



REQUEST FOR PROPOSAL

Operation and Management of 'Patient Facilitation Centre-cum-Attendance Accommodation Centre at VIMSAR Burla' in Partnership mode

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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 i.e. CDM&PHO, Sundargarh under District Mineral Foundation, Sundargarh, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document. 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. CDM&PHO, Sundargarh, 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 Mineral Foundation, Sundargarh and CDM&PHO, Sundargarh may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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SECTION -1: NOTICE INVITING PROPOSAL

Detailed proposals are invited from eligible entities to select the Agency for the “**Operation and Management of Patient Facilitation Centre at VIMSAR Burla**” in Partnership mode”.

Important timelines

Sl. No.	Activity	Timeline
1	Date of advt. publication.	12.10.2021 (The detailed RFP document downloadable from Website: www.sundergarh.nic.in)
2	Date & Time of Pre-bid meeting	18.10.2021 Time: 04.30 PM Venue: Office Chamber of CDM & PHO, Sundargarh. Sundargarh, Odisha – 770001.
3	Last date for submission of the Proposal	Date: 26.10.2021 Time: 05.00 PM Details of the Name and address for submitting the proposal are mentioned at Section 2: Schedule of Submission. NB: Proposals should be submitted through Speed post/Registered post only. No other form of submission will be accepted. Proposal(s) submitted after the due date & time will not be accepted.
4	Opening of the proposal at the District level	Date: 27.10.2021 Place: Office Chamber of CDM & PHO, Sundargarh. (In case it is a holiday, the date of opening of the proposal will be the next working day)

SECTION -2: SCHEDULE OF PROPOSAL SUBMISSION

The following is the details of the project for which proposals are invited. The Bidders are requested to submit their application as per the details below.

SI No	RFP No	Name of the Project	District	Address for submission of Proposal
1		Patient Facilitation Centre-cum-Attendance Accommodation Centre at VIMSAR Burla' in Partnership mode	Sambalpur	The CDM&PHO, Sundargarh O/O CDM & PHO, Sundargarh AT/Po/Dist- Sundargarh Odisha-770001

SECTION – 3: INSTRUCTIONS TO THE BIDDERS

3.1 Scope of Proposal

Interested bidders fulfilling the eligibility criteria **may apply for the project by submitting their bid to the address in Section 2: schedule of proposal submission.** The following points are to be ensured while applying for the project.

- (a) Detailed description of the objectives, scope of services, deliverables and other requirements relating to “Operation of Patient Facilitation Centre-cum-Attendant Accommodation Centre at VIMSAR Burla’ in Partnership mode” are specified in this RFP. The manner in which the Proposal is required to be submitted, accepted and evaluated is also explained in this RFP.
- (b) Proposals must be submitted through **Speed post/Registered post only** within the due date and time mentioned in this RFP. **Application submitted in any other form and received after the due date and time will not be accepted.** The authority do not have any responsibility for any postal delay.
- (c) The selection of the Agency shall be on the basis of an evaluation by the Desk Appraisal Committee and District Mineral Foundation, Sundargarh 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 as specified in this RFP. **There shall not be any Financial Proposal to be submitted in the tender, as this is a fixed cost based project. The cost of project is Rs./- per project per annum(fixed cost).** The cost may be modified based on requirement time to time. The continuation of the project is also subject to satisfactory implementation and successful achievement of the desired Goal.
- (e) Upon selection, the agency shall be required to enter into an Agreement with the CDM & PHO and DMF, Sundargarh for implementation of the project. The implementation of the “Operation and Management of Patient Facilitation Centre-cum-Attendant Accommodation Centre at VIMSAR Burla’ in Partnership mode” will be guided by the terms and conditions of the agreement.

3.2 Eligibility Criteria for the Agency

The entities fulfilling the following criteria are eligible to apply:

1. It must be registered under Society Registration Act/Indian Trust Act.
 - (a) If registered under Society Registration Act, It must have the provision of health services, health care, primary healthcare, and any other health related services in its memorandum of association.
 - (b) If it is a Trust, it must have been formed to provide health services, health care, primary health care or any other health related (allied) services.
2. To be eligible to apply, the entity must be in existence for at least 7 years as on 30th September, 2021. Organizations established/registered after 30th September, 2014 are not eligible to apply.
3. The entities must have minimum 5 years of proven field level experience in Health & allied sector (out of which 3 years preferably in Primary Health Centre Management or similar medical setup management as Patient Facilitation Centre) as on 30th September, 2021.
4. The entity if registered in Society Registration Act, must have an Unique ID no. through the portal NGO-DARPAN of NITI Aayog.(not necessary if it's a Trust)
5. The entities should have an annual turnover of at least Rs 50 Lakhs per each year in the last three financial year i.e 2017-18. 2018-19 & 2019-20.
6. The entity must enclose documents of having minimum of Rs. 30 lakhs as fixed assets in the name of the entity in terms of Land, building and other fixed assets as per audit report of last FY 2019-20.
7. Entity should have been registered under 12-A of Income Tax exemption.
8. The entity must not never have been "blacklisted"/ "debarred" from participating in any tendering process by any State Govt./Central Govt.Institutions / Any other CSR Programme of PSUs. An affidavit to this effect is to be submitted.
9. The entity or any of its office bearers must not have been convicted/case pending against them by any court of law in India or abroad for any civil/criminal offences. An affidavit to this effect is to be submitted.
10. If based on any adverse report against the organization from the District/ any Govt. Departments / Any other PSUs, the partnership of the organization has been discontinued or due to poor performance in implementation of any PPP projects then the organization shall not be eligible to apply. In case the services of the organization have been discontinued on the basis of the conduct of any financial irregularities, it will not be allowed to apply.
11. The entities must submit an undertaking for the willingness to sign the service level agreement towards the implementation of the project.

3.3. Submission and Signing of Proposal

The proposal shall be submitted in the following ways:

- i. The Proposal shall be typed or written legibly in English in indelible ink and shall be signed by the authorized representative of the entities.
- ii. Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initials prior to submission of the same.

3.4. Packing, Sealing and Marking of Proposal

The proposal and attached documents must be inserted in a single envelope, along with applicant's name and address in the left hand corner of the envelope and super scribed as **Proposal for "Operation and Management of Patient Facilitation Centre (PFC)-cum-Attendant Accommodation Centre(AAC) at VIMSAR Burla' in Partnership mode** (Please mention the RFP no. as mentioned in Section 2).

The application envelopes shall be addressed to the CDM & PHO, Sundargarh as per the detailed address mentioned at the Section -2: Schedule of Proposal Submission. If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDM& PHO, Sundargarh will assume no responsibility for the proposal's misplacement or premature opening. Telex, cable or facsimile proposals will be rejected.

3.5. Content of the Proposal

The entity fulfilling the eligibility criteria may submit the information/documents as mentioned in the RFP along with a covering letter on its letter head indicating their interest to apply for the project.

3.6. Earnest Money Deposit (EMD)

EMD of Rs.100,000/- in the shape of a Demand Draft or Banker's Cheque in favour of **CDM&PHO, Sundargarh** , is to be submitted along with the bid. Details of the Demand Draft or Banker's Cheque (DD/BC No., date, name of the Bank) should be mentioned in the bid.

The EMD will be refunded after selection of the successful bidder. No interest will be paid on the EMD. **Bid proposals not accompanied by EMD will not be considered.** EMD of the bidder will be forfeited if it is discovered that the bidder has submitted false or forged or incorrect or misleading documents or information.

3.7. Sequence of Proposal submission:

- The following sequence must be followed while submitting the documents in the proposal/bid. The declaration in the same format required to be submitted in the **Annexure**-along with the bid.

Sl. No	Sequence of the Document to be submitted
1	EMD of Rs. 100,000/- in the mode of DD/BC.
2	Covering letter for the project by the Entity in its letter head (Document. 1)- To be submitted in Form - T1 .
3	Profile of the Agency (Name, Address, Registration etc.) --(Document. 2)- To be submitted as per Form T2 .
4	Copy of the Registration Certificate or equivalent certificate (Document. 3)
5	Copy of the Memorandum of Association or equivalent document (Document. 4)
6	Copy of Unique ID No. through the portal NGO-DARPAN of NITI Aayog (Document. 5).
7	Copy of the 12A Certificate (Document-6)
8	Copy of the 80G (Document-7)
9	Annual Financial Statements with audit report attached for the last 3 years 2017-18, 2018-19, 2019-20 duly audited by a qualified CA (Document. 8). To be submitted in Form-T3
10	Annual Reports of the entity for the last three years i.e. 2018-19, 2019-20 & 2020-21. In case run by the PSUs, annual reports of the PSUs. (Document. 9). Organizations not preparing annual reports should provide legitimate reasons for not preparing the same.
11	Fixed Asset Statement of last Financial Year 2019-20 duly audited by a qualified CA. (Document. 10). To be submitted in Form-T4
12	Work experience of the Agency (Document. 11). To be submitted in Form-T5
13	MoU/Agreement documents pertaining to work experience in implementing projects in any Health & Allied Sector out of any Govt. Funding (Document. 12)
14	MoU/Agreement documents pertaining to work experience in implementing projects in any Health & Allied Sector out of any Private Funding (Document. 13)
15	MoU/Agreement documents pertaining to work experience in implementing projects in any Health & Allied Sector in the applied district (Document. 14).
16	MoU/Agreement documents pertaining to Multi-State work experience in Health programme out of any Funding support (Document. 15).
17	Names of the Office Bearers along with their addresses (in case of Trusts and Registered Societies) / Names of the key personnel along with their addresses

Sl. No	Sequence of the Document to be submitted
	for Other Organizations (Document- 16)
18	Name of the Staffs & qualification in the payroll, other than Funding Project Staff (Project Manager and other Managerial and Accounts Staff). (Document-17)
19	An undertaking that the Office Bearer of the Agency has not been convicted/case pending by any court of law in India or abroad for any criminal offence. (Document- 18) . To be submitted Form – T6 .
20	A certificate that the bidder has never been "blacklisted"/ debarred from participating in any tendering process by any State Government/Central Government institutions. (Document- 19) To be submitted in Form – T7 .
21	An undertaking that the Agency is willing to sign the service level agreement/MoU. (Document 20) . To be submitted in Form – T8 .
22	Copy of PAN card of the Agency (Document: 21)
23	Copy of Bank Pass Book of the Agency (Document: 22)
24	Copy of the document relating to the presence of Agency in the State of Odisha either land & building record issued in the name of Agency/lease agreement in affidavit mode (Document: 23)
25	Copy of the award certificate (National/State/Dist level) received from any Govt./Govt. Institutions only (Document: 24)
26	Copy of the resolution of the competent authority in the Organization authorizing the signatory to respond to this invitation (Document 25) .

All the information, documents, filled in forms must be submitted with clear indication of the **Page Number** as per above. In case the document contains more than one page, it should be properly **Spiral bound** and identified with **clear heading on the first page**. All pages of above supporting documents and proposal must be signed by the Authorized signatory (by the **chief Functionary of the NGO/Trust**) of the entity along with seal, **failing which the application shall be rejected out rightly**.

3.8. Financial Bid:

No financial bid is required to be submitted as this is a fixed cost based project.

3.9. Cost of Proposal

The bidder shall be responsible for all the cost associated with the preparation of their proposals and their participation in the selection Process. The CDM&PHO, Sundargarh / District Mineral Foundation, Sundargarh will neither be responsible nor in any way be liable for such costs, regardless of the conduct or outcome of the selection Process.

3.10. 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 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 the Proposal and performance of all of its obligations there-under;
 - (v) 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 in any information or data given by the concerned district authority.

3.11. 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. In case any of these Documents is in another language than English, 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.

3.12. Proposal Due Date

RFP filled in all respect must reach O/o the CDM&PHO, Sundargarh at the address, time and date specified in the Section 1: Notice inviting proposal, through Speed Post/ Regd. Post/ Courier only. If the last 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.

3.13. RFP Opening and Process of Selection

- (a) The 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 Notice inviting proposal.
- (b) The bidder/their authorized representatives who will be present shall sign a register recording 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.
- (d) The Desk Appraisal Committee constituted for conducting the selection process of Operation and Management of ‘Patient Facilitation Centre-cum-Attendant Accommodation Centre at VIMSAR Burla’ in Partnership mode will conduct the Desk Appraisal.
- (e) The Desk Appraisal Committee will conduct the screening process of the valid proposals received within the due date and having EMD attached. The Committee will verify whether all the required documents as per the advertisement have been submitted along with each proposal. If at all, any deficiency in document submission is

found out in any of the proposal, the same will be informed to the Agencies through inviting objection.

- (f) After conducting further process, the qualifying checklist of the desk appraisal process along with the reasons of rejection, if any, will be hosted in the District Website inviting objection by giving 7 days notice.
- (g) After 7 days of objection invitation, the Desk Appraisal Committee will finally call the eligible Agencies to the office of CDM&PHO, Sundargarh for necessary verification of their original documents vis-à-vis documents submitted with their application/bid.
- (h) After verification of the original documents, the Desk Appraisal Committee will award score in the prescribed score sheet. No field appraisal process will be conducted for selection.
- (i) The merit list of the Agencies will be prepared those have secured minimum 50% score in the score sheet in order to be eligible for merit.
- (j) The process will be approved by the Collector & DM and the Agency in the top of the merit list shall be recommended to operate the PFC-cum-AAC.
- (k) The final selection result will be notified after due approval of Collector & DM (Chairman of DMF), Sundargarh.
- (l) If the agency scoring highest mark cannot able to function / operate the PFC-cum-AAC, the agency scoring 2nd highest may be invited for the same and so on.

3.14. Post Selection Procedure:

- i. After approval, the selected agency will be informed in writing of their selection for the project. This will be the letter of award which shall be issued by the CDM&PHO, Sundargarh to the selected agency.
- ii. Within 15 days of the issue of the letter of award, the selected agency will be required to inform the Chief District Medical & Public Health Officer in writing of its acceptance of the award, failing which, the award will be offered to the 2nd rank bidder in the merit for the project.
- iii. On completion of these formalities, the District authority will inform the selected agency regarding date of signing of the agreement/MoU.

SECTION 4: TERMS OF REFERENCE FOR OPERATION & MANAGEMENT OF PATIENT FACILITATION CENTRE (PFC).

SCOPE OF WORKS

Background and the need for a Patient Facilitation Centre (PFC)

Sundargarh is an administrative district of Odisha state. Sundargarh district with an area of 9712 sq. km and administratively it constitutes with 3 sub divisions, 17 CDB, 4 ULB, 262 GPs and 1764 villages. More than 50% of population constitutes ST community of aboriginal tribal races.

In Sundargarh district, there are 69 nos. of Primary Health Centres-HWC (PHCs & UPHCs), 21 nos. of Community Health Centres (CHCS), 1 number of Sub-Divisional Headquarter Hospital, 1 UCHC and one District Headquarter Hospital. Also, the district has one Rourkela Govt. Hospital, Ispat General Hospital, Rourkela and 34 private hospitals.

OPD consultations have consistently increased over the years at SDH and CHC. During last year, per day Outdoor Patients consultations at DHH was 734 and 708 at RGH, whereas on an average per day OPD per CHC was 88. In last year, DHH had 85 IP admissions per day, whereas RGH had 246 admissions. On an average per day admissions per CHC was 6. CHC's in the district share the highest percentage of OP consultations (50%) whereas RGH share the highest percentage IP admissions (53%) among the studied facilities in the district.

The district of Sundargarh has 112 public and 34 private health care facilities with total bed strength of 2289 beds only. Considering the WHO norm of 3.5 beds per 1000 population, the district with a population of 2,093,437 has a huge shortfall of beds.

It has also been observed that about 80% of the patient flow in the DHH is from within district, while about 20% of the patient flow is from other districts. Similarly, in RGH 40 % of patient flow is from the district other than the town, while 50 % from the district town and 10 % from other districts.

In the year 2019-20, a total of 277 cases/month was referred from DHH to hospitals in other districts, primarily to VIMSAR, Burla. The top five specialities for which patients were referred out of the district were Cardiology (49%), Gynaecology and Obstetrics (11%), Paediatrics (7%), General / Internal Medicine (13%) and Neurology (9%) the others 3% (Neuro surgery, Nephrology, General surgical emergency and Psychiatrics). The top five specialties of referrals account close to 88% of total referrals. Observing the huge footfall in the SDHs, it can be reasonably assumed that a substantial number of patients are referred to VIMSAR, Burla-As a referral Hospital. Hence, the average number of referrals from the district, both from DHH, RGH and SDHs, might be close to 25-30/day (approx.).

The mobility support for these referrals is arranged through the ambulance support. However, in some cases, patients are trapped and duped into undergoing expensive treatments at private hospitals causing great economic hardship to them. Moreover, due to the poor socio-economic background and low literacy level, the patients encounter problems varying from accommodation and food to lack of knowledge in navigating through the overwhelming campus of VSSIMSAR Hospital, Burla. Given that the patients and their attendants would already be under severe trauma due to serious medical conditions, the need of the hour is a facilitation centre that can take care of their logistical needs during their admission and period of treatment at VSSIMSAR Hospital, Burla.

District Administration, Sundargarh has decided to open a Patient Facilitation Centre - Cum-Attendant Accommodation centre in VSSIMSAR Hospital, Burla for all the IPD patients who are referred from Govt. hospitals (DHH/SDHs/RGH) in Sundargarh district under DMF fund.

SCOPE OF WORK & TERMS OF REFERENCE

A. Description

Tertiary health care is highly specialized medical treatment that is provided to patients over a period of time and usually involves complex medical procedures performed by medical specialists. For the people of Sundargarh, the nearest government hospital that provides affordable tertiary care in state-of-art facilities is the Veer Surendra Sai Institute of Medical Sciences & Research (VIMSAR) at Burla which is around 118 KM away from district headquarter Sundargarh and around 300KM away from Bonai. Estimates suggest that nearly 20 cases are referred daily from the District Head Quarter Hospital, Sundargarh to VIMSAR. In addition to these, about 15 cases are referred daily from the SDHs and CHC

Definition of a Patient facilitation centre

The Patient Facility Centre (PFC) is a facility proposed to be established at VIMSAR, Burla that shall guide and provide logistical and handholding support to in-patients (IPDs) Sundargarh and two of other attendants during the course of their treatment at VIMSAR, Burla. The patients are to be necessarily referred from either the DHH, Sundargarh/ SDH/CHCs.

The PFC shall comprise of two units.

- i) Patient facility Centre at VIMSAR, Burla- it will comprise of a team who will guide and provide handholding support to the patients. The PFC at VIMSAR, Burla will be operational 24 hours a day throughout the year.
- ii) Attendant Accommodation Centre (AAC) of (**24 beds**) capacity – It will provide overnight accommodation, and food for a maximum of two attendants per patient. It will be located within walking distance from the VIMSAR.

B. Broad Project Objectives

1. To provide logistic and handholding support to the patients for availing of health services during their treatment at VIMSAR.
2. To provide accommodation and food for a maximum of two attendants accompanying the indoor-patients (IPD), for the duration of the treatment (for a maximum period of 10 days).
3. To provide various associated services during and post treatment of the in-patient (IPD)
4. Any other coordination with Patient attendants and Hospital authorities/ District authorities arises during the time of facilitation and accommodation.

C. Services to be Provided at the Patient facilitation Centre at VIMSAR by the selected Agency

1. Track the patient after being referred from DHH/RGH/SDHs/CHCs till the time of arrival at Burla- coordination with District Call centre(DMF Ambulance) and 108/102 Cluster leaders
2. On arrival at Burla, receiving the referred patient at VIMSAR and facilitate to get admitted as soon as possible as per the bed availability and criticalness of the referred patients.
3. Escort and guide the patient in preparing the requisite paperwork, in-patient/casualty registration/ getting the diagnostics done in time etc.
4. Admit the patient in appropriate in-patient (IPD) ward/department. Ensure availing all the free benefits for the patients from Drugs/diagnostics to diet and transportation.
5. Coordinate with doctors in charge, Hospital Manger or paramedics in the ward/department for prompt & smooth management of the patient.
6. Help the patient access investigations / tests, laboratory services, diagnostics, medicines , blood bank, ambulance services, etc.,
7. Help the Patient in availing of benefits under various insurance schemes such as (if patient referred to empanelled BSKY Hospitals) in Burla & Sambalpur.
 - i. Biju Swasthya Kalyan Yojana (BSKY)
 - ii. Any other, if eligible (Personal Insurance Schemes).
8. Help the patient in their discharge formalities, provide medico-legal support including facilitate timely conduction of PM wherever necessary, arrange

- hearse under Mahaprayan scheme (if needed), and ensure access to financial support from Harishchandra Yojana.
9. Ensure the safe return of the patient back to Sundargarh.
 10. Coordinate with DHH/SDHs/CHCS with respect to the patient inflow and outflow from PFC and regularly update their status to concerned DHH/SDHs.
 11. Any other related services.

D. Services to be Provided at the Attendant Accommodation Centre by the selected Agency

1. Over-night accommodation for the attendant (maximum 2 nos. per patient)
2. Provision of cooked food (Lunch & Dinner) for the attendants during the stay.
3. Initially the provision of 10 days have been kept. Subsequently it will be decided by the CDM&PHO / DMO(MS)-cum-Superintendent for prolonged stay of the attendants as per need and vacancy situation.

E. Infrastructure to be established at the Patient facilitation Centre at VIMSAR, Burla by the selected Agency

Fully furnished office, near VIMSAR campus consisting of lights, fans, almirah, table, chairs, laptops, printer, mobile phones, and other related necessities.

F. Infrastructure/facilities at Attendant Accommodation Centre (AAC) at VIMSAR, Burla by the selected Agency

The AAC should conform to the following standards:

- a. It should preferably be contained in a 2/3 storied building, built of brick and mortar, adequately lighted and properly ventilated and affording effective protection from all kinds of weather. Preferably a floor should accommodate 8 beds having space in between for smooth movement by persons in the room. If a single building cannot be arranged in the affinity of the MCH, two adjoining buildings can be rented to accommodate 24 Beds. In this case the PFC must be within one Building.
- b. The AAC should be situated within walking distance of the VIMSAR, Burla
- c. The AAC must have a good Courtyard and a well-ventilated Kitchen to cook food for 30 persons.
- d. The flooring should be of cement or tiles and the ceiling should not be less than 3 meters of high from the floor.

In addition, it should have the following facilities / amenities:

1. Separate room provision for male, female attendants with toilets (8 bed for female attendants with privacy or in separate floor)
2. Sufficient number of urinals, toilet, and bathroom shall be provided.
3. Locker boxes for keeping of personal belongings by the attendants.
4. One office room (minimum 200 sq. ft) with tables, chairs, desktop computer and other related necessities.
5. One angled rack stand- five shelves (for office room)
6. Open space of about 500 sq. ft. for drying clothes.(courtyard)
7. Security guard and CCTV cameras in PFC, outside the building and in common areas, video recordings stored locally for a minimum of 90 days and available for viewing authorized representative of the selected Agency/Client only.
8. Two fire extinguishers at appropriate locations.
9. Location guide maps of Burla township.
10. Telephone directory of and Sundargarh DHH/SDHs.
11. Safe Drinking water facility.
12. Two stand-by Power Back-up (Inverter) System.
13. First Aid kit.

G. Functioning of Patient Facilitation Centre.

1. The PFC at Burla should operate for 24 hours a day, throughout the year.
2. Two PFC Coordinators (12 Hour Shift) should be stationed at Burla, in two shifts.
3. An Accountant Cum Store keeper will help the Coordinators in delivering Reports, manage AAC kitchen supplies and book keeping.
4. Two Pharmacist- cum -Asst to Project Coordinator to assist & the hospital Diagnostics, Reports and other Patient related issue.
5. Two mobile numbers should be kept operational 24*7, for any assistance required by the patients.
6. Patient Information/Case records should be maintained in a format finalized by the office of the CDM&PHO, Sundargarh.(to be provided after Selection of agency and set up of PFC Cum AAC.
7. Suggestion box and complaint register should be maintained.

H. Functioning of the Attendants Accommodation Centre (AAC)

1. The AAC should provide accommodation to male attendants and female attendants in any point of time.

2. The accommodation at AAC should be available for 24 hours and maximum to 7 days, if extended stay is required, the same may be approved from VIMSAR and / or CDM&PHO Sundargarh.
3. Cooked food should be provided (Breakfast, lunch & dinner/Attendant/Day) every day.
4. Two mobile numbers should be kept operational 24*7, for any assistance required by the attendants.
5. Security guards (3 Nos.), Sanitation worker cum Housekeeper (4 Nos.) should be engaged by the Agency running the AAC.(for three Shifts a day)
6. Cook Cum Attendant (3 Nos) to provide food to the patient attendants.(for Three shifts a day)
7. The suggestion register / complaint register will be reviewed by DPMU, NHM, Sundargarh or any other officer instructed by CDM&PHO, Sundargarh.
8. Suggestion box / Complaint box and suggestion register / complaint register should be maintained in common areas.

I. SCOPE OF WORK

1. Ensure that all the 'Project Objectives', 'Services to be provided in the PFC', 'Services to be provided in the AAC', 'Functioning of the PFC', and 'Functioning of the AAC' as mentioned
2. Formulate a Detailed Project Execution Plan (DPEP) for the establishment and operationalization of the PFC. The DPEP should include details regarding:
 - a) Location / Space for establishment of PFC & AAC and recruitment of PFC & AAC staff.
 - b) Training modules and plan for training the PFC & AAC staff.
 - c) Standard Operating Procedures (SOP) for day-to-day operation to ensure proper functioning of the PFC & AAC.
 - d) SOP of different emergency scenarios.
 - e) Copy of approvals / permissions required under relevant statutes and rules.
 - f) Formats for registers, MIS and other related documentation. The format, content, frequency and circulation of the MIS should be decided in consultation with the office of the CDM&PHO, Sundargarh.
 - g) Implementation schedules for placement of personnel, adoption/development of MIS, and other deliverables under this project.
3. Execute the approved Detailed Project Execution Plan (DPEP).
4. Maintain and enforce an attendance system for all the personnel hired under this project.

5. Provide regular updates to the client through the assigned point of contact in the office of the CDM&PHO, Sundargarh.
6. Ensure proper documentation and record keeping of the patients / attendants in the PFC & AAC.
7. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the fund spent.
8. Submit monthly, quarterly and annual progress reports to office of CDM&PHO, Sundargarh.
9. Undertake periodic appraisal of the project execution status and take/suggest corrective steps.
10. Identify critical gaps in existing health service delivery and recommend any improvements/additions required to amplify the impact of the project to the client.
11. Attend all meeting as required by the CDM&PHO/DPMU NHM /DMF and /or the office of the CDM&PHO related to progress and assessment of the program.
12. Take feedback from the patients and the attendants, act on the complaints/feedback received and take corrective measures with the help of Hospital manager, Helpdesk manager, SHAS Coordinator, BPM / AYUSH doctors.
13. Coordination with all blocks Med. Superintendents/ NHM BPMUs, National Ambulance Services- Cluster leaders, Ambulances Fleet from DMF- Call centre and all stake holders.

J. PROJECT DURATION:

The duration of the contract will be for 01 (One) years and may be extended for a further period of 01 (One) years, subject to satisfactory performance as determined by the feedback forms and performance evaluation by DPMU NHM/DMF cell/CDM&PHO, Sundargarh.

INSTITUTIONAL ARRANGEMENT:

K. ROLES AND RESPONSIBILITIES:

1. Responsibility of DPMU NHM / CDM & PHO, Sundargarh.
Health & Family Welfare (H&FW) Department represented by the Chief District Medical and Public Health Officer (CDM&PHO), Sundargarh will be the nodal department having overall responsibility for the project. It will have the following responsibilities:
 - Ensure necessary approvals / permissions for establishing and running the PFC from authorities.

- Sign an agreement with the Selected Agency for project execution.
- Approve the location and Detailed Project Execution Plan (DPEP).
- Check and verify the HR and infrastructural facilities available at the PFC, and provide approval for project initiation upon satisfactory adherence to the conditions of the signed agreement.
- Coordinate with PFC regarding the referred patients from throughout the district.
- Ensure quality services at the PFC through periodic inspections.
- Coordinate with the Agency in collecting information about the number of patients referred, outflow, contact details, address, if possible (where contact number is not available), their referral card number and any other relevant information through the Agency.
- Ensure the availability and maintenance of equipment, instruments and furniture through periodic repairs through the Agency.
- Verify and forward bills that are submitted by the selected Agency to DMF for payment.
- Review and monitor the execution of the project through designed checklists and feedback forms.
- Evaluate the outputs/outcomes of the project.

L. MONITORING AND EVALUATION:

Monthly review will be conducted at Sundargarh district HQ, by the office of the CDM&PHO and officials from NHM to monitor the implementation of the project. The Selected Agency should submit the progress report on monthly basis in desired format as per given schedule to the office of the CDM&PHO.

Quarterly review will be held in Burla / Sundargarh by a team by CDM&PHO comprising of District Program Managers(s), officials from NHM, etc to assess the services provided at the PFC Cum AAC and the compliance of the selected Agency to the Scope of Work-Benefit to the Beneficiaries.

Yearly Audit will be conducted in order to monitor and evaluate the PFC. The audit will be carried out after end of each year (after project initiation) and the PFC is also auditable under NHM/H&FW guideline through routine Financial internal control adopted by NHM. Performance audit should take feedback from the patients benefitting from the project, inspect the PFC & AAC for cleanliness and security, check the attendance of the staffs, and inspect the video recording of the CCTV cameras and other related tasks. The Yearly audit will be carried out by an evaluation committee comprising of the following:

Collector & DM-cum-Managing Trustee, DMF, Sundargarh
 Chief Executive Officer, DMF, Sundargarh,
 CDM & PHO, H&FW, Sundargarh
 DMO (MS)-cum-Superintendent, DHH Sundargarh
 DPHO, Sundargarh
 ADPHO(FW), Sundargarh
 DPM, NHM, Sundargarh
 DAM, NHM, Sundargarh
 Hospital Manager, DHH, Sundargarh

Chairman
 Member
 Convenor
 Member
 Member
 Member
 Member
 Member
 Member

The final evaluation will be carried out at the end of the project (i.e., 1 year) and will consider the following aspects in addition to those addressed in the yearly audit:

- The project's achievement with respect to the objectives.
- The effectiveness of the PFC for service delivery as envisioned.
- Suitability of the Agency, with regard to the extension of the contract.
- Lessons learned and recommendations.
- The agency will submit 3 copies of 'Project Report' to Collector & DM, CDM&PHO and DMF cell for evaluation.

The final evaluation will be carried out by a committee constituted for the purpose by the District Collector-cum-Managing Trustee of DMF, Sundargarh.

NOTE:

All assets, equipment and tools procured under the project will be property of the office of the CDM & PHO, Sundargarh and the Agency will have no right over it. That means on completion of project the agency has to deposit all ASSETS and any fund assigned but not spent for the purpose.

M. TEAM COMPOSITION:

Following is the minimum team deployment for the program:

SN	Location	Position	Number of Resources
A.	PFC	Project Coordinator	02 (Two)
B.	PFC	Pharmacist- Cum- Project Asst.	02 (Two) -12 hour Shift
C.	PFC	Accountant-Cum-Store Keeper	01 (One)
D.	AAC	Cook -Cum- Attendant	02 (Two)
E.	AAC	Sanitation Worker-cum-Housekeeper (Male)	3 (Three)-12 hour Shift
F.	AAC	Sanitation Worker-cum-Housekeeper (Female)	3 (Three)-12 Hour Shift
G.	AAC	Security Guard	3(Three)

N. JOB DESCRIPTION OF PERSONNEL:

i. Project Coordinator (PFC Coordinator)-02 Numbers Deployment: Full Time

Qualification and Experience Required:

Matrix of Qualification and Experience for PFC Coordinators			
SN	Qualification Required	Experience Required (No. of Years)	Remarks
1.	PG in Public Health/Hospital Administration/Hospital Management or equivalent/ or MBA/MSW	05	Should preferably have similar experience of 2 Yrs or working in Hospitals or similar set up.
			Should preferably have previous experience of working with rural/tribal communities.
			Should have at least 3 years of experience in health-related projects.

Desired qualities of the PFC Coordinator:

- Must be in the age group 22-45 years.
- Competency in usage of IT tools including proficiency in MS Office.
- Strong Oral and writing skills in Odia and English with effective documentation skills.
- Preferably having working knowledge of Accounts and book keeping.
- Pleasant mannerism / Good behavior.

Specific Responsibilities:

1. Responsible for overall functioning and implementation of the PFC & AAC.
2. Build and maintain a high performing team of other personnel hired under this program.
3. Ensure that the deliverables under "Scope of Work" as mentioned in a timely manner.

4. Supervise all referrals and assign cases to the Pharmacists Cum Assistants in an efficient manner.
5. Coordinate between DHH/SDH and VIMSAR on the flow of patients through PFC.
6. Disburse monthly salary to the hired personnel within the first week of the following month.
7. Submit monthly and daily reports in the prescribed formats to office of the CDM&PHO/DPMU NHM.
8. Manage day to day operations of the PFC & AAC by coordinating with all stakeholders and personnel hired under the project.
9. Arrange logistics of supplies, materials, and consumables.
10. Be present in the AAC every day to oversee the Food Quality, Quantity & cleanliness, security and comfort of the attendants.
11. Conduct review meetings of PFC personnel for assessing progress and further action/activities.
12. Report to the client or Authorized representative of the client and act as a formal channel of communication between the selected Agency and the office of the CDM & PHO.
13. Identify, assess gaps and address them, if possible, or highlight them to the office of the CDM & PHO.
14. Any other relevant work that may be directed by the CDM&PHO related to the PFC or AAC.

ii. Pharmacist Cum Project Assistant (02 Numbers)

Deployment: Full Time

Qualification:

1. D.Pharma as eligibility Criteria (Higher qualified Candidates if applies will be preferred)
2. Minimum 3 years of professional experience in any Hospital or similar appointment
3. Previous experience of coordinating health projects or experience in handling government health schemes/hospitals will be preferred.

Desired qualities of the Pharmacist Cum Project Assistant:

1. Must be in the age group 22-45 years.
2. Computer skills especially MS Office Candidates will be preferred.
3. Must have excellent communication skills in Odia, local dialects of western Odisha and working knowledge of English.
4. Should preferably have previous experience of working at PHCs/PVT hospitals in tribal/rural communities.

5. Must be well behaved, to deal with doctors, paramedics, patients & their attendants.

Specific Responsibilities:

1. Contact the patient/ patient's attendants; keep track of their departure/arrival time from Sundargarh to Burla, number of attendants, etc. over phone.
2. Receive the patients, collect original referral card from patient / patient's attendants, intimate referral card and other details to PFC Coordinator.
3. Intimate the officials of the referred hospital (VIMSAR) about the referred patient.
4. Coordinate with the Hospital Manager/Hospital /Ward Matrons- authorities for necessary arrangement.
5. Follow all the necessary step of admission procedure and liaison between doctor/ hospital staff and the patient patient's attendants including requisite paperwork, registration, fixing of appointment, etc.
6. Get all the diagnostic done in time and availing all the free Benefits entitled for the patient including liasioning with blood bank for blood provision.
7. Collect photocopies of necessary documents from patients/ patient's attendants and submit it to the PFC Coordinator for required documentation.
8. Assist the patient in all investigations, diagnostics, availing of medicines, blood, reports, etc.
9. Assist the patient in availing of insurance benefits (BSKY), hearse Van(if needed), and other Referral & financial services.
10. Coordinate with PFC Coordinators on follow-up of admitted IP patients every day, and share necessary information in prescribed formats.
11. Ensure safe & smooth discharge of patients by following all the official and required procedures formalities and arrange transportation (ambulance/others).
12. Provide list of attendants per patient needing accommodation facility to Project Coordinator daily.
13. Any other relevant work that may be directed by the Client

iii. Accountant -cum- Store Keeper

Deployment: Full Time

Qualification:

1. B.com & having Minimum 3 years of professional experience.
2. Store Keeping and Store management experience of stock keeping

Desired qualities of the Caretaker:

1. Must be in the age group 22-35 years.
2. Must have adequate computer skills especially MS Office .

3. Must have excellent communication skills in Odia and local western Odisha dialects.

Specific responsibilities:

1. Overall, in charge of the AAC Kitchen Store and Supply of Groceries and responsible for its management as per the guidance of PFC Coordinators . He/she will be the supervisor for the staff posted in the AAC.
2. Collect list of attendants per patient admitted from the PFC Coordinator on daily basis for the number of meals to be cooked.
3. Ensure safe, secure and clean accommodation for the attendants.
4. Ensure distribution of food to the attendants every morning.
5. Regular book keeping and Cash book management.
6. Providing daily rations and other consumables to cook cum attendants for cooking.
7. Oversee the cleanliness & ensure hygiene practices at AAC.
8. Oversee the security arrangements and CCTV footage.
9. Ensure all registers related to the operations of the AACs are updated and maintained and soft copies. Generate and submit necessary reports, sheets, etc. when required by PFC Coordinator.
10. Ensure smooth logistical arrangements of all consumables and supplies for cleaning and other related tasks to housekeeping staffs.
11. Maintenance of Attendance Registers at PFC Cum AAC for Salary and Leave as per the norms and guidance of PFC coordinator.
12. Report to PFC Coordinator for smooth running of the AAC

iv. Cook -Cum –Attendants(02- Numbers)

Deployment: Full Time

Qualification & Specific responsibilities:

1. Minimum 7th standard pass and able to read and write in Odia language.
2. Able to cook for Minimum 30 persons with assistance from one House Keeping Staff and food must be tasty and Nutritive
3. Good Cooking Skills and similar experience in any Govt/Pvt set up is a must for these posts.
4. In time of need, they have to attend and go errand for any article/commodities needed by the AAC inmates.
5. Chief role is providing Cooked food(Lunch & Dinner) to the inmates of AAC as per the direction and menu chart provided.

6. Report to Acc. Cum Store keeper any kitchen supplies replenishment and help him/her to plan and procure the supplies for a week in advance.

v. Sanitation Workers-cum- Housekeepers: (Total 06 Numbers-03 Male and 03 Female)

Deployment: Full Time

Specific responsibilities:

1. Maintain clean & hygienic environment in the PFC Cum AAC.
2. ONE will Assist the Cooks for kitchen assignments regularly only among them.
3. Sweep and mop the AAC once daily with appropriate disinfectant under the supervision of the PFC Coordinator/Accountant.
4. Disinfect the toilets once daily with Phenyle/ 0.5% active chlorine solution and Napthaline.
5. Wash the bed sheets, and pillow cover every alternate day and on discharge of occupants.
6. Wash of curtains and mosquito nets once every fortnight.
7. Any other related task that may be assigned.

vi. SECURITY GUARDS (03 Numbers)

Deployment: To be Out Sourced by the Agency

Specific responsibilities:

1. Maintain Safe & Secure environment in the PFC& AAC.
2. Assist the PFC Coordinators and Pharmacists in making the AAC and PFC safe for patients/accompanying members.
3. Any other related task that may be assigned.

N.B.: In case of need, the agency must provide attendant to the critical patients who are not accompanied by an attendant. The expenses for this purpose will be met by producing bills @ unskilled laborer. The engagement of such person will be done. If the helpdesk system of VIMSAR, Burla fail for any reason and with approval of DMO(MS)-cum-Superintendent / CMO of referral unit. This will be strictly limited to patients referred for RTA without any attendant of till the arrival of their attendants. In these cases the engaged part time attendants will be allowed fooding in AAC.

Fund Release:

As it is a fixed cost based project, the fund will be allotted as below:

Non Recurring cost is to be provided after signing of the MOU with the CDM&PHO, Sundargarh.

On establishment of the PFC-cum-AAC, 40% of the project cost (Recurring) is to be transferred and on submission of SOE, the rest fund is to be disbursed in two installments, i.e. 30% each. The budget is liable to change as per actual (fooding cost) after one year on the basis of patient flow.

O. Monitoring Mechanism:

Primarily the Agency Selected and engaged will be responsible for smooth management and monitoring of the project activities including updated documentation. However, a committee will be constituted by the Monitoring & Evaluation of the Project by DPMU NHM/ CDM&PHO and DMF and report on the following matter:

- Resolving of issues / conflicts arises during the project period as requested by the agency.
- Periodical review & monitoring of the projects.
- Recommending preventives and improvements.
- Any other issues as assigned by the competent authority.

4.1 Redressal of grievances:

The grievance related to the “Operation and management of PFC Cum AAC” is to be redressed at the level of CDM&PHO or District NGO Committee on Health Projects of the District.

4.2 Jurisdiction of Court:

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

4.3 Compliance with existing laws:

The Agency agrees to abide by all laws of the land as will be applicable for operation and maintenance of the facility.

4.4 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 – EVALUATION OF THE PROPOSALS.

5.1 Evaluation of Technical Proposals

In the first stage, the proposal will be scrutinized on the basis of agency's fulfillment of **eligibility criteria in the prescribed checklist at ANNEXURE-B**. Only those Agencies who qualify as per the eligibility criteria, their proposal will be considered for the next stage of evaluation and Award of Marks in the checklist given below. The Agencies have to score **at least 50 or above out of total 100 marks** in order to be considered for the preparation of merit list for Project.

SCORING SHEET FOR THE ASSESSMENT OF THE AGENCY

NAME OF THE AGENCY :

Name of the Project applied for :

Sl. No.	Areas of assessment	Maximum marks	Marks obtained	Means of Verification
Registration & Establishment: (20 marks)				
1	a) Years of existence of entities registered in Society Registration Act/Indian Trust Act. (7-10 yrs=3 marks; >10 yrs =5 marks)	5		Registration certificate
	b) Registered under 80G (if yes=01 mark; if No=0 mark)	2		80G Regd. Certificate
	c) Working experience on social sector/Health sector in Odisha. (on completion of 5 yr of exp=3 marks, on completion of 7 yrs of exp= 5 marks, on completion of 10 yrs of exp=10 marks)	10		MoU/Agreement
	d) Governance System (Meeting & minutes of the Executive Committee/ Governing body meeting based on bye-law & Memorandum of the society in the last financial year): (Less than 50% meeting=0 mark; 50%-75% meeting =1 mark; >75% meeting= 3 marks)	3		Proceeding/ Meeting register of GB & EB
Field Level Experience: (45 marks)				
2	a. Years of experience in implementing projects in Health sector specifically management of MWH in Sundargarh District out of any Government Funding support. (1-5 years= 5 marks; >5 to 7 years=7 marks; >7 years to 10 years=10 marks.	10		MoU/Agreement
	b. Years of experience in implementing projects in any Health and allied Sector out of any Private	10		MoU/Agreement

Sl. No.	Areas of assessment	Maximum marks	Marks obtained	Means of Verification
	Agency Funding support. (1-5 years= 5 marks; >5 to 7 years=7 marks; >7 years to 10 years=10 marks)			
	c. Agency having Multi-District experience in implementation of any health sector/Allied projects out of any Govt. Funding support. (1-5 years= 5 marks; > 5 to 7 years=7 marks; > 7 years to 10 years=10 marks.	10		MoU/Agreement
	d. Agency having experience in Management of any PHC / Pvt Hospitals projects out of any Govt./PVT/CSR/ Funding support. (1-5 years= 5 marks; > 5 to 7 years=10 marks; > 10 years =15 marks	15		
Financial strength: (20 marks)				
3	a. Financial turn over (minimum 50 Lakh per each year in the last three FY i.e 2017-18, 2018-19 & 2019-20 as per audit report) (>50 Lakhs-1Cr.=5 marks; > 1Cr. 1.5Cr.=10 marks.	10		Annual Financial Statements of last 3 FY audited by a qualified CA /Audit report of last 3 FY.
	b. Fixed assets in the name of the Agency (minimum 30 lakhs assets) as per 2019-20 audit report. (>30-60 lakhs =5 marks; > 60Lakhs-1.Cr.=10 marks.	10		Fixed Asset Statement of last FY duly audited by a qualified CA/ Audit report of last FY
Manpower strength: (10 marks)				
4	Agency having staff in the payroll other than Funding Project Staff engaged since Min.One year before Sep30,2021 - Minimum 1 Project Manager=5 marks(min Qualification MBA/MSW/MPH) - Minimum 1 Account Staff (Post Graduate Level)=3 marks - Minimum 1 Pharmacist staff = 2 mark	10		Acquaintance & HR documents.
Other Strength (Reward & Recognition): (05 marks)				

Sl. No.	Areas of assessment	Maximum marks	Marks obtained	Means of Verification
5	Agency received any National/State award by any Government /Government Institutions for significant contribution in Health /Health Allied/social development Sector. (State Level=3 marks; National level=5 marks.)	05		Certificate received from any Govt./ Govt. Inst.
Total Marks		100		

NB: Only the Agencies securing at least 50 marks or more, out of 100 marks in the technical evaluation shall be shortlisted for the merit list.

Signature of the Committee members

Name	Designation	Signature

SECTION6: RFP FORMATS AND SUBMISSION OF PROPOSALS.

ANNEXURE-A

Check List for Proposal Submission (Attach the checklist along with the Proposal)

Sl. No	Sequence of the Document to be submitted	Whether submitted (Y/N)	Page No.
1	EMD of Rs. 50,000/- in the mode of DD/BC.		
2	Covering letter for the project by the Entity in its letter head (Document. 1) - To be submitted in Form - T1 .		
3	Profile of the Agency (Name, Address, Registration etc.) – (Document. 2) - To be submitted as per Form T2 .		
4	Copy of the Registration Certificate or equivalent certificate (Document. 3)		
5	Copy of the Memorandum of Association or equivalent document (Document. 4)		
6	Copy of Unique ID No. through the portal NGO-DARPAN of NITI Aayog (Document. 5) .		
7	Copy of the 12A Certificate (Document-6)		
8	Copy of the 80G (Document-7)		
9	Annual Financial Statements with audit report attached for the last 3 years 2017-18, 2018-19 & 2019-20 duly audited by a qualified CA (Document. 8) . To be submitted in Form-T3		
10	Annual Reports of the entity for the last three years i.e. 2018-19, 2019-20 & 2020-21. In case run by the PSUs, annual reports of the PSUs. (Document. 9) . Organizations not preparing annual reports should provide legitimate reasons for not preparing the same.		
11	Fixed Asset Statement of last Financial Year 2019-20 duly audited by a qualified CA. (Document. 10) . To be submitted in Form-T4		
12	Work experience of the Agency (Document. 11) . To be submitted in Form-T5		
13	MoU/Agreement documents pertaining to work experience in implementing projects in any Social Sector out of any Govt. Funding (Document. 12)		
14	MoU/Agreement documents pertaining to work experience in implementing projects in any Social Sector out of any Private Funding (Document. 13)		
15	MoU/Agreement documents pertaining to work experience in		

Sl. No	Sequence of the Document to be submitted	Whether submitted (Y/N)	Page No.
	implementing projects in any Social Sector in the applied district (Document. 14) .		
16	MoU/Agreement documents pertaining to Multi-State work experience in implementing Health projects out of any Funding support (Document. 15) .		
17	Names of the Office Bearers along with their addresses (in case of Trusts and Registered Societies) / Names of the key personnel along with their addresses for Other Organizations (Document- 16)		
18	Name of the Staffs & qualification in the payroll, other than Funding Project Staff (ANM, other Managerial and Accounts Staff). (Document-17)		
19	An undertaking that the Office Bearer of the Agency has not been convicted/case pending by any court of law in India or abroad for any criminal offence. (Document- 18) . To be submitted Form – T6 .		
20	A certificate that the bidder has never been "blacklisted"/debarred from participating in any tendering process by any State Government/Central Government institutions. (Document- 19) To be submitted in Form – T7 .		
21	An undertaking that the Agency is willing to sign the service level agreement/MoU. (Document 20) . To be submitted in Form – T8 .		
22	Copy of PAN card of the Agency (Document: 21)		
23	Copy of Bank Pass Book of the Agency (Document: 22)		
24	Copy of the document relating to the presence of Agency in the State of Odisha either land & building record issued in the name of Agency/lease agreement in affidavit mode (Document: 23)		
25	Copy of the award certificate (National/State level) received from any Govt./Govt. Institutions only (Document: 24)		
26	Copy of the resolution of the competent authority in the Organization authorizing the signatory to respond to this invitation (Document 25) .		

APPLICATION SCRUTINY FORMAT

NAME OF THE AGENCY :

Name of the Project applied for :

Sl. No	Details of the submissions of key documents	Whether submitted (Yes/No)	Detail Remarks
Compulsory Documents			
1	Whether application is received on/by due date and by registered post/speed post/courier services?		
2	Whether all pages of proposal & documents are signed by Chief Functionary of the Agency?		
3	Whether the Agency has submitted EMD in the mode of valid Demand Draft /Banker Cheque with required amount?		
4	Whether copy of the Registration Certificate of the Agency (under Society/Trust) submitted?		
5	Whether the organization completed 7 years of registration by 30.09.2021?		
6	Whether copy of the Unique ID under NITI Aayog NGO Darpan submitted?		
7	Whether copy of the Memorandum of Association / By-Law of the Agency submitted?		
8	Whether copy of the Contract/MoU documents pertaining to the Agency work experience to meet the eligibility criteria submitted?.		
9	Whether Annual Financial Statements of the last 3 years duly audited by a qualified CA (As per Form-T3) submitted?		
10	Whether the agency is having an annual turnover per each year in the last three financial years as per eligibility criteria?		
11	Whether Fixed Asset Statement of last Financial Year duly audited by a qualified CA (As per Form-T4) submitted?		
12	Whether the Agency is having the fixed assets in the form of infrastructure/land/building/asset as per eligibility criteria?		
13	Whether copy of the 12A Registration certificate submitted?		
14	Whether copy of PAN Card submitted?		
15	Whether copy of Bank Pass Book submitted?		
16	Whether an undertaking in the form of Affidavit that the		

Sl. No	Details of the submissions of key documents	Whether submitted (Yes/No)	Detail Remarks
	office bearer of the Agency has not been convicted by any court of law for any criminal offence (As per Form-T6) submitted?		
17	Whether Affidavit certifying that Entities are not blacklisted (As per Form-T7) submitted by the Agency.		
18	Whether an undertaking that the Agency is willing to sign the service level agreement (As per Form-T8) submitted?		
Optional Documents			
19	Whether copy of the 80G Registration certificate submitted?		
20	Whether names of the Office Bearers along with their addresses statement submitted?		
21	Whether copy of the meeting minutes of the Executive Committee/ Governing body/ any other body meeting based on by-law/ Memorandum of the Society/ registration document of last three financial years till date submitted?		
22	Whether details statement of the manpower engaged by the Agency other than Funding Project Staff (Name, Designation, Qualification, years of experience etc) submitted ?		
23	Whether copy of the document relating to the presence of Agency in the State of Odisha either land & building record issued in the name of Agency/lease agreement in affidavit mode submitted?		
24	Whether copy of the award certificate (National/State) received from any Govt./Govt. Institutions only submitted?		

N.B: The supporting documents/requirements from the Sl. No. 1 to 18 are compulsory, failing which the application of the Agency shall be rejected.

Findings of the Scrutiny:

Whether Accepted or Rejected?, If Rejected, reasons to be specified at below:

Accepted

FORM – T1
(Covering Letter)

(To be furnished in the proposal)

PROPOSAL SUBMISSION FORM

(On the letterhead of the agency)

To

The Chief District Medical & Public Health Officer, Sundargarh

Re.: RFP Reference no. _____ dated _____

Sub: Submission of the proposal for “Operation and Management of ‘Patient Facilitation Centre at VIMSAR Burla’ in Partnership mode

Dear Sir,

We, the undersigned, offer to provide the services for the “Operation and Management of Operation and Management of ‘Patient Facilitation Centre-cum-Attendant Accommodation Centre at VIMSAR Burla’ in Partnership mode. We are hereby submitting our Proposal in a sealed 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.

We understand that 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: _____

(Seal of the entity)

FORM – T2

(To be furnished in the proposal)

PROFILE OF THE AGENCY

1	Name of the Agency.	
2	Name of the Chief Executive of the Agency	
3	a. Head Office address of the Agency	
	b. Telephone / Mobile Number	
	c. Email ID	
4	a. Act under which the Agency Registered	
	b. Agency Regd. No with year of Regd. (under Society Act/Trust Act)	
5	Agency Unique ID Regd. No. under NGO- DARPAN Portal of NITI Aayog.	
6	Year of 12 A registration	Yes / No
7	Whether registered under 80 G	Yes / No
8.	Agency PAN Number	
9.	Bank details (Name of the Bank, Account number, IFSC Code and address of the bank)	
10	Local Office address of the Agency	
11	Any National/State level award received by the Agency for outstanding contribution in social development sector from any Govt./Govt. Institutions only.	

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

Name and Title of Signatory: _____

(Seal of the entity)

FORM -T3

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 Lakhs (Rs.)
1	2017-18	
2	2018-19	
3	2019-20	
Average Annual Turnover of last three years (Rs. In lakhs)		

Date:

Signature of Chartered Accountant
(Name in Capital)

Place:

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

FIXED ASSETS STATEMENT

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

The Annual Turnover of M/s _____

For the last financial year statement is given below and certified that the statement is true and correct.

Sl.	Financial Year (last FY)	Fixed Assets value in Lakhs (Rs.)
1	2019-20	

Date:

Signature of Chartered Accountant
(Name in Capital)

Place:

Seal

Membership No

Note:

1) To be issued in the **letter head** of the Chartered Accountant with membership No.

FORM –T5*(To be furnished in the proposal)***Details of the experience***(Attach separate sheets if the space provided is not sufficient)*

Name of the assignment	Name/address of the Organization with whom the contract signed	Date of commencement of Contract	Date of completion of Contract	Duration of the Contract	Value of the Assignment (in Rs.)	Key assignments accomplished as per the contract
<i>A. Experience in implementing projects in any Social Sector out of any Govt. Funding:</i>						
<i>B. Experience in implementing projects in any Social Sector out of any Private Funding:</i>						
<i>C. Experience in implementing projects in any Social Sector in the applied district:</i>						
<i>D. Multi-District Exp. in implementing Maternal & Child Health Projects out of any Funding support:</i>						

Note: Please furnish the relevant **MoU /Agreement /Contract documents** of the works executed in support of the information mentioned above.

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

Name and Title of Signatory: _____

(Seal of the entity)

FORM –T6

(To be furnished in the proposal)

**Format for Undertaking of the Agency
(On Non Judicial Stamp Paper)**

Affidavit

I,..... (Sole Chief Functionary of the Agency), (the names and addresses of the registered Agency) do hereby solemnly affirm and sincerely state that;

- a) I or any other office bearer on behalf of the Agency has not been convicted by any court of law in India or abroad for any criminal offence.
- b) The Agency has not been blacklisted by any Government (State or Central) Department or Agency in India, which is in force during the currency of the contract.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with District Mineral Foundation, Sundargarh under such contract shall be liable for termination in addition to other legal recourse available under the law of the land.

Dated thisDay of, 2021

Name of the Applicant

.....
Signature of the Authorized Person

.....
Name of the Authorized Person

(Seal of the entity)



FORM T8

(To be furnished in the proposal)

Format for WILLINGNESS/CONSENT LETTER.

I, Mr/Ms (The name of the agency with address of the registered office) herewith giving my consent to sign the agreement abiding by all norms.

This is for favour of your information and necessary action.

Dated this Day of, 2021.

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

Name and Title of Signatory: _____

(Seal of the entity)

