

REQUEST FOR PROPOSAL (RFP)
FOR THE
**“SELECTION OF AGENCY FOR PROVIDING VARIOUS
CATEGORY OF MANPOWER IN DIFFERENT HEALTH
INSTITUTIONS OF SUNDARGARH DISTRICT UNDER
DISTRICT MINERAL FOUNDATION FUND”**

RFP Number: CDM & PHO/SNG/2022-23/02

Date: 07/11/2022

Funding Authority:

District Collector cum Chairperson and
Managing Trustee, District Mineral
Foundation (DMF), Sundargarh Government
of Odisha
Phone: 06622-273846

Issuing Authority:

Chief District Medical & Public Health
Officer,
Dist. Head Quarter Hospital Sundargarh
770001



DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to either as 'TENDER') document provided to the Bidders, by the Chief District Medical and Public Health Officer Sundargarh, hereinafter referred to as CDM&PHO, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this TENDER document and all other terms and conditions subject to which such information is provided.

The purpose of this TENDER document is to provide the Bidder(s) with information to implement the following assignment, „Selection of Agency for Providing Paramedical /Technician/Managers/Coordinator and other manpower on Contractual Basis in different health institution of Sundargarh District“. This TENDER document does not purport to contain all the information each Bidder may require. This TENDER document may not be appropriate for all persons, and it is not possible for the DMF, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this TENDER document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this TENDER document and wherever necessary obtain independent advice from appropriate sources. This office on its, their 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 TENDER document.

The CDM&PHO may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this TENDER document.



Section 1 : Letter of Invitation (LOI)
Chief District Medical & Public Health Officer,
Dist. Head Quarter Hospital Sundargarh 770001

Subject: 'Selection of Agency for Providing Paramedical /Technicians/Managers/Coordinator and other manpower indifferent health institutions of Sundargarh district under DMF /OMBAFC fund.

The Chief District Medical & public Health Officer Sundargarh invites proposal from reputed agencies for **'Selection of Agency for Providing Paramedical /Technician/Managers/Coordinator and other manpower in different health institution of Sundargarh district under DMF fund.**

The Agency will be selected based on combined Quality cum Cost Based Selection (CQCBS) criteria described in this RFP.

The RFP comprises the following Sections:

- Section 1 – Letter of Invitation (LOI)
- Section 2 – Definitions
- Section 3 – Factsheet
- Section 4 – Terms of Reference
- Section 5 – Instructions to applicant Agencies
- Section 6 - Standard Forms
- Section 7 – Financial Form
- Annexure I – Draft Performance Bank Guarantee
- Annexure II - Budget



CDM & PHO cum DMD
Sundargarh

Section 2: Definitions

- a) "DMF" means the District Mineral Foundation, Sundargarh/OMBADC- Odisha Mining Bearing Area Development Corporation.
- b) "Client" means the Chief District Medical & public Health Officer, H&FW deptt, Odisha
- c) "Agencies" means entities or persons that may provide or provides the Services to the Client under the Contract
- d) "Day" means calendar day
- e) "LOI" (Section 1 of the RFP) means the „Letter of Invitation“ being sent by the CDM & PHO in favour of Client
- f) "Manpower" are the Paramedical and professionals who have special training in supplementing and supporting medical work by providing clinical or non-clinical /managerial services to the patients under the supervision of a competent authority.
- g) "Proposal" means Pre-Qualification Documents, Technical Proposal and Financial Proposal
- h) "RFP" means the Request for Proposal circulated by the Client for the selection of an Agency
- i) "Assignment/job" means the work to be performed by the selected Agency pursuant to the Contract
- j) "Terms of Reference" (TOR) means the information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency
- k) "DPEP" means the Detailed Project Execution Plan to be submitted by the selected Agency to CDM & PHO, SUNDARGARH pursuant to the Contract
- l) "NHM" means the National Health Mission, Department of Health and Family Welfare, Government of Odisha
- m) "DHH" means District Headquarters Hospital, Sundargarh
- n) "SDH" means Sub-Divisional Hospitals in Sundargarh district
- o) "CHC" means Community Health Centers in Sundargarh district
- p) "CDM & PHO, SUNDARGARH" means the Chief District Medical & Public Health Officer of Sundargarh district
- q) "Health institutions means" (Medical College Hospital, DHH/SDH/CHC/UCH/PHC/UPHC/SC



Section 3: Factsheet

Request for Proposal (RFP) document made available to the applicants	07 th November, 2022
Last date for receiving queries	15 th November, 2022
Last date for receipt of Proposals (Sealed Envelope)	30 th November, 2022 (5:00 PM)
Technical Bid Opening and Presentation	1 st December, 2022(11:30 AM)
Opening of Financial Bid	To be intimated to bidders qualified in technical bidding.
Letter of Award	To be intimated to selected agency
Project Start Date	To be intimated to selected agency
Cost of Tender (Demand Draft)	₹ 10,000/- (Rupees Ten Thousand Only)
Earnest Money Deposit (EMD) (Demand Draft)	₹ 5,00,000/- (Rupees Five Lakhs Only)
Performance Bank Guarantee	₹ 30,00,000/- (Rupees Thirty Lakhs Only)
Method of Selection	Pre-qualification followed by Combined Quality-cum-Cost Based Selection (QCBS)
Contact Details	Chief District & Medical & Public Health Officer, District Head Quarter Hospital. Sundargarh(Odisha)- 770001.

NOTE:

- The Client reserves the right to change any schedule. Please visit the website www.Sundargarh.nic.in regularly for the same
- Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post. Proposals that are received after the deadline will not be considered.



CDM & PHO, Sundargarh

Section 4: Terms of Reference

A. Definition of Various category of manpower

Manpower includes Paramedical/Technician/Managers/Coordinators and other staff who have special training in supplementing and supporting medical work by providing clinical & non clinical services to the patients directly or indirectly under the supervision of a competent authority.

B. Project Objectives

1. To provide required number of manpower in different health institutions of Sundargarh district as and when required.
2. To assist the doctors in quick service delivery of clinical and non-clinical /management services
3. To ensure necessary and timely treatment of patients in these government hospitals
4. To manage various fund and programmes under OMBADC/DMF.

C. Scope of Work

1. Providing Paramedical & other Personnel:
 - a. The selected Agency shall provide trained and skilled, experienced paramedical & other personnel of requisite qualification and experience as mentioned in the RFP
 - b. The personnel shall be on the payroll of the selected agency and the agency shall be responsible for their timely payment
 - c. The selected agency shall be responsible to conduct a thorough Antecedent Verification of the paramedical personnel to be deployed and submit an undertaking letter to the client regarding the verification of the same
2. Replacement of manpower:
 - a. Non-compliance by the engaged staff with respect to the assignments will be considered as poor/ negligent performance.
 - b. In such cases, the CDM & PHO, SUNDARGARH will ask the agency to withdraw the candidate through official letter. The new CV(s) of all the replacing candidates should be provided to the CDM & PHO, SUNDARGARH within 7 days, and upon approval, replacement will be provided by the agency within 30 days.
3. Formulate a Detailed Project Execution Plan (DPEP) for the hiring, selection and appointment of paramedical personnel. The DPEP should include details regarding:
 - a. Procedure of hiring of the paramedical & other manpower
 - b. Procedure of selection of new candidates: written exam/ interview/ years of work experience, etc.
 - c. Method(s) for Antecedent Verification of the selected personnel
 - d. Training modules and plan for training (if any)
 - e. SOP for different emergency scenarios such as: withdrawal and replacement of the candidates
 - f. Copy of approvals / permissions required under relevant statutes and rules.
 - g. Formats for registers, MIS and other related documentation. The format, content, frequency circulation of the MIS should be decided in consultation with the office of the CDM & PHO, SUNDARGARH.
 - h. Implementation schedules for placement of personnel, adoption/development of MIS, and other deliverables under this project

4. Execute the approved Detailed Project Execution Plan(DPEP)
5. Ensure that all the 'Project Objectives' as mentioned in Section 4 (B) are met.
6. Ensure proper documentation and record keeping of the personnel hired under the project
7. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the fundutilized
8. Submit quarterly and annual performance reports to the office of the CDM & PHO, SUNDARGARH and DMF
9. Attend all meetings as required by the office of the CDM & PHO, SUNDARGARH and/or DMF related to progress and assessment of the project
10. Take feedback from the CDM & PHO, SUNDARGARH/DMF and act on the complaints/feedback received and take corrective measures
11. Any other relevant work as directed by the CDM & PHO, SUNDARGARH/DMF

D. Roles and Responsibilities

1. Responsibility of 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. The CDM & PHO, SUNDARGARH will assign, supervise and monitor the work of the Paramedical /Technician/Managers/Coordinator and other manpower engaged in the DHH on a regular basis. The CDM & PHO, SUNDARGARH will assign the same responsibility to the Medical Officer (i/c) of the other respective hospitals. It will have the following responsibilities:

- a. Frame Detailed Project Execution Plan (DPEP) and the approval to publish the bid for manpower.
- b. Interview the proposed staff as per NHM norms, before their deployment at various health institutions or offices.
- c. Issue work orders to the approved paramedical personnel for their deployment at DHH, RGH, SDH, CHCs, HWCs & other hospitals.
- d. Assign and allot works to the appointed personnel under different departments of the respective hospitals
- e. Provide necessary space in the respective hospitals for the personnel engaged
- f. In case of exigencies, transfer the deployed staff in consultation with DMF.
- g. Inform the Agency and DMF for non-compliance or poor performance of the hired paramedical personnel
- h. In case of withdrawal of the personnel, follow up with the agency for replacement(s) within one week of the issuance of the letter.
- i. Ensure quality service delivery by the hired paramedical personnel through regular inspections at the DHH, RGH and periodic inspection in the concerned SDH and/CHCs
- j. Ensure the availability and maintenance of medical equipment's, instruments and tools to the hired paramedical personnel in the hospital(s)
- k. Verify and forward bills that are submitted by the selected Agency to DMF for payment

- l. Conduct monthly review meetings of the hired paramedical personnel to assess their performance
- m. Attend quarterly and yearly review meetings with DMF for overall assessment of the performance of the paramedical personnel and the Agency.

2. Responsibility of DMF:

- a. Monitoring quality of execution of project & guide.
- b. Coordinate with CDM & PHO, SUNDARGARH and the selected Agency to ensure the signing of an MoU, appointment, withdrawal and replacement of the hired Paramedical /Technician/Managers/Coordinator and other manpower in different health institution of Sundargarh District
- c. Participate in quarterly and yearly review meetings conducted by the CDM & PHO, SUNDARGARH for performance assessment of the Agency
- d. Take necessary action as per the information received from CDM & PHO, SUNDARGARH during review of the concerned Agency.
- e. Scrutiny and release of funds to the concerned Agency as per actual bills submitted and stipulated norms

E. Steps in Project Implementation:

Sl.	Steps	Responsibility
1	Selection of the Agency for project implementation	Evaluation Committee (nominated by the Chairman-cum-Managing Trustee, DMF)
2	Preparation of Detailed Project Execution Plan	Agency
3	Approval of DPEP	Collector & DM, Sundargarh
4	Execution of the project	Agency
5	Fund release to the selected Agency on submission of bills (monthly)	DMF
6	Review and monitoring of the project	CDM & PHO, SUNDARGARH

F. Project Duration

The duration of the contract will be for **two** year and may be extended for a further period of one year, subject to the satisfactory performance as determined by the DMF.

G. Monitoring and Evaluation

Quarterly review of the functioning of the agency will be conducted by CDM & PHO, SUNDARGARH and DMF to assess the services provided at DHH, RGH, SDH, CHC & other institutions and the compliance of the selected Agency to the Scope of Work.

Yearly audit will be conducted in order to monitor and evaluate the work of the agency. The audit will be carried out after the end of each year (after project initiation).

The yearly audit will be carried out by an evaluation committee comprising of the following:

- | | | | |
|----|--|---|----------|
| 1. | District Collector-cum-Managing Trustee, DMF | - | Chairman |
| 2. | Chief Executive Officer, DMF | - | Member |
| 3. | CDM & PHO, SUNDARGARH, | - | Convener |
| 4. | DPM, NHM, Sundargarh | - | Member |
| 5. | Director, RGH | - | Member |
| 6. | Superintendent RGH | - | Member |

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

1. The projects achievement with respect to the objectives
2. The effectiveness of the service delivery as envisioned
3. Suitability of the Agency, with regard to extension of the contract
4. Lessons learned and recommendations

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

H. Team Composition

Following are the present staff requirement for the program:

Sl. No	Position	No. of resources
1	Executive Admin	2
2	Staff Nurse (SN)/ Nursing Officer	219
3	Lab Technician	105
4	Pharmacist	50
5	MPHS(M/F)/MPHW(M/F)	216
6	Radiographer	10
7	Ophthalmic Asst.	7
8	Ophthalmic Asst.(Retd.)	4
9	Ayush Doctor	3
10	Hospital Manager	2
11	Microbiologist	4
12	Accountant	5
13	Office Asst.	2
14	DEO	22
15	IT Technician	1
16	Dist.Coordinator- OMBADC fund	1
17	OMBADC Accountant- OMBADC fund	1
18	Project Manager	1
19	Biomedical Engineer MCH	1
	Total	656

NB: The vacancies mentioned above are temporary in nature, and may increase or decrease during project implementation. The duration of engagement of the staff is subject to continuation of the project and approvals.



1. Project Manager (PM)

Deployment: FullTime

Qualification and Experience Required:

Matrix of Qualification and Experience Combination for Project Manager			
Sl. No	Qualification Required	Experience Required (No. of years)	Remarks
1	PG in Public Health/ Hospital Administration/Hospital Management or equivalent	3	Should preferably have previous experience of working with rural/tribal Communities
2	MBA or PG in Rural Development/Rural Management / Social Work or equivalent	5	Should have at least 3 years of experience in health related projects

Desired qualities of the Project Manager:

1. Must be in the age group 22-45 years
2. Competency in usage of IT tools including proficiency in MS Office suite
3. Strong oral and writing skills in Odia and English with effective documentation skills.
4. Preferably have working knowledge of accounts and book-keeping

Key role and responsibilities:

1. Responsible for overall functioning and implementation of the project
2. Build and maintain a high performing team of Staff Nurses, Auxiliary Nurse & Midwife (ANM), Lab Technicians, Pharmacists, Radiographer, etc.
3. Ensure that the deliverables under "Scope of Work" as mentioned in Section 4 (C) are satisfied in a timely manner
4. Disburse monthly salaries to the hired personnel, within the first week of the following month
5. Submit daily and monthly reports in the prescribed formats to office of the CDM & PHO, SUNDARGARH
6. Manage day-to-day operations of the project by coordinating with all stakeholders and personnel hired under the project
7. Submit monthly bills to office of the CDM & PHO, SUNDARGARH for reimbursement
8. Conduct review meetings of personnel hired under the project for assessing progress and further action/activities
9. Report to the Client or the Authorized representative of the Client and act as a formal channel of communication between the selected Agency and the office of the CDM & PHO, SUNDARGARH
10. Identify, assess gaps and address them if possible or highlight them to the office of the CDM & PHO, SUNDARGARH
11. Any other relevant work that may be directed by the Client

Remuneration: Rs35,000/- per month (consolidated)

2. Staff Nurse(SN)/

Minimum Qualification:

- a. Must have passed +2 in any stream under Council of Higher Secondary Education, Odisha or equivalent with Diploma in GNM course in Nursing/BSC Nursing from any Government GNM/Bsc. Nursing institution of the State/any institutions run by PSUs any other recognized private institutions duly approved by Indian Nursing Council and examination conducted by State Nursing and Midwives Examination Board.
- b. The candidate must have registered her/his name in Nursing Council in India (INC)/Odisha (ONC) and have possessed valid registration certificates as on the date of advertisement.
- c. Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- d. Knowledge of Odia i.e. to read, write and speak is essential.
- e. The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a. Counselling on RMNCH+A services to the patients
- b. Provide Ante-Natal Care (ANC), Post-Natal Care (PNC) and family planning services
- c. Assist Medical Officer during normal delivery; also conduct delivery if trained on Skilled Attendance at Birth (SAB)
- d. Counsel couples of reproductive age on the use of contraceptives and tubectomy/vasectomy
- e. Administer injection to the patients as per the prescription by MO.
- f. Overall assistance in clinical activities to MO and pharmacist
- g. Accompany medical officer on their daily rounds
- h. Attend and assist at surgeries when required
- i. Check parameters like Pulse, Blood Pressure, Respiration etc. and collect samples starting IV line, catheterization etc. of patients
- j. Ensure that all the instructions issued by treating doctor are properly carried out by the patients
- k. Assist MO in camp activities in the operational areas of the project
- l. Facilitate patients to avail Govt. Schemes/entitlements such as: Janani Suraksha Yojana (JSY)/Sterilization etc.
- m. Any other duties entrusted by the MO / MO (I/C) from time to time as per the requirement of the job
- n. Follow up of HBNC by ASHAs/ follow up of High risks Mothers and infants
- o. Provide KMC Care in selected institutions having delivery loads.

Remuneration: Rs 18,000/- per month (consolidated)



3. Auxiliary Nurse and Mid-wife (ANM - Female)

Minimum Qualification:

- a. Must have passed +2 in any stream under Council of Higher Secondary Education, Odisha or equivalent and passed Health Worker Female (Auxiliary Nurse Midwifery) Training Course conducted by the Odisha State Nursing and Midwives Board or passed out from INC (Indian Nursing Council) approved institutions either Govt. or private and having Odisha Nursing & Midwives Council Registration.
- b. Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- c. Knowledge of Odia i.e. to read, write and speak is essential
- d. The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a. Organize Immunization and VHSND sessions in the field under the guidance of Supervisors
- b. Organize SC level programmes
- c. Organize NCD activities and other disease control programme in the SC areas
- d. Assist the Medical Officer of maternity and gynecological department
- e. Assist in the female ward and labour room
- f. Attend to the bathing and dressing of the female patients and dressings of all types of wounds and injuries
- g. Maintain all kind of records
- h. Run the maternity and child health center activities under the direction of a Medical Officer
- i. Sterilization of instruments and all dressing materials
- j. Pre-operative preparation of patients as per directions of the operating surgeon
- k. Be responsible for the safe custody and proper maintenance of linen, surgical instruments and other equipment in O.T. and dressing room. She will prepare splints, plaster bandages and undertake cutting and rolling of bandages, including holding of ledger
- l. Removal of stitches, catheters, etc. on advise of Medical Officer
- m. Responsible for refilling of First Aid Boxes
- n. Observe universal aseptic precautions strictly
- o. Any other duties and responsibilities entrusted by the administration
- p. Under TB programme : Collect Sputum from field /facilitate OPD referrals for sputum collections/ organize camps in selected pockets of the Block and daily reporting's
- q. KMC management and counseling ANC/PNC mothers
(the job responsibility of ANM(MPHW-F) differs from programme to programme and one may assign different responsibilities as and when required)

Remuneration: Rs 14,500/- per month (consolidated).



4. Pharmacist:

Minimum qualification;

- a. Must have passed +2 Science Examination under Council of Higher Secondary Education (CHSE), Odisha/equivalent
- b. Must have passed Diploma in Pharmacy from any of the three government medical Colleges and hospital of Odisha or/ any Government college and Hospital of India.
- c. Any other private institution duly approved by Pharmacy Council of India/ All India Council for Technical Education (AICTE)
- d. Must have registered with the Odisha State Pharmacy Council
- e. Must be within the age group of 21 years to 65 years on the date of such advertisement for the post
- f. Knowledge of Odia i.e. to read, write and speak is essential.
- g. The candidate must be of good mental and physical health which will not disrupt in discharging his/her normal duties in the service

Key role & responsibilities:

- a. Plan and organize pharmacy services, quality analysis of drugs and monitoring the system of receipt, storage, issue and keep account of drugs as per NQAS
- b. Maintain dispensing room and the appliances therein in proper working order and distribute medicines to the patients
- c. Receive stores and enter the same in respective ledgers. Be responsible for the account of medicines, dressings, consumable and perishable stores and storage
- d. Maintain all registers in connection with the medical statistics and prepare periodical returns, bills and indents under the supervision of the CDM & PHO, SUNDARGARH/Medical Officer (i/c) wherever required.
- e. Send the unserviceable or surplus stores on advice notes to the stores delivery clerk or to parcel/goods office and enter the number of advice notes in the ledgers
- f. Assist the doctor in preparation of the annual/emergent indents of drugs, reagents, dressings, instruments, medical and surgical appliances and medical stores of hospital/health unit.
- g. Be responsible for the preparation and submission of returns and assist and work under the supervision of Medical Officer
- h. Make entries on outdoor tickets and injury case sheets, prepare certificates leaving the disease column to be filled by the doctor, wherever required
- i. Be responsible for the maintenance of all old and current injury case sheets and all case papers which have been referred to the Medical Officer in-charge of the division
- j. Keep the records under safe custody
- k. Be responsible for maintenance and record of tools and plants and its registers in Health Units.
- l. Receive necessary forms of medical examination and enter these in the register for medical examination of candidates and employees etc.
- m. To help in activities like Blood donation camps, Health awareness camps and

- any other activities as required
- n. Will maintain and ensure proper upkeep of Accident Relief Medical Equipments (ARME) and arrange First Aid Training
 - o. Shall observe Universal aseptic precautions while dealing with samples and ensure compliance of Bio Medical Waste Management guidelines
 - p. Any other duties and responsibilities entrusted by the administration

Remuneration: Rs 16,000/- per month (consolidated)

5. Laboratory Technician

Minimum Qualification:

- a. Must have passed +2 Science Examination under Council of Higher Secondary Education (CHSE), Odisha/equivalent
- b. Must have passed Diploma in Medical Laboratory Technology from any of the three government medical Colleges and hospital of Odisha or/ any Government college and Hospital of India.
- c. Any other private institution duly recognized by Government of Odisha/ All India Council for Technical Education (AICTE)
- d. Must be within the age group of 21 years to 65 years on the date of such advertisement for the post
- e. Knowledge of Odia i.e. to read, write and speak is essential. The candidate:
 - Must have passed middle school examination with Odia as language subject; or
 - have passed Matriculation or equivalent examination with Odia as medium of examination in non-language subject; or
 - have passed in Odia as language subject in final examination of class-VII from a school or educational institution recognized by the Government of Odisha or the central Government; or
 - have passed a test in Odia in Middle English School standard conducted by the School and Mass Education Department, Govt. of Odisha
- f. The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a. Be responsible for the proper maintenance of laboratory equipment and instruments as per NQAS.
- b. be responsible for collection of blood and other samples for hematological, biochemical and other laboratory tests and conduct various tests as required
- c. Carry out chemical analysis of food stuffs and their ingredients and give report under quality control other than FSSAI
- d. Conduct bacteriological examination of food products including drinking water, aerated water, milk products, etc., and give opinion about their quality being satisfactory or unsatisfactory as per prescribed standard under quality control other than FSSAI



- e. Annual Maintenance Contract/Comprehensive Maintenance Contract of all lab equipment and their upkeep
- f. Conduct various hematological, biochemical, microbiological and immunological tests etc. on all kinds of samples i.e. on blood, body fluids as per latest techniques and standards as approved by the government
- g. Ensure the cleaning of laboratory equipment, fittings, furniture, doors, ventilators, slides, test tubes, etc.
- h. Carry laboratory stores and other requirements etc.
- i. Deliver the reports from the laboratory to the wards
- j. Look after other duties pertaining to the laboratory and maintain records up to date
- k. Prepare and submit indents pertaining to the laboratory
- l. Shall observe universal aseptic precautions while dealing with samples and ensure compliance of Bio Medical Waste Management guidelines
- m. Any other duties and responsibilities entrusted by the administration.

Remuneration: Rs 16,000/- per month (consolidated)

6. Radiographer

Minimum Qualification:

- a. Must have passed +2 Science Examination under Council of Higher Secondary Education (CHSE), Odisha/equivalent
- b. Must have passed Diploma in Medical Radiation Technology from any of the three government medical Colleges and hospital of Odisha or any Government college and Hospital of India.
- c. Any other private institution duly recognized by Government of Odisha/ All India Council for Technical Education (AICTE)
- d. Must be within the age group of 21 years to 65 years on the date of such advertisement for the post
- e. Knowledge of Odia i.e. to read, write and speak is essential. The candidate:
 - Must have passed middle school examination with Odia as language subject; or
 - have passed Matriculation or equivalent examination with Odia as medium of examination in non-language subject; or
 - have passed in Odia as language subject in final examination of class-VII from a school or educational institution recognized by the Government of Odisha or the central Government; or
 - have passed a test in Odia in Middle English School standard conducted by the School and Mass Education Department, Govt. of Odisha
- f. The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a. Assist the CDM & PHO, SUNDARGARH/ Medical Officer (i/c) of Radiology/ Radiologist for all the work related to imaging department (Routine and special X rays, Ultrasonography / CT / MRI, etc).
- b. Keep all records related to department of radiology, prepare their indents and maintenance of equipment

- c. Take ski grams and develop these wherever necessary
- d. Help Radiologist in performing special imaging investigations
- e. Help Radiologist in taking ski grams where screening or use of TV monitor is required
- f. Carry portable imaging equipment for carrying out bedside investigation
- g. Perform any other duties as may be assigned to them from time to time by the Radiologist/Medical Officer(i/c)
- h. Comply with BARC or any other applicable statutory guidelines
- i. Track and fetch stores from the source(s) they are ordered
- j. Ensure the cleanliness and general maintenance of various equipment & furniture in the department of Radiology/Imaging
- k. Ensure the delivery of letters, films etc. to the addressees as required
- l. Observe Universal aseptic precautions strictly and ensure compliance of Bio Medical Waste Management guidelines
- m. Any other duties and responsibilities entrusted by the administration

Remuneration: Rs 16,000/- per month (consolidated)

7. Accountant cum Data Assistant

Minimum Qualification:

- a) Must have passed graduation in commerce with PGDCA & Tally from recognized institute.
- b) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- c) Knowledge of Odia i.e. to read, write and speak is essential
- d) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a) Assist in the office of CDM & PHO Sundargarh / Director , RGH , Rourkela , If required he has to visit certain blocks for collection of data .
- b) Maintain the personal files of all staff .
- c) Maintain all the programme file of DMF / NHM .
- d) Maintain record of the deliveries
- e) Collect the work certificates & performance certificates of doctors engaged in DMF funding .
- f) Maintain all accounts matter of DMF / NHM .
- g) Any other duties and responsibilities entrusted by the administration

Remuneration: Rs 15,500/- per month (consolidated).

8. Office Assistant

Minimum Qualification:

- e) Must have passed graduation in commerce with PGDCA from recognized institute .
- f) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- g) Knowledge of Odia i.e. to read, write and speak is essential



- h) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- h) Assist in the office of CDM & PHO Sundargarh / Director , RGH , Rourkela , DPM, NHM If required he has to visit certain blocks for collection of data .
- i) Maintain the personal files of all staff .
- j) Maintain all the programme file of DMF / NHM .
- k) Maintain record of the deliveries
- l) Collect the work certificates & performance certificates of doctors engaged in DMF funding .
- m) Maintain all accounts matter of DMF / NHM .
- n) Any other duties and responsibilities entrusted by the administration

Remuneration: Rs 15,500/- per month (consolidated).

9. Bio-Medical Engineer

Minimum Qualification:

- a) Must have passed graduation in Bachelor degree in bio-medical engineering
- b) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- c) Knowledge of Odia i.e. to read, write and speak is essential
- d) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service.
- e) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post

Key role & responsibilities:

- a) Keep record of all medical equipment and instruments
- b) Make regular inspection of medical equipment, instruments and take necessary steps for maintenance.
- c) Keep linkage with approved govt hired agency for maintenance of medical equipment's and instruments.
- d) Identify proper space for installation of equipments and instruments.
- e) Ensure Installation of equipments and instruments.
- f) Overall maintenance of medical equipment's, instruments and regular functionality.
- g) Any other bio-medical related works assigned by authority.

Remuneration: Rs 17204/- per month (consolidated).

10. IT Technician

Minimum Qualification:

- a) Must have passed BCA/MCA degree.
- b) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- c) Knowledge of Odia i.e. to read, write and speak is essential

- d) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- a) Keep details of inventory of IT equipments.
- b) Ensure installation of IT Lab., IT hub and other IT setups in Medical College.
- c) Take steps on day-to-day maintenance of IT system and other IT networking.
- d) Ensure internet connectivity in the required areas and departments and its functionalities.
- e) Any other IT related work assigned by the authorities.

Remuneration: Rs 17204/- per month (consolidated).

11. Ayush Doctor

Minimum Qualification:

- a) Must have passed the Bachelor degree in Ayurvedic Medicine & Surgery(B.A.M.S)/Bachelor in Homeopathic medicine & Surgery(B.H.M.S.) and must have the registration from Odisha State Council/Board of Ayurvedic /Homeopathic Medicine.
- b) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post

Key role & responsibilities:

- a) Attend OPD and patient treatment with special focus on isolation depts.
- b) Initiate wellness activity and Yoga.
- c) Ensure compliance of Kayakalpa and NQAS of the facility.
- d) Any other work assigned by the authority.

Remuneration: Rs 27624/- per month (consolidated).

12. Ophthalmic Asst.

Minimum Qualification:

- a) Must have passed Degree/ Diploma in Optometry from a recognize university, 2 years Certified Ophthalmic Asst., or Certified Surgical Asst., course.
- b) Must be within the age group of 21 years to 37 years on the date of such advertisement for the post
- c) Knowledge of Odia i.e. to read, write and speak is essential
- d) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

- (a) Visit various health facilities of the district and screen for refractive errors
- (b) Attend Ophthalmic OPD and assist specialists and doctors in screening
- (c) All ophthalmic relating work in the clinical capacity of an Ophthalmic Assistant
- (d) Organize screening camps as and when required



(e) Any other task assigned by authority.

Remuneration: Rs18000 /- per month (consolidated).

13. Hospital Manager

Minimum Qualification:

- a) Must have Graduate Degree with Post Graduate / Post Graduate Diploma in Hospital / Health / Hospital & Health Management / Administration from an accredited University (UGC approved) or Institute (AICTE approved) with at least 2 years post qualification experience in Hospital Administration from an NABH / ISO / JCI / NQAS accredited hospital.
- b) Computer literacy (MS-Office) and knowledge of internet use are required.
- c) The candidate must be of good mental and physical health which will not disrupt in discharging her normal duties in the service

Key role & responsibilities:

1. Hospital Manager will work under the direct supervision of Superintendent CHCs.
2. Hospital Manager also report to the AM-QA, DPMU & BPM of respective Block unit on progress of different activities like NQAs, Kayakalp of the CHC.
3. The prime duty of Hospital Manager shall be achievement of NQAs certification LaQshya and Kayakalp. Based on this achievement only, his/her engagement may be extended further for a period of one year.
4. The certification process like quarterly internal assessment, preparation of Time Bound Action Plan, necessary training for quality improvement, maintaining records and recording and reporting of KPI shall be done by Hospital Managers on regular basis.
5. Timings of Hospital Managers at DHH: 8AM to 2PM, 4PM to 6 PM and when required as per the situation and achievement of targets under NQAS.
6. Ensuring cleanliness of hospital surroundings, Circulation Area, Ambulatory Area, Wards, Procedure Areas, Auxiliary Areas and ensuring all Patient amenities, as per delegation by Authority.
7. Assist, support and conduct Periodic assessment of Hospitals using NQAs, LaQshya, MusQan&Kayakalp check list and arrive at a score of facility. Identification of gaps, Prepare Time bound Action Plan and take corrective action for gap closure as per the findings under the guidance of facilities in-charge. He/ She also prepare the facility for getting certification for Quality Parameters like NAQs, LaQshya, MusQan&Kayakalp Award as per guideline issued from time to time on priority.
8. Support Supdt to organising meeting of Hospital Quality Team (DQT), Quality Circle, Rogi Kalyan Samiti (GB, EC) ,BMWM committee and infection Control committee etc. as per the norm. It would include ensuring preparation of agenda notes, action taken report and minutes of the meeting under guidance of BPM of concerned Block.
9. Strengthen MIS and Submit Report to Dist. on monthly basis and take corrective action on the findings. Submit other reports (Quarterly NQAS, LaQshya, MusQan&Kayakalp assessment report, monthly KPI and other indicators, monthly progress report etc. to appropriate quarter as per the requirement. Analyze the report and take corrective action accordingly.
10. Ensure timely water testing, Culture surveillance of different procedure areas, ensure quality assurance of laboratory services by conducting EQAS (both Biochemistry & Hematology) of the Lab Services, IQAS and Calibration of all measuring equipment's.
11. Facilitate to carry out exit interviews, satisfaction surveys of external and internal customer i.e. conduct Patient Satisfaction Survey and Employee Satisfaction Survey (PSS, ESS), conduct time motion studies, analyse the findings and necessary corrective action as per the grievance.
12. Ensure and facilitate conducting of different audits like Medical Audit, Prescription Audit, Referral Audit, CS Audit, Infection Control Audit, Death Audit or any other audit required for quality & take corrective action thereafter.
13. Use Quality Tools for identification and process improvement, prepare process map of critical process and take corrective action to keep hospital services up to the quality standards.
14. Conduct Training Need Assessment of staff and facilitate training as per requirements.

15. Ensuring that the hospital meets all Statutory/regulatory compliances such as Authorization for BM WM, Blood Bank License, AERB Certification, NO Objection Certificate from the District Fire Officer about Fire safety, Lift License, Electric Safety certification from GED competent authority under guidance of Superintendent.

16. Management of out-sourced services such as Diagnostics, Dialysis, Diet, Housekeeping and cleanliness services, Security Services, laundry services, BMW Management, Help Desk etc.

17. Hospital Manager has to take round of the hospital/assigned service area daily and look into the assigned duties & functioning of equipment & Crowd management for smooth management of Department/Units. Take space for gap closure, corrective and preventive action.

18. Monitor and facilitate the Bio Medical Waste Management activities in the CHC as per Guideline & Other documents to department of CHC as share by Dist.

19. Ensure availability of functional Equipment's, Instrument and consumables in all the Dept. of the facility. Keep a record of non-functional equipment's and take immediate steps for its repair and utilization. Ensure AMC/CMC for all equipment's by coordinating with appropriate section /authority. Facilitate condemnation of unserviceable articles from time to time with the support of pharmacist.

20. Supervising punctuality, day-to-day work, supervision of support staff members as assigned by authority.

21. Analyze utilization of various services and equipment's etc. and prepare action plan for further improvement and modernization of the Hospital.

22. Ensure proper display of signage's like hospital Guide map, citizen charter, services available & entitlements, timings, departmental signage's, directional signage's of respective departments, Duty chart of staff according to their departments etc.

23. To attend to any other duties / responsibilities assigned by the authorities and the reporting officer if situation arises.

Remuneration: Rs28200 /- per month (consolidated).

14. OMBADC-Dist. Coordinator

Minimum Qualification:

- a) Must have Post Graduation degree in Social science /MSW/MPH/MBA/Master in Hospital administration/Master in Rural Development from a recognized university. University
- b) Computer Proficiency with high level familiarity on data base management programme and commonly used package like MS word, MS Excel, Power point, Internet etc.

Key role & responsibilities:

- a) Overall implementation of project as per DPR
- b) Preparation of annual action plan.
- c) Facilitate in the execution of health activities under OMBADC being directly executed by CDM&PHO in the district as per implementation schedule.
- d) Submission of reports in the prescribed format to DPMU/CDM&PHO as and when required.
- e) Maintenance of coordination with all stake holders of the district related to OMBADC.
- f) Regular Field visit to monitor the progress of work under taken and submission of field visit report to authorities.
- g) Assess the performance of personnel engaged under OMBADC and give appropriate remark before the remark of DPM/CDM&PHOs.
- h) Infrastructural Gap analysis highlights the same to the authorities.
- i) Any other work assigned by CDM&PHO/DPM as and when required.
- j) Age up to 45 years

Remuneration: Rs50000 /- per month (consolidated).

15. Accountant-OMBADC

Minimum Qualification:

- a) Must have a graduate degree in commerce with PDGCA and TALLY from a recognized university.
- b) Computer Proficiency with high level familiarity on data base management programme and commonly used package like MS word, MS Excel, Power point, Internet etc.

Key role & responsibilities:

- a) Maintenance of all Book of Accounts and the program files of OMBADC.
- b) Collect the work certificates and performance certificates of the SwasthyaSahaya Help Desk officer posted under OMBADC projects and route the files through District Coordinator & DPM to CDM & PHO.
- c) Collection of SOE/UC from the executing Agencies, Compilation and Submission report appropriate level.
- d) Maintenance and regular updating of database on the programme and submission report to appropriate level.
- e) Assist Dist. Coordinator in Preparation of presentation/ report for any meetings.
- f) Any other work assigned by the authorities as and when required.
- g) Age up to 40years

Remuneration: Rs28200 /- per month (consolidated).

16. Retd. Ophthalmic Asst.

Minimum Qualification:

- a) Retd.Govt. Ophthalmic Asst.

Key role & responsibilities:

- (a) Visit various health facilities of the district and screen for refractive errors
- (b) Attend Ophthalmic OPD and assist specialists and doctors in screening
- (c) All ophthalmic relating work in the clinical capacity of an Ophthalmic Assistant
- (d) Organize screening camps as and when required
- (e) Any other task assigned by authority.

Remuneration: Rs35400/- per month (consolidated).



17. Microbiologist

Minimum Qualification:

- a) Must have a Master Degree in applied Microbiology

Key role & responsibilities:

- Undertake / guide technicians for laboratory investigations of diseases of Public Health importance
- Facilitate capacity building of laboratory technicians and assistance by organizing training programs
- Periodically assess training needs of laboratory technicians/assistance and organize relevant training programs with support from DPHL
- Ensure implementation of Standard Operating Procedures (SOP) for laboratory
- Timely submission of monthly status report on laboratory tests carried out in assigned laboratories to DSU and DPHL
- Participate in epidemic investigations as member of Rapid Response Team, if required
- Carry out Internal Quality Assurance upto PHC-HWC level laboratories and monitor implementation of External Quality Assurance.
- Assist in procurement of laboratory equipment and consumable items for laboratories
- Coordinate with DPHL of the district participating in disease surveillance
- Provide support for sample collection and transport of specimen from assigned Laboratories to DPHL
- Make supervisory visit to the L1 laboratories to review the progress of project activity.
- Support district surveillance unit in other works related to effective implementation of IDSP /NVHCP /NTEP
- Microbiological culture surveillance of Critical areas like OT, SNCU, Labour room, Dressing room etc
- Covid19 Truant/RTPCR testing
- Any other work assigned by Higher authority
- The job is completely target based and may be renewed subject to satisfactory performance by achieving target
- Monitoring the work of LTs engaged at PHC-HWCs under extended TB control programme,DMF
- Submit weekly report (Saturday) to District Microbiologist, DHH, Sundargarh on the following in a prescribed format.
 1. EQAS
 2. Internal quality assurance
 3. Readiness of Lab as per SOP (NQAS Checklist)
 4. Culture Surveillance of critical department
 5. Extended TB Programme

Remuneration: Rs44500/- per month (consolidated).

18. **Executive Admin**

Minimum Qualification:

Retd. Govt. Clerical Staff / experienced staff dealing office works

Key role & responsibilities:

- a) Day to day office administration under the guidance of Dean, Medical College.
- b) Dealing official communications and files
- c) HR files and records
- d) Perform duty as per the instruction of authority.

Remuneration: Rs27000/- per month (consolidated).

19. **DEO**

Minimum Qualification:

- a) Must have a Graduate degree in any discipline with PGDCA from a recognize university.
- b) Computer Proficiency with high level familiarity on data base management programme and commonly used package like MS word, MS Excel, Power point, Internet etc.

Key role & responsibilities:

- a) Data/ report collections and ensure entries
- b) Keep records and files in soft and hard format
- c) Ensure data entry and health portal up-dations
- d) Any work assigned by the authority.

Remuneration: Rs10847/- per month (consolidated).

NB: While engaging the manpower the approved Agency must accord priority to the candidates presently working in various health institutions with satisfactory performances under DMF fund.



I. Provision of Leave for Staff / Personnel Hired in the Project


The leaves/holidays to be granted to the paramedical staff will be according to the leave policy of Department of Health and Family Welfare, Govt. of Odisha.

J. Other General Conditions of Contract

1. The selected Agency would be wholly responsible for the acts & omissions of the manpower engaged for this job.
2. The persons deployed by the Agency should be properly trained, have requisite experience and skills for carrying out the work assigned to him. For selection of Manpower, first preference shall be given to local people of Sundargarh district as per the above criteria.
3. Training and capacity building of the staff may be undertaken in consultation with the office of the CDM & PHO, SUNDARGARH, based on need, at the time of deployment or periodically during the time the staff is deployed. Similarly, intra/inter district travel might also need to be undertaken for training, capacity building, and normal performance of duty assigned. The cost for such training, capacity building and travelling will be borne by the selected agency out of their management fee only. No separate claims in this regard will be entertained by CDM & PHO, SUNDARGARH, and DMF.
4. Maximum Age limit for retired government servants will be 68 years.
5. The Agency should ensure the health and safety of its employees.
6. The Agency must employ adult labour only. Employment of child labour will lead to the termination of the contract. The Agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
7. The Agency shall be fully responsible for the conduct of his/her staff
8. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of:
 - a. Payment of Wages Act, 1936;
 - b. Minimum Wages Act, 1948;
 - c. Employer's Liability Act, 1938;
 - d. The Workmen Compensation Act, 1923;
 - e. Industrial Disputes Act, 1947;
 - f. Maternity Benefit Act, 1961;
 - g. Any other relevant Act.

CDM & PHO, SUNDARGARH, NHM and DMF will not own any responsibility in this regard.

9. The staff shall be in proper uniform and with their identity card properly displayed.
10. The agency shall not in any condition engage any sub-Agency or transfer the contract to any other person. If found guilty, the contract will be cancelled immediately at the cost and expense of the Agency.
11. Default of service: Any instance(s) of Violation and/or Refusal and/or Non- performance towards any of the obligations/terms described in the Scope of Work would be treated as default of service by the selected agency. Upon default of service, the Client reserve the right to forfeit the payment outstanding (if any) for the said till that particular stage. In addition, CDMO&PHO would also have the right to terminate the Agreement with the selected agency
12. Wages shall not be less than the minimum wages prescribed by Labour Department of Govt. of India for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in this hospital within time stipulated as per labour laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill. In case any complaint is received or it is observed that payment to deployed staff is not being made as per law, the agency shall have to make payment to these workers in the hospital premises at their risk and cost, in the presence of an authorized officer of hospital.
13. The agency shall obtain license under the Contract Labour (Regulation and Abolition) Act, 1970 from the appropriate authority, if applicable and shall produce the license within two months after the commencement of the contract.
14. The Agency shall take due care to comply with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like policy changes proposed by the Government or legal amendments from time to time, during the period of the Contract.
15. The Agency shall provide the requisite paramedical staff for round the clock services. **Number of manpower can be increased / decreased on actual need basis.**
16. This office shall not be held responsible for any injury or loss of life of personnel deployed/deputed by the Agency which may take place in the course of their deployment.
17. All taxes applicable will be deducted as per the provisions.
18. All assets, equipment and tools utilized under the project will be property of the office of the CDM & PHO, SUNDARGARH and the Agency will have no right over it
19. If any personnel engaged by the agency indulge in illegal activities or professional misconduct, action deemed fit against him/her will be taken.
20. The agency shall enroll contractual staff into EPF (if applicable) immediately on engagement of contractual staff. Providing of uniform and other necessary items as per job requirements shall be the responsibility of the Agency.



21. CDM & PHO, SUNDARGARH may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower.
22. Payment procedure:
- a. The Agency shall submit the bills by the 7th day of each subsequent month to the office of CDM & PHO, SUNDARGARH
 - b. Bill must be raised based on the rate quoted by the agency under this RFP.
 - c. The bill must be supported with the following documents:-
 - Attendance sheets along with salary certificates,
 - Wages sheets of all the workers and staffs deployed
 - Certified copy of PF Challan along with details of deduction of each employee and GST
 - After submission of monthly bill complete in all respect, the bill will be verified and countersigned by CDM & PHO, SUNDARGARH and submitted to DMF and payment will be made to the agency.
23. Liquidated damages:
- a. Whenever and wherever it is found that the service is not up to the mark or the behavior of any contractual paramedical staff is found harsh / rude, and non-cooperative towards patients / attendants / staff, it will be brought to the notice of the supervisory staff of the Agency by Office of CDMO & PHO. Liquidated damages @ ₹ 500/- per complaint shall be imposed, on each such instance. The decision of CDM & PHO, SUNDARGARH shall be final, in this regard.
 - b. If any paramedical staff is not found in proper uniform or not displaying photo identity card, a penalty, indulging in smoking/drinking at the time of duty, absent from the place of duty, without giving prior intimation depending on the circumstances fine of ₹ 200 will be imposed to the agency.
24. Manpower:
- a. Any misconduct/misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to CDM & PHO, SUNDARGARH with a copy to DMF
 - b. The Agency should ensure to maintain adequate number of manpower and also arrange a pool of stand by workers / supervisors. In case any worker /supervisor is absent from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of staff. The cost for such additional manpower will be borne out of the management fee only.
25. Risk clause:

The Agency shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. DMF reserves the right for termination of the contract at any time by giving 30 days written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected Agency at the cost, risk and responsibilities of Agency. Excess expenditure incurred on account of this

will be recovered by DMF from the Agency's Performance Bank Guarantee or pending bill or by raising a separate claim.

- a. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the CDM&PHO
- b. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the office of CDM & PHO, SUNDARGARH
- c. In the event of loss/damage of equipment's etc. at / of the hospital premises (DHH,SDH,CHC) of the due to negligence of Agency staff, then the Agency shall compensate the loss to CDM&PHO.

Section 5: Instruction to applicant Agencies

1. The CDM&PHO & Committee shall select the agency with the approval of the District Collector cum Chairperson and Managing Trustee, District Mineral Foundation (DMF), Sundargarh, in accordance with the method of selection specified below:

Name of the Client: CDM&PHO, Sundargarh

Method of Selection: Pre-Qualification of eligible applicant agencies followed by Combined Quality-cum- Cost Based Selection [CQCBS]

2. Interested applicant Agencies are invited to submit a Proposal, for the assignment named below:

Name of the Project: Selection of Agency for providing various category of manpower in different health institution of Sundargarh District under DMF fund, Sundargarh. The detailed scope of the project has been described in the Terms of Reference in Section 4.

3. **The Proposal submission addresses:**

Chief District Medical & Public Health Officer,
District Head Quarter Hospital, Sundargarh
Sundargarh- 770001

4. The Proposal (comprising of Pre-Qualification documents, Technical Proposal and Financial Proposal) must be submitted by hand or by registered/speed post, which should be received by the Client, no later than the following date and time:

Date: 30/11/2022 Time: 05:00 PM

5. The Proposal, technical presentation, and any clarifications provided by the applicant Agencies along with the Terms of Reference provided in the RFP will be the basis for selection and ultimately for a signed Contract with the selected Agency.

6. **Applicant Clarifications:**

- a. The Client shall invite queries from applicant Agencies as per the details mentioned in the Fact Sheet of this document.
- b. The Applicants must ensure that their queries should reach CDM & PHO, Sundargarh,

on or before last date mentioned in Fact Sheet of this document only through the e-mail of the Client i.e. sngcdmo@gmail.com.

- c. The queries should necessarily be submitted in the following format:

Section /Page No.	Content of RFP requiring Clarification	Change/clarification requested	Remarks

- a. Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
- b. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
- c. The purpose of query clarification is to provide the Applicants with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
- d. However, the Client reserves the right to hold or re-schedule the process.

7. Responses to Queries and Issue of Corrigendum:

- a. The Authorized Representative of the Client will endeavor to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does it undertake to answer all the queries that have been posed by the Applicants.
- b. At any time prior to the last date for receipt of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all Applicants will be uploaded on the website <http://Sundergarh.nic.in>. Any such corrigendum shall be deemed to be incorporated into this RFP.
- d. In order to provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of Proposals.
- e. The Client representative is: Chief District Medical & Public Health Officer, Sundargarh.

8. Applicant Agencies shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to cancel the selection process at any time prior to Contract award, without thereby incurring any liability to the applicant Agencies.

9. Conflict of Interest:

- a. Client requires that the selected Agency shall perform the required services, provide professional, objective, and impartial advice and at all times hold the Clients interests paramount, strictly avoid conflicts of interest with other assignments or their own interests and act without any consideration for future work. Without limitation on the generality of the foregoing, the agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:

Conflicting Relationships:

- b. Applicant Agencies (including its Personnel and Sub-Agencies) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment, (ii) the selection process for such Assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.
- c. Applicant Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the applicant / selected Agency or the termination of its Contract.
- d. No Agency or current employees of the Client shall work as Agency under their own ministries, departments or agencies.

10. Unfair Advantage

If an applicant Agency could derive a competitive advantage from having provided other services related to the assignment in question, the Client shall make available to all other applicant Agencies together with this RFP all information that would in that respect give such applicant Agency any competitive advantage over competing applicant Agencies.

11. Fraud and Corruption

It is required that applicant Agencies participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract.

The Client:

- a. Defines the terms set forth below as follows:
 - i. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official or members of the Evaluation Committee, in the selection process or in contract execution;
 - ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
 - iii. "collusive practices" means a scheme or arrangement between two or more applicant Agencies with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels;
 - iv. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;
- b. will reject a proposal for award, if it determines that the Agency recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question;



Applicant Agencies should be aware of the provisions on fraud and corruption stated in the specific clauses in the Contract.

Applicant Agencies shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the applicant Agency is awarded the Contract.

12. Only one Proposal

An applicant Agency may only submit one proposal. If an applicant Agency submits or participates in more than one proposal, all such proposals shall be disqualified.

13. Proposal Validity

Proposals must remain valid for 120 days after the submission date. During this period, applicant Agencies shall maintain the availability of professional staff nominated in the Proposal and fully commit to their financial proposal, unchanged. The Client will make its best effort to complete negotiations within this period. Should the need arise; however, the Client may request applicant Agencies to extend the validity period of their proposals. Applicant Agencies who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, unchanged, or in their confirmation of extension of validity of the Proposal, applicant Agencies could submit new staff in replacement, who would be considered in the final evaluation for contract award. Applicant Agencies who do not agree, have the right to refuse to extend the validity of their Proposals, under such circumstances, the Client shall not consider such proposal for further evaluation.

14. Preparation of Proposals:

- a. The Proposal as well as all related correspondence exchanged by the applicant Agencies and the Client shall be written in English. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.
- b. In preparing their Proposal, applicant Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

The Proposal consists of three parts (i) Pre-Qualification documents (ii) Technical Proposal (iii) Financial Proposal.

a. Pre-Qualification Documents

The Technical Proposals of only those applicant Agencies who meet the pre-qualification criteria in the table below will be opened. **Applicant Agencies failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected summarily.** Applicant Agencies should fill the Pre-Qualification Form which is included in Section 6 of this RFP. The filled up Pre-Qualification Form and the supporting documents should be enclosed in a separate envelope marked as '**Pre-Qualification Documents**'.

Sl.	Basic Requirement	Specific Requirement	Documents Required
1.	Legal Entity	The applicant should be a company/NGO/firm/proprietary /partnership engaged in supply of similar manpower	<ul style="list-style-type: none"> ● Certificate of incorporation ● Registration Certificate ● PANNo. ● GSTNo. ● Registration with Labour Department, ESIC and EPFO
2.	Operation	The Agency should have been in operation for the past three (3) years 2019-20, 2020-21 & 2021-22 and filed ITRs for the last 3 FYs	Last three FY's Audited Financial Statement (Income Tax Returns, audited Balance Sheet & Profit & Loss A/c) duly signed by a Chartered Accountant
3.	Financial Capacity	The Agency should have an average annual turnover of at least Rs. 20,00,00,000 (Rupees Twenty crore only) or more (2019-20, 2020-21 & 2021-22). This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement
4	Work experience	<p>The applicant agency should have successfully undertaken work of similar nature (providing nursing & paramedical staff) of value of at least</p> <p>a. ₹ 8.00 Cr. (1 project) b. ₹ 4.00 Cr. (2 projects each) c. ₹ 3.00 Cr (3 or more projects each)</p>	Copies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence should be provided as proof
5.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory
6.	Blacklist	The Agency should not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies.	Undertaking by the Authorized Signatory

7.	Authorized Representative	A Power of Attorney/ Board Resolution in the name of the person signing the proposal	Original Power of Attorney or Board Resolution Copy
8.	Cost of Tender/ Tender Fee	The Agency should furnish a Tender Fee of ₹10,000 (Rupees Ten Thousand Only), in the form of Demand Draft in favour of ZSS Miscellaneous DMF A/C CDMO Office. and payable at <i>Sundargarh.</i>	Original Demand Draft
9.	Earnest Money Deposit (EMD)	The Agency should furnish an EMD of ₹ 5,00,000 (Rupees Five Lakhs Only), in the form of Demand Draft in favour of ZSS Miscellaneous DMF A/C CDMO Office and payable at <i>Sundargarh.</i>	Original Demand Draft

NOTE: The copies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, if and when required.

b. Technical Proposal Format and Content

Applicant Agencies are required to fill the **Tech Forms**. The filled up Tech Forms (in Section 6) should be enclosed in a separate envelope along with all necessary/supporting documents to justify the claims. The supporting documents have to be produced in original by the applicant Agencies, if and when demanded by the Client. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed on-responsive.

The formats of the Technical Proposal (in Form 5) to be submitted are:

- i. Form 1: Technical Evaluation Form
- ii. Form 2: Letter of Proposal Submission
- iii. Form 3: Applicant Agency's Organization and Experience
- iv. Form 4: Description of Approach, Methodology and Work Plan
- v. Form 5: Undertaking regarding any Conflicting Activities and Declaration thereof

The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information shall be declared non responsive.

c. Financial Proposals

The Financial Proposal shall be prepared using the attached Fin Form (in Form 6). The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected.

15. Tender Fee

Tender Fee of ₹ 10,000 (Rupees Ten Thousand only), in the form of Demand Draft (DD) drawn in favour of *"ZSS Miscellaneous DMF A/C CDMO Office"* and payable at Sundargarh, must be submitted along with the Proposal. Proposals not accompanied by Tender Fee shall be rejected as non-responsive.

16. Earnest Money Deposit

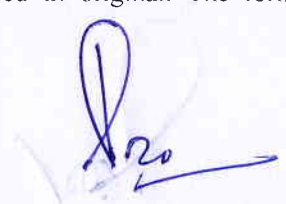
An Earnest Money Deposit (EMD) of ₹ 5,00,000 (Rupees Five Lakhs only), in the form of Demand Draft (DD) drawn in favour of *ZSS Miscellaneous DMF A/C CDMO Office* and payable at Sundargarh, must be submitted along with the Proposal. Proposals not accompanied by EMD shall be rejected as non-responsive. No interest shall be payable by the Client for the sum deposited as EMD and no bank guarantee will be accepted in lieu of the EMD. The EMD of the successful and unsuccessful applicants would be returned within one month of signing of the contract.

The EMD shall be forfeited by the applicant Agencies in the following events:

- a. If Proposal is withdrawn during the validity period or any extension agreed by the applicant Agencies thereof.
- b. If the Proposal is varied or modified in a manner not acceptable to the Client after opening of Proposal during the validity period or any extension thereof.
- c. If the applicant Agencies tries to influence the evaluation process.
- d. If the selected Agency withdraws its proposal during negotiations.

17. Performance Bank Guarantee

The selected Agency shall be required to furnish a Performance Bank Guarantee of ₹ 30,00,000/- (Rupees Thirty Lakhs Only) in the form of an unconditional and irrevocable bank guarantee from a Nationalized/Scheduled bank in India in favour of *"Chief Executive Officer, District Mineral Foundation (DMF), Sundargarh"* for the entire period of contract with 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful applicant must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure I.



18. Submission, receipt and opening of proposals

- a. The Proposals (Pre-Qualification, Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the applicant Agencies themselves. The under signee person for the proposal must provide his initial beside such corrections. Submission letters for the Technical Proposal and Financial Proposals should respectively be in the format specified.
- b. An authorized representative of the applicant Agency shall initial all pages of the original Pre-Qualification, Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Technical and Financial Proposals or in any other form demonstrating that the representative has been duly authorized to sign.
- c. The Pre-Qualification form and all documents (listed in para 14 of Section 5) including the Tender Fee, EMD, declaration of submission as independent agency and power of attorney shall be placed in a separate sealed envelope clearly marked "PRE QUALIFICATION DOCUMENTS". The Technical Proposal including all the Tech Forms and supporting documents (listed in para 14 of Section 5) shall be placed in a separate sealed envelope clearly marked "TECHNICAL PROPOSAL". Similarly, the Financial Proposal including the Fin Form (described in para 14 of Section 5) shall be placed in a separate sealed envelope clearly marked "FINANCIAL PROPOSAL". All the three sealed envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the submission address. The Client shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may also be deemed as fit case for Proposal rejection. If the Proposal is not submitted in separate sealed envelopes duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
- d. The Proposals must be sent to the address indicated and received by the Client no later than the time and the date of submission, or any extension to this date in accordance with corrigendum. Any proposal received by the Client after the deadline for submission shall be returned unopened.
- e. From the time the Proposals are opened to the time the Contract is awarded, the applicant Agencies should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by applicant Agencies to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the applicant Agencies' Proposal.

19. Evaluation of Technical Proposal

- a. An Evaluation Committee (EC) will be constituted by the Client for the purpose of evaluating the proposals.
- b. In the first stage of evaluation, only responsive proposals which satisfy the Pre-Qualification Criteria shall be further taken up for evaluation. A Proposal shall be rejected if it is found deficient as per the requirements indicated.
- c. The EC shall then evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Table below.



- d. The Evaluation Committee while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the competent authority accepts therecommendation.
- e. Agencies shall also make a presentation before the Evaluation Committee, which will be evaluated.
- f. Each responsive Proposal will be given a technicalscore.
- g. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicatedbelow.

Criteria, sub-criteria, and points system for the Evaluation of Technical Proposals:

Sl.	Evaluation Criteria	Supporting Form	Max.Score
1.	Turnover		30
1.1	Average annual turnover of the last three financial years, i.e. 2019-20, 2020-21, 2021-22 Scoring criteria Rs. 20 crore – 50.00 crores = 5 Marks; Rs. 50.01 crores –80.00 crores = 10 Marks; Rs. 80.01 crores& above = 15 Marks;	Average Annual Turnover Statement (CA copy to be Attached)	15
2	Net Worth of Last Financial year i.e. 2021-22 Negative (Loss) - 0 marks 0 – Rs 2.00 Crore – 5 marks Rs 2.01 crore-5crore – 10 marks More than 5crore – 15 marks	CA copy to be Attached	15
3	Experience		30
3.1	Experience of providing Paramedics manpower for state/center government departments/ Programs. One assignment – 10 marks Two assignments – 20 marks Three or more assignments – 30 marks	Form 3	30
4	Experience in health sector (providing manpower/ Ambulances/ Mobile medical Vans etc) Work order value per annum Rs 2 Crore – Rs5.00 Crore – 5 marks Above Rs 5.00 crore – 10 marks	Work order or Experience certificate to be attached	10
5	Approach and Methodology (To be evaluated through technical presentation) The Approach & Methodology should cover the following aspects: 1. Understanding and Approach to the assignment 2. Methodology for identification and selection of Personnel 3. Review mechanism for performance of deployed personnel 4. Provision to secure and retain professionals	Form 4	30
Total Score			100

Note: The minimum qualifying Score is: 60

20. Evaluation of Financial Proposal

- a) Financial Proposals of only those applicant Agencies who are technically qualified (i.e. obtain minimum 70% in Technical Evaluation) shall be opened.
- b) Financial bid will be evaluated as per Management Fee (%) quoted by the Agency(s).
- c) Lowest evaluated Financial Proposal (Fm) will be given the maximum financial score of 100. Other Financial Proposals shall be given financial scores that are inversely proportional to the lowest Financial Proposal as stated below:

$F_s = 100 \times (F_m / \text{Financial Proposal of the Applicant under consideration})$ where

Fm: Lowest Financial Proposal and Fs: Financial Score of the Applicant under consideration

21. Final Selection of Agency

The final score of an Applicant shall be calculated as follows:

Weighted Technical Score = Technical Score (Ts)*70%

Weighted Financial Score = Financial Score (Fs)*30%

Final Score = Weighted Technical Score + Weighted Financial Score

Agencies will be ranked on the basis of score obtained and the highest scoring agency will be selected.

22. Expected date and address for contract negotiations:

Date to be communicated later.

Address:

Chief District Medical & Public Health Officer,

District Head Quarter Hospital,

Sundargarh (Odisha)- 770001.

Email: sngcdmo@gmail.com

Expected date and place for commencement of services:

To be communicated later.

23. Negotiations

Negotiations will be held at the address indicated above. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.

a) Technical Negotiations

Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the selected Agency to improve the Terms of Reference. The Client and the selected Agency will finalize the Terms of Reference, staffing schedule, work schedule,

and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the selected Agency.

b) Financial Negotiations

After the technical negotiations are over, financial negotiations will be carried out in order to discuss any changes in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations. Under ordinary circumstances, the financial negotiation shall not result in any increase in the proposed budget. However, in case of exceptional reasons/circumstances, the client may consider an increase/modification in the budget.

c) Conclusions of Negotiations

Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the selected Agency will initial the agreed Contract. If negotiations fail, the Client will invite the next-ranked Agency to negotiate a Contract.

24. Award of Contract

After completing negotiations, the Client shall issue a Letter of Intent to the selected Agency, and promptly notify all applicant Agencies who have submitted proposals about the decision taken. The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within seven (7) working days of issuance of the Letter of Intent.

25. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the applicant Agencies who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Agency of confidential information related to the process may result in the rejection of its Proposal.

26. Termination Clause

During the period of agreement, if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the security deposit of ₹ 15.00 Lakh deposited with DMF, Sundargarhor part thereof shall be forfeited in favour of Chief Executive Officer DMF. Sundargarhand agreement will be terminated after giving 30 days" notice. In such situations, tender can be allotted to second lowest Agency.

27. Replacement of Personnel

The personnel to be deployed under this contract must be dedicated in nature. It will be governed by the following terms and conditions:

- a. The personnel to be selected will be invariably from the list of CVs submitted as part of the bid submission only. In no situation, will new CVs be allowed, unless a written approval is given on a case-to-case basis by CDM & PHO, Sundargarhin consultation with DMF.



- b. No replacement of personnel is allowed within the project period. The Client will **not** normally consider substitutions during contract period unless both the parties agree that such substitutions are unavoidable, and for reasons such as death or medical incapacity which is really beyond the control of bidder.
- c. The Client also reserves the right to request the selected agency to replace the deployed key personnel if they are not performing to a level of satisfaction of the Client. After written notification, the selected agency will provide CV of appropriate candidates within seven (7) days for review and approval. The selected agency must replace the personnel within seven (7) working days from the date of approval of replacement.
- d. If one or more key personnel become unavailable / leave the project for any reason midway under the contract, the selected agency must notify the Client at least fourteen (14) days in advance, and obtain the approval prior to making any substitution. In notifying the Client, the selected agency shall provide an explanation of circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient detail to permit evaluation of the impact on the engagement. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and must be submitted to the Client within 7 days of departure of original professional. For each such case, an amount equivalent of one month salary of the professional (who departed) will be deducted from the Management Fee of the selected agency.
- e. In case there is a gap in replacement of any personnel, no remuneration will be provided for that period.



Section 6: Standard Forms

Pre-Qualification Form 1

Sl.	Evaluation Criteria	Supporting Form	Max.Score
1.	Turnover		30
1.1	Average annual turnover of the last three financial years, i.e. 2019-20, 2020-21, 2021-22 Scoring criteria Rs. 20crore – 50.00 crores = 5 Marks; Rs. 50.01 crores –80.00 crores = 10 Marks; Rs. 80.01 crores & above = 15 Marks;	Average Annual Turnover Statement (CA copy to be Attached)	15
2	Net Worth of Last Financial year i.e. 2021-22 Negative (Loss) - 0 marks 0 – Rs 2.00 Crore – 5 marks Rs 2.01 Crore -5crore – 10 marks More than 5crore – 15 marks	CA copy to be Attached	15
3	Experience		30
3.1	Experience of providing Paramedics manpower for state/center government departments/ Programs. One assignment – 10 marks Two assignments – 20 marks Three or more assignments – 30 marks	Form 3	30
4	Experience in health sector (providing manpower/ Ambulances/ Mobile medical Vans etc) Work order value per annum Rs 2 Crore – Rs 5.00 Crore – 5 marks Above Rs 5.00 crore – 10 marks	Work order or Experience certificate to be attached	10
5	Approach and Methodology (To be evaluated through technical presentation) The Approach & Methodology should cover the following aspects: 1. Understanding and Approach to the assignment 2. Methodology for identification and selection of Personnel 3. Review mechanism for performance of deployed personnel 4. Provision to secure and retain professionals	Form 4	30



6	Legal Entity	The applicant should be a company/firm/proprietary/partnership engaged in supply of similar manpower	<ul style="list-style-type: none"> ● Certificate of incorporation ● Registration Certificate ● PAN No. ● GST No. ● Registration with Labour Department, ESIC and EPFO 	
7	Authorized Representative	A Power of Attorney/ Board Resolution in the name of the person signing the proposal	Original Power of Attorney or Board Resolution Copy	
8	Cost of Tender/ Tender Fee	The Agency should furnish a Tender Fee of ₹10,000 (Rupees Ten Thousand Only), in the form of Demand Draft in favour of ZSS Miscellaneous DMF A/C CDMO Office and payable at <i>Sundargarh</i> .	Original Demand Draft	
9	Earnest Money Deposit (EMD)	The Agency should furnish an EMD of ₹ 5,00,000 (Rupees Five Lakhs Only), in the form of Demand Draft in favour of ZSS Miscellaneous DMF A/C CDMO Office , and payable at <i>Sundargarh</i> .	Original Demand Draft	
10	Blacklist	The Agency should not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any	Undertaking by the Authorized Signatory	

NOTE: All claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components, partners, etc. clearly highlighted.



Pre-Qualification Form 2

AVERAGE ANNUAL TURNOVER STATEMENT

The Average Annual Turnover statement of <name of the organization>, at <address of the organization>, for the last three financial year are given below and certified that the statement is true and correct.

Sl. No.	Financial Year	Turnover in lakhs (₹)
1	2019-20	
2	2020-21	
3	2021-22	
	Average annual turnover statement	

Date:

Signature of Chartered Accountants

Place:

Seal:

Membership No:

Note:

1. To be issued in the letter head of the Chartered Accountant
2. The annual average turnover statement will be invalid without the membership number of the Chartered Accountant



Pre-Qualification Form 3

NON-CONSORTIUM DECLARATION

We,<name of the Organization>, having our registered office at , <HQ address of the Organization> hereby declare that we are submitting this proposal in reference to the Request for Proposal for the **“Selection of Agency for providing various category of manpower in different health institutions of Sundargarh District under DMF fund, Sundargarh”**.

We declare that we are submitting this proposal as an independent agency, and not as a part of any consortium/Joint Venture/Associations.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Date:

Authorized Signature

Place:

Name and Title of Signatory

Seal:

Note:

1. To be issued in the letter head of the Organization



Pre-Qualification Form 4

NON-BLACKLIST UNDERTAKING

We,<name of the Organization>, having our registered office at , <HQ address of the Organization> hereby declare that we are submitting this proposal in reference to the **“Request for Proposal for the Selection of Agency for providing various category of manpower in different health institutions of Sundargarh District under DMF fund,Sundargarh”**.

We declare that we have not been blacklisted by any Ministry / Department / Public Sector Undertaking or any other agency of the Central/State Government.

We declare that there are no proceedings, disputes or enquiries pending against us in connection with cheating, misappropriation of funds or exploitation of beneficiary.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Date:

AuthorizedSignature

Place:

Name and Title ofSignatory

Seal:

Note:

1. To be issued on the letter head of the Organization



Technical Proposal Forms

Form 1: Technical Evaluation Form

Sl.	Evaluation Criteria	Supporting Form
1.	Turnover	
1.1	Average annual turnover of the last three financial years, i.e.,2019-20, 2020-21, 2021-22 Scoring criteria Rs. 20crore – 50.00 crores = 5 Marks; Rs. 50.01 crores –80.00 crores = 10 Marks; Rs. 80.01 crores & above = 15 Marks;	Average Annual Turnover Statement (CA copy to be Attached)
2	Net Worth of Last Financial year i.e. 2021-22 Negative (Loss) - 0 marks 0 – Rs 2.00 Crore – 5 marks Rs 2.01 Crore-5crore – 10 marks More than 5crore – 15 marks	CA copy to be Attached
3	Experience	
3.1	Experience of providing Paramedics manpower for state/center government departments/ Programs. One assignment – 10 marks Two assignments – 20 marks Three or more assignments – 30 marks	Form 3
4	Experience in health sector (providing manpower/ Ambulances/ Mobile medical Vans etc) Work order value per annum Rs 2 Crore – Rs 5.00 Crore – 5 marks Above Rs 5.00 crore – 10 marks	Work order Or Experience certificate to be attached
5	Approach and Methodology (To be evaluated through technical presentation) The Approach & Methodology should cover the following aspects: 1. Understanding and Approach to the assignment 2. Methodology for identification and selection of Personnel 3. Review mechanism for performance of deployed personnel 4. Provision to secure and retain professionals	Form 4
	Total Score	

Note :- All claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components clearly Highlighted.

Form 2: Letter of Proposal Submission

To,

The Chief District Medical & Public Health Officer Head Quarter Hospital, Sundargarh

Dear Sir,

We, the undersigned, offer to execute the assignment – **“Selection of Agency for Providing various category of manpower in different health institution of Sundargarh District under DMF fund, Sundargarh”.**

under District Mineral Foundation (DMF), Sundargarh in accordance with your Request for Proposal dated. We are hereby submitting our Proposal, which includes the Pre-Qualification Documents, Technical Proposal and Financial Proposal, sealed in separate envelopes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Proposal is binding upon us subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated.

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

We remain,

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

Location: _____ Date: _____



Form 3 – Applicant Agency's Organization and Experience

A – Agency's Organization

[Provide here a brief description of the Agency's background including ownership details, date and place of registration, objectives, etc. Provide an outline of experience/assignments of similar nature including name of assignment, duration, contract amount, client details, staff involved, tasks carried out, etc. Apart from this, also provide details and supporting information/documents under the Pre-qualification criteria and Evaluation criteria].

Note 1: Information provided in this form should sufficiently support/justify the criteria of the Technical Qualification Form.

Note 2: All the claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components clearly highlighted.



Form 4 – Description of Approach, Methodology and Work Plan for Performing the Assignment

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a. *Technical Approach and Methodology,*
- b. *Work Plan, and*
- c. *Organization and Staffing]*

- a) **Technical Approach and Methodology:** In this chapter, you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you should adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- b) **Work Plan:** In this chapter, you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate and implement each of the objectives, services and care to be provided, and scope of work into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.
- c) **Organization and Staffing:** In this chapter, you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Tech Form -5.

Note 1: Information provided in the form should correspond to the Technical Presentation.

Note 2: All the claims should be substantiated through production of supporting documents.



**Form 5 – Undertaking Regarding any Conflicting Activities and Declaration
Thereof**

Are there any activities carried out by your Agency which are of conflicting nature as mentioned in para 9 of section 5. If yes, please furnish details of any such activities.

If no, please certify,

[We hereby declare that our Agency has not indulged in any such activities which can be termed as the conflicting activities under para 9 of the section 5. We also acknowledge that in case of misrepresentation of the information, our proposals /contract shall be rejected / terminated by the Client which shall be binding on us.]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:



Form 6 (Financial Bid)

To,

Chief District Medical & Public Health Officer
Head Quarter Hospital Sundargarh

Dear Sir,

We, the undersigned, offer to provide services for the assignment **“Selection of Agency for providing various category of manpower in different health institution of Sundargarh District under DMF fund, Sundargarh”**.

in accordance with your Request for Proposal (RFP) dated _____ and our Technical Proposal.

Our attached Financial Proposal for the Management Fee is as per mentioned below:

Sl. No	Particulars	Fee (in %)
1	Management Fee (as percentage of total cost as mentioned in Annexure II)*	

*This will exclude the applicable taxes.

We fully accept the proposed budget in the RFP. The proposed budget shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal. We also undertake to negotiate on the Management Fee proposed.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

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

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____
Name and Title of Signatory: _____
Name of Agency: _____
Address: _____



Form 6 (Financial Bid)

To,

Chief District Medical & Public Health Officer
Head Quarter Hospital Sundargarh

Dear Sir,

We, the undersigned, offer to provide services for the assignment **“Selection of Agency for providing various category of manpower in different health institution of Sundargarh District under DMF fund, Sundargarh”**.

in accordance with your Request for Proposal (RFP) dated _____ and our Technical Proposal.

Our attached Financial Proposal for the Management Fee is as per mentioned below:

Sl. No	Particulars	Fee (in %)
1	Management Fee (as percentage of total cost as mentioned in Annexure II)*	

*This will exclude the applicable taxes.

We fully accept the proposed budget in the RFP. The proposed budget shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal. We also undertake to negotiate on the Management Fee proposed.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

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

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____
Name and Title of Signatory: _____
Name of Agency: _____
Address: _____



ANNEXURE- I

DRAFT PERFORMANCE BANK GUARANTEE

(To be issued by a Bank _____)

This deed of Guarantee executed at _____ by _____ (Name of successors and assigns).

In favour of **Chief District Medical & Public Health Officer, Sundargarh**, which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas _____, an organization registered/formed under _____ (specify the applicable law) and having its registered office at _____ (hereinafter referred to as the Agency) has been, consequent to conduct and completion of a competitive bidding process in accordance with the Request for Proposal (RFP) document No. ___ dated //2022 issued by **Chief District Medical & Public Health Officer, Sundargarh**, selected for the Agreement by Collector & Chairperson cum Managing Trustee, DMF Sundargarh as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the **CDM&PHO, Sundargarh & Agency**.

The Agreement requires the Agency to furnish an unconditional and irrevocable Bank Guarantee for an amount of ₹ _____/- Rupees _____ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Agency approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents.

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby guarantee as follows:

The Agency shall implement the project- **Selection of Agency for providing various category of manpower on contractual basis in different health institution of Sundargarh District under DMF fund, Sundargarh**".

1. In accordance with the terms and subject to the conditions of the Agreement and fulfil its obligations thereunder.

We, the Guarantor, shall, without demur, pay to **Chief District Medical & Public Health Officer Sundargarh**, an amount not exceeding ₹ (Rupees _____ only) within 7 (seven) days of receipt of a written demand from **Chief District Medical & Public Health Officer Sundargarh** stating that the Agency has failed to fulfil its obligations as stated in Clause 1 above.



1. The above payment shall be made by us without any reference to the Agency or any other person and irrespective of whether the claim of the **Chief District Medical & Public Health Officer Sundargarh** is disputed by the Agency or not.
2. The Guarantee shall come into effect from _____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the **Chief District Medical & Public Health Officer Sundargarh** under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from **Chief District Medical & Public Health Officer Sundargarh** prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to **Chief District Medical & Public Health Officer Sundargarh**.
3. In order to give effect to this Guarantee, **Chief District Medical & Public Health Officer Sundargarh** shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by **Chief District Medical & Public Health Officer Sundargarh** or by the extension of time of performance granted to the Agency or any postponement for any time of the power exercisable by **Chief District Medical & Public Health Officer Sundargarh** against the Agency or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation extension or forbearance or omission on the part of **Chief District Medical & Public Health Officer Sundargarh** to the Agency to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
4. The Guarantee shall be irrevocable and shall remain in full force and effect until all our Obligations under this guarantee are duly discharged.
5. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in-above written.

Signed and Delivered by _____ Bank by the hand of Shri _____ its
_____ and authorized office.

Authorized Signatory _____ Bank



ANNEXURE II

1. BUDGET

Sl. No.	Category of Manpower	No of resources	Monthly Remuneration (Fixed)	Unit Cost/Month including EPF @13% of "c" or Rs.1950.00 (wel*) & ESI @3.25% of "c" or Rs.682.50 (wel) (Rs.)	Estimated Annual Cost
1	Executive Admin	2	27,000	29,633	7,11,192
2	Staff Nurse (SN)/ Nursing Officer	219	18,000	20,535	5,39,65,980
3	Lab Technician	105	16,000	18,470	2,32,72,200
4	Pharmacist	50	16,000	18,470	1,10,82,000
5	MPHS(M/F)/MPHW(M/F)	216	14,500	16,856	4,36,91,400
6	Radiographer	10	16,000	18,470	22,16,400
7	Ophthalmic Asst.	7	18,000	20,535	17,24,940
8	Ophthalmic Asst.(Retd)	4	35,400	38,033	18,25,560
9	Ayush Doctor	3	27,624	30,257	10,89,252
10	Hospital Manager	2	28,200	30,833	7,39,992
11	Microbiologist	4	44,500	47,133	22,62,384
12	Accountant	5	15,483	17,936	10,76,172
13	Office Asst.	2	15,500	17,954	4,30,890
14	DEO	22	10,847	12,610	33,28,944
15	IT Technician	1	17,204	19,713	2,36,558
16	OMBADC DC	1	48,200	50,833	6,09,996
17	OMBADC Accountant	1	28,200	30,833	3,69,996
18	Project Manager	1	35,000	37,633	4,51,596
19	Biomedical Engineer MCH	1	17,204	19,713	2,36,558
	Total	656			14,93,22,010

1

Note: *which ever is lower

- GST and Management fee will be extra.
- Management fee will be quoted as a percentage of the total cost. However, management fee to be paid will be based on actual expenditure incurred.
- Number of resource persons may increase/decrease as per the requirement.

