



REQUEST FOR PROPOSAL

Outsourcing of Patient Attendant Services & Other Manpower at Rourkela Govt. Hospital

RFP Reference No: NIRMAL /TENDER/ RGH/01

Date: 24/08/2022



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NOTICE INVITING PROPOSAL

RFP No.: Nirmal/Tender/RGH/01

Dated: 24/08/2022

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCIES FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE PATIENT ATTENDANT SERVICES AT ROURKELA GOVT HOSPITAL, Rourkela .

1	Period of Availability of RFP Document	From 25 th August to 14 th September 2022 (Downloadable from website: <u>Sundargarh District, Government of Odisha Website of Sundargarh District Administration India (sundergarh.nic.in)</u>)
2	Pre-bid Meeting	Date: 3rd Sept 2022, Time: 4:30 PM Address: Conference Hall, Administrative Block, Rourkela Govt. Hospital
3	Last date for submission of Proposal	Date: 14th September 2022, Time: 05.00 PM Address: Office of the Director, Rourkela Govt. Hospital. <i>NB: Proposals should be submitted through Speedpost/Registered post/Courier only.</i>
4	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening: 15th September 2022 at 12.30 PM at Conference Hall, Administrative Block. b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated by the Director, Capital Hospital, Bhubaneswar to the agency found successful in the technical proposal evaluation.</i> (Bidders / authorized representative may remain present at the time of opening of proposal)



SECTION1-INSTRUCTIONSTOBIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid for RGH has to be submitted in the Office of the Director, Rourkela Govt. Hospital.
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to “**Provisioning of Patient Attendant Services & Other manpower at RGH, Rourkela**” as 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 / Institution, 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 Director, RGH 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 & F3.** Upon selection, the agency shall be required to enter into an Agreement with the Director, RGH, Rourkela in the form specified at Annexure I.

2.2 Eligibility Criteria

The bidders should fulfil the following Eligibility Criteria:

- I. Should be registered in India as a Company, Firm, Society or a Trust.
- II. Consortium is not allowed.
- III. Should have an average Annual Turnover of **Rs. 3 Crores or more** during the last three financial years (2019-20, 2020-21 & 2021-22) which will be furnished in the letter head of the Chartered Accountant as per format.
- IV. Should have minimum 5 years of working experience in the field of Patient Attendant Services in Govt. & Pvt. Hospitals on the stipulated date of bid submission.
- V. Should have enrolled at least 100 personnel in Patient Attendant works as on date of bid submission. Work Order/ Contract copies in support of such enrolment must be submitted by the agency as per Format T4 with supportive documents of EPF challan & deposit slip for last 3 months.
- 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 labour registration certificate of minimum 300 nos. of manpower.
- VIII. Must have ISO 9001 certification.
- IX. Must be registered under EPF.

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| X. | Must be registered under ESI. |
| XI. | Must have a PAN. |
| XII. | Must have GST registration |

2.3 Proposal Submission

Interested eligible bidders may submit their bid(s) at RGH, Rourkela. The bidders interested to submit their bids can do so by submitting **EMD & documents** as set forth in this RFP at RGH, Rourkela. However, the bidder submitting proposal has to provide **Patient Attendant services & other manpower** as per the list attached in Section 5 and accordingly quote the prices in the price bid.

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 by the authorized representative of the bidder.
- (ii) Power of Attorney for signing of bid: The bidders 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 this/their initial prior to submission of the same.

2.4 Bid Document Cost

The bidders shall have to deposit a DEMAND DRAFT of **Rs. 5,000/-** (non-refundable) in the favor of Rogi Kalyan Samiti, Rourkela Govt. Hospital, Rourkela.

In the absence of the bid document cost, the technical proposal of the bidders shall be rejected.

The bid document cost should be put in the Technical Proposal (Cover A) envelop.

2.5 Earnest Money Deposit (EMD)

The bidders shall have to submit a Demand Draft of **Rs. 2,00,000/-** (refundable) in the favor of Rogi Kalyan Samiti, Rourkela Govt. Hospital, Rourkela.

In the absence of the EMD, technical proposal of the bidders 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 "Patient Attendant Services and other manpower at Rourkela Govt. Hospital".**
- **Cover-B-Financial Proposal for "Patient Attendant Services at Rourkela Govt. Hospital".**

(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 "**Patient Attendant Services at Capital Hospital, Bhubaneswar.**
- **RFP no. & Institution Name** (The bidder should clearly mention the RFP no. & 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.

The inner and outer envelopes shall be **addressed** to the **Director, at Rourkela Govt.**

Hospital. *If the outer envelope is not sealed and marked as mentioned above, then the O/o Director, at Rourkela Govt.*

Hospital will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.

(c) Content of the Proposal

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to outsourcing of Patient Attendant and other manpower 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. 2,00,000/-** (Rupees Two Lakh) as mentioned in point no. 2.5

2. Bid document cost of Rs.5,000/- (Rupees Five Thousand) as mentioned in point no.2.4.
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 Registration
8. Photocopy of the ECR of EPF and Challans of ESI for the month of **last three months** towards EPF/ESI payment of the personnel deployed by the agency.
9. Photocopy of ISO 9001 certification
10. Form T3 (Turnover Certificate from the Chartered Accountant)
11. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate.
12. Form T4 - Relevant Experience Details in managing Patient Attendant Services in Govt. & Pvt. Hospitals during the last five years.
13. Photocopies of work orders/contracts executed in support of the information furnished in Form T4
14. Form T5 -
Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
15. Form T6 -
Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
16. Form T7 -
Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
17. Any other details, the bidder likes to include in the proposal.

II. Cover B (Financial Proposal)

1. The bidder must submit the Financial Proposal using Forms specified in Form F1, F2, F3 with proper signature and seal of the bidder.
In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.
2. The same persons signing the RFP shall sign the financial part also.

2.5 Validity of Proposals

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

2.6 Cost of Proposal

The bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. The Director, Capital Hospital, Bhubaneswar will neither be responsible nor in any way liable for such costs, regardless of the conductor or outcome of the Selection Process.

2.7 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 Director, **Rourkela Govt. Hospital.**



- (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 Director, **Rourkela Govt. Hospital** 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 thereunder;
- (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 Director, **Rourkela Govt. Hospital** 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.

2.8 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.

2.9 Proposal Due Date

RFP filled in all respect must reach the Director, **Rourkela Govt. Hospital** at the address, time and date specified; 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.

2.10 RFP Opening

- (a) The Director, **Rourkela Govt. Hospital** in their respective will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned.
- (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 Background

Good support services are a critical determinant of health. As the first principle of healthcare is to do no harm, it is essential to have our healthcare facilities demonstrate high levels of cleanliness, hygiene practices.

WHO data on the burden of diseases show that—approximately 3.1% of deaths and 3.7% of disability-adjusted-life-years (DALYs) worldwide are attributable to unsafe water, sanitation and hygiene. The Centres for Disease Control and Prevention (CDC) report that approximately 1 in 20 patients acquired an infection during a stay in a healthcare setting where they are receiving medical or surgical treatment. Further, the perception of patients and the public regarding the level of cleanliness and ambience of a facility directly affects the level of confidence they have in the health care offered in a facility. There is no more visible parameter about Quality than cleanliness in public health facilities.

Against this backdrop, a plan has been chalked out for strengthening Patient Attendant Services at Rourkela Govt. Hospital.

3.2 Modalities of Patient Attendant Services

In order to prioritize focus on certain critical areas, the entire hospital area has been classified under 4 functional risk category areas as follows.

3.2.1 Classification of Hospital Area

1. High Risk Areas	2. Moderate Risk Areas	3. Low Risk Areas
Operation theatre units including gre cover area—Major & minor	Wards & Corridors	Departmental areas/office areas
Intensive care units/ Cardiac care units/ Neonatal ICU/ PICU/ Hybrid ICU etc.	Laboratory areas	Outpatient department
High dependency units	Blood Bank	Non-sterile supply areas
Emergency department/casualty	Pharmacies	Libraries
Labour room	Kitchen	Meeting Rooms
Post-operative units	Laundry services	Medical records section
Surgical wards	Mortuary	Stores section

Central sterile supply department/Theatre sterile supply unit	Nurses/ Doctors restrooms	Manifold services/room
Chemotherapy ward/room	Psychiatric wards	Telephoner rooms, electrical, mechanical, External surroundings
	X-ray Room	
Burn Unit		Staff Areas
Dialysis Unit		
Isolation wards/rooms including DRTB Centre & ART Centre		
Attached internal areas like bathrooms & Toilets		
4. Other Areas		
Hospital Premises - It includes the outhouse area, garden, rooftops, parapets, drain setc.		

3.2.2 Other Conditions:

- Effort should be made to post female attendant wherever possible in female wards, Labour room & OPD.

3.3 HR requirement for Patient Attendants services

3.3.1 Norms for HR engagement (tentative):

The competent agency is expected to engage HR as per following norms based on the bed strength of the concerned hospital.

- Lift Man – 6 no.s.
- Oxygen Plant Operator – 4 no.s
- Attendant – 66 no.s (1 attendant for every 6 beds). These attendants will be multi-skilled to perform as Ward Attendant / Stretcher Bearer / Dresser as per requirement.
- Gardener – 3 nos.

N.B: There required manpower under NIDAAN & others may be engaged by these selected bidder as per tender terms & conditions and NIDAAN guidelines. The tentative type of manpower may be Doctor, Laboratory Technician, Ophthalmic Assistant, Radiographer, Audiologist, ECG Technician, Staff Nurse, Pharmacist, Driver & Data Entry Operator as & when required by the Director, **Rourkela Govt. Hospital**

WorkingShifts:

The hospitals level staffs are expected to work in three shifts

- FirstShift :8AM–2PM
- SecondShift :2PM–10PM
- ThirdShift :10PM–8 AM

3.3.2 Qualification of personnel in the Hospital Office: The following key personnel with the required qualification and experience shall form part of the team to manage the patient attendant services. These selected agency shall submit the documents relating to relevant skill training imparted to the workers, their skills set and their personal record.

Hospital Key Personnel	Minimum Qualification	Minimum Experience required in years
Lift Man (Skilled)	ITI passed /any other certificate course	Minimum 1 Year post qualification experience in similar field
Oxygen Pant Operator (Skilled)	ITI passed /any other certificate course	Minimum 1 Year post qualification experience in similar field
Attendant/Gardener (Semi-Skilled)	10 th standard	Minimum 1 year of experience in Patient Attendant Services particularly in Hospital Sector.

3.3.3 Age Limit:

Sl. No.	Category	Qualification Experience
1.	Lift Man	Age Limit: Minimum 21 years & Maximum 50 years as on 31.10.2022
2.	Oxygen Pant Operator	Age Limit: Minimum 21 years & Maximum 50 years as on 31.10.2022
3	Attendant/Gardener	Age Limit: Minimum 21 years & Maximum 50 years as on 31.10.2022

3.3.4 Attendance: Biometric attendance system will be introduced to track availability of staff on duty, engaged under the said contract. The outsourced workers should be given weekly off by the agency as per the labor rules of State Government. Any deviation of the rules is liability of the agency.

3.3.5 Uniform: A uniform dress code will be recommended for all staff of Rourkela Govt. Hospital Training: Staff training and development is a core activity in the patient attendant service and a structured approach to training should be imparted by the agency with direct inputs from Hospi

tal Authority, Matron and other relevant healthcare professionals, as required.



a) Induction Training Topics for Lift Man

1. Job Description—duties & responsibility as mentioned in point no. 3.7
2. Uniform and protective gear
3. Leave Procedures
4. How to operate lift
5. Handling equipment— with demonstration
6. Reporting repair and maintenance
7. Safety & security
8. Fire safety
9. Penalties for misconduct/ not working

b) Induction Training Topics for Oxygen Plant Operator

1. Job Description—duties & responsibility as mentioned in point no. 3.7
2. Uniform and protective gear
3. Leave Procedures
4. How to operate the Oxygen Plant equipment
5. Handling equipment— with demonstration
6. Reporting repair and maintenance
7. Safety & security
8. Fire safety
9. Penalties for misconduct/ not working

c) Induction Training Topics for Attendant

1. Job Description—duties & responsibility as mentioned in point no. 3.7
2. Uniform and protective gear
3. Leave Procedures
4. How to operate the equipment/instruments
5. Handling equipment— with demonstration
6. Reporting repair and maintenance
7. Safety & security
8. Fire safety
9. Penalties for misconduct/ not working

3.3.6 Duration and Frequency of Training for Housekeeping staff as per risk Categorization of patient care areas:

Worker	Training	Refresher Training	Responsibility
Lift Man	1 day Induction Training	Training of two hours every month from 2nd month onwards	Selected Agency
Oxygen Plant Operator	1 day Induction Training	Training of two hours every month from 2nd month onwards	Selected Agency
Attendant/Gardener	1 day Induction Training	Training of two hours every month from 2nd month onwards	Selected Agency

The Training programmes shall be evaluated by head of the Hospital on regular basis to ensure that they meet the needs of the service and that staff are able to readily assimilate the information provided to them.

3.3.7 Other Conditions

- a) The 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.
- b) The 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, then a 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.
- c) 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.

3.4 Data Management:

- a) The agency needs to manage the data obtained from the hospital on a regular basis utilizing special software (State to develop & share with the agency). The agency needs to provide exclusive facilities (computers with broadband internet connection) for the same at all hospitals.
- b) Daily Report expected from the agency
 1. A daily report of staff on duty in all the shifts.
 2. A daily report of the status of the equipment and its utilization.
 3. A daily report of the chemicals and the consumables used.
 4. A daily report of the general sanitation from the Officer in charge/ Superintendent or any other officer deputed for the purpose of program.
 5. Evaluation report
 6. Any other reporting mechanism as desired by the Hospital.

3.5 Performance Review Criteria and Penalty from Bill Payment:

- 3.5.1 Performance review shall be carried out on a quarterly basis based on Scorecard by taking into account NQAS, Kayakalpa & other relevant indicators for assessing performance of the implementing agency as per the criteria. Accordingly, the penalties from the bill payments shall be as mentioned in clause 3.5.2



3.5.2 Scoring Indicators & Extent of Penalty:

Total Score	Extent of Penalty from Bill Amount
<or=70%	2% penalty from Bill
>70% and <80%	1% penalty from Bill
=or>80%	Zero penalty

3.6 Responsibilities of the Implementing Agency & Hospital Administration

3.6.1 Following are the responsibilities of the Agency (Service Provider):

- The Patient Attendant Services shall be provided 24x7x365 days without any interruption.
- All the personnel engaged by the Agency to provide the services in the hospital have to be in proper uniform during duty hour.
- All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the hospital)
- All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- All standards safety norms are to be followed during execution of work by the Agency to avoid accidents causing damage to personnel, machines, buildings, etc.
- In case of any accident/mishap of any nature occurred during performing the duty, the liability will be borne by the agency.
- The agency will submit the physical fitness certificate of all the staffs who are going to work at **Rourkela Govt. Hospital** which will be duly verified by the Medical Board of the **Rourkela Govt. Hospital**.
- The agency will submit the annual health checkup of all the staffs who are going to work at Capital Hospital, Bhubaneswar in every year.

3.6.2 The responsibilities of the Hospital Administration/Authority shall include:

- Clearly define the works for respective locations as per ToR.
- Co-operate with the patient attendant service staffs for timely and complete cleaning.
- Directly supervise the staff in critical/sensitive areas like OT, Laboratories, Labour Room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.
- Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

3.7 Job Descriptions:

3.7.1 Job Description of Lift Man:

- A Lift operator/Man has to open the gate at each floor where a stop is made and guide riders into the lift.
- Has to ensure that the doors remain open till all the riders have come inside or gone out.
- May need to politely refuse more people entering the lift when it has reached its maximum load.

- He has to pass information to riders regarding office locations and other floor information.
- He may also need to transfer mails and documents from floor to floor.
- He ought to assist in loading freight onto the lift, help elderly or disabled people get inside the lift.
- Maintain cleanliness and general appearance inside the lift.
- Stop the lift and report immediately in case of any malfunction.
- A lift operator/Man should be friendly, polite and courteous to the riders.
- In case of any fire incident he ought to be aware about all the safety guidelines and may need to disable the lift and prevent its use.
- S/He ought to be punctual in his attendance and timing. He ought to not leave the lift unattended for long.
- S/He ought to be able to use the intercom facility in the lift to call security, medical help etc. when needed.
- Any other duties assigned by the authority.

3.7.2 Job Description of Oxygen Plant Operator:

- Controls fractionating columns, compressors, purifying towers, heat exchangers, and related equipment to extract nitrogen and oxygen from air for industrial and therapeutic use: Turns valves in specified sequence to control flow of air through series of units that compress and liquefy it, remove carbon dioxide and impurities, and separate resulting product into nitrogen and oxygen.
- Observes pressure, temperature, level, and flow gauges to ensure standard operation.
- Tests oxygen for purity and moisture content at various stages of process, using burette and moisture meter.
- Adjusts equipment according to test results and knowledge of process and equipment.
- Opens valves to transfer liquid or gaseous oxygen through heat exchanger to cool air, to heat and vaporize liquid oxygen, and to store gaseous or liquid oxygen in storage tanks at specified temperature and pressure.
- Turns valves to transfer compressed oxygen to storage cylinders.
- Cleans and repairs equipment, such as replacing defective valves and removing carbon from valves, using hand tools and air hose.
- Records gauge readings and test results.
- May open valves to convey hot nitrogen through alternate batteries of driers to remove moisture.
- May clean and refill drier with activated alumina.
- May operate equipment to extract, compress, and liquefy hydrogen from natural gas and be designated Liquid-Hydrogen-Plant Operator.
- Any other duties assigned by the authority.

3.7.3 Job Description of Attendant:

- Provides patients' personal hygiene by giving bedpans, urinals, baths, backrubs, shampoos, and shaves; assisting with travel to the bathroom; helping with showers and baths.

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- Provides for activities of daily living by assisting with serving meals, feeding patients as necessary; ambulating, turning, and positioning patients; providing freshwater and nourishment between meals.
 - Provides patient comfort by utilizing resources and materials; transporting patients; answering patients' call lights and requests; reporting observations of the patient to nursing supervisor.
 - Documents actions by completing forms, reports, logs, and records.
 - Maintains work operations by following policies and procedures.
 - Protects organization's value by keeping patient information confidential.
 - Serves and protects the hospital community by adhering to professional standards, hospital policies and procedures, federal, state, and local requirements, LaQshya, Kayakalp & NQAS standards.
 - Enhances hospital reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
 - Ability to multitask and ability to work under pressure.
 - Any other duties assigned by the authority.



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) 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 **Rourkela Govt. Hospital** 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:

If any L1 bidder decline the work order, in such case the Director, **Rourkela Govt. Hospital** has to negotiate with L2 (L3, L4.. and so on in that order) bidder to agree to the L1 price and to finalize the bidder & issue work order.

4.4 Performance Security

The selected service provider has to furnish a performance security deposit at the time of signing of contract, amounting to 5% of the total yearly contract value (for 3 years) of the Director, **Rourkela Govt. Hospital** 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 Director, Capital Hospital, Bhubaneswar 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 service provider is required to start the Patient Attendant Services in the Capital Hospital, Bhubaneswar within 15 days of signing of the contract.

4.6 Payment & Price Validity

- a) The service providers shall be paid on monthly basis as per the contracted rate. The prices shall be all-inclusive including the cost of manpower, consumables and management.

- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF [Electronic Challancum Return (ECR)], ESI (Challans) etc. for the previous month.
- c) The price as quoted by the service provider shall remain unchanged during the contract period except in case of revision in daily wages act if the contracted amount is below the recommended rate as applicable.
- d) GST as applicable shall be paid at the applicable rate.
- e) TDS as applicable shall be deducted from the payment as per the Income Tax Act
- f) The service provider will ensure that workers engaged by them must receive their entitled wages on time. In view of this, the following procedure will be adopted:
- 1) Service Provider shall pay their entitled wages by 10th of the following month. It shall not be linked to the payment of the bill from the concerned institution or need for the checking & verification at their end.
 - 2) Payment to such workers must be made by the agency through e-transfer only. To ensure this, service providers will get a bank account opened for every engaged worker.

4.7 Penalty

In case the Agency fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, Director, Rourkela **Govt. Hospital** 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 week of delay, up to four weeks of delay per health facility.
- 2) After four weeks delay, the tender Inviting Authority reserves the right to cancel the whole contract or part thereof and withhold the agreement and get this job carried out by other successful bidder (L2 & so on). The earnest money/security deposit shall also be forfeited.

b) During Implementation

i. Disincentive/Penalty:

If as per the assessment sheet as per NQAS/Kayakalp/LaQshya, the agency is continued under-performed (Average/Poor) continuously for 50% or more Institutions without any valid reasons, the contract shall not be renewed.

ii. Other Penalty Clauses:

In case the agency fails to commence/execute the work in the following areas hospital reserves the right to impose the penalty as detailed below:

Sl.	Offences	Penalties (In Rupees)
1	Not found keeping photo ID	Rs.50/- per person/per day
2	Worker not in proper Uniform	Rs.50/- per person/per day

3	Indulging in smoking/ drinking alcohol/Substance abuse or any other misconduct during duty hours (need to be established)	Rs.500/- with removal of the offender
4	Duty performed by a worker for more than one shift in 24 hours	With Due permission from the Hospital authority, linked to Biometric attendance system, Not more than 5% of the total attendance. Beyond which, penalty of 200/- per instance/per person in case of non-compliance
5	Absence of personal protective gears	Rs.200/- per person/per day
5	If any person is found performing duty by substituting a fake name and address.	Rs.500/- per person/per day
7	If required number of manpower is not deployed by the Agency,	The proportionate amount (Total monthly bidding Cost/Total no of persons engaged X no of person absent on that particular day) will be deducted from payment with other penalties as applicable.

4.8 General Conditions of the Contract

- a) The personnel provided shall be the employees of the service provider and all statutory liabilities will be paid by the service provider such as ESI, PF, Workmen's Compensation Act, etc.
- b) The persons deployed by the service provider should be properly trained, have requisite experience and having the skills for Patient Attendant Services.
- c) The service provider shall have his own Establishment/Set up/Mechanism to provide training of personnel to ensure correct and satisfactory performance of his / her duties and responsibilities under the contract.
- d) The service provider at their end should ensure the Health and Safety measures of the outsourced staffs, deputed for the works.
- e) The contracting authority if required may also conduct health checkup of the staff deployed at regular intervals at the cost of the service provider.
- f) The service provider shall engage only such workers, whose antecedents and health have been thoroughly verified including character and police verification and other formalities. The service providers shall be fully responsible for the conduct of their staff.
- g) The service provider 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 staff deployed through the service provider 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 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/Society shall not be a necessary party, however in any event, either the deployed persons or to the order of the Hon'ble court, the Director, **Rourkela Govt. Hospital** may be a party in dispute to adjudicate the matter. The service provider has to reimburse the expenditure that would have been borne by the Contracting Authority.
- i) The staffs deployed by the service provider shall not divulge or disclose any details of office, operational process, technical know-how, 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, 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 service provider.
- j) All liabilities arising out of accident or death of the personnel provided by the service provider while on duty shall be borne by the service provider.
- 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) The service provider 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 service provider as may be established after an enquiry conducted by the hospital, such loss will be made good from the amount payable to the service provider. The decision of the district / institution authority in this regard will be final and binding on the service provider.
- n) The service provider shall be responsible to protect all properties and equipment of the health facility entrusted to it.
- o) Any damage or loss caused by service provider's persons to the hospital in whatever form, would be recovered from the service provider.
- p) In the event of any breach/violation or contravention of any terms and conditions contained herein by the service provider, the performance security deposit of the service provider shall be forfeited.
- q) Any liability arising out of any litigation (including those in consumer courts) due to any act of service provider's personnel shall be directly borne by the service provider including all expenses/ fines. The concerned service provider's personnel shall attend to the court as and when required.
- r) The service providers shall not engage any such sub-contractor or transfer the contract to



- any other person in any manner.
- s) The staffs engaged by the service provider 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 service provider.
 - u) If as a result of post payment audit any overpayment is detected in respect of any work done by the service provider or alleged to have been done by the service provider under the tender, it shall be recovered by the authority of the concerned health institution from the service provider.
 - v) If any underpayment is discovered, the amount shall be duly paid to the service provider by the authority of the concerned health institution.
 - w) The service provider 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) The service provider will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
 - y) 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. The service provider and its staff shall take proper and reasonable precaution 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.
 - z) The service provider shall immediately intimate to the Controlling Authority about any criminal charge framed against the persons or supervisor engaged or employed by the agency, in the course of their performance of duties. A copy of such communications shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
 - aa) The service providers 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 service provider shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
 - bb) The service providers shall not assign or sublet this Agreement or any part thereof to any third party.
 - cc) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
 - dd) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the service provider will be liable to be forfeited by contracting authority besides annulment of the contract.
 - ee) The service provider 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/SuspensionofContract

The Director, Capital Hospital, Bhubaneswar 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 Director, **Rourkela Govt. Hospital** after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider:

- 1) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the District Authority/Institution has 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 Director, Capital Hospital, Bhubaneswar, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

4.10 Modifications

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

4.11 ForceMajeure

PatientAttendantServicesasbeinganemergencyresponseservices,theServiceProvidershall not be allowed to suspend or discontinue the Services during occurrences of emergencies or ForceMajeureEvents.

For the purposes of this contract, ForceMajeure 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 the 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 ForceMajeure 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 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 insofar 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 Director, Rourkela Govt. Hospital for decision.

4.13 Jurisdiction of Court

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

4.14 Right to Accept and Reject any Proposal

The District Authority / Institution / Tender Inviting Authority reserve 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 at the distinct level by **Rourkela Govt. Hospital**.

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 become **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 of Parameters	Total Mark	Criteria for award of Mark
1	Working Experience		
1.1	Experience in Hospital Patient Attendant Services in Public/Private Sector	10	<ul style="list-style-type: none"> • >3 years ≤ 5 years: 5 marks • >5 years ≤ 10 years: 7 marks • >10 years: 10 marks
1.2	Experience in handling Hospital Patient Attendant Services with regards to no. of beds - Average per Annum in last three years: (to be determined from the work order / contract copies) – Details to be furnished Form T4	10	<ul style="list-style-type: none"> • ≥ 200 beds < 400 beds: 3 marks • ≥ 400 beds < 700 beds: 5 marks • ≥ 700 beds < 800 beds: 7 marks • ≥ 800 beds: 10 marks
2	Performance Certificates of previous assignments	5	<ul style="list-style-type: none"> • Satisfactory Work Performance Submitted from clients during last 3 years: 5 marks or otherwise 0 marks
3	Total Average Annual turnover (In last 3 financial years)	15	<ul style="list-style-type: none"> • >3 ≤ 5 crores: 5 Marks • >5 ≤ 10 crores: 7 Marks • >10 ≤ 12 crores: 10 Marks • >12 crores: 15 Marks
4	Average no of manpower engaged in last 3 years: 2017-18, 2018-19 & 2019-20 (to be	15	<ul style="list-style-type: none"> • 100-300 persons: 5 marks • 301-500 persons: 7 marks



	determined from the work order/contract copies) – Details to be furnished Form T4		<ul style="list-style-type: none"> • 501-700 persons: 10 marks • >700 persons: 15 marks
5	Work Plan Presentation	5	Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min. Total Marks: 5
	Total Marks	60	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** whose 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 two bidders quote the same lowest price and their technical mark also become equal, then in that case, the bidder having the higher annual average turnover shall be awarded the contract.



RFPFORMATS

Patient Attendant Services at Rourkela Govt. Hospital

TECHNICALPROPOSAL



CheckList(TechnicalProposal)

Please check whether following have been enclosed in the respective cover namely, TechnicalProposal:(*pleasearrangethedocumentsseriallyinthefollowingorder&dothepagenumbering of the entire bid document and mention the page no. in the column “page No”againsttheparticulars inthecheck list asmentioned below foreaseof scrutiny*)

Sl.	Particulars	Whether Submitted (Yes/No)	Page No.
1	EMD(DDofRs.2,00,000/-)		
2	Biddocument Cost(DDofRs.5,000/-)		
3	FormT1		
4	FormT2		
5	Copyofthecompany/AgencyRegistrationcertificate		
6	CopyoftheGST,EPF,ESIregistrationcertificate		
7	Copyof PAN		
8	PhotocopyofISO9001certification		
9	FormT3		
10	Photocopies of the audited P/L account of each yearhighlightingtheturnover in supportofthat		
11	FormT4		
12	CopiesofWorkOrder/Contractcertificatesfromtheclients in support of Patient Attendant services& other manpower services executedinsupportofthe information providedin FormT4		
13	FormT5		
14	CopiedofECRofEPFinsupport oftheinformationinFormT5		
15	FormT6		
16	CopiedofECRofEPFinsupport oftheinformationinFormT6		
17	FormT7		
18	FormT8		
19	FormT9		
20	Anyother document		

FORM-T1

(to be furnished in the technical proposal)

TECHNICAL TENDER SUBMISSION FORM

(On the letterhead of the agency)

To

The Director
Rourkela Govt. Hospital

Re.: RFP Reference no.-Nirmal/TENDER/RGH/1

Dear Sir/ Madam,

We, the undersigned, offer to provide the Patient Attendant Services at **Rourkela Govt. Hospital**. 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/blacklisted 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.

Your 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 bidder shall 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. IFSC Code of the Bank:

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

Name and Title of Signatory: _____

(Organization Seal)



FORMT3

(to be furnished in the technical proposal)

ANNUAL AVERAGE TURNOVER STATEMENT

(To be furnished in the letterhead 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	2019-20	
2	2020-21	
3	2021-22	
Average Annual Turnover in Rs.		

*Provisional audited statements shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.

Note:

- 1) To be issued in the **letterhead** 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





FORMT4

(to be furnished in the technical proposal)

A) PAST EXPERIENCE IN PATIENT ATTENDANT SERVICES DURING THE LAST FIVE YEARS (attach separate sheets for rest years & if the space provided is not sufficient)

Experience in

Hospitals **E.Y. 2019-20**

Sl.	*Name /address of the Hospitals for which Patient Attendant services as signments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of Beds in the hospital	***No. of personnel deployed (Patient Attendant service only)	Performance Certificate enclosed (Yes/No)
1								
2								
3								

E.Y. 2020-21

Sl.	*Name /address of the Hospitals for which Patient Attendant services as signments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of Beds in the hospital	***No. of personnel deployed (Patient Attendant services only)	Performance Certificate enclosed (Yes/No)
1								
2								
3								



F.Y.2021-22

Sl.	*Name /addressofthe Hospitals forwhich PatientAttendantservices assignmentswere undertaken	Dateof award ofAssignment	Dateof completion ofassignment	Valueof theAssignment	Roleof youragency	**No.of Bedsint hehospital	***No.of personnel deployed PatientAttendant services only)	Performance Certificate enclosed(Yes/No)
1								
2								
3								

* Please furnish the **Work order / Contract copies** of the works executed in support of the information mentioned above **alongwiththeperformancecertificate**oftheclient, **serially**inthe**sameorder**asmentionedintheaboveformatforeaseofscrutiny.

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

***No.ofattendant/liftman/oxygenplantoperatorpersonneldeployedshouldbeclearlymentionedintherelevantworkorder/contractcopies

B) PAST EXPERIENCE IN PATIENT ATTENDANT SERVICES DURING THE LAST FIVE YEARS (attach separate sheets for rest years & if the space provided is not sufficient) Experience in Other Organizations (Other than Hospital)

F.Y.2019-20

Sl.	*Name/addressof the Organization forwhich PatientAttendant Services assignmentswere undertaken	Date ofaward ofAssignment	Date ofcompletion ofassignment	Value oftheAssignment	Role ofyour agency	**No. ofpersonnel deployed (Patient Attendant services only)	Performance Certificate enclosed(Yes/No)
1							
2							
..							



F.Y.2020-21

Sl.	*Name/address of the Organization for which Patient Attendant Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of personnel deployed (Patient Attendant services only)	Performance Certificate enclosed (Yes/No)
1							
2							
..							

F.Y.2021-22

Sl.	*Name/address of the Organization for which Patient Attendant Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency	**No. of personnel deployed (Patient Attendant services only)	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 **along with the performance certificate** of the client, **serially** in the **same order** as mentioned in the above format for ease of scrutiny.
- ***No. of attendant/liftman/oxygen plant operator personnel deployed should be clearly mentioned in the relevant work order/contract copies

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

Name and Title of Signatory: _____

(Organization Seal)

Form T5

(to be furnished in the technical proposal)

Format for Power of Attorney for Signing of Proposal

(On a Stamp Paper of relevant value)

Power of Attorney

Know all persons by these presents, We... (name and address of the registered office) do hereby constitute, appoint and authorize Mr/Ms..... (name and residential address) who is presently employed with us and holding the position of as 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 **Patient Attendant Services at Rourkela Govt. Hospital** including signing and submission of all documents and providing information /response to the **Rourkela Govt. Hospital** authority, representing us in all matters generally dealing with **Rourkela Govt. Hospital** 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 _____ 2022

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.*



FORMT6

(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 this.....Day of....., 2022

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

Name and Title of Signatory: _____

(Organization 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 **Patient Attendant Services** at **Rourkela Govt. Hospital** under this RFP Reference No **Nirmal/Tender /RGH /1**, 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 _____, 2022

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

Name and Title of Signatory: _____

(Organization Seal)



FORMATS

Patient Attendant Services & Other Manpower at Rourkela Govt. Hospital

FINANCIAL PROPOSAL





CheckList(FinancialProposal)

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
(To be submitted with Financial Proposal)

To
The Director
Rourkela Govt. Hospital

Re.: RFP Reference No. Nirmal/Tender/RGH/1Sub:

Request for Proposal for Patient Attendant Services at Rourkela Govt. Hospital

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 these 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)

Your sincerely,

Authorized Signatory [In full and initials]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)



FORME-2

(To be submitted with Financial Proposal)

Cost Calculation format for arriving at the cost/bed per Month for the Patient Attendant Services & Manpower at ROURKELA GOVT.

HOSPITAL

Sl.	Particulars	Monthly Cost per Personnel (Rs.)				
		*Take home Remuneration / Month (to be quoted based on 30 days service)	EPF (Employer's share of 13%)	ESI (Employer's share of 3.25%)	Service Charge **	Total (per person per Month)
1	Human Resource	a	b	c	d	e=a+b+c+d
1.1	Remuneration of Lift Man (Skilled)					
1.2	Remuneration of Oxygen Pant Operator (Skilled)					
1.3	Remuneration of Attendant (Semi-Skilled)					
1.4	Remuneration of Gardener (Semi-Skilled)					



(Pl. go through the Notes mentioned below carefully before quoting the rates and No. of Personnel)

Note:

- *The monthly take home remuneration must be based as per minimum wages act vide the recent gazette notification no. 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 Patient Attendant Service personnel required at Rourkela Govt. Hospital .
- ** The **service charge** shall be quoted by taking into account the managing cost of the personnel including statutory requirement. 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 be lead to summarily rejection of financial bid. There must not be **any compromise** on the **take home remuneration** mentioned above.
- ***The no. of patient attendant service personnel (Lift Man/Oxygen Plant Operator/Attendant) at Rourkela Govt. Hospital is mentioned at Slno. **3.3**.

Date

:Place:

Authorized Signature

FullName:

Organization Seal

AGREEMENT

(*Ona Stamp Paper of Rs.100/-)

Reference:

- (i) RFP Reference No _____ dated _____ and subsequent Amendment /Pre-bid clarification issued by the Tender Inviting Authority
- (ii) Service provider's bid submitted dated _____

1. An agreement made on the _____ day of 2018 BETWEEN.....(hereinafter called "the approved service provider", which expressions shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the **one part** AND the Director, Capital Hospital, Bhubaneswar (hereinafter called "the District Authority" which expressions shall, where the context so admits be deemed to include his/hers successors in office and assigns) of the **other part**.

2. Where as the approved service provider has agreed with the District Authority/Institution to manage the **Patient Attendant Services** in the Health Institutions in the manners set forth in the terms of the **Request for Proposal (RFP) referenceno.**

_____ 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 construed as an integral part of this Agreement, viz.:

- i) Terms & conditions of the RFP Referenceno. cited above
- ii) Terms of Reference of the RFP Referenceno. cited above.
- iii) Amendment/Clarification to Pre-bid queries of the RFP Referenceno. cited above

(b) The approved service provider shall be paid at the rate as offered by them in the financial proposal towards monthly cost of the housekeeping & cleaning Services as mentioned below:

- i) Per Lift Man /month: Rs. _____/month,

No.ofLiftMan/Month:_____

ii) PerOxygenPlantOperator/month:Rs/month
No.ofOxygenPlantOperator/Month:_____

iii) PerAttendant/month:Rs/month
No.of Attendant/Month:_____

iv) PerGarde/month:Rs/month
No.of Attendant/Month:_____

(c) InconsiderationofthepaymenttobemadebytheDirector,CapitalHospital,Bhubaneswar as above, the approved service provider will duly implement the project in the mannersetforthinthetermsofthe RFP.

(d) Theterms&conditionsandtermsofreferenceoftheRFPappendedtothisagreement will be deemed to be taken as integral part of this agreement and arebindingon thepartiesexecutingthisagreement.

(e) Following documents / letters /correspondence undertaken between the parties shallalso formpartofthis agreement:

DistrictAuthority	ApprovedServiceProvider
(a) Request for proposal and anyamendmentthereof.	a)ProposalSubmittedinresponsetoRFP
(b) OfficeOrdersubsequenttoRFP	SOPsinrespectto PatientAttendantServices Operation

4. Payment

(a) The Director, Capital hospital, Bhubaneswar does hereby agree that if the approvedservice provider shall duly implement the project in the manner aforesaid, observe andkeep the said terms and conditions, the Director, Capital Hospital, Bhubaneswar will payor cause to be paid to the approved service provider at the time and in the manner setforth inthesaidterms.

(b) Themodeofpaymentisasspecifiedbelow:

The payment shall be paid on a monthly basis upon submission of bill **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 Director, Rourkela Govt. Hospital.



5. Operational Parameter and Penalty

The successful bidder has to operate the Patient Attendant 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. The penalties shall be imposed as specified clause 4.7 of the RFP (Terms & condition)

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 Director, Capital Hospital, Bhubaneswar for another two years based on satisfactory performance of the Service Provider.

7. Schedule of Implementation

The agency is required to set up the Patient Attendant Services with all personnel within 30 days of signing the contract.

8. Termination / Suspension of Agreement

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

The District Authority / Institution after giving 30 days clear notice in writing expressing the intention 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 does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Director, Capital Hospital, Bhubaneswar has subsequently approved 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 Director, Rourkela Govt. Hospital, the service provider is engaged in corrupt or fraudulent practices in competing for or 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 Director, Rourkela Govt. Hospital level for decision.

10. Jurisdiction of Court

Legal proceedings if any shall be subject to the _____ Sundargarh jurisdiction only.

In witness whereof the parties hereto have set their hands on the day of 2022.

Signature of the Approved Service Provider

Signature of Director, Rourkela Govt. Hospital

Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

