

CHIEF DISTRICT MEDICAL & PUBLIC HEALTH  
OFFICER SUNDARGARH DISTRICT, ODISHA

BID DOCUMENT

TENDER FOR SHORTLISTING OF AGENCY / SERVICE PROVIDER FOR  
OPERATIONALIZATION AND MANAGEMENT OF E-RICKSAW SERVICE  
IN SUNDARGARH DISTRICT, ODISHA.

Tender Notice No. : .....1090..... Dated 21/06/2022

**TENDER INVITING AUTHORITY**

*Chief District Medical & Public Health Officer,  
Sundargarh dist.*

**ABSTRACT**

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Chief District Medical & Public Health Officer,  
Sundargarh

SECTION - I: INVITATION FOR BIDS (IFB)

Tender Notice No. : 1090, Date: 21/06/2022

**NAME OF WORK:** TENDER FOR SHORTLISTING OF AGENCY / SERVICE PROVIDER FOR OPERATIONALIZATION AND MANAGEMENT OF E-RICKSAW SERVICE (END- TO- END) IN SUNDARGARH DISTRICT, ODISHA.

**TENDER INVITING AUTHORITY:** CDM & PHO, Sundargarh, Odisha

**AREA of OPERATON & SCOPE OF WORK:**

The e-Rikshaw, which is operated by battery only, has been provided in each Block CHC, one at DHH Sundargarh and one at Govt. Medical College, Sundargarh of Sundargarh district (Total 19 Nos.) under MPLAD Scheme, in view of extending door step services to the patients attending Hospitals during any medical emergency. For availing the Rikshaw services it requires a sound operation & management system through a qualified and competent Agencies having experience in the same field so as to ensure 24X7 e-Rikshaw services to the patients requiring to attend Hospitals. The E-Rikshaw is stationed at CHC campus and can cover up to a distance of 25 KMs of radius. This will be used for both pick and drop services for patients of the localities seeking immediate OPD or IPD services, may be within the radius of 25-30 KMs if required. The selected Agency shall provide the service round the Clock by deploying Drivers having good moral character and responsive nature. The selected Agency shall also take all steps for day-to-day maintenance of the Rikshaw and give necessary undertaking regarding the same. The Agency shall also take responsibility of availing warranty services offered by the Company if any, failing, the same will be born by the Agency itself under maintenance. **The Agency shall charge the required cost of operation including drivers and maintenance as per the L1 rate quoted by the Agency in the bidding process only.** The Agency intending to work as per the defined terms and conditions and fulfilling minimum eligibility criteria can participate in the bidding process. The period offered for management of the E-Rikshaw services is for a period of 3 years and may be extended based on the satisfactory performance of the Agency. The decision of district level committee, in this regard, is final.

1. Bids are invited for " TENDER FOR SHORTLISTING OF AGENCY / SERVICE PROVIDER FOR OPERATIONALIZATION AND MANAGEMENT OF E-RICKSHAW (END-TO- END) IN SUNDARGARH DISTRICT, ODISHA".
2. The details of Tender conditions and terms can be downloaded from i.e. website: [sundargarh.nic.in](http://sundargarh.nic.in)  
Organizations would be required to submit their bids in offline only.
3. Pre-bid discussion on date- 30.06.2022 at 11.00 A.M
4. Last Date and time for Receipt of tenders: 07.07.2022 up to 2.00P.M.
5. Time and date of opening of tenders:
  - (i) Technical Bid : 07.07.2022 @ 4.00 P.M.
  - (ii) Financial Bid : After completion of Technical Bid

Note: The dates stipulated above are firm and under no circumstances they will be relaxed unless otherwise extended by an official notification or happen to be Public Holidays.

**6. Minimum eligibility criteria for evaluation of Technical bids.**

- i. Required tender paper cost & EMD must be in favour of ZSS Non NRHM, Sundargarh
- ii. Photo Copy of GST Registration
- iii. Self-attested photo copy of PAN Card
- iv. Copy of last two years IT return.
- v. Should have submitted the Audited financial Statement of last two years.
- vi. The firm/ Agency must be registered in MSME / Udyog Aadhaar.
- vii. Minimum 02 years of experience in managing any Ambulance service at any Govt. organisation.
- viii. Undertaking to be given in Affidavit that the firm has not been blacklisted by any Govt. organisation institution.

**7. Procedure for submission of Bids:**

- a. Organization must visit the district website- [sundergarh.nic.in](http://sundergarh.nic.in) for getting all related information.
- b. **Submission of Documents is to be by Regd. Post/Speed Post Only**
- c. While registering/submitting the proposal, organizations need to submit the self-attested photocopies of the required documents as per the Tender requirements onto their profile.
- d. The Organizations who are desirous of participating shall submit their technical bids etc., in the Standard formats prescribed in the Tender documents, displayed at website. **The Organizations should enclose the self-attested scanned copies of documents in support of their technical bids. The bidders shall sign on all the statements, documents, certificates and submit them, owning responsibility for their correctness / authenticity.**
- e. The CDM & PHO will not hold any risk and responsibility for the documents, be it the invisibility of the photocopy or/and any other problem(s) encountered by the Tenderers while submitting his bids.

**8. Qualification requirements:**

The tenderer shall furnish the following particulars in the formats enclosed, supported by documentary evidence as specified in the formats.

- a. Check Sheet to accompany the tender.
- b. Tender paper cost Rs. 1000/- (Non-Refundable) and EMD Rs. 20000/- (Refundable) in favour of ZSS Non NRHM Payable at Sundargarh must be submitted along with technical bid.
- b. Self-Attested copies of documents relating as per eligible criteria.
- c. List of projects for Central/State Government, Central/State P.S.U.s Central/State Local Bodies & autonomous bodies handled during the last three (3) years ending March 2020.
- d. The Organizations should furnish copy of permanent account number (PAN) and latest income tax returns submitted along with proof of receipt.
- e. The Organizations should submit the particulars in the format specified in the tender schedule along with necessary certificates.
- f. The bids received without supporting documents shall not be considered for evaluation and will be entitled for rejection.

- g. The tenderer is subjected to be black listed, if he is found to have misled or furnished false information in the forms / statements / certificates submitted in proof of qualification requirements or record of performance.
- h. The acceptance of any or all tender(s) will rest with the corporation who does not bind itself to accept the tender and reserves to itself the right to reject any or all of the tenders received without assigning any reason thereof.
- j. Tenders shall be scrutinized in accordance with the conditions stipulated in the Tender document. In case of any ambiguity or dispute, the decision taken by the Tender Inviting Authority on tenders shall be final.
- k. The Tender Inviting Authority reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the finalization of tender list, without there by incurring any liabilities to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Implementing authority's action.

9. General Terms & Conditions

Officer inviting bids: CDM & PHO, SUNDARGARH District.

- a. Bids are invited on the offline platform for selection of Service Providers for operationalization and management of E-Rickshaw initiative (providing End-to-End service) for CDM & PHO SUNDARGARH.
- b. **Tender Schedules:** tender schedules can be downloaded from the  
web site: [sundargarh.nic.in](http://sundargarh.nic.in)  
**Note: The dates stipulated above are extendable by an official notification by the department or happen to be Public Holidays.**
- c. In order to obtain clarity of information's, it is desirable that a representative of their firm may visit the office of the CDM & PHO Sundargarh, on the aforesaid day before the proposal is submitted. Pre-bid discussion has been arranged in the office chamber of CDM & PHO on 30.06.2022 in presence of Committee members.
- d. The documents that are submitted in mentioned address within stipulated time will only be considered for technical bid evaluation.
- e. Performance guarantee will be Rs 01 lakhs /- and Security Deposit will be Rs. 50,000/-, which needs to be submitted in Demand Draft /Banker's Cheque in favors of ZSS Non NRHM, Sundargarh. (Exemption of performance guarantee is the firms register under MSME.
- f. Any other condition regarding receipt of tenders in conventional method appearing in the tender documents may please be treated as not applicable.
- g. The bidder shall bear all costs associated with the preparation and submission of his bid and CDM & PHO Sundargarh shall, under no circumstances, be responsible for such costs, regardless of the outcome of the further proceedings to select successful bidder.

h. The Organizations who are in litigation / dispute with the CDM & PHO office, Sundargarh are liable for disqualification.

i. The Bidder must ensure the Character of the Drivers selected for driving the E-Rickshaws as Very Good and Certify that the Drivers do not take Alcohol or any other substance-which would in any case endanger the Carriage of PW/Patient.

j. The Drivers must have valid 3-Wheeler / 4-Wheeler Driving License

k. The Earnest Money Deposit shall stand forfeited if the bidder withdraws his bid during the period of bid validity or if any information or document furnished by the bidder turns out to be misleading or untrue in any material facts.

l. The Agency should clearly understand that the decision of selection

Committee formed by CDM & PHO, SUNDARGARH shall be final and binding.

m. Any complaints received from community or local health authority; bills will be withheld till for payment receipt of satisfactory performance report. Further action will be taken on the basis of report.

n. The committee reserves the right to reject the bids or to accept the bids without assigning any reason.

o. The Organizations shall furnish the acceptance form immediately on receipt of LOA (Letter of Acceptance) within in seven days from the date of issue of LOA, failing which the LOA is deemed to have been cancelled.

p. If the successful Agency/Organization fails to execute the agreement and / or withdraws his bid after the intimation of the acceptance of his bid, his contract will be cancelled and he will also be liable for all damages sustained by CDM & PHO, SUNDARGARH or his representative.

q. Non-performance of contract provisions after acceptance & agreement will disqualify a firm to participate in any called by CDM & PHO for next three years.

r. In the event of failure to adhere to the agreement conditions as per the standards prescribed, the firm may be black listed for three years. The Agency shall also be liable for action under criminal law.

s. Once the Agency selected/shortlisted:

i. They have to start the operation within 30 days.

ii. The shortlisted Agency / Organization has to give written assurance to CDM & PHO prior to its working to maintain transparency in its work. Regular inspections will be carried out by the CDM & PHO Office or any member appointed by Health Dept. / District Social Welfare Officer at any moment / anywhere / in any condition and any number of times. Without interfering patients' transportation.

iii. The organization has to provide a route map and Camp Plan, prior to the month start and submit an Action Taken Report at the end of each completed month, to the CDM & PHO office.

iv. The Organization has to provide E-Rickshaw services in 24 X7 basis.

v. The Agency has to deploy more than 2 Drivers on rotation basis for ensuring quality and uninterrupted services in the management of E-Rikshaw.

vi. The Agency must have to provide a dedicated Mobile with two dedicated phone Numbers(different operators) to be used for contacting the E-Rikshaw.

vii. If the Agency/Organization wants to terminate its operation with the client before the stipulated time period, a three months prior notice is required in advance to the CDM & PHO Office Sundargarh.

t. In all the above conditions the decision of selection committee shall be final and binding.

w. The CDM & PHO, SUNDARGARH will not hold any risk and responsibility for any postal / courier delay encountered by the Tenderers while submitting his bids.

10. The remuneration, which the Organizations receive from the contract,

will be subject to normal tax liability in India. Kindly contact the concerned tax authorities for further information in this regard if required.

11. *Force Majeure:*

a) In case of any dispute between both the parties, Arbitration shall be appointed by the **Collector & District Magistrate, Sundargarh**, whose decision shall be final.

b) All civil suits shall have jurisdiction in Sundargarh only.

c) In case of any breach of agreement for non-satisfactorily performance, penalty shall be imposed as decided by the **Collector & District Magistrate, Sundargarh**.



## SECTION –II

### BID FORMATS

FORM F-1

From:

To:

Sir,

TENDER FOR SHORTLISTING OF AGENCY / SERVICE PROVIDER FOR OPERATIONALIZATION AND MANAGEMENT OF E-RICKSAW SERVICE (END-TO-END) IN SUNDARGARH DISTRICT, ODISHA – Reg.

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I/We, \_\_\_\_\_ Consultancy firm/organizations here with enclose technical proposal for selection of my/our firm for *Tender for shortlisting of agency / service provider for operationalization and management of E-Ricksaw service (end-to- end)* in SUNDARGARH, ODISHA STATE. With the CDM & PHO OFFICE, SUNDARGARH DISTRICT.

I/We understand that CDM & PHO, SUNDARGARH DISTRICT reserves the right to reject any proposal without assigning any reason. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Organizations.

Yours faithfully,



Signature Full Name

Address

(Authorized representative)



FORM No. F-3

COMPOSITION OF THE TEAM PERSONNEL AND THE TASK, WHICH WOULD BE ASSIGNED TO EACH TEAM MEMBER.

1. Technical/Managerial Staff

S. No.	Name	Position	Task Assignment

2. Supporting Staff

S. No	Name	Position	Task Assignment
1.			
2.			





**FORM-F5**  
**Format for Financial**  
**Bid**

**(For Shortlisted agency/organization in Technical**  
**Bid)**

Name of Agency/Organization:

Location:

**Operational Cost:** The Financial bid will be on operational cost including remuneration of drivers, Mobile phone/daily maintenance cost, Minor repairing if any, maintenance of battery, insurance etc.

Sl. No.	Particulars	Per Month/per one Rickshaw (excluding Tax) to be quoted in Rupees only.
A	Cost of driver for 24X 7 Services per one Rickshaw per month (More than two drivers to be engaged)	
B	Maintenance /Service Charges per one Rickshaw per month	
C	Any other charges per one Rickshaw per month	
D	Total cost of Operation to be charged Per one unit of E-Rickshaw(A+B+C)/month	

**NB:** The financial bid will be evaluated & comparative statement will be made as per the total cost of operation per one unit of Rickshaw per month (as at 'D') bided. The L1 bidder will be awarded the contract for management of e-Rickshaw services.



CHECK LIST OF DOCUMENTS TO BE SUBMITTED AS PART OF THE BID AND NOTES TO BIDDERS

Sl. No.	Documents Description	Check (Yes or No)
1	Non – refundable Process Fee of Rs. 1000/- & EMD Rs. 20000/-	
2	Registration Certificate in MSME/ Udyog adhaar.	
3	GST Certificate	
4	PAN card	
5	Latest two financial year IT returns submitted and proof of receipt	
6	Experience certificates in performing in the last two years (including current fiscal year).	
7	Supporting documents for minimum eligibility criteria and Technical evaluation at section I.	
8	Bid formats F-1 to F – 5	
9	Under taking to be given in Affidavit that the firm has not been blacklisted by any govt. organization /institutions.	

\*\* For Bid formats, No. documents other than the prescribed Bid formats from F 1 to F5 will be accepted.

