



Chief District Medical & Public Health Officer
Sundargarh, Odisha

RFP No: CDM & PHO/SNG/2023-24/02

Date: 23.08.2023

REQUEST FOR PROPOSAL

Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF), Sundargarh

Chief District Medical & Public Health Officer, Sundargarh, Govt. of Odisha, invites sealed proposals from eligible bidders for "Selection of Agency for Operations & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF), Sundargarh"

Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from <https://sundargarh.nic.in>.

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	23-08-2023
2	Deadline for Submission of Pre-Proposal Query	28-08-2023 By email (sngedmo@gmail.com)
3	Issue of Pre-proposal Clarifications	31-08-2023 via online mode on https://sundargarh.nic.in
4	Last Date for Submission of Bid	13-09-2023 by 05.00 PM
5	Date of Opening of Technical Bid	14-09-2023 at 11.30 AM
6	Date of Technical Presentation	14-09-2023 (Only of Bidders Qualified in Pre-qualification evaluation)
7	Date of Opening of Financial Bid	Will be communicated later
8	Method of Selection	Quality Cum Cost Based Selection

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post** only latest by **before 5.00 PM** in a sealed envelope clearly mentioning on the top of it "Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh". The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/all proposals without assigning any reason thereof.

Address for Submission of Proposal:

Chief District Medical & Public Health Officer, DIII, Sundargarh 770001

Request for Proposal

**Selection of Agency for Operation & Management of 15 Nos. of
Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh
District under District Mineral Foundation (DMF) Sundargarh**



**Chief District Medical & Public Health Officer (CDM & PHO)
Sundargarh, Govt. of Odisha**

August 2023

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Disclaimer

This Request for Proposal (RFP) is issued by the Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh, Govt. of Odisha, hereinafter referred to as CDM & PHO Sundargarh, Government of Odisha.

While the information in this RFP has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified. Neither CDM & PHO Sundargarh nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed. The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of the CDM & PHO Sundargarh who the Client is. It does not claim to contain all the information that a recipient may require for the purposes for deciding for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into any agreement or arrangement relating to the project. This RFP includes certain statements, information, projections, and forecasts with respect to the proposed assignment. Such statements, information, projections, and forecasts reflect various assumptions made by the management, officers, and employees of the CDM & PHO Sundargarh / Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation, or warranty.

CDM & PHO Sundargarh, Government of Odisha shall be the sole and final authority with respect to selection of an Agency/ Consultant / Technical Service Provider for the purpose through this RFP.



Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No: Dated:

Name of the Assignment: Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh

1. The "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh, Govt. of Odisha" (The Client) invites sealed proposal from eligible bidder under the process for "Selection of Agency for Operation & Management of No. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh". More details on the proposed study are provided at Section-3: Terms of Reference (To R) of this RFP Document.
2. A bidder will be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a Non-refundable amount of Rs. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 1,00,000/- (Rupees One Lakhs only) in form of Demand Draft** in favour of "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh" drawn from any Nationalized/Scheduled Bank payable at Sundargarh, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is Dt. 25.10.2023 before 5.00 PM and the date of opening of the technical proposal is Dt. 26.10.2023 in the presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
 - a. Letter of Invitation [Section – I]
 - b. Instructions to the Bidder [Section – II]
 - c. Terms of Reference [Section – III]
 - d. Technical Proposal Submission Forms [Section – IV]
 - e. Financial Proposal Submission Form [Section –V]
 - f. Annexure [Section – VI]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.



S/D
Chief District Medical & Public Health Officer (CDM&PHO)
Sundargarh, Govt. of Odisha

2. Bidder Data and Factsheet

Sr. No	Particular	Details
1	Name of the Client	Chief District Medical & Public Health Officer (CDM&PHO) District Head Quarter Hospital, Sundargarh (Odisha) Email: sngcdmo@gmail.com
2	Method of Selection	Quality cum Cost Based Selection (QCBS)
3	Availability of RFP Document	https://sundargarh.nic.in
4	Date of Issue of RFP	23-08-2023
5	Deadline for Submission of Pre-Proposal/Query	28-08-2023 by email to sngcdmo@gmail.com
6	Issue of Pre-proposal Clarifications	31-08-2023 via online mode on https://sundargarh.nic.in
7	Last Date for submission of Proposal	13-09-2023 by 05.00 PM
8	Date of opening of Technical Proposal	14-09-2023 at 11.030 AM
9	Date of Technical Proposal Presentations	14-09-2023 (Of only those Bidders who become qualified in the Stage I of the evaluation {Pre-qualification Criteria})
10	Date of Financial Bid Opening	Will be communicated later
11	Contact Person / Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO) District Head Quarter Hospital, Sundargarh (Odisha) Email: sngcdmo@gmail.com
12	Place of Opening of Proposal	Chief District Medical & Public Health Officer (CDM&PHO) District Head Quarter Hospital, Sundargarh (Odisha)
13	Mode of Submission	Speed Post / Registered Post only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected
14	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft drawn in favour of "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh" drawn from any Nationalized/Scheduled Bank payable at Sundargarh. The bid processing fee shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
15	Earnest Money Deposit (EMD) (Refundable)	INR 1,00,000/- (Rupees One Lakhs only) in the form of demand draft drawn in favour of "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh" drawn in any Nationalized/Scheduled Bank payable at Sundargarh. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
16	Performance Bank Guarantee	3% of Total Contract Value.
17	Name of the Project	Selection of Agency for Operations & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh

NOTE:

- The Client reserves the right to change any schedule. Please visit the website '<https://sundergarh.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.

-S/D

**Chief District Medical & Public Health Officer (CDM&PHO),
Sundargarh, Govt. of Odisha**



Section II: Instructions to the Bidders

1. Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents/ information as part of their technical proposal failing which the proposals will be rejected.

Sr. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
1.	Legal Entity	The Agency shall be organization / NGO registered under registered under Indian Companies Act, 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 registered	<ul style="list-style-type: none"> • Certificate of Incorporation • Registration Certificate • PAN No. • GST No.
2.	Operation	The Agency shall have been in operation for the past three (3) years as on 31/03/2022 and filed ITRs for the last 3 FYs i.e., 2019-20, 2020-21 and 2021-22.	Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2019-20, 2020-21 and 2021-22.
3.	Financial Capacity	The Agency shall have an average annual turnover of at least Rupees One (1) Crores over the last three FYs 2019-20, 2020-21 and 2021-22. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement
4.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.
5.	Blacklist	The Agency shall 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
6.	Experience	The Bidders having cumulative work experience for one year in operations and	Copies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates or



		management of anyone of the following services. <ul style="list-style-type: none"> • Maha-Prayan / Dead Body Carrier Vehicles • Basic Life Support (BLS) Ambulances • Advanced Life Saving (ALS) Ambulances • Mobile Medical Unit (MMU) / Mobile Health Unit (MHU) 	equivalent documentary evidence shall be provided as proof. Documents in other languages shall be supplemented by an English translated copy.
7.	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney (Notarized on a Rs. 100/- Non-Judicial Stamp Paper)
8.	Cost of Tender/ Tender Fee	The Agency shall furnish a Tender Fee of Rs. 10,000.00 (Rupees Ten Thousand Only), in the form of Demand Draft in favor of 'ZSS DMF SUNDARGARH', and payable at Sundargarh.	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 1,00,000.00 (Rupees One Lakhs Only), in the form of Demand Draft in favor of 'ZSS DMF SUNDARGARH', and payable at Sundargarh.	Original Demand Draft

10. NOTE:

- i. The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till signing of the Memorandum of Understanding (MOU).
- ii. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above shall lead to rejection of the bid.
- iii. Submission of forged documents shall also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.
- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.
- v. Client at it's own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.



Documents / Formats for submission along with Technical Proposal

The bidder must furnish the following documents duly signed in along with their Technical Proposal:

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder's letterhead requesting to participate in the selection process
3. Bid Processing Fee & EMD as applicable
4. Copy of Certificate of Incorporation/ Registration
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
7. Copies of IT Return for the last three financial years (FY 2019-20, 2020-21 and 2021-22)
8. General Details of the Bidder (TECH – 2)
9. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
10. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder or Board of Directors
11. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration regarding Conflict of Interest (TECH - 6)
13. TECH - 7 till TECH – 11
14. Note:
 - i. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
 - ii. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP document.
 - iii. The photocopies of documents submitted for Technical Proposal are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as *non-responsive, at any time during evaluation till issuance of Supply Order / signing of MOU.*
 - iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.

3. Bid Processing Fee

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 10,000/- (Ten Thousand Rupees Only) in shape of DD from any Nationalized/Scheduled Bank in favour

of "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh". Proposals received without bid processing fee will be out rightly rejected.

4. Earnest Money Deposit (EMD)

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 10,00,000/- (Rupees Ten Lakhs only) in shape of DD from any scheduled/nationalized bank in favor of "CDM & PHO, Sundargarh, DMF" payable at Sundargarh.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.
3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:
 - i. Bidder withdraws its proposal during the bid validity period as specified in RFP.
 - ii. Bidder does not respond to requests for clarification of its proposal.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
 - iv. If the bidder fails to:
 - a. Provide any clarifications to the Client.
 - b. Agree to the decisions of the contract negotiation meeting.
 - c. Sign the contract within the prescribed time period. Furnish required Performance Bank Guarantee in time.
 - v. Any other circumstance which holds the interest of the Client during the overall selection process.

5. Validity of the Proposal

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The Client reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

6. Pre-Proposal Queries

1. The Client invites queries from applicant Agencies (if any) as per the details mentioned in the Fact Sheet of this document.
2. The Applicants must ensure that their queries shall 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., snqedmo@gmail.com.



3. The queries shall necessarily be submitted in the following format:

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

4. Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
5. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
6. 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.
7. However, the Client reserves the right to hold or re-schedule the process.
8. Responses to Queries and Issue of Corrigendum:
- The Authorized Representative of the Client will endeavour 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 undertake to answer all the queries that have been posed by the Applicants.
 - 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 a corrigendum.
 - The Corrigendum (if any) and 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.
 - 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.
 - The Client is CDM&PHO, Sundargarh.

7. Instruction for filling Financial Formats

- The applicant agency has to give rate per KM per vehicle as per FIN 1.
- The 1500 KM per month per vehicle mentioned in FIN 2 is only for the calculation point of view on basis of the last year movement of Maha-Prayan Vehicle, the Approximate K.M (1500) per month per Vehicle has been assumed.
- However the successful bidder will be paid as per the exact K.M covered for Operation & Management of Dead body carrier (Maha-Prayan) Vehicle
- Intending bidder has to derive the component wise monthly (Hiring, HR-Driver, HR-Call Center) cost for 15 vehicles in FIN 2.
- Thereafter Per vehicle per month cost have to be derived.

6. Finally, bidder has to mention per vehicle per kilometre cost as instructed in FIN 2.
7. The total Cost (Sum of all components) of per vehicle per KM in FIN 2 should be equal with the rate quoted per vehicle per KM in FIN 1.

8. Submission of Proposal

Bidder must submit their proposals by **Registered Post / Speed Post only** to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected by the Client.

The procedure for submission of the proposal is described below:

1. Technical Proposal (Original):

The envelope containing technical proposal shall be sealed and superscripted as "**Technical Proposal - Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh**" and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

2. Financial Proposal (Original):

The envelope containing financial proposal shall be sealed and superscripted as "**Financial Proposal - Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh**". The Financial Proposal has been prepared as per Section VI Annexure II and needs to be agreed upon as per the attached Financial Form FIN 1 (in Section V). The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected.

The "**Technical Proposal**" and "**Financial Proposal**" must have to be submitted in two separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as "**TECHNICAL PROPOSAL (Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh)**".

The second envelope must be marked as "**FINANCIAL PROPOSAL Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh**" and it should contain Financial



Proposal only. Both the above envelopes must be sealed and placed inside a third main envelope with proper labelling of following information in bold:

NAME OF THE ASSIGNMENT:

RFP NUMBER AND DATE:

DEADLINE FOR SUBMISSION OF BID:

NAME OF THE BIDDER:

NAME AND ADDRESS OF THE BIDDER:

CONTACT NUMBER OF THE BIDDER:

EMAIL ID OF THE BIDDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be outrightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

9. Opening of the Proposal

The FIRST ENVELOPE containing **TECHNICAL PROPOSAL** will be opened in the initial stage by the Client in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The SECOND ENVELOPE containing **FINANCIAL PROPOSAL** only of the technically qualified bidders will be opened after completion of technical evaluation stage.

10. Evaluation of Proposal

A Three stage evaluation process will be conducted as explained below for evaluation of the proposals:

1. Preliminary Evaluation (1st Stage) *: Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Submission of following documents / information will be verified:

1. Filled in Bid Submission Check List in Original (**Annexure-I**)
2. Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
3. Bid Processing Fee and EMD as applicable
4. Copy of Certificate of Incorporation/ Registration.
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
7. Copies of IT Return for the last three Financial Years (**FY 2019-20, 2020-21 and 2021-22**).
8. General Details of the Bidder (**TECH 2**).
9. Financial Details of the bidder (**TECH 3**) along with all the supportive Documents as



applicable duly signed and certified as per the instruction

10. Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder
11. List of completed assignments of similar nature (Past Experience Details, TECH 5) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration on Conflict of Interest (TECH 6)
13. Duly filled in Technical Proposal Forms (TECH 7 to 11)
14. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

*Bids not complying to any of the above requirement, will be out rightly rejected at the discretion of the Client's authority.

2. **Technical Evaluation (2nd Stage):** Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

Sr. No.	Criteria	Maximum Marks
1	Turnover	10 Marks
1.1	Average annual turnover of the last three financial years, i.e., FY 2019-20, 2020-21 and 2021-22 Scoring Criteria <ul style="list-style-type: none"> • INR 1 crores to 05 crores = 2 marks • INR 05.01 crores to INR. 10 crores = 4 marks • INR 10.01 crores to INR 15 crores = 6marks • INR 15.01 crores to INR 20 crores = 8 marks • INR 20.01 crores and above = 10 marks 	10 Marks (Original copy of TECH 3)
2	Experience of the Bidder**	50 Marks
2.1	Number of operational/completed cumulative units (Vehicle) of Maha-Prayan / Dead Body Carrier Vehicles / Basic Life Support (BLS) Ambulances / Advanced Life Saving (ALS) Ambulances / Mobile Medical Unit (MMU) / Mobile Health Unit (MHU) for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings / Joint Sector / Public Limited Company / NGO / CSR funding / Private Hospitals in the past 10 years till the bid application due date (ADD) (Marks awarded will be dependent on the summation of number of cumulative unit, i.e., $P = P1 + P2 + P3 + \dots + Pn$) Scoring Criteria <ul style="list-style-type: none"> • 5 units to 15 units = 20 Marks • 16 units to 25 units = 30 Marks • 26 units to 35 units = 40 Marks • More than 35 units = 50 Marks 	50 Marks (TECH 5)
3	Technical Presentation	40 Marks
3.1	Presentation on Approach, Methodology and Work Plan 1. Understanding of the Assignment and Issues/Challenges (10 Marks)	40 Marks Technical Presentation

2. Approach, Methodology and Work Plan (20 Marks)	(TECH 8 and 9)
3. Similar Case Studies (10 Marks)	
Total (1 + 2 + 3)	100 Marks*
<p>4. Note:</p> <p>1. * The minimum qualifying mark is: 60 (60%).</p> <p>2. ** Photocopies of work orders / original experience certificates from the clients / MOU / MOA / agreements etc must be submitted as a proof for each assignment. No assignment should be repeated across various categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.</p> <p>3. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.</p> <p>4. Valid certificate means the certificates should be valid on the date of opening of technical bid.</p> <p>5. Client at it's own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.</p>	

3. **Financial Evaluation (3rd Stage):** The Financial Proposals of only those applicant firms, qualifying the technical evaluation i.e., the 2nd stage who are scoring at least 60 marks from 100 total marks only, shall be considered for opening of financial proposals. The financial proposals shall be opened in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

11. Evaluation of Financial Proposal

- QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives.
- Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain minimum 60 marks in Technical Evaluation) shall be opened.
- The financial bid will be opened only of the shortlisted/qualified bidders. Accordingly, the financial score (F) for each of these shortlisted/qualified bidders will be calculated. The lowest bidder would be awarded a financial score of 100. The Cumulative score (C) will be evaluated based on the following ratio 60 (T): 40 (F).

Financial score (F)	:	(Lowest price quote/Price quote of the bidder) *100
Cumulative score (C)	:	{60 *(T) + 40* (F)}/100

- The bidder getting highest Cumulative score (C) based on technical and financial evaluation will be awarded the contract.
- For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the Client shall make payment to the Agency including overhead expenses.

12. Contract Negotiation

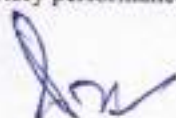
1. Negotiations will be held (if necessary) at the office of CDM & PHO Sundargarh. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.
 1. **Technical Negotiations:** Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, penalties, 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.
 2. **Financial Negotiations:** After the technical negotiations are over, financial negotiations will be carried out 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.

13. 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.

14. Award of Contract

1. After completing negotiations, the Client shall issue a Letter of Intent (LOI) / award of contract / offer letter for to the selected Agency, for signing of the contract.
2. The Client shall notify all applicant Agencies who have submitted proposals about the decision taken.
3. The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within fifteen (15) working days of issuance of the Letter of Intent (LOI).
4. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
5. The contract shall be valid for Three (3) years i.e., Thirty-six Months from the date of effectiveness of the contract.
6. The contract can be extended for next Two (2) years i.e. Twenty-four months, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.



15. Performance Bank Guarantee (PBG)

1. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the qualified bidder shall have to furnish a Performance Bank Guarantee amounting to **3% of the contract value** from a Scheduled / Nationalized Bank situated in Sundargarh in favour of "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh", as per the format at Annexure- II, for a period of **Sixty (60) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of **60 days** beyond the contract period) as its commitment to perform services under the contract.
2. The bank guarantee must be submitted after award of contract/LOI but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any.
3. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected Agency, and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract.
4. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.
5. 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 II.

16. Conflict of Interest

Conflict of interest exists in the event of:

1. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
2. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly.
3. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

17. Disclosure

1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
2. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.



3. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 1. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 2. Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 3. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

18. Anti-corruption Measure

1. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

19. Language of Proposals

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the **English** language. 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.

20. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

21. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Civil Court of Sundargarh only.

22. Governing Law and Penalty Clause

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty @



1% per week subject to maximum of 10% of the total contract value. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

Any shortfall/default found on inspection by Authorized Representatives or Officials of health /dist. Administration.

Parameter	Incidence of Default	Penalty
Any Shortfall/default at any time during the contract period	For poor general cleanness of the vehicle/ staff without uniform	Penalty @ Rs 1,000/ per vehicle 1 st time for every shortfall/default and subsequently @ Rs 2,000/ per vehicle for every shortfall/default.
	Non availability/Functioning of GPS	
	Improper maintenance/ non updating of vehicle logbook, PCR Record, vehicle maintenance record/non-submission of monthly reports as per the prescribed format as prescribed by the authority.	
	Off road (Off road refer to the term that the successful bidder could not provide vehicle for the Maha- Prayan services as per the requirement of CDM & PHO, Sundargarh) of vehicles without substitute or without any prior intimation to the office of CDM&PHO regarding justifiable grounds.	Penalty @ Rs 5,000/ per vehicle per day
Call Center	For downtime the service per day or changing the toll-free number without prior intimation to CDM & PHO, Sundargarh.	Penalty @ Rs 5,000/ per day
	Instance of unanswered/unattended call	Penalty @ Rs 5,00/ per call

The penalty amount will be deducted from the gross value of the bill amount at the time of releasing of payment against invoice claimed by the agency of the related month.

23. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders 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 Bidder/Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the Bidder/Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

24. Amendment of the RFP Document

At any time before submission of proposals, the Client may amend the RFP by issuing an addendum through NIC Sundargarh website. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposals.

25. Client's right to accept any proposal, and to reject any or all proposal/s

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding/ provide additional time period for submission of missing documents / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

26. Copyright, Patents and Other Proprietary Rights

CDM & PHO Sundargarh and DMF Sundargarh, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about Documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the Bidder/Agency shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

27. Force Majeure

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a Force Majeure situation arises, the agency shall promptly notify Client in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Client in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The agency shall advise Client in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Client reserves the right to cancel the contract without any obligation to compensate the agency in any manner for whatsoever reason.

28. Settlement of Disputes

The Client and the Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Sundargarh, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. District Magistrate



and Collector -cum- Chairman and Managing Trustee DMF Sundargarh, Govt of Odisha shall be the final authority to resolve the dispute arising between and the Client and the Agency.

29. Disqualification of Proposal

The proposal is liable to be disqualified in the following cases as listed below:

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents / information.
7. Bids with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

30. Damages for Mishap/Injury

1. The Service provider shall be fully responsible damages of any kind or for any mishap/injury/ accident caused to any personnel/property of the Service provider while performing the duty, scope of services etc.
2. All liabilities, legal or monetary, arising in that eventuality shall be borne by the service provider/ Agency.
3. The service provider shall keep the Client indemnified against damages from all of the above mishaps/injuries/accidents.



Section III: Terms of Reference

1. Introduction

Sundargarh District boasts of approximately 43 percent of its total area covered in forests, adorned by a variety of colourful tribes spread across the landscape. Moreover, it holds vast potential for mining, Sundargarh District is bordered by Ranchi District of Jharkhand to the North, Raigarh District of Chhattisgarh to the West and Northwest, while its Southern and South-eastern boundaries are shared with Jharsuguda, Sambalpur, and Angul Districts of Odisha. Towards the East, it is flanked by Singhbhum District of Jharkhand and Keonjhar District of Odisha.

Sundargarh district, endowed with rich mineral deposits, occupies a prominent place in the mineral resource map of Odisha. The district fulfils the domestic and overseas demand with huge reserves of high-grade iron ore & manganese along with other minerals such as chromite, limestone, dolomite, nickel, granite etc. Sundargarh is recognised as an industrial district in the map of Odisha. Steel Plant fertilizer plant, Cement Factory, Ferro Vanadium Plant, Machine Building Factory, Glass and china clay factory and Spinning mills are some of the major industries of this district. The entire forest range of Sundargarh is dotted with several iron ore & manganese ore mines of varying production capacities. Sundargarh District has many remote and hard-to-reach areas where traditional funeral processions is very challenging. Providing a Maha-Prayan (Dead body Carrier) is a humanitarian endeavour that reflects a community's commitment to supporting its members during times of loss and grief.

2. Objective

The objective of this Request for Proposal (RFP) is to select a competent and empathetic bidder who can efficiently manage the transportation of deceased individuals with utmost dignity, respect, and sensitivity

1. Providing a Maha-Prayan (Dead body Carrier) ensures the dignified transportation of deceased individuals from hospitals to their final resting places. This service is crucial to show respect and compassion towards the deceased and their bereaved families.
2. A Maha-Prayan (Dead body Carrier) ensures timely and efficient transportation of bodies, especially during times of emergencies or when families need to conduct funeral rituals promptly
3. Maha-Prayan (Dead body Carrier) facilitates the transportation needs for grieving families, ensuring accessibility to appropriate funeral arrangements in all regions.
4. Providing a dedicated Maha-Prayan (Dead body Carrier) helps bereaved families avoid the financial burden of arranging private transportation for the deceased.
5. Dealing with the loss of a loved one is emotionally challenging for families. Having a Maha-Prayan (Dead body Carrier) with trained and compassionate staff can offer comfort and support during this difficult time.
6. Providing a Maha-Prayan (Dead body Carrier) is a humanitarian endeavour that reflects a community's commitment to supporting its members during times of loss and grief.



3. Aim

1. Dignified Transportation.
2. Timely and Efficient Transportation.
3. Reduced Financial Burden.
4. Sensitive and Compassionate Support
5. Humanitarian Services

4. Scope of Work

1. Services Components:

1. Procure/ Hire, equip and operate the 15 Nos. of Maha-Prayan Vehicles.
2. Provision of Maha-Prayan (Dead Body Carrier) Service through a toll-free number across Sundargarh District.
3. Operation and maintenance of 15 Maha-Prayan (Dead Body Carrier) Services using a fleet of four-wheeler (Van type) vehicles.
4. Availability of registered carrier vehicles with drivers
5. Services to be provided for bodies with a valid "death certificate" issued by respective Hospitals (DHH/RGH/CHC/PHC) for carriage within the same/adjoining district.
6. Service provision within 1 hour of the issuance of the "death certificate," maintaining adequate carrier vehicles (with AC at 16 degrees) to meet the 1-hour cut-off time.
7. The Maha-Prayan (Dead Body Carrier) will transport the dead body from a public health institution to the residence of the deceased within the district as per the request of the family members of the deceased
8. The phone numbers of the selected Service providers shall be displayed at all prominent and conspicuous places of all Government hospitals. The name of the designated authority or officer of the concerned health institution and his telephone number must also be displayed in the hospital premises who shall be contacted in case of difficulties in availing such services.
9. In case any Service Provider refuse to transport the Dead Body to the destination for any death occurring in any public health institution, the District Maha-Prayan committee shall consider de-empowerment of such defaulting Service Provider.
10. Vehicle will be stationed inside the premises of Hospital, & DHH, So that the same can be utilized as and when required by the.
11. Client reserves the rights to increase/decreased the number of vehicles as per the demand and situation.

2. Vehicle and Equipment:

1. Hire/Purchase of a Four-wheeler type of vehicle, specifically 15 units of Maha-Prayan (dead body Carrier)
2. Availability of Registered carrier vehicle with driver, Insurance and ensure follow the provisions of all the rules and regulations stated under the Motor Vehicles Act, 1988, the Central Motor Vehicles Rules, 1989 and the state motor vehicles guidelines.
3. Use of four-wheeler (Van type) vehicles for the Maha-Prayan service.



4. The vehicle must be in Road Worthy condition, shall not be more than 4 years old from the date of publication of tender of and must have valid Registration Certificate, Insurance Certificate, Fitness Certificate, valid Contract Carriage Permit, Pollution Certificate and proof of up-to-date tax payment etc. which are mandatory for plying of the vehicle.
5. The primary obligation of the Selected Bidder shall be to procure, equip and operate the Fifteen (15) Maha-Prayan (dead body Carrier) to provide transportations services from facility to house of the deceased.
6. Is fully equipped with equipment's listed in the below paras for Technical Specifications.
7. Is manned by adequate manpower resources as per the requirement enumerated in below paras for Human Resources.
8. The Maha-Prayans are provided with necessary fuel and other necessities for carrying on operations on regular basis.
9. Maintenance and upkeep of vehicles, including GPS tagging and ICT equipment for online vehicle tracking.
10. Vehicles to be equipped with air conditioning at 16 degrees for preserving the body.
11. The Maha- Prayan to be provided by the Service Provider must have provision of a stretcher arrangement in the rear seating area.
12. All vehicles to display the standard logo provided by the DMF, Sundargarh.
13. While transporting the dead bodies, two (2) to four (4) Attenders may be allowed in the van along with the dead body.
14. In case of the breakdown of the vehicle in middle of the journey alternative vehicle should be arranged within one hour by the service provider (Bidder).
15. The cost for fuel shall be calculated based on a mileage of 10 kilometres per liter at the actual rate of fuel cost.
16. The quoted price shall be per Km basis which shall take into account the provision of vehicle with driver, call center, maintenance and miscellaneous charges etc. (Excluding Fuel Charges). The fuel charges will be paid separately based on the milage of 10 K.M per liter at the actual rate of fuel cost.
17. The Vehicle driver should obtain satisfactory certificate from the relatives /Attenders of the deceased.
18. The duty slip shall be maintained by the driver of each Maha- Prayan and the duty slip must contain Information regarding registration number of the Maha-Prayan death certificate number and date, name of the beneficiary, name of the deceased, name of the driver, name of the destination, date & time, total K.M.s covered as at Annexure-II.
19. The Selected service provider shall be paid per K.M cost as per actual distance covered by all vehicles deployed during the month which include provision of vechicle with driver, call centre, maintenance and miscellaneous charges . The fuel charges will be paid separately based on the milage of 10 K.M per liter at the actual rate of fuel cost .
20. Obtain insurances, licenses, and permits as required by the law from the respective competent authorities.



21. The details of the make and year of manufacture of the vehicle, Registration No., mileage (Kms. Covered per litre) and name of the Driver with Driving License No. and period of validity should be specifically provided in the general bid information to be furnished with the Quotation/ Tender (Annexure-II).
22. The Service provider agrees that the vehicles will not be used to advertise any product or organisation including the Service provider's own'.
23. In case of emergency, the driver will have to report for duty. No extra payment shall be demanded.
24. List of Equipment in the Maha-Prayan (Dead Body Carrier)

S.No.	Name of equipment
1	Torch with batteries
2	Metal stretcher without mattress
3	Bed pan
4	Fire Extinguisher - 5kgs with Fixing Stand
5	Luminous Search Light (Rechargeable)
6	Fire/Rescue Blanket
7	Fumigation Machine or Carbonization Facility
8	Motorized cleaning machine with Jet nozzle
9	Seating arrangement on One side
10	Elevated platform for placing the dead body



3. Vehicle Deployment:

1. The service to be initiated with a 15 number of vehicles as listed in the enclosed document to cover the entire district.
2. The authority reserves the right to adjust the number of vehicles based on requirements during the contract period.
3. No. of the tentative Maha-Prayan vehicle required for Sundargarh District

Sl. No.	Name of Hospital	No. of vehicles to be positioned
1	SDH Bonai	1
2	CHC-Rajgangpur	1
3	CHC-Hemgir	1
4	CHC- Lahunipara	1
5	CHC-Koira	1
6	DHH- Sundargarh	5
7		
8		
9		
10		
11	RGH- Rourkela	5
12		
13		
14		
15		
	Total	15

4. Requisition and Operations:

1. Requisitions for the Maha-Prayan service to be made by Help desk/Superintendent/MO/IC of respective Blocks from Government Hospitals.
2. Dead bodies to be transported with dignity and respect, respecting cultural beliefs, and minimizing financial hardships for next of kin.
3. No cost shall be borne for off-route transportation and breakdown of Maha-Prayan vehicles.
4. The Maha-Prayan services shall be operational for 24 hours a day, 365 days in a year, ensuring continuous and uninterrupted support.
5. After receiving the call from verified sources the death certificate must be Authenticated.
6. The Maha-Prayan (Dead body Carrier) shall reach the respective deceased family's/relatives designated location within one hour of the scheduled time.

5. Driver and Staff Requirements:

7. Each vehicle (Maha-Prayan) should be adequately staff with Driver.
8. Driver and support staff should be covered under appropriate insurance.
9. Periodic training for drivers and management staff.
10. The Service provider agrees that he would ensure that adequate staffing in each Maha-Prayan.



11. The Service provider agrees that a record of qualifications shall be maintained by the provider and available for inspection.
12. The Service provider hereby expresses his commitment to training and staff development and the maintenance of professional knowledge and competence.
13. All personnel engaged for the Ambulance Service should be registered under ESI and EPF and should be provided with valid ESIC Cards and EPF numbers, if applicable to the Contractor.
14. The drivers engaged should have valid driving license and should be co-operative and amiable in nature.
15. The drivers provided should not have any past history of criminal records or Alcoholism or Drug Addiction.
16. The tenderer/bidder would manage shift timings of drivers in such a manner that the 24 hours service should not be interrupted.
17. The drivers employed by the tenderer/bidder shall always be ready for duty during duty hours.
18. The driver(s) employed by the tenderer/bidder shall have proper and valid driving licences and physical fitness certificate for driving as required by law and shall have mental fitness and satisfy all conditions as required by Transport Authority and should also have experience of driving four wheelers.
19. The drivers supplied should not be above 60 years of age.
20. The drivers should always wear uniform while on duty.
21. The persons provided by the contractor shall be the employee of the contractor only and there is no Master and Servant or Employer and Employee relationship between the persons provided by the contractor and this Hospital and further the said persons of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.
22. The persons provided by the contractor shall not claim any benefit/ compensation /absorption/ regularization of service from/ in this hospital under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the persons to this effect shall be required to be submitted by the contractor to this hospital.

6. Call Center Management:

1. The successful bidder shall manage the toll-free call center for service requests.
2. Call centre operations, including handling service requests from Help desk/Superintendent/MO/IC/ Authorised person.
3. Employing and maintaining a competent and well-trained team of call center agents to handle incoming calls efficiently.
4. Ensuring prompt and courteous responses to all incoming calls related to Maha-Prayan services.
5. Properly routing calls to the relevant authorities or service personnel for efficient and timely handling of dead body transportation.
6. Ensuring that calls are answered within two rings to enhance customer satisfaction and minimize waiting time.
7. Maintaining detailed and accurate call logs containing essential information related to each call.



8. Implementing systems to ensure that no call goes unattended during operational hours for 24 hours a day, 365 days in a year.
9. Setting up a call back mechanism to address any missed calls and provide appropriate solutions promptly.
10. The call centre shall be operational for 24 hours a day, 365 days in a year, ensuring continuous and uninterrupted service availability.

5. Human Resources for Maha-Prayan (Dead Body Carrier)

Sr. No.	Name of Post, Minimum Qualification and Experience	Responsibilities	Required Number in Each Maha-Prayan
1	<ul style="list-style-type: none"> • Driver 8th Standard (Pass) with Valid License for LMV (Commercial) and Badge License. • At least three years' experience of driving Maha-Prayan/ Ambulance/LMV (Commercial) Vehicle • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Operate the Maha-Prayan vehicle safely and responsibly, adhering to all traffic regulations and ensuring the safety of the deceased and accompanying personnel during transportation. • Demonstrate empathy and sensitivity when interacting with the family or caregivers of the deceased, maintaining a respectful and supportive demeanour throughout the process. • Assist in loading the deceased onto the Maha-Prayan vehicle and securing them appropriately for transportation. Ensure a smooth and respectful unloading process at the destination. • Familiar with the designated routes and destinations to ensure efficient and timely transportation, considering traffic conditions and other factors that may impact travel time. • Perform regular checks on the Maha-Prayan vehicle, including fuel, oil, and tire inspections. Report any mechanical issues promptly to the relevant authorities for timely resolution. • Maintain effective communication with the Call Center and relevant authorities to coordinate transportation arrangements and updates on the transportation process. 	2



		<ul style="list-style-type: none"> Maintain accurate records of each transportation trip, including departure and arrival times, destination, and any relevant notes about the transportation process and constantly reporting to the designated authorized person. Ensure that the Maha-Prayan vehicle is kept clean and hygienic at all times, especially after each transportation trip. 	
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6. Human Resources Requirement

Particular	Total Number. of Vehicle	Number of Driver in each Vehicle	Reliever	Total Manpower
Driver	15	2	2	32
Total Resources				32

7. Adequate Human Resources Pool

- The Agency shall ensure to maintain adequate number of manpower and 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 shall be borne out of the management fee only.

8. Project Duration

- Initially the duration of the project will be for Three (3) Years i.e., Thirty-Six Months (36 Months) from the date of signing of agreement and may be extended for a further period of Two (2) years i.e., Twenty-Four Months (24 Months) subject to satisfactory performance with the approval of DMF.
- Commencement:** The selected agency shall commence the work with immediate effect from the date of signing of the agreement.
- Validity:** Unless terminated earlier, the agreement shall be valid up to 36 months from the date of execution of agreement and automatically expire after completion of the agreement period.

9. Steps for Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
1	Issue of Letter of Intent (LoI)	CDM&PHO	Within 7 working days of finalization of the agency
2	Submission of Performance Bank Guarantee	Agency	Within 15 working days of receiving the LOI
3	Signing of the MOU	CDM&PHO with the Agency	Within 15 working days of receiving the PBG from the Agency
4	Procurement/Hiring, branding, installation of necessary equipment, etc. deployment of manpower, readiness, and commencement of services of 15 Maha-Prayan vehicles*.	Agency	Within 30 working days of signing of MOU
5	Submission of monthly bills by the Agency to the CDM&PHO	Agency	By the 4 th of every proceeding month
9	Fund release to the selected Agency on submission of bills (monthly)	CDM&PHO	Within 25 working days of receiving of bills from the Agency
10	Supervision, Monitoring and Review of the project (monthly)	CDM&PHO	By 20 th of every month
*The numbers of Maha-Prayan Vehicle is subject to change based on the need and the demand of the services.			

10. Responsibilities of Service Provider:-

1. Operation & Management of Dead body carrier (Maha-Prayan) Vehicles in Sundargarh District.
2. Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices.
3. The successful bidder must submit the Detail project execution plan (DPEP) and take necessary approval from CDM & PHO, Sundargarh before executing the project.
4. Observance of sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the Government and shall all times support and safeguard the Government's legitimate interests in any dealing with the contracts, sub-contracts and third parties.
5. Shall not except for his own benefit any commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.

6. Bidder is required to observe the highest standard of ethics and shall not use 'corrupt/fraudulent practice'. For the purpose of this provision, 'corrupt practice' means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of the project and 'fraudulent practice' means misrepresentation of facts in order to influence implementation process of the project in detriment of the Government.
7. Recruit, train and position qualified and suitable personnel for implementation of the project at various levels. The staff so engaged/recruited/ appointed shall be exclusively on the pay rolls of the bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. Bidder shall not assign or sublet his contract or any substantial part thereof to any agency.
8. The bidder shall be fully responsible for adhering to the provisions of various laws applicable on them including Labour laws and Minimum Wages Act. In case the bidder fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the bidder shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of Public Debt Recovery Act or other laws as applicable on the occurrence of such situations.
9. Strive for continuous improvement in management of essential response services and shall ensure proper and timely monitoring of the services.
10. Strict adherence to the stipulated time schedules for various activities.
11. Operation and Maintenance of all Dead body carrier(Maha-Prayan)vehicle as per the vehicle manufacturers maintenance schedules throughout the life of the agreement to prevent any structural or functional deterioration of the assets handed over to the bidder according to the guidelines laid down by the Government.
12. Ensuring 24x7 services.
13. Ensuring proper and timely monitoring of the services.
14. To maintain records and submit various reports and information within the stipulated timeframe to deposit Performance Security Deposit (PSD) for an amount of 10% of the annual contract value, valid up to 60 days after the date of completion of the project. Amount of EMD shall be returned on deposit of the PSD. PSD can be deposited in form of BG/FDR issued in favour of the CDM & PHO, Sundargarh as per the format provided by the tender inviting authority.
15. The PSD of the successful Tenderer shall be deposited in the form of Bank Guarantee in favour of CDM & PHO, Sundargarh. This is retained as a security deposit until the period of work / contract maybe found satisfactorily completed. The PSD may be refunded on receipt of a written application addressed to the CDM & PHO, Sundargarh. Refund of PSD shall not carry any Interest Component.
16. No bidder will be allowed at any time, on any ground whatsoever to claim revision of or modification in the rates quoted by him. The representation of the bidder, that the computation, typographical or clerical error, etc. has been committed in the bid, and a request for revision. Such a plea shall not be entertained after opening of the bid.
17. Unless otherwise specified, all supporting documents submitted and asked for under the RFP must be duly attested by Vendor.



18. The Price bid shall not be opened for those bidders who have not complied with the provisions of the Bid Document or PSD clause or who have not complied with the provisions / technical specification of the bid document or whose bid have been determined as non-responsive or fail to qualify in the Technical Evaluation due to non-submission of certain documents as has been required under the RFP.
19. At any time prior to the date of submission of the Bids, the TIA may, for any reason whatsoever, whether on his own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Documents by an act of amendment thereafter referred to as an Addendum for Addition & Corrigendum for Correction. All prospective bidders who have received the bid documents will be notified of the Addendum / Corrigendum and that will be binding on them. In order to provide reasonable time to take the Amendment into account, the Tender Inviting Authority may at its discretion extend the date and time for submissions of Bids.
20. The CDM&PHO, in view of unsatisfactory Service Provided or Poor Quality of Products / Items Provided or Non-compliance with the T&C of the RFP Document or the ROC duly signed maybe at liberty to provide 30 days' notice to the successful bidders which may lead to termination of the agency. The Agency will not be entitled to any compensation whatsoever in respect of such termination.
21. Successful Bidder is bound to perform as per the T&C of the RFP and the tender submitted by the successful bidder in consideration to the ROC signed upon. If at any stage it is found that the service rendered or materials supplied are not in accordance to the T&C of the RFP or as specified by the TIA or as per the tender submitted and agreed upon by the successful bidder and the ROC signed upon, the action as deemed fit by the tender committee will be taken against the firm along with the payment for damage sustained by the department (if any) and loss of the security deposit submitted by the respective firm.
22. In addition to the above Para failure to honour the Term & Conditions as stipulated will lead to blacklisting of the said firm under the Government of Odisha for a period of three years.
23. If found that the Successful Bidder is incompetent to provide the Service requested, in such a situation, the proposal may be reviewed for award of the contract to the next qualifying bidder or go for a fresh bid depending on the circumstance. No form of compensation shall be payable in any form whatsoever to the forfeited firm. In case it is decided to go for the next qualifying bidder, negotiation maybe considered to bring down their price nearer to the originally Evaluated or Lowest bidder in consideration herewith.
24. All services / supplies shall be of best quality in accordance with Approved Industry Standards. In case of any articles supplied or services rendered are not as per Qualitative Standards, the same shall be liable to be rejected or replaced and any expense as a result of the rejection or replacement shall be entirely being at the cost of the successful bidder.
25. All communication and information provided should be legible. The financial proposals given in figures should be mentioned in words also.
26. No change in/or supplementary information shall be accepted once the proposal is submitted. However, the TIA reserves the right to seek additional.
 - a. Information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the proposal. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by TIA may be a ground for rejecting the proposals.



27. The Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with CDM&PHO. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries. The Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the firm.
28. The Bidder shall be responsible for all the costs associated with the preparation of the Proposal and any subsequent costs incurred as a part of the Bidding Process. CDM & PHO, Sundargarh shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
29. The CDM & PHO may, in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda. Communication of such extension to the persons who submit the RFP document.
30. The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the Tender, such dispute would be subjected to the Jurisdiction of the Arbitrator to be mutually decided in accordance with the Arbitration & Conciliation Act, 1996 within the Sundargarh, Odisha only. Legal proceedings, if any, shall be subject to courts under Sundargarh jurisdiction only.

11. Responsibilities of CDM & PHO Sundargarh

CDM & PHO, Sundargarh will be the nodal department having overall responsibility for the project with following responsibilities:

CDM&PHO, Sundargarh will be the nodal department having overall responsibility for the project with following responsibilities:

1. Selection of Agency for project implementation through this RFP and formulation of any requisite committees if required.
2. Signing of MOU with the selected Agency, communicating with the Agency for providing necessary support, access etc.
3. Approve the Detailed Project Execution Plan (DPEP) formulated by the selected Agency and suggest changes, if any.
4. Provide Indent the selected agency to provide Maha-Prayan Vehicles and its equipment to various healthcare facilities.
5. Assign, supervise and monitor the work of the selected Agency on a regular basis.
6. Carry out regular inspection, testing and quality control through designated officials of the Maha-Prayan Vehicle and Toll free / call centre services. submit the inspection report and provide feedback of the inspection to the selected Agency and CEO DMF, Sundargarh.
7. Inform the Agency and Collector cum Managing Trustee DMF for non-compliance or poor performance of the selected Agency with valid documents/proofs of poor performances/negligence from scope of work etc.
8. Verify and forward bills that are submitted by the selected Agency to DMF for release of funds for payment to the Agency in a timely manner.
9. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.



10. Ensure the proper implementation of Information, Education, and Communication (IEC) strategies to raise awareness about the Maha-Prayan service among the public and healthcare facilities.
 1. Develop IEC materials like posters, brochures, and pamphlets that explain the process and contact details for availing the Maha-Prayan service.
 2. Display the IEC materials prominently at all healthcare facilities and other relevant public places to inform people about the service availability.
11. Monitoring and ensuring the toll-free number is operational 24/7, and there is a team in place to attend to calls promptly and provide necessary assistance.
12. Ensuring that the toll-free helpline number is prominently displayed at all healthcare facilities, mortuaries, and relevant public places.
13. Ensure that healthcare facilities follow proper protocols for issuing death certificates promptly to facilitate the Maha-Prayan service.
14. Establish effective coordination with healthcare facilities to ensure that they are aware of the Maha-Prayan service and the necessary procedures to follow when availing it.
15. Conduct meetings and training sessions for healthcare staff to familiarize them with the process of engaging the Maha-Prayan service and handling deceased bodies.
16. Monitor the service's performance regularly, gather feedback from stakeholders, and make improvements as needed.
17. Ensure compliance with all relevant regulations, laws, and guidelines related to the transportation of deceased bodies.
18. Maintain proper documentation and records of all Maha-Prayan activities, including the number of cases handled, response times, and customer feedback.
19. Keep the public informed about any updates, changes, or improvements to the Maha-Prayan service through various communication channels.
20. Address any concerns or queries from the public regarding the service and provide satisfactory resolutions.
21. Strive for continuous improvement of the Maha-Prayan service by identifying areas for enhancement and implementing necessary changes based on feedback and performance evaluations.

12. Responsibilities of DMF Sundargarh

1. Administratively approve the project proposal as received from CDM & PHO Sundargarh.
2. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Sundargarh for performance assessment of the Agency.
3. Take necessary action as per the information received from CDM & PHO Sundargarh during review of the concerned Agency as per instructions of Collector and Managing Trustee DMF Sundargarh.
4. Scrutiny and release of funds to the CDM & PHO Sundargarh as per actual bills submitted and stipulated norms.
5. Monitor and Evaluate project progress periodically.

13. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the CDM & PHO to monitor the implementation of the project. The selected Agency shall submit the progress report on monthly



basis in the desired format as per given schedule to the office of the CDM & PHO, Sundargarh. This monthly progress report shall be verified and submitted by the CDM & PHO to the office of DMF Sundargarh on a regular basis.

2. Yearly review (at least one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM & PHO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. CDM & PHO shall undertake an 'Inspection' for evaluation of the Service quality submit the report to Collector-cum-Chairperson and Managing Trustee, DMF.
4. The selected Agency shall onboard an 'Impact Evaluation Agency' at the start of the project itself. The Impact Evaluation Agency shall carry out a Baseline Evaluation, Midline Evaluation (at various intervals as fixed by the Agency in consultation with the Client), as well as the Final Evaluation. All the reports of the evaluations carried out by the Impact Evaluation Agency shall be submitted by the selected Agency to the office of CDM & PHO Sundargarh and CEO DMF Sundargarh. The 'Final Evaluation' shall be carried out by this 'Third Party / Impact Evaluation Agency' at the end of the project (i.e., 3 years) and will consider the following aspects in addition to those addressed in the in every evaluation:
 - i. The project's achievement with respect to the objectives.
 - ii. The effectiveness of the Centre for service delivery as envisioned.
 - iii. Suitability of the Agency, regarding extension of the contract.
 - iv. Impact generated, opportunities of improvements, and recommendations etc.
5. 'Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to CDM & PHO Sundargarh and CEO DMF Sundargarh within three months of completion of a Financial Year.
6. No additional funds shall be provided for these audits and evaluations.

14. Indemnification

1. The Agency shall be fully responsible for the conduct of the HR hired.
2. CDM&PHO Sundargarh shall not be responsible for any injury or loss of life of personnel deployed/deputed by the Agency which may take place during their deployment.
3. 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 the following as applicable (CDM & PHO, Sundargarh, NHM and DMF shall not own any responsibility in this regard.).
4. CDM & PHO shall not be responsible for any accidents that may occur while using Maha-Prayan (Dead body carrier).



15. Payment of Appropriate Wages by the Selected Agency

1. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:
 - i. Payment of Wages Act,1936
 - ii. Minimum Wages Act,1948
 - iii. Employer's Liability Act,1938
 - iv. The Workmen Compensation Act,1923
 - v. Industrial Disputes Act, 1947
 - vi. Maternity Benefit Act,1961
 - vii. Any other relevant Act
2. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha 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.
3. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill/Invoice of the selected Agency from the office of CDM&PHO Sundargarh.
4. 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 staff in the hospital premises at their risk and cost, in the presence of an authorized officer of hospital.

16. Reporting Arrangements

1. The selected Agency direct shall work under supervision of the Chief District Medical and Public Health Officer, Sundargarh; and CEO, DMF Sundargarh, Government of Odisha.
2. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project and achievement of objectives.

17. Termination of the Project and MOU

1. Client by written notice, suspend the agreement if the Bidder fails to perform any of his obligations as per the terms and conditions of the MOU/ contract / agreement including carrying out the services, such notice of suspension shall:
 1. Specify the nature of failure
 2. Advise the remedy of such failure and rectify within a period not exceeding 15 days from the date of receipt of such notice by the service provider.
2. Authority may terminate the contract by not less than 30 days written notice of termination to the service provider on occurrence of any of the events specified below and / or as specified in Terms & Conditions / Agreement. The decision of authority shall be final and binding on the service provider.
 1. If the Bidder does not rectify a failure in the performance of his obligations within 30 days of receipt of notice.
 2. If the Bidder becomes insolvent or bankrupt.
 3. If, as a result of force majeure, the Bidder is unable to perform a material portion of the

- services for a period of not less than 30 days.
4. If, the service provider is found to be engaged in corrupt or fraudulent practices in competing for or in implementation of the project.
 5. Failure to commence Maha-Prayan (Dead body Carrier) service within 60 days from the date of issue of LOI / LOA / Work Order.
 6. Failure to comply with the statutory requirements, Clinical Establishment Acts, Rules and other applicable Acts / Rules / Regulations.
 7. Criminal indictment of the promoters, member/s of the Board of Directors, chief functionaries, key personnel engaged by the service provider for operation and management of the services.
 8. Engagement of unqualified/not suitable persons for running of the Maha-Prayan and call center Services.
 9. Certification of an – satisfactory performance by the Evaluation Committee / Officer – in Charge of the work.

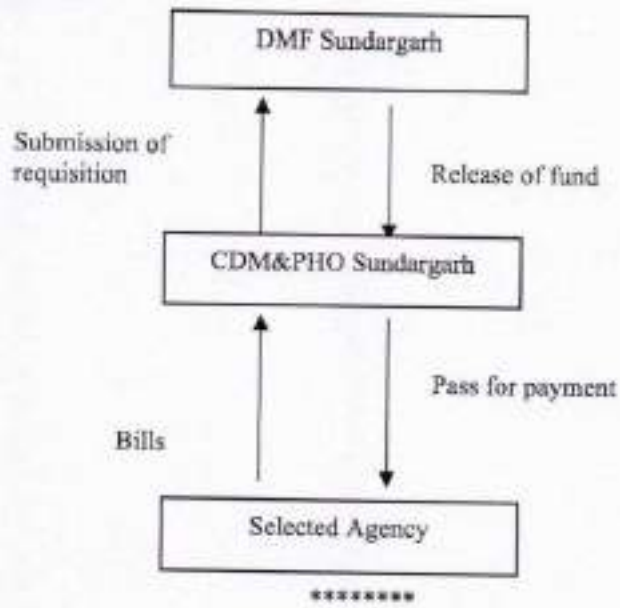
18. Payment Procedure

The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of CDM & PHO, Sundargarh. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. The Bills/Invoices shall be supported with the following documents:

1. Attendance sheets/Timesheets, logbook and GPS record.
2. Remuneration / Salary / Wages sheets of all the employees / HR Staff etc deployed in Sundargarh
3. Copy of EPF Challan along with details of deduction of each employee and ESIC certificate. The EPF challan along with details of deduction of each employee and GST of the previous months shall be attached.
4. After submission of a centralized monthly bill/invoice complete in all respect, it shall be scrutinized for its correctness, verified, and approved for payment by the CDM & PHO, Sundargarh.
5. Centralized payment shall be done by CDM&PHO for the single monthly bill/invoice raised by the selected agency.
6. All taxes applicable will be deducted as per provisions.
7. 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.
8. The payment will be made on monthly basis. The Service provider will raise its invoice on completion of services during this period duly accompanied by evidence of services provided. The payment will be subject to applicable Taxes.



19. Fund Flow Mechanism



Section IV: Technical Proposal Submission Forms

Tech - 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

To,
Chief District Medical & Public Health Officer,
DHH, Sundargarh
P.O. Sundargarh District, Pin-770001

Subject: Selection of Agency for Operation & Management of 15 Nos. of Maha-Prayan (Dead Body Carrier) Vehicle in Sundargarh District, under District Mineral Foundation (DMF) Sundargarh

[TECHNICAL PROPOSAL]

Dear Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for RFP Proposal No.: _____, Dated: _____. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive. I remain,

Yours faithfully,

Authorized Signatory with
Date and Seal :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____



Tech 2: Bidder's Organization (General Details)

S. No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel: Email id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.:Email id:	
4	Registration / Incorporation Details Registration No:Date & Year, :	
5	Local office in Odisha If yes, please furnish contact details	Yes / No
6	Bid Processing Fee Details Amount: DD No.: Date: Name of the Bank:	
7	EMD Details Amount: DD No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Willing to carry out assignments as per the scope of work of the RFP	YES
11	Willing to accept all the terms and conditions as specified in the RFP	YES

Authorized Signatory with : _____
Date and Seal
Name : _____
Designation : _____
Address of Bidder : _____
Contact Number of Bidder : _____
Email id of Bidder : _____

Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.



Tech 3: Bidders Financial Details

Annual Average Turnover Statement
(To be furnished in the letter head of the Chartered Accountant)

The Annual Turnover of M/s _____ for the last 3 FYS are given below and certified that the statement is true and correct.

Financial Information (In INR)				
Details	FY 2019-20*	FY 2020-21*	FY 2021-22*	Average
Consulting Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
* Provisional audited statement shall not be considered.				
Supporting Documents: Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form). Filled in information in this format shall have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.				

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: _____

Membership No, Chartered Accountant / Authorized Signatory of Company Auditor

Authorized Signatory with :
Date and Seal :
Name : _____
Designation : _____
Address of Bidder : _____
Contact Number of Bidder : _____
Email id of Bidder : _____

[NB: No Scanned Signature will be entertained]

Bidders should submit the required supporting documents as mentioned above. Non-submission of required documents as listed above will lead to rejection of the bid.



**Tech 4: Format for Power of Attorney
(Notarized on INR 100.00 Stamp Paper)**

I, _____, the _____ (Designation) of (Name of the Organization) in witness where of certify that <Name of person> is authorized to execute the attorney on behalf of <Name of Organization>, <Designation of the person> of the company acting for and on behalf of the company under the authority conferred by the < Notification/ Authority order no.> Dated <date of reference> has signed this Power of attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized :
Representative

(Signature of the Authorized Representative with Date)

CERTIFIED :

Signature of person executing attorney

Name of person executing :
attorney

Designation of person :
executing attorney

Date and Seal

Address of Bidder :

Contact Number of Bidder : _____

Email id of Bidder : _____



Tech 5: Bidders Past Experience Details

1. Experience of operations of Maha-Prayan / Dead Body Carrier Vehicles / Basic Life Support (BLS) Ambulances / Advanced Life Saving (ALS) Ambulances / Mobile Medical Unit (MMU) / Mobile Health Unit (MHU) etc for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings / Private Hospitals/Trust/Joint Sector / Public Limited Company in Private Sector

Sr. No.	Name of the Project*	Number of Maha-Prayan / Dead Body Carrier Vehicles / BLS / ALS Ambulances / MMU / MHU / Vehicle operationalized	Client Name, Contact Details & Address	Name of funding agency (if different from Client)	Fees in INR (In Crores)	Project Start Date in DD/M M/YY YY	Project End Date in DD/MM/YYYY** *	Major Task Carried Out	Page no of the Attached Work Order / Experience Certificate **
1									
2									

* Kindly mention the Work-order / project year-wise starting from the most recent Work-order / project undertaken.

**Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates / Experience Certificate from Clients for completion of work [s] of equivalent projects to be attached. More lines can be added for enumerating the relevant experiences. Mention the Page no (s) in your bid application where the copies of the relevant work order / contract is (are) placed.

*** For the projects which are already closed, submission of completion certificate is mandatory.

Authorized Signatory :
with Date and Seal

Name :

Designation :

Address of Bidder :

Contact Number of Bidder :

Email id of Bidder :

Tech 6: Declaration of Conflict of Interest and Activities

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2 [Information to the Bidder]: Para 14. If yes, please furnish details of any such activities.

If no, please certify,

On Bidders Letter

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in Section 2 [Information to the Bidder]: Para 14.

I also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory with :
Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

Bidders should submit the required supporting Documents as mentioned above. Non- submission of required Documents as listed above will lead to rejection of the bid.



Tech 7: Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client

A: On the Terms of Reference / Scope of Work:

[The Agency needs to present and justify in this section, if any modifications to the Terms of Reference they are proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process modifications). Such suggestions should be concise and to the point and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

B: On Input and Facilities to be provide by the Client:

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and Implementation]

**Authorized Signatory with
Date and Seal** :

Name :

Designation :

Address of Bidder :

Contact Number of Bidder :

Email id of Bidder :



Tech 8: Description of Approach, Methodology and Workplan to Undertake the Assignment

[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and 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. Further, the bidder shall highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections viz 'Technical Approach & Methodology, Work Plan, Organization & Staffing, Challenges Envisaged']

- a) **Technical Approach and Methodology:** In this chapter, you shall 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 shall highlight the problems being addressed and their importance and explain the technical approach you shall adopt to address them. You shall 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 shall 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 shall 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, shall be included here. The work plan shall be consistent with the Work Schedule.
- c) **Organization and Staffing:** In this chapter, you shall propose the structure and composition of your team. You shall list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Technical Form – 5 and 6.
- d) **Challenges Envisaged:** In this chapter, you shall list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.

Bidders are requested to furnish the above information limiting it up to 5-7 pages only with Arial Font Size-10.

The agencies who are selected for technical presentation shall adhere to the following format while presentation:

Maximum Number of Slides	Slide Heading	Maximum Marks (30)	Maximum Time for Presentation
1 to 3	Understanding of the Assignment and Issues/Challenges	10	5 minutes
4 to 6	Work Plan and Staffing	15	5 minutes
7 to 10	Similar Case Studies	5	5 minutes
	Question & Answer Session		5 minutes

Note 1: Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT also shall be submitted.

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

**Authorized Signatory with
Date and Seal** :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____



Tech 9: Proposed Plan to Carry out the Assignment

Month	1	2	3	4
Sequence of Activities / Sub Activities				

Indicate all main activities / sub activities of the proposed assignment and other associate sub-periodic activities.

Authorized Signatory with Date and Seal :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____



Tech 10: Non-Consortium Declaration

We, _____ <name of the Organisation>, having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that in the preparation and submission of our Proposal for _____ (name of the Project) under this RFP Reference No. _____, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive.

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

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

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.

Dated this _____ Day of _____, 2023

**Authorized Signatory with
Date and Seal**

Name : _____
Designation : _____
Address of Bidder : _____
Contact Number of Bidder : _____
Email id of Bidder : _____



Tech 11: Affidavit Format for Not Blacklisting

(Notarized on Rs.100/- Non-Judicial Stamp Paper)

Affidavit

I, M/s. _____ (the name of the Organization) having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Social Security & Empowerment of Persons With Disabilities Department, Govt. of Odisha / Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this _____ Day of _____, 2023

Authorized Signatory with
Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____



Section V: Financial Proposal Submission Forms

Fin 1: Covering Letter for Financial Proposal (On Bidders Letter Head)

[Location, Date]

To,
Chief District Medical & Public Health Officer,
DHH, Sundargarh
P.O. Sundargarh District, Pin-770001

Dear Sir,

I, the undersigned, offer to provide the services for[Insert title of assignment] in accordance with your Request for Proposal No., Dated:.....

Our attached Financial Proposal is as per mentioned below:

Sl. No.	Particular	Price quoted Per vehicle per Kms in Rs. (excluding fuel charges)
A	B	C
1	Operation & Management of Dead body carrier (Maha-Prayan) Vehicle	
	Total (Rs.)	
	Total Rupees in words	

NB:

- The above Quoted Price is exclusive of all taxes. Tax, as applicable, shall be paid at the time of invoicing
- The price comparison of the bidders shall be done based on the quoted Price i.e. per vehicle /Kms (in Rs.) that includes the O&M Charges (**excluding fuel charges**)
- The cost of fuel shall be reimbursed as per actual running KMs in a month on a mileage of 10 Kms/Ltr at the actual rate of fuel cost in addition to the quoted price i.e. per vehicle /Km.
- Rates to be quoted in figure as well as words. Quoted rates should be in Indian National Rupees only.
- In case of discrepancy found between figure and words quoted by the bidder, the rate quoted / mentioned in words shall be accepted.

In the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP Document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **180 days**. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

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".

I understand that you are not bound to accept any proposal you receive.

I remain, Yours sincerely,

Instructions:

- Any bids received with missing quotes or items will be disqualified.
- The cost for fuel shall be calculated based on a mileage of 10 kilometres per litter at the actual rate of fuel cost which shall be exclusive of the cost calculated above

- However, the price comparison of the bidders shall be done based on the quoted Price i.e per vehicle /Kms as at financial proposal submission form given at pre-page (FIN 1).

**Authorized Signatory with
Date and Seal** :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____



Fin 2: Summary of the Financial Proposal
(On Bidders Letter Head)

Sr. No.	Particulars	Particulars	Approximate distance covered per Vehicle per Month	Costs per Month for 15 Vehicle excluding Fuel Charges	Unit Costs per Vehicle per month (in INR)	Unit Costs per Vehicle per K.M for providing Maha-Prayan Service. (in INR)
A	B	C	D	E	F=(E/15)	G= (F/1500)
1	Operation & Management of Dead body carrier (Maha-Prayan) Vehicle	Maha- Prayan Hiring, maintenance and miscellaneous	1500 KM			
		HR (For driver)	1500 KM			
		HR (For call center Manpower)	1500 KM			
	Total (in numbers)					
Total cost per K.M per Vehicle for Operation & Management of Dead body carrier (Maha-Prayan) Vehicle (Sum of Colum-G) (in words)						

- Note: - On basis of the last year movement of Maha-Prayan Vehicle, the Approximate K.M (1500) per month per Vehicle has been assumed only for the calculation point of view. However, the successful bidder will be paid as per the exact K.M covered for Operation & Management of Dead body carrier (Maha-Prayan) Vehicle

Instructions:

- Rates to be quoted figure as well as words. Quoted rates should be in Indian National Rupees only.
- In case of discrepancy found between figure and words quoted by the bidder, the rate quoted / mentioned in words shall be accepted.
- Any bids received with missing quotes or items will be disqualified.
- The cost for fuel shall be calculated based on a mileage of 10 kilometres per litter at the actual rate of fuel cost.

Authorized Signatory with Date and Seal :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____



Section VI: Annexures

Annexure I: Bid Submission Checklist

Bidders shall ensure the submission of the required supporting documents in the appropriate envelopes (wrt Technical Proposal and Financial Proposals). Bidders should submit the required supporting documents as mentioned below by arranging the documents serially in the following order, indexing it appropriately, pages of all the bids documents being numbered, mentioning the same page numbers in the column "Page No" against the particulars in the check list as mentioned below for ease of scrutiny. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). The proposal must be complete in all respect and spiral bound. Bids not conforming to the eligibility criteria and non-submission of required documents as listed below will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.

Sr. No.	Description	Submitted (Yes/No)	Page No.
Technical Proposal (Original)			
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	Bid Processing Fee of Rs. 10,000/- in form of DD		
4	EMD of Rs. 1,00,000/- in form of DD		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (19-20, 20-21 & 21-22)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favour of the personsigning the bid on behalf of the bidder		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the copies of work orders for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Non-Consortium Declaration (TECH 10)		
18	Affidavit Format for Not Blacklisting (TECH 11)		
FINANCIAL PROPOSAL (ORIGINAL)			
19	Covering Letter for Financial Proposal (FIN 1)		
20	Financial Proposal (FIN 2)		

Undertaking:

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory with :

Date and Seal

Name :

Designation :

Address of Bidder :

Contact Number of Bidder :

Email id of Bidder :

Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,

**Chief District Medical & Public Health Officer
DHH, Sundargarh
P.O. Sundargarh District, Pin-770001**

WHEREAS (Name and address of the Agency) (hereinafter called "the Agency") has undertaken, in pursuance of RFP no..... dated to undertake the service (Description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract Documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This performance bank guarantee shall be valid until the day of..... (Month and year).

Our branch at Sundargarh (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Sundargarh branch a written claim or demand and received by us at our Sundargarh branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank & Branch



Annexure III: Definitions and Acronyms

1	ADL	:	Activities of Daily Living
2	Agency / Bidder	:	Entities or persons that may provide or provides the Services to the Client under the Contract.
3	AIIMS	:	All India Institute of Medical Sciences
4	APL	:	Above Poverty Line
5	Assignment / job	:	The work to be performed by the selected Agency pursuant to the Contract.
6	BPL	:	Below Poverty Line
7	CDM&PHO	:	Chief District Medical & Public Health Officer
8	CV	:	Curriculum Vitae
9	Day	:	Calendar day
10	DD	:	Demand Draft
11	DMF, Sundargarh	:	District Mineral Foundation, Sundargarh
12	CDM & PHO/Client	:	Chief District Medical & Public Health Officer, Sundargarh, Government of Odisha
13	EC	:	Evaluation Committee
14	EMD	:	Earnest Money Deposit
15	FY	:	Financial Year
16	LOI	:	Letter of Invitation, (Section 1 of the RFP) means the 'Letter of Invitation' being sent by the Client.
17	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
18	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
19	QCBS	:	Quality cum Cost Based Selection
20	RFP	:	Request for Proposal, circulated by the Client for the selection of an Agency.
21	TIA	:	Tender Inviting Authority /Client
22	TOR	:	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.