (Rs.)	*Halting Charge per Hour (Beyond Running Hours 50 KM / Hr.) (Rs.) *	Rate for Night Halt (Rs.)
1	2	3	4	5	6	7
1	Bolero (AC)					
2	Scorpio (AC)					
3	Innova (AC)					
4	Tata sumo (AC)					

* Halting charges in case of Long tour are not allowed from 11 PM to 6 AM if the vehicle halted for night.

B. Monthly Basis Rate

Sl. No.	Type of Vehicle	**K.M. per one Liter of diesel/ Petrol	**K.M. per one Liter of lubricant	Monthly Rent excluding fuel & lubricant per vehicle (Rs.)
1	2	3	4	5
1	Bolero (AC)			
2	Scorpio (AC)			
3	Innova (AC)			
4	Tata sumo (AC)			

Place:

Date:

(Signature & Seal of the Authorized Signatory)



TENDER CALL FOR HIRING OF VEHICLES (BPMU)

Chm
29-8-15
CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



District Mission Directorate
OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC
HEALTH OFFICER
DISTRICT PROGRAM MANAGEMENT UNIT
Department of Health & Family Welfare , Govt. of Odisha
Angul

No: 1867

Date: 29/08/19

NOTICE

Sealed Tenders are invited from the Agencies/ Individuals for hiring of Multi utility Commercial light diesel vehicles (SCORPIO, BOLERO, INNOVA, etc) to be engaged as BPMU vehicle at different blocks CHCs i.e. @ 01 nos per each block CHCs on monthly / daily hiring basis.

The tender papers along with terms and conditions are available below for needful which may be downloaded and subsequently the completely filled up documents must be submitted to **O/o, The Chief District Medical & Public Health Officer –Cum- District Mission Director, (CDM&PHO-Cum-DMD), DHH Angul, Odisha, Pin-759122** latest by 19.09.2019 up to 5.00 P.M. through Regd./Speed Post/Courier and the same shall be opened on 20.08.2019 at 11.00 A.M. in presence of the District Purchase Committee Members under the Chairmanship of District Purchase Committee i.e. **CDM&PHO-Cum- DMD), DHH Angul** . The bidders must super scribe on the top left hand corner of the envelope mentioning “**Tender for BPMU Vehicle, CHC _____, Angul.**” The vehicles to be engaged should not belong to any employee of NHM, CDM&PHO-Cum- District Mission Director Office, Angul, any health Department employee or the close relative of the employee of NHM.

The Chairman of the District purchase committee reserves right to accept or reject any or all the tender without assigning any reason thereof. For multiple purposes, the bidders have to submit multiple EMDs. The bidders or any of their authorized representatives must remain present with their ID proof (i.e. ADHAR card/PAN Card/Driving License/ Voter ID) on the exact Date, Time & Venue during the opening of the tender. Tender received after due date shall not be considered.

Sd/ P.K. Behera.

CDM & PHO –Cum- District Mission Director, Angul

Memo No 1868 Date 29/08/19

Copy to all important Notice board of this office for information.

CDM & PHO –Cum- District Mission Director, Angul

Memo No 1869 Date 29/08/19

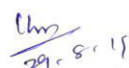
Copy forwarded to BPHOs of all CHCs for information and necessary action. They are instructed to place this notice in the important notice boards of their respective blocks for wide publication.

CDM & PHO –Cum- District Mission Director, Angul

TENDER FOR HIRING OF VEHICLES (BPMU)
INSTRUCTION TO BIDDERS

1. Sealed tenders are invited from **Registered Agencies or Individual** for hiring of **commercial light diesel/petrol vehicles** (Non AC vehicles) to be engaged at all Block CHCs of Angul district on monthly / daily hiring basis.
2. The interested bidders may download the tender document from the website www.angul.nic.in and submit the same to Chief District Medical & Public Health Officer-Cum- District Mission Director, Angul.
3. The tender must be accompanied by **tender document cost of Rs.2,000/- (Rupees two thousand only)** – Non refundable and **EMD of Rs.10,000/- (Rupees Ten Thousand)** only in **technical bid** by way of Demand Draft in favour of (ZSS Non NRHM) payable at Angul from any nationalized bank. Tenders not accompanied by tender document cost & EMD will not be considered. EMD of the unsuccessful bidders will be returned without interest on finalization of bid. EMD of the successful bidder (s) shall be converted as performance security deposit of the vehicle. **The Tenders/ Bidders have to submit separate tender documents cost and EMD for each proposal.** The performance security shall be refunded after completion of the terms of contract, subject to satisfactory completion of the job during the contract period. If the successful bidder violates any of the terms & conditions of the contract, the performance security shall be liable for forfeiture.
4. The tender will have to be submitted in two parts i.e. **Technical Bid (Cover-A)** and **Financial Bid (Cover-B)**. The formats & documents to be submitted in technical & financial bid are mentioned in the tender document. The bidders should submit their **technical and financial bid separately in two envelops** and these two envelops should be put into **another cover envelop** super-scribed as **“Tender for Hiring of Vehicles on Monthly & Daily Basis for _____ CHC, ANGUL in reference to Advertisement No-1859 dtd.29.08.2019”**. The Technical & Financial Bid envelops should be clearly marked as **Technical Bid & Financial Bid** on the top of the relevant envelopes. The tenders (Cover & inner envelops) should be addressed to :

**The CDM& PHO-Cum- District Mission Director,
District Head Quarter Hospital
Angul, Odisha
Pin- 759122.**
5. The tender should reach the office of the Chief District Medical & Public Health Officer-Cum- District Mission Director, DHH Angul by **19.09.2019 up to 5.00 PM.** and the tenders will be opened on **20.09.2019 at 11.00 A.M.**
6. The financial bids of those bidders shall be opened whose technical bids are found to be qualified.


CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL

Eligibility Criteria

1. Preferably the agency having experience in providing vehicles to Govt. / Semi-Govt. Organizations / PSUs etc. in the District and they have to submit the self attested copies of work orders received from the Govt. / Semi-Govt. Organizations / PSUs etc in the technical bid.
2. In case of Agency/ Organization/ Firm/ Company, they have to submit their Annual Turnovers of last three financial years (**Audited Profit & Loss Accounts and Balance Sheets of the last three financial years i.e. 2015-16, 2016-17 & 2017-18**) are to be submitted. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
3. The agency should have valid PAN. (A self-Attested copy of PAN Card is to be submitted in the technical bid).

The bidders shall also furnish the following documents in support of their eligibility

- Self-attested copy of registration certificate in case of firm/ Agency/ Company.
- Undertaking to provide good conditioned vehicles (not more than **2 years old**).
- Submission of Tender document cost & EMD in form of Demand Draft.
- Undertaking that the Agency/ Organization/ Firm/ Company/Individual has not been debarred/ blacklisted by any Govt. Organization Semi-Govt. Organization / PSU
- Undertaking to be submitted in Non-judicial stamp paper of Rs 20/- that the vehicle to be provided does not belong to any **employee under CDM & PHO –Cum- District Mission Director, Angul or any Health Department Employee or close relatives of employees under CDM & PHO –Cum –District Mission Director, Angul.**
- Rates must be quoted only as per format.

TERMS AND CONDITIONS FOR HIRING OF VEHICLE

1. The commercial light diesel/petrol vehicles(Bolero/ Scorpio/ Innova etc) on monthly/daily basis will be used by BPHO & BPMU Staff of the Concerned block for their daily official work and carrying officials to Govt. Offices / Departments and other offices at different places across the Block /District/ State.

2. The period of contract shall initially be for **one year** with effect from the date of signing of contract.

In case of vehicle on a **monthly basis**, the monthly rate to be paid to the agency for providing the vehicle is inclusive of cost of tyres & tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his fooding cost, overtime and mobile Phone (for incoming calls). However, the cost of fuel (Diesel/Petrol), Lubricants (Mobil) are not included in the monthly rate, which will be reimbursed as per actual at the rate of fuel consumption depending upon the type of vehicle used.

4. In case of vehicle on a **daily basis**, the daily rate (rate/Km, rate/hour) for providing the vehicle is **inclusive** of the cost of fuel (Diesel/petrol), Lubricants (Mobil), cost of tyres & tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, overtime and mobile phone to the driver.
5. The vehicles to be provided should not be more than **2 years old** however preference shall be given to the bidder who will provide new vehicle.
6. The agency will be responsible for the regular service maintenance, insurance and other liabilities in respect of the vehicles provided.
7. The toll gate charge, parking charge, if any during the travel shall initially be borne by the agency and are to be paid by the driver at the point of charging. The charges incurred during each month will be reimbursed by BPMU as per the actual amount paid on producing the original receipts along with the monthly bill.
8. The agency is required to provide clean vehicle with good quality clean seat covers and **Mobile Phone (for incoming calls) for the driver for which no extra payment shall be made.**
9. The drivers should be with Proper dress code, disciplined, well behaved and non-alcoholic.
10. The driver should have at least 3 years of driving experience and should be well versed with the roads of the Block, District as well as roads within the state.
11. **No mileage will be allowed if the vehicle is used by the driver for his breakfast, lunch, dinner or any other personal work. No payment shall be made to the driver for his food expenses, etc.**
12. Payment of Road Tax shall be borne by the agency/ owner.
13. Salary of the driver shall be borne by the agency/ owner.
14. The agency/owner will be responsible for proper maintenance, insurance and other liabilities in respect of the vehicles. The vehicles should be covered under comprehensive insurance. In case the hired vehicle is met with an accident resulting in loss or damage to property or life with respect to vehicle, driver, passenger or any third party as per the liability under relevant sections of the Motor Vehicle Act, IPC and any other law in force, the hiring authority shall have no responsibility of whatsoever and will not entertain any claim in this

regard under the said provision of the said Laws. The sole responsibility for any legal or financial implication would solely vest with the agency/owner.

15. The hired vehicles, during the period of contract, shall have all necessary valid MV documents such as valid Registration Certificates, Insurance Certificates, Fitness Certificates, valid Contract Carriage Permits, proofs of up to date tax payments, D.L.s of the Drivers, etc. available all the times. BPHO of the concerned Block shall not be responsible for any damage/loss caused to the hired vehicles or loss of life / injury made to any person or damage to any property on account of use of hired vehicles in any manner whatsoever. The service provider shall be responsible for all such litigations.
16. The agency/ owner shall obtain vehicle fitness certificates from competent authority, vehicle registration, comprehensive insurance, payment of road tax, etc. The Drivers shall always carry all necessary documents like Registration papers, Insurance papers, Pollution under Control (PUC) clearances, RTO tax payment papers, valid driving licenses and all other documents that should accompany the vehicles as per rules & regulations of applicable laws.
17. If the vehicle/driver does not report for duty on any day, twice of the proportionate cost will be deducted from the bill.
18. The police/ court case (Legal disputes) in respect to the vehicle during of the period of engagement will be at the risk & cost of the travel agency/ Owner.
19. BPHO of concerned Block will not be responsible for any dispute except paying the hire charges.
20. The driver has to be stationed in the Head Quarter with vehicle for use by the officer at any time in 24X7 manner.
21. Rates to be finalized shall be fixed for a period of **one year** from the date of agreement. However, in case of vehicles hired on monthly basis, the cost of fuel (Diesel/Petrol & Mobil) shall be paid at the prevailing rate on the day of travel.
22. The vehicles will be provided on regular basis and will not be replaced without prior permission.
23. The Agency/Owner is liable to provide vehicles during office hours and beyond office hours on all working days. The agency shall also have to provide the vehicles on Sundays as well as other public holidays, emergency and exigencies as and when required by the authority for the official work.
24. Beyond office hour, the safe keeping of the vehicles is the responsibility of the agency. In exigencies, the vehicles can be kept in the office premises.
25. In case, the condition of vehicle is found unsatisfactory, it shall be returned for immediate replacement. In case no replacement is provided in time, the authority shall have the right to hire a vehicle from the market and additional cost incurred by the authority shall be

deducted from the monthly payment due to the agency. Repeated failure to provide vehicles as and when required by the BPMU will make the agency/owner liable for **Blacklisting**.

26. In case the driver proceeds on leave, the agency shall obtain prior approval/ permission from BPMU of concerned block. Further, the agency/owner shall provide a suitable substitute.
27. If for any reason the driver is unable to attend the office on any date/ time for which prior permission from BPMU of concerned block has not been obtained, it is the responsibility of the agency to provide a suitable substitute immediately. The payment in respect of the overlapping period of the substitute, if any, shall be borne by the agency. In case no substitute is provided in time, the authority shall have the right to hire a vehicle from the market and any additional expenditure incurred by the authority shall be borne by the agency.
28. The driver of the vehicle shall maintain record of daily mileage and time from the point of departure to arrival. For this purpose, the following norms have to be followed :
 - A. In case the vehicle is being kept in the office campus, then the kilometer reading & time shall start from the office campus and end at the same there also.
 - B. In case the vehicle is being kept under the custody of the travel agency/Owner, then the kilometer reading & time shall start from the residence of the officer concerned and end there also. The cost of kilometer from the O/o travel agency/Owner to the residence of officer concerned (to & fro) shall be borne by travel agency/Owner.
 - C. In case the vehicle is hired on monthly basis but not attached to any specific officer, i.e., the vehicle is in common pool, the point of kilometer reading & time of arrival shall start from the BPMU of concerned block and end with the BPMU of the same block as a centre of destination. The cost of kilometer from the O/o travel agency/owner to BPMU (to & from) shall be borne by the travel agency/owner.
29. The agency must ensure that the driver (s) employed possesses a valid driving license. The driver of the vehicle should be well conversant with traffic rules and other regulations prescribed by the Govt. from time to time.
30. It is the sole discretion of BPHO of the concerned Block to extend the period of the contract beyond the agreement period or terminate the contract prematurely on the ground of unsatisfactory services, disobedience of orders, negligence in duty and unruly behavior of drivers if noticed in duty.
31. In case of any emergency or when required, the service provider shall provide a vehicle on production of requisition duly signed by the competent authority.
32. **Period of Service: One year** from the date of signing of contract.

33. **Termination:** BPHO of the concerned Block shall have the discretion to terminate agreement/ work order at any time whereupon the agency will immediately cease the provision of the services and submit a bill for costs incurred to provide the contracted services to the date of termination.
34. **Payment:** Payment shall be made on monthly basis after submission of bill in triplicate along with the daily logbook and duty slip signed by the designated by the BPMU. In case of daily basis (Local & Long), **duplicate duty slips** have to be maintained and one slip has to be retained by the BPMU using the vehicle with noting of starting / closing Kilometers and time & signature on the duty slip (both original & duplicate).
35. **Arbitration:** BPHO of the concerned Block and the selected agency/owner will make every effort to resolve amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve, the matter shall be referred to Chairperson RKS - Executive committee, whose decision will be final and binding on both the parties. The arbitration proceedings if any shall be held in Angul.
36. **Legal Jurisdiction**
All legal disputes are subject to the jurisdiction on Angul court only.

Important Points:

1. All vehicles to be provided should be **diesel/ petrol commercial vehicles** only.
2. The vehicles to be provided should not be more than **2 years old**.
3. For providing the vehicle on a **monthly basis**, the monthly rate (**excluding** diesel/petrol & lubricant cost) should **include** the cost of Tyres, Tubes, battery & consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, overtime and mobile Phone.
4. For providing the vehicle on a **daily basis (long & local tour)**, the per/Km or per/hour rate should **include** the cost fuel (Diesel/ petrol), Lubricants (Mobil), Tyres & Tubes, consumables, all major and minor maintenance work with spares and all payments towards driver's salary, his food cost, Overtime and mobile Phone (for incoming calls).
5. **A bidder can submit bid for one or both types of services (Daily / Monthly basis)**

Evaluation and Selection:

- a) Evaluation shall be done separately for Daily Basis and Monthly Basis.
- b) The bids shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- c) The Financial Bids shall be opened for those bidders who will qualify in their technical bid evaluation.

- d) Technical & Financial Bids shall be opened in the presence of the technically qualified bidders or any of their authorised representatives, who choose to attend in person at the address given below :

**The CDM& PHO-Cum- District Mission Director,
District Head Quarter Hospital
Angul, Odisha
Pin- 759122.**

Date of opening of Financial Bids shall be communicated to the technically qualified bidders, if the technical bid evaluation can't be completed on the date of tender opening.

- e) GST will not be taken into consideration for evaluation purpose.
- f) In case of daily basis, the comparative statement shall be prepared on the basis of per Km. (long tour) or per hour price (local tour) quoted. The lowest bidder (s) has to **agree** to the other charges like lowest halting charge, night halt, extra Km. Rate etc. offered by other bidders in the tender.
- g) In case of monthly vehicle, the comparative statement shall be prepared by taking Monthly Rent and fuel (diesel/ petrol & lubricant) charge.

Any effort by a bidder to influence CDM &PHO –Cum- District Mission Director, Angul in its decision on bid evaluation etc may result in rejection of the bidder's offer.

Award of Contract:

- The lowest evaluated bid (for the type of vehicle) shall be decided based on the lowest evaluated price bid for each type of vehicle in both the category (Daily & Monthly basis) and the L1 bidder shall be decided accordingly.
- There may be empanelment of two or three agencies for each type of vehicle (to be decided by the tender inviting authority based on requirement of the type of vehicle), if after price negotiation, the L2/L3 agencies agree to the L1 price.
- If the successful Bidder fails to execute the order, the Performance Security of the Bidder will be forfeited and the Bidder will be debarred for 3 three years from Zilla Swasthya Samiti, Angul.

TENDER FORM
Part I - Technical Bid – Cover A

(The documents have to be arranged **serially** as per the order mentioned below)

1	Name of the Block applied for	
2	Name of the Organization/Agency/ Individual	
3	Address of the organization/ Agency/ Individual with telephone no. & fax	
4	e-mail id of the Organization/Agency/ Individual	
5	Name of authorized signatory	
6	Specimen signature of the authorized signatory	
7	Telephone number of authorized signatory	
8	Instrument No. and date of the tender document cost of Rs.2,000/- (Non-Refundable) submitted by the organization (In shape of Demand Draft)	
9	Instrument No. and date of the EMD of Rs.10,000/- submitted by the organization(In shape of Demand Draft)	
10	Registration Certificate of the Firm (Partnership Agency/ Organization/ Firm / Company) (Attach self-attested copy of the Registration Certificate in case of the Agency/ Organization/Firm/ Company)	
11	PAN (Attach self-attested copy of PAN Card)	
12	Turnover for last 3 Financial Years. (Attach self-attested copies of Audited Profit & Loss Accounts and Balance Sheets of the last three financial years i.e. 2015-16, 2016-17 & 2017-18)	
14	Proof of provision of vehicles to Govt./ Semi-Govt. Organizations / PSUs / Banks etc. during the last three financial years i.e. 2016-17 to 2018-19. (Attach self-attested copies of Work Orders received from Government / Semi-Government / PSUs/ Banks etc. during last three Financial Years.)	
15	Undertaking to provide new vehicle or good conditioned vehicles (not more than 2 years old) along with all necessary documents required under traffic rule. (Attach the undertaking with signature & seal of the Organization/Agency/ individual)	
16	Undertaking that the vehicle to be provided will not belong to any employee under CDM & PHO-Cum- District Mission Director, Angul or his/her relative . (Attach the undertaking with signature & seal of the organization/ Agency/ Individual)	
17	Undertaking that the firm has not been debarred/ blacklisted by any Govt. Organization Semi Government Organization / Agency/ Individual (Attach the Original undertaking on a non-judicial stamp paper of Rs.20/- with signature & seal of the organization/ Agency/ Individual)	

DECLARATION:

I/ we hereby certify that the terms and conditions given with the tender notice have been read carefully and acceptable to me/ us and that the information furnished above are full and correct to the best of my/ our knowledge. I/ we understand that in case of any deviation/ false information in the above statement at any stage, our Firm/ Agency will be blacklisted/ debarred and will not have any dealing with your organization in future.

Place:

Date:

(Signature & **Seal** of the Authorized Signatory)

lms
29.8.18
CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL

TENDER FORM

Part II - Financial Bid - Cover B

A. Daily basis Rate

Sl. No.	Type of Vehicle	Local Tour (Within 200 KM per day)		Long Tour (Above 200 KM per day)		
		Rate per Hour (10 KM free per Hour) (Rs.)	Rate per extra KM (Rs.)	Rate per KM (Rs.)	*Halting Charge per Hour (Beyond Running Hours 50 KM / Hr.) (Rs.) *	Rate for Night Halt (Rs.)
1	2	3	4	5	6	7
1	Bolero (AC)					
2	Scorpio (AC)					
3	Innova (AC)					
4	Tata sumo (AC)					

* Halting charges in case of Long tour are not allowed from 11 PM to 6 AM if the vehicle halted for night.

B. Monthly Basis Rate

Sl. No.	Type of Vehicle	**K.M. per one Liter of diesel/ Petrol	**K.M. per one Liter of lubricant	Monthly Rent excluding fuel & lubricant per vehicle (Rs.)
1	2	3	4	5
1	Bolero (AC)			
2	Scorpio (AC)			
3	Innova (AC)			
4	Tata sumo (AC)			

Place:

Date:

(Signature & Seal of the Authorized Signatory)



TENDER CALL FOR HIRING OF VEHICLES (RBSK-MHT)

lm
29.8.15
CDM & PHO -cum- Dist. Mission Director
NHM, ANGUL



District Mission Directorate
OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC
HEALTH OFFICER
DISTRICT PROGRAM MANAGEMENT UNIT
Department of Health & Family Welfare , Govt. of Odisha
Angul

No: 1870

Date: 29/08/19

NOTICE

Sealed Tenders are invited from the Agencies/ Individuals for hiring of Multi utility Commercial light diesel vehicles (Mahindra Max/ Marshal/ Bolero/ Tata Sumo/ Victa/Scorpio etc) to be engaged as RBSK MHT (Mobile Health Team) vehicle at different blocks CHCs i.e. @ 02 nos per each block CHCs on monthly rental basis.

The tender papers along with terms and conditions are available below for needful which may be downloaded subsequently the completely filled up documents must be submitted to O/o, The Block Public Health Officer (BPHO), _____ CHC, Angul, Odisha, Pin _____ latest by 19.09.2019 up to 5.00 P.M. through Regd./Speed Post/Courier and the same shall be opened on 20.09.2019 at 11.00 A.M. in presence of the Block Purchase Committee Members under the Chairmanship of concerned Block Purchase Committee i.e. BPHO of the respective block CHC. The bidders must super-scribe on the top left hand corner of the envelope mentioning "Tender for RBSK MHT Vehicle, CHC _____, Angul." The vehicles to be engaged should not belong to any employee of NHM, CDM&PHO-Cum- District Mission Director Office, Angul, any health Department employee or the close relative of the employee of NHM.

The Chairman of the Block purchase committee reserves right to accept or reject any or all the tender without assigning any reason thereof. For multiple purposes the bidders have to submit multiple EMDs. The bidders or any of their authorized representatives must remain present with their ID proof (i.e. ADHAR card/PAN Card/Driving Licence/ Voter ID) on the exact Date, Time & Venue during the opening of the tender. Tender received after due date shall not be considered.

Sd/ P.K. Behera.

CDM & PHO -Cum- District Mission Director, Angul

Memo No 1871 Date 29/08/19

Copy to all important Notice board of this office for information.

CDM & PHO -Cum- District Mission Director, Angul

Memo No 1872 Date 29/08/19

Copy forwarded to BPHOs of all CHCs for information and necessary action. They are instructed to place this notice in the important notice boards of their respective blocks for wide publication.

CDM & PHO -Cum- District Mission Director, Angul

**Request for Proposal (RFP) Document For
Hiring of Vehicles Under
Rashtriya Bal Swasthya Karyakram (RBSK)
ANGUL**

SECTION –I

Date & Time of Tender Submission and Finalization

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE BIDDERS FOR HIRING OF VEHICLES AT DIFFERENT BLOCK CHCS OF ANGUL DISTRICT UNDER RASHTRIYA BAL SWASTHYA KARYAKRAM (RBSK)

1	Period of Availability of RFP Document	From 30.08.2019 to 19.09.2019 (Downloadable from website: www.angul.nic.in)
2	Last date for submission of Tender & address	Date: 19.09.2019, Time: 05.00 PM Address: BLOCK PUBLIC HEALTH OFFICER, _____ CHC, Dist. : Angul <i>(Through Speed post / Registered post / Courier)</i>
3	Date, time and place of opening of Tender (Technical & Financial Bid)	Date: 20.09.2019, Time: 11.00 AM Place of Tender Opening : BPHO office chamber of the respective Block CHC <i>(Bidders / authorized representative may remain present at the time of opening of Tender)</i>
4	Finalization of Comparative Statement by BPHO, BLOCK CHC, Angul	Date: 20.09.2019 Time-1.00 P.M.
5	Approval notice by the Chairperson of Block Purchase committee for information of approved list of successful bidders for engagement	Date: 20.09.2019 Time:3.00 P.M.
6	Issue of award of contract by the BPHO	Date : 25.09.2019
7	Signing of agreement By MS RKS	Date : 30.09.2019

SECTION -II

INSTRUCTION TO BIDDERS

1. Scope

Interested bidders fulfilling the eligibility criteria to submit their bid documents.

2. Eligibility Criteria

Any private individual/ Tour operators / Travel Agency / Society /Firm can apply & participate in the tender process and should submit the required EMD @ **Rs.10, 000/-**. The bidders must not belong to or any of his/ her relative working under ZSS, Angul.

Note: Vehicles with only commercial registration shall be accepted.

3. Submission and Signing of Tender

Interested eligible bidders may submit their bid with **EMD & documents** as set forth in this RFP Document **at the office of the BPHO, _____ Block CHCs, Angul**, the details of which is mentioned in Section IV: Schedule of Tender Submission. **Block can negotiate with the bidders for supply of vehicle for other block where vehicle under RBSK is required.**

4. Packing, Sealing and Marking of Bid

(a) The **sealed envelope** containing the Annexure- I, Photocopy of the required documents & Annexure –II should clearly be **super scribed** with the following:

- **Tender for “Hiring of Vehicles under Rashtriya Bal Swasthya Karyakram (RBSK)”.**
- **Block Name** (The bidder should clearly mention the **Block Name for which the proposal is submitted**).
- The bidder’s Name & address shall be mentioned in the left hand corner of the envelope.
- The envelope shall be **addressed** to the Block Health officer (**BPHO**), **CHC _____, Block _____, Angul.**

(b) If the envelope is not sealed and marked as mentioned above, then the O/o the BPHO will assume no responsibility for the tender’s misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.

5. Content of the Tender Submission

The sealed envelope shall contain the following:

- EMD of **Rs.10,000/-** in the shape of a Demand Draft in favor of the **Miscellaneous. BPHO, CHC _____, Angul**
(as mentioned at Section – IV: Schedule of Tender Submission)
- **Annexure-I** duly filled in
- Any other details, the bidder like to include in the proposal.
- **Annexure–II (Financial Bid)** with proper signature and seal of the bidder.
- The bidders have to submit their Technical bid documents along with self declaration that the bidder does not work under ZSS, Angul or any of his/ her relative who are engaged or working for ZSS, Angul.

SECTION –III

TERMS OF REFERENCE

Hiring of Vehicles for Mobile Health Teams (MHT) Under RBSK

1. What is RBSK:

The National Rural Health Mission is launching a new initiative of **Rashtriya Bal Swasthya Karyakram (RBSK)**, a Child Health Screening and Early Intervention Services Programme to provide comprehensive care to all the children in the community.

The objective of this initiative is to improve the overall quality of life of children (0 – 18 years) through early detection of birth Defects, Diseases, Deficiencies, Development Delays and Disability. The high burden of these childhood ill health contributes significantly to child mortality, morbidity and out of pocket expenditure of the Poor families. Child Health Screening and Early Intervention Services envisage covering 30 Identified health conditions for early detection, free treatment and its management.

2. Mobile Health Teams under RBSK

Under RBSK, Mobile Health Team (MHT) will be formed for periodical child health screening at AWC, School and at +2 Junior colleges. The MHTs will cover at least once in a year to non-Residential Schools, bi-annually to Anganwadi centres and quarterly to Residential Schools. Per day each MHT will screen average 90 children at AWCs or 150 School /college students as per the prepared micro plan.

The MHT will comprise of two AYUSH Doctors (one male & one female), one Pharmacist and one ANM. And branding of the vehicle as per state prescribed prototype of RBSK is a mandate.

3. Location & Operational Area of MHTs

- **Each Mobile Health Teams (MHT)** will be allotted with a specific operational area under the Block CHC for visit of targeted institutions.
- The vehicle will be attached to the Block CHC at the **disposal of BPHO.**
- **In case the Block CHC isn't located centrally,** then the MHT would be positioned in such a way that it covers its targeted institutions with minimal distance coverage.
- The hired vehicle will be stationed at respective health institution.

4. Essential Features of Vehicles to be engaged for MHT

- **The vehicle shall not be more than 5 years old** at the time of hiring / award of contract **from the initial registration.**
- The hired vehicles, during period of contract, shall have all necessary **valid MV documents such as:-** Valid Registration Certificate, Insurance certificate, fitness Certificate, valid Contract Carriage Permit, proof of up to date tax payment etc. and D.L. of the driver available all the times.

- The vehicle should be compatible for installation of GPRS device like with digital speedometer and with central locking system.
- **The Department/ Office hiring the vehicle shall not be responsible for any damage/ loss** cause to hired vehicles or loss of life/ injury made to any person or damages to any property on account of use of hired vehicle any manner whatsoever. The hirer shall be responsible for all such litigation.

Specifications: (as per Office Memorandum of Finance Deptt. No. 34085 /Fin-COD-MV-0007-2012, dated 29.09.2012)

Type of Vehicles permissible to be hired	Make & Model	Minimum Average Mileage / Lit. for reimbursement purpose	Maximum Hire charges per month	Remarks
Non-AC Diesel/Petrol driven vehicles having sitting capacity not less than 6 persons including driver.	Mahindra Max/ Marshal/ Bolero/ Tata Sumo/ Victa/Scorpio	12 Km/Ltr.	Rs. 18,000/- (However, for all vehicles as per L1 rate)	Tax would be over & above the hire charges

- **The Driver of the vehicle must have a valid Driving License** for driving light transport passenger vehicle and should be sufficiently experienced in driving transport passenger vehicle.
- For effective coordination, the driver of the vehicle has to be provided with a **mobile phone by the Vehicle owner.**
- **The Driver** should have a clean track record without any history of conviction in the court of law.
- The vehicle will be connected with **GPRS by the Health department.** The GPRS equipment would be installed in the vehicle by the Health Department.

5. Major Features of Contract

- **Vehicle will be hired** on contract basis from the local market. The contracts shall be initially for a period **one year subject to** satisfactory performance assessed by appropriate authority (BPHO of respective block CHC) every year.
- Any private individuals/ Tour operators / Transport Agency / Society /Firm can participate in the tender process.
- **The monthly rate of hire charge** shall be quoted separately in the price bid (excluding fuel and lubricants).
- **The agency interested will quote the financial bid** keeping in account the road tax, insurance premium, parking fee, toll tax etc for which State Government or Rogi Kalyan Samiti (RKS) will not pay.

- **In case of breakdown** for reasons whatsoever, the replacement of a vehicle of the same or better model shall be provided by the owner of the vehicle/ bidder.
- The Vehicles shall report for duty for **minimum of 26 days** in a month.
- The vehicles shall be required generally for **10 hours in a day** (8 AM to 6 PM)
- **In case of emergency**, the driver will have to report for duty as per the requirement of hirer. No extra payment shall be demanded.
- The vehicle will be used exclusively for **RBSK related health services**.
- The driver will maintain a log book to track vehicle movement. The log book will be verified and checked by the Medical Officer of MHT and counter checked by the BPHO of block CHC/PHC on regular basis.
- NHM shall invest additional fund for branding & setting up of GPRS in these vehicles.
- If the bidder violates any of the terms of contract, Government shall forfeit the entire amount of security deposit.
- The successful bidder shall execute an agreement with the Member Secretary of respective Rogi Kalyan Samiti (RKS) for engagement of vehicle/s.
- All charges will be paid on monthly basis as per the terms of reference within fifteen days of the submission of bills by the service provider. No advance payment will be made in any circumstances.
- If the services are found to be unsatisfactory, the client shall give one month notice and terminate the agreement. The Contract will also be **terminated in case of following reasons**;
 - ✓ If the **behavior of the Driver** is not proper;
 - ✓ Any attempt to **tamper the log book/GPRS device**;
 - ✓ In case of the vehicle do **not report regularly**;
 - ✓ In case the driver of the vehicle is found to be convicted.
- In case the service provider intends **to withdraw the services** of his vehicle and terminate the agreement, it shall be mandatory upon him to grant one month notice before such withdrawal of service and termination of agreement.

6. EMD/Security Deposit

Tenders shall have to deposit EMD of Rs. 10,000/- (Rupees Fifteen Thousand only) in the form of Demand Draft/Pay Order in favour of **Miscellaneous. BPHO, CHC_____**, **Angul** along with their tenders. Tenders received without EMD will not be entertained / considered at all and will be summarily rejected. Tenders received along with EMD in the form of cheque/cash will not be accepted / considered and rejected. No interest would be paid on the EMD.

Forfeiture: The EMD will be forfeited if the vendor withdraws or amends impairs and derogates from the tender or fails to execute duties on time as per ToR in any respect within the period of validity of tender.

Refund: (i) EMD will be refunded to the unsuccessful tender within thirty days from the date of issue of work order to the successful tender and no interest would be paid thereon; and (ii) EMD of the successful tender will be converted into security deposit. No interest will be paid on the EMD/Security deposit.

Extension of EMD: In case the contract signed with service provider (successful bidder) is extended beyond one year, on mutual consent, the service provider will have to submit fresh EMD for the extended period.

Refund of security deposit: Will be refunded to the contractor after sixty days from the date of completion of the contract period and no interest would be paid thereon.

7. Tender Procedure:

- **Tender documents will be submitted at BPHO, _____CHC, Angul.**
- **Sealed tenders** in the prescribed form duly super-scribed “Tender for Hiring of Vehicles for Mobile Medical Team under RBSK” addressed to the concerned BPHO of Block CHC.
- **The tender should be submitted** in the proforma given in Annexure-I and Annexure-II. It should be duly signed by authorized signatory on each page.
- **The Block Tender/Procurement** Committee will open technical bids and only invite the qualified technical bidders for opening of financial bids.
- **Late/delayed tenders** to any reason whatsoever will not be accepted/ considered at all under any circumstances.
- Comparative statement duly signed by Tender/Procurement committee will be **approved.**
- The agreement will be **executed between the RKS of respective Block CHC and the approved L1 bidder.**
- The monthly hiring charges of all vehicles required for the block will be fixed as per the L1 price of the respective block. If requisite number of vehicle is not provided by the L1 bidder, L2, L3, L4 and so on bidders shall be selected provided they match to the L1 rate.
- In case of any tie between the bidders then the vehicle having lesser old in years to be given preference and in case of new vehicles the decision of the Block Purchase committee shall be treated as final.
- In case, no bid is received/ finalized for any block, vehicle may be hired on **daily basis as per prevailing market rate not exceeding the PIP-Budget-2019-20 excluding DOL/POL.**

ANNEXURE-I

Technical Bid for Hiring of Vehicle under RBSK

Name of the District: Angul

1	Name of the Block CHC applied for			
2	Name of the Bidder			
3	Address & Telephone/Mobile No.			
4	E-mail of the contract person, if any			
5	ID Proof of the Individual Registration certificate of the Organization (Photocopy)			
6	Details of EMD enclosed (EMD @Rs.10,000/- per vehicle to be submitted)			
7	Details of Vehicle (s) enclosed (Only vehicle with Commercial registration shall be accepted) Date of Purchase- Make & Model- Registration No.- Insurance certificate Fitness Certificate, Up to date tax payment Documentary Evidence (Photocopy) for all above details to be attached.	Vehicle 1	Vehicle 2	Vehicle 3
8	Declaration - I/We are not black-listed by any Central/State Government/Public Sector Undertaking in India. (To be furnished in non judicial stamp paper of worth Rs.10/- duly certified by Notary)			

N.B: EMD @10,000/- per vehicle to be submitted (Rupees Ten Thousand only) in the form of Demand Draft/Pay Order in favour of *Miscellaneous. BPHO, CHC*_____, *Angul*

Yours faithfully,

(Signature of the Applicant)

Name:

Designation:

Seal:

ANNEXURE-II
Financial Bid

Make & Model Vehicle	*Monthly Hiring Charges (Rs.) including all charges of the Driver (Exclusive of Fuel Cost & Tax)	Mileage per 1 Ltr of Diesel/Petrol

(*Pl. refer to the type of vehicle & the Maximum Monthly hire charges requirement mentioned at Section-III Point No. 4 of the RFP)

Signature

Name (Firm/Company/Tour operator/Individual) _____

Date:

Place:

Seal _____