



**Chief District Medical & Public Health Officer
Sundargarh, Odisha**

RFP No: CDM & PHO/SNG/2023-24/03

Date:17-10-2023

REQUEST FOR PROPOSAL

Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, 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 an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, 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://sundergarh.nic.in>.

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	17-10-2023
2	Deadline for Submission of Pre-Proposal Query	sngcdmo@gmail.com
3	Issue of Pre-proposal Clarifications	via online mode on https://sundergarh.nic.in/ .
4	Last Date for Submission of Bid	07-11-2023 by 05:00 PM
5	Date of Opening of Technical Bid	08-11-2023 at 11.00 AM
6	Date of Technical Presentation	08-11-2023 at 03:30 PM
7	Date of Opening of Financial Bid	Shall be communicated to the qualifying bidder separately via mail

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post** only latest by 07-11-2023 before **05.00 PM** in a sealed envelope clearly mentioning on the top of it “**Selection of an agency for the Operation and Management of Therapeutic Services Centre (TSC) at Sundargarh & Rourkela, 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, DHH, Sundargarh 770001


17-10-23

Request for Proposal

**Selection of an agency for the Operation and Management of
Therapeutic Services Center (TSC) at Sundargarh & Rourkela under
District Mineral Foundation (DMF) Sundargarh**



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

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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 Sundargarh, Government of Odisha.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither CDM & PHO, SUNDARGARH 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 Sundargarh who the CDM & PHO, Sundargarh 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 Sundargarh / CDM & PHO, Sundargarh, 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 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.


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Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No: CDM & PHO/SNG/2023-24/03

Dated: 17-10-2023

Name of the Assignment: Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, under District Mineral Foundation (DMF) Sundargarh

1. The "Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh, Govt. of Odisha" (The CDM & PHO, Sundargarh) invites sealed proposal from eligible bidder under the process for "Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, under District Mineral Foundation (DMF) Sundargarh". More details on the proposed study are provided at Section-3: Terms of Reference (ToR) 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 a Contract of Rs. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 2,78,000/-** (Two Lakhs Seventy-Eight Thousand 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 CDM & PHO, Sundargarh 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. 07.11.2023 before 05:00 PM and the date of opening of the technical proposal is Dt. 08.11.2023 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 CDM & PHO, Sundargarh knowledge, the CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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**


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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

2. Bidder Data and Factsheet

Sr. No	Particular	Details
1	Name of the client / Address for submission of proposal	Chief District Medical & Public Health Officer, DHH, Sundargarh -770001 Website-www.sundargarh.nic.in E-mail Id.- 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	17-10-2023
5	Deadline for Submission of Pre-Proposal Query	26-10-.2023 by email to sngcdmo@gmail.com
6	Issue of Pre-proposal Clarifications	31-10-2023 via mail/website
7	Last Date for submission of Proposal	07-11-2023 by 05.00 PM
8	Date of opening of Technical Proposal	08-11-2023 at 11.00 AM
9	Date of Technical Proposal Presentations	08-11-2023 at 03.30 PM (Of only those Bidders who got qualified in the Stage I of the evaluation {Pre-qualification Criteria})
10	Date of opening of Financial Bid	Shall be communicated to the qualifying bidder separately via mail
11	Place of Opening of Proposal	Conference Hall of CDM & PHO, Sundargarh (1st Floor of CDM & PHO Office)
12	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
13	Bid Processing Fee (Non-Refundable)	INR 10,000 (Rupees ten Thousand only) in the form of demand draft drawn in favour of "ZSS DMF 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 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.
14	Earnest Money Deposit (EMD) (Refundable)	INR 2,78,000/- (Rupees two lakh Seventy-Eight thousand only) in the form of demand draft drawn in favour of "ZSS DMF Sundargarh" drawn in any Nationalized/Scheduled Bank payable at Sundargarh.

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		The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	INR 5% of the entire contract value
16	Name of the Project	RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

NOTE:

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

-S/D

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


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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 (As applicable)
1.	Legal Entity	<p>The Agency interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • a Limited Liability Partnership (“LLP”) registered under the LLP Act, 2008. • a “Partnership Firm” registered under the Indian Partnership Act, 1932 • an Indian Company (“Company”) registered under the Companies Act, 1956/2013. • a Not-for-Profit Organization (“NPO/ NGO”) or a Society registered under the Societies Act, 1860, or under any State Societies Registration Act. • a Trust, registered under the Applicable Laws of India 	<ul style="list-style-type: none"> • Registration documents of the Bidder as a legal entity along with: • Details of Board of Director/Managing Director/ CEO/ Partners/ Governing body or council/ managing or executive committee members/ Trustees/ Proprietor signed by the PoA Holder • PAN Card of the registered legal entity. • GST certificate of the registered legal entity • Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of all partners of the Partnership Firm • Copy of the Registration Deed and Byelaws, in case of an NGO or Society • Certified copy of Trust Deed

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			<ul style="list-style-type: none"> Any other supporting document, as may be required
2.	Operation	<ul style="list-style-type: none"> The Agency shall have been in operation and Management of Physiotherapy/occupational therapy/mentally challenged Rehabilitation centres in govt /PSU / Private hospitals (Registered Private hospital) /private sector. for the past 03 (three) years as on date of submission of RFP. 	<ul style="list-style-type: none"> An undertaking on the letterhead of the Bidder stating that the Bidder has been in operation and Management of Physiotherapy/occupational therapy/mentally challenged Rehabilitation centres in govt /PSU / Private hospitals (Registered Private hospital) /private sector for a minimum of last 3 (three) Years in the business of operation and Management of Physiotherapy/occupational therapy/mentally challenged Rehabilitation centers in Govt /PSU / Registered Private hospital /private sector.
3.	Experience	<ul style="list-style-type: none"> The Agency must have cumulative work experience in operation and Management of Physiotherapy/occupational therapy/mentally challenged Rehabilitation centers in govt /PSU / Registered Private hospital /private sector in the last three (3) years preceding the ADD. 	<ul style="list-style-type: none"> Contract/ Agreement/ Work Orders/ Letter of Invitation/Completion certificate/ CA certified Certificate/equivalent documentary evidence should be provided as proof, along with original Tech 5 (of document engagement letter that clearly states the details of the scope of work, date of commencement and all

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			<p>other essential details of the Contract.</p> <ul style="list-style-type: none"> Undertakings/ Declarations in lieu of/ or in support of above requirement if submitted on Bidder's letter head shall not be accepted
4.	Financial Capacity	The Agency shall have an average annual financial turnover of at least Rupees One (1) Crores over the last three (3) FYs 2020-21, 2021-22 and 2022-23 and must have filed the ITR for the financial year 2019-20, 2020-21 and 2021-22. This must be the individual Agency's turnover and not that of group companies/organizations.	Certificate issued by a statutory auditor/Chartered Accountant confirming the Average Annual Turnover along with Audited Financial Statements of the Bidder during the stated Financial Years must be submitted.
5.	Consortium	No consortium / JVs / associations / sub-Contracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.
6.	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
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	10,000 in the form of Demand Draft in favour of ZSS-DMF Sundargarh	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 2,78,000 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 Contract.**

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- 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. CDM & PHO, Sundargarh at its 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 CDM & PHO, Sundargarh.

2. 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 2020-21, 2021-22 and 20212-23)
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 CDM & PHO, Sundargarh
12. Self-Declaration regarding Conflict of Interest (TECH - 6)
13. Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the CDM & PHO, Sundargarh (TECH – 7)
14. Description of Approach, Methodology and Workplan to Undertake the Assignment (TECH – 8)
15. Proposed Plan to Carry out the Assignment (TECH – 9)
16. Non-Consortium Declaration (TECH – 10)
17. Affidavit Format for Not Blacklisting (TECH – 11)


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18. Format of Curriculum Vitae (CV) for Proposed Key Professional (TECH – 12)
19. All document required in pre-qualification criteria, need to be provided by bidder.
20. 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 Contract.*
 - 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/- in shape of DD from any Nationalized/Scheduled Bank in favour of “ZSS DMF 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 2,78,000 in shape of DD from any scheduled/nationalized bank in favor of “ZSS DMF Sundargarh” 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 CDM & PHO, Sundargarh.


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- b. 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh i.e., sngcdmo@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. CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh.
- 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 CDM & PHO, Sundargarh reserves the right to hold or re-schedule the process.
- 8. Responses to Queries and Issue of Corrigendum:
 - a. The Authorized Representative of the CDM & PHO, Sundargarh 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.


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- b. At any time prior to the last date for receipt of Proposals, the CDM & PHO, Sundargarh 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.
- c. The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website [http:// sundargarh.nic.in](http://sundargarh.nic.in). Any such corrigendum shall be deemed to be incorporated into this RFP. Hence all Bidders are requested to visit the website from time to time.
- d. To provide prospective Applicants reasonable time for taking the corrigendum into account, the CDM & PHO, Sundargarh may discretionally extend the last date for the receipt of Proposals.
- e. The CDM & PHO, Sundargarh representative is: CDM&PHO Sundargarh.

7. Intimation to the bidder

1. Bidders are encouraged to submit their respective Proposal after visiting the site and any other matter considered relevant by them. It shall be deemed that by submitting a Proposal, the Bidder has:
 - a. Made a complete and careful examination of the Bidding Documents.
 - b. Received all relevant information requested from the Authority.
 - c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters above.
 - d. Satisfied itself about all matters, things and information necessary and required for submitting an informed Proposal, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations there under.
 - e. Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Service Agreement; and
 - f. Agreed to be bound by the undertakings provided by it under and in terms hereof.

G. The Authority shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, the Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh.

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 an agency for Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, 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 an agency for Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, under District Mineral Foundation (DMF) Sundargarh**". 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 an agency for Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, under District Mineral Foundation (DMF) Sundargarh)**".

The second envelope must be marked as "**FINANCIAL PROPOSAL Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela, 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 out-right 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 out rightly 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 CDM & PHO, Sundargarh in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. The CDM & PHO, Sundargarh will constitute a Evaluation Committee to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed


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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 CDM & PHO, Sundargarh
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 2020-21, 2021-22 and 2022-23. Scoring Criteria <ul style="list-style-type: none"> • INR 1 crores to 2 crores = 2 marks • More than INR 2 crores to INR. 4 crores = 4 marks • More than INR 4 crores to INR 6 crores = 6marks • More than INR 6 crores to INR 8 crores = 8 marks • More than INR 8 crores = 10 marks 	10 Marks (Original copy of TECH 3)
2	Experience of the Bidder**	60 Marks
2.1	Operations and Management of No. of Therapeutic Service Centres (TSC)/ Physiotherapy/occupational therapy/mentally challenged Rehabilitation centres in Govt /PSU / Registered Private hospital /Private Sector. at different Location: (Each of TSCs = 2 Mark (Maximum 20 Marks))	20 Marks (TECH 5)
2.2	Experience of implementing Therapeutic Service Centres (TSC)/ Physiotherapy/occupational therapy/mentally challenged Rehabilitation centres in Govt /PSU /Registered Private hospital /Private Sector (Maximum 20 Marks) <ul style="list-style-type: none"> • 3 Years. - 5 Years of TSC/Physiotherapy/Occupational therapy/mentally challenged rehabilitation = 5 Marks • More than 5 Years. - 7 Years of TSC/Physiotherapy/Occupational therapy/mentally challenged rehabilitation = 10 Marks • More than 7 Years- 9 Years of TSC/Physiotherapy/Occupational therapy/mentally challenged rehabilitation = 15 Marks • More than 9 Years of TSC/Physiotherapy/Occupational therapy/mentally challenged rehabilitation = 20 Marks. 	20 Marks (TECH 5)
2.3	No. of Physiotherapy expert working in the Payroll of the Agency = 10 Marks <ul style="list-style-type: none"> • 8 nos.– 14 Nos. of Physiotherapist expert with Minimum three years of experience = 5 Marks. • More than 14 Nos. of Physiotherapist expert with Minimum three years of experience = 10 Marks 	20 Marks (TECH 5)


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	<p>No of Therapist working in the payroll of the agency other than Physiotherapy</p> <p>= 10 Marks.</p> <ul style="list-style-type: none"> • More than 2 nos. Occupational therapy expert with Minimum two years of experience = 2 Marks • More than 1 nos. of Speech therapist expert with Minimum three years of experience = 2 Marks • More than 1 Nos. of Nutrition expert with Minimum two years of experience = 2 Marks • More than 1 Nos. of Special educator expert with Minimum two years of experience = 2 Marks • More than 1 Nos. of Clinical/Rehabilitation Phycologist with Minimum three years of experience = 2 Marks <p>* The bidder must submit the self-attested copy of offer letter, relevant educational qualification, updated CV of expert, self-attested copy Joining letter, self -attested copy of experience certificate, and copy of attendance/biometric attendance of employees to justify the above HR Status for technical evaluation</p>	
3	Technical Presentation	30 Marks
3.1	<p>Presentation on Approach, Methodology and Work Plan</p> <p>1. Understanding of the Assignment and Issues/Challenges (10 Marks)</p> <p>2. Approach, Methodology, Work Plan and Work force (10 Marks)</p> <p>3. Dashboard, Implementation of DBMS (Data Base Management System) (10 Marks)</p>	<p>30 Marks</p> <p>Technical Presentation (TECH 8 and 9)</p>
	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 client / 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. CDM & PHO, Sundargarh at its 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 CDM & PHO, Sundargarh.</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

1. 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.
2. Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain minimum 60 marks in Technical Evaluation) shall be opened.
3. 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 70 (T): 30 (F).

Financial score (F)	:	(Lowest price quote/Price quote of the bidder) *100
Cumulative score (C)	:	{70 *(T) + 30* (F)}/100

4. The bidder getting highest Cumulative score (C) based on technical and financial evaluation will be awarded the Contract.
5. For the purpose of evaluation, the total evaluated cost shall be exclusive of all taxes & duties but at the time of invoicing the prevailing rate of Tax will be applicable.

12. Contract Negotiation

1. Negotiations will be held (if necessary) at the office of CDM & PHO, SUNDARGARH 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh to ensure satisfactory implementation of the assignment. The CDM & PHO, Sundargarh shall prepare minutes of negotiations which will be signed by the CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh may consider an increase/modification in the budget.



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2. Conclusions of Negotiations: Negotiations will conclude with a review of the draft Contract. To complete negotiations the CDM & PHO, Sundargarh and the selected Agency will initial the agreed Contract. If negotiations fail, the CDM & PHO, Sundargarh will invite the next-ranked Agency to negotiate a Contract.

13. Award of Contract

1. After completing negotiations, the CDM & PHO, Sundargarh shall issue a Letter of Intent (LOI) / award of Contract / offer letter for to the selected Agency, for signing of the Contract.
2. The CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh and as mutually agreed by both the parties.

14. 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 **5% of the entire Contract value** from a Scheduled / Nationalized Bank situated in Sundargarh in favour of **“Chief District Medical & Public Health Officer (CDM&PHO), Sundargarh, Govt. of Odisha”**, as per the format at Annexure- II, for a period of **Ninety (90) days** beyond the entire Contract period (i.e., PBG must be valid from the date of effectiveness of the Contract to a period of **90 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.


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15. 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh as this would a Contract to their disqualification and breach of Contract.

16. 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.

17. Recovery:

Whenever under the Contract, any sum of money shall be recoverable from or payable by the agency, the same may be deducted from any sum then due or which at any time thereafter may become due to the agency under the Contract with CDM & PHO or from his security deposit, or the agency shall pay the claim on demand without any terms & conditions.

18. Anti-corruption Measure

1. Any effort by Bidder(s) to influence the CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh shall blacklist the bidder either


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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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh holds the option for cancellation of the Contract for pending activities and complete the same from any other agency. The CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 perform the assigned services 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.

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 CDM & PHO, Sundargarh's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the CDM & PHO, Sundargarh, 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh may, at its discretion, extend the deadline for the submission of the proposals.

CDM & PHO, Sundargarh's right to accept any proposal, and to reject any or all proposal/s

The CDM & PHO, Sundargarh 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 there by incurring any liability to the bidders.

25. Copyright, Patents and Other Proprietary Rights

CDM & PHO, SUNDARGARH 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 CDM & PHO, Sundargarh's request, the Bidder/Agency shall take all necessary steps to submit them to the CDM & PHO, Sundargarh in compliance with the requirements of the Contract.

26. Replacement of the Personnel

- A. The key professionals (as requested in the technical bid proposal (Tech 12) are to be deployed under this Contract are expected to be dedicated for the entire Contract period. However, any the change shall be allowed under following circumstances only after due approval:
 - i. During start of engagement: Due to any unavoidable circumstances, if 1 CV (out of 2 CVs) submitted for evaluation can be replaced by the selected Agency during team deployment, duly notifying the circumstances necessitating the replacements, subject to approval of proposed replacement CVs by the CDM & PHO, Sundargarh.
 - ii. If both 2 CVs (out of 2) are replaced, at the start of engagement, the selected Agency during team deployment, the selected Agency shall duly notify the circumstances necessitating the replacements and seek approval of proposed replacement CVs by the CDM & PHO, Sundargarh.
 - iii. If any time of project period, any replacement of personnel is necessitated, the selected Agency shall seek approval of the proposed replacement cv from the CDM & PHO, Sundargarh.

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

The CDM & PHO, Sundargarh 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.



28. 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh 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, CDM & PHO, Sundargarh reserves the right to cancel the Contract without any obligation to compensate the agency in any manner for whatsoever reason.

29. Settlement of Disputes

The CDM & PHO, Sundargarh 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 CDM & PHO, Sundargarh and the Agency.

30. 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 para-Contract interest of the CDM & PHO, Sundargarh during the overall section process.

31. Compliance to the Statutory and Legal Requirements

The Service provider shall also comply with all other statutory provision including but not limited to provisions regarding medical education and eligibility criteria of human resources deployed by the Service provider for providing the services, biomedical waste management, biosafety, occupational and environmental safety.

32. Compliance to Minimum Wages Act and Other Statutory Requirements

1. The Service provider shall comply with all the provisions of Minimum Wages Act and other applicable labour laws
3. The overall legal responsibility of provision of Therapeutic care in the TSC lies with the selected Bidder.
4. The Service provider shall maintain confidentiality of medical records, strict adherence to relevant government data protection of data security and confidentiality laws etc and shall make adequate arrangement for cyber security.

33. Damages, fines, Recovery of Loses etc:

1. The Service provider shall be fully responsible for damages of any kind equipment's /Instruments (Installed at Therapeutic Center) and injury/accident caused to any personnel/property of the Service provider while performing the duty, scope of services etc.
2. The damages/ fines, being liquidated damages, would be liable to be imposed on the Successful bidder for violation/breach of the clauses/obligations under the Contract/applicable conditions of Contract and shall be notified by CDM & PHO, Sundargarh, as per the terms indicated in the Contract/conditions of Contract. The Successful bidder shall be given 3 days prior Notice, to respond and submit representation (if any), by CDM & PHO, Sundargarh before levying of damages/fines on Successful Bidder. The representation shall be suitably considered by CDM & PHO, Sundargarh and decision taken shall be final and binding.


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3. If no representation is received from the Successful Bidder, then decision as considered appropriate by CDM & PHO, Sundargarh shall be taken, without any further reference to the Successful Bidder. The decision shall be final and binding.
4. The said damages/fines imposed, shall be deductible/recoverable from payments due to the Successful Bidder and/or from the Security Deposit, as the case may be. In the event the payments due to the Successful Bidder and the security deposit available with CDM & PHO, Sundargarh falls short of the total damages/fines, the Successful Bidder shall, on first written demand by CDM & PHO, Sundargarh pay to CDM & PHO, Sundargarh without demur or dispute the said sum as per CDM & PHO, Sundargarh demand notwithstanding the pendency of any investigation/inquiry/legal proceedings whatsoever before any Court/Tribunal/Authority, Council, etc. The nature of loss including but not limited to quantum, impact etc., as determined by CDM & PHO, Sundargarh shall be final and binding on the Successful Bidder.
5. Failure to provide services owing to unavailability of requisite number of workforce, unwarranted behaviour / indiscipline of the workforce or any other reason(s) shall attract adverse remarks, which may be included in the Performance Certificate and / or attract any legal /administrative action on Service Provider or on Service Provider's workforce or both, as deemed fit.
6. All liabilities, legal or monetary, arising in that eventuality shall be borne by the service provider/ Agency.
7. The service provider shall keep the CDM & PHO, Sundargarh indemnified against damages from all of the above mishaps/injuries/accidents.
8. The Successful Bidder understands and agrees that performing the services strictly as per the qualitative, quantitative and time requirements as stipulated in the Contract is of essence of the Contract and that any non-adherence to the said qualitative, quantitative and time requirements as stipulated in the Contract is of essence of the Contract and any that any non-adherence to the said qualitative, quantitative and time requirements as stipulated in the Contract for performing the services under the Contract shall cause incalculable losses to CDM & PHO, Sundargarh. The Successful Bidder understands and agrees that without prejudice to CDM & PHO, Sundargarh's rights to terminate the Contract, CDM & PHO, SUNDARGARH may, in addition to or in lieu of such termination levy one or more of the following damages/fines as applicable if the Successful Bidder omits or neglects to adhere to the following qualitative, quantitative and time requirements.

S. No.	Contract Agreement Defaults/non-compliances/breach	Penalties/Fine for non-compliance/breach of Contract
1	In case of non-operational of Therapeutic Centre on any working day.	Rs. 15,000 per day shall be deducted as fines from the monthly bill a Contract for each such occurrence
2	In case of non-availability of any HR	Rs. 2500 per day per employee shall be deducted as fines from the monthly bill a Contract for each such occurrence.

Section III: Terms of Reference

1. Introduction

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.

Development Disorder, Disability and geriatric mobility issues is one of the significant challenges in the mining affected areas of Odisha. When Development Disorder and Disability occurs in early childhood, it leads to poverty and poor social development which is likely to have its effect throughout one's life on the whole family. This results in poor working capacity that affects their earning capacity, thus keeping them in a poverty trap. Further, leading to the vicious cycle of proportional poverty and disability. Early Identification is most important in rural and tribal areas and is implemented by some programs but] intervention is most desired to stop the developmental delay and reversible disability into permanent disability for the children. However, the present system needs to have to install further infrastructure and resources to ensure the desired outcome. Further, with adequate community engagement and participation, the services can be strengthened more. Another area of concern is the poor childcare practices in rural and tribal areas, where men and women often have to work hard in order to support the household economy, leaving little time to take care of the person affected.

This situation is exacerbated in Sundargarh district especially in mining affected blocks, especially in the mining affected villages with higher prevalence than states prevalence.

1. The prevalence of disability in Sundargarh is 2750 per every lakh whereas it is 2400 in the state. (Ref: District Statistical Handbook Handbook-2015)
2. Mental retardation is highest with 3.93% prevalence whereas Autism Spectrum Disorder is lowest with 0.25% of prevalence across Odisha.
3. While Autism Spectrum Disorder (ASD) is highest with 5.84% of prevalence whereas learning disability is lowest with 0.83% of prevalence in the overall comparison of DD in Sundargarh.
Ref: http://ethesis.nitrkl.ac.in/8498/1/2016_MA__414HS1001_FAMBAREEN.pdf
4. Children with development disorders and persons with disability are the most vulnerable because of the following problems:
5. They cannot travel due to barriers in adequate resources to provide desired health and rehabilitation care
Extreme poverty, lack of awareness Lack of knowledge of parents

One of the possible solutions to address these gaps could be Therapeutic Services Center equipped with Advanced & quality equipment's and experienced professionals. This would establish an overall environment where interventions related to rehabilitation and health will be able to make an impact on disability. Poor families spend much time and energy working for wages, doing housework, working on landholdings and looking after cattle with


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poor scope for sparing efforts and resources for disability rehabilitation and then driving them self into poverty. It is in this context that the disability rehabilitation centre model is found to be suitable to provide the environment where disability can be tackled, and the social development is not hindered.

2. Objective

1. Expand the range of opportunities available to people with proper lifestyle modification, including autism spectrum disorder, cerebral palsy, intellectual disability, mental illness, neuromuscular injuries, pre- and post-operative care, post-traumatic rehabilitation and ensure equal opportunities/equality/ social justice and empowerment by providing various therapeutic services.
2. Create an enabling environment with a focus on encouraging voluntary, activity and ensure the expansion of educational activities for people with autism spectrum disorder, cerebral palsy, intellectual disability and mental illness, neuromuscular injuries, geriatric rehabilitation and other therapeutic services by using Interactive tools.
3. Support the integration of people with intellectual disabilities into the wider community and create mass awareness of the rights of people with intellectual disabilities.
4. To provide high-quality services, the therapy center is equipped with advanced equipment for neurological rehabilitation, balance, pain management, sports injuries, vascular problems, cognitive problems, musculoskeletal problems, obesity treatment and recreational therapy.so that beneficiary recover early and set back to their normal life.

3. Functioning of the Therapeutic Center

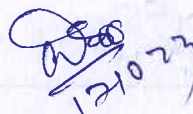
1. The Therapeutic Services Center (TSC) has been established by DMF at Sundargarh and already installed with necessary therapeutic equipment, materials, furniture & fixture, electrical equipment, etc. The detail of list is attached at Annexure -III. The detail of manpower structure is at Annexure -IV. The selected agency will manage the center with existing infrastructure and equipment.
2. One more Therapeutic Services Center (TSC) will be established at Rourkela by installing necessary therapeutic equipment, materials, furniture & fixture, electrical equipment, etc. The detail of list is attached at Annexure -III. The detail of manpower structure is at Annexure -IV. The selected agency will manage the center with prescribed infrastructure, equipment & Manpower.

4. Provision of Services.

1. Physiotherapy:

Physiotherapy is a science-based healthcare service that promotes health and well-being practices that include a person's lifestyle. It promotes development and facilitates patients' recovery to enable them to function and move normally.

It uses physical activities to maintain and restore one's physical, psychological, and social well-being. It is also committed to extend, apply, evaluate, and review evidence that support its approaches and application.


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Additionally, physiotherapy is defined as providing services to CDM & PHO, Sundargarh to maintain progress and revive most physical movement and functional ability through a lifespan.

In therapeutic service center the department has latest equipment to ease the professional to provide better service to beneficiaries to recovery fast. Not only with devices the therapist has utmost skills in manual therapy and in fitness and wellness management programs providing all types of day to day life therapy.

2. Occupational therapy:

Occupational therapy interventions include helping children with disabilities to participate fully in school and social situations, helping people recovering from injury to regain skills, and providing supports for older adults experiencing physical and cognitive changes.

They look not only at the reasons a patient's participation in activities has been impacted but also at the patient's roles and environment and suggest the correction/modification accordingly.

OTs work on people to engage in daily life independently and help them to return to work.

Area of work:

- i. Neuro-rehab
- ii. Paediatric rehab
- iii. Hand injury/function rehab
- iv. Cognitive rehab
- v. Geriatric rehab

Occupational therapy services typically include:

An individualized evaluation, during which the CDM & PHO, Sundargarh/family and occupational therapist determine the person's goals, customized intervention to improve the person's ability to perform daily activities and reach the goals, and an outcomes evaluation to ensure that the goals are being met and/or make changes to the intervention plan.

In therapeutic service center occupational departments not only provides hands on session it provides collaterally technology driven training to the beneficiaries for early recovery with active participation and leads to faster recovery.

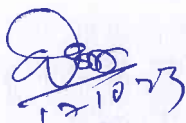
3. Special Educator:

A Special Educator is an educator therapist who specializes in teaching children with physical, mental, emotional, and learning disabilities. They develop tailored teaching plans, collaborate with parents and support staff, and assess students' progress to help them achieve important learning milestones.

Special Educator develop teaching plans according to students' learning needs. They search for activities and resources that can be easily adapted to each child's educational requirements. They also collaborate with physiotherapists, occupational therapists, psychologists, speech therapist and parents to help children develop and socialize.

4. Speech therapist:

Speech-language pathologists / speech therapists prevent, diagnose, and treat speech, communication, and swallowing disorders. They work in treating adults and children. Speech Therapists also help rehabilitate those who have experienced physical or psychological trauma.


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The speech therapist's performs patient assessments, developing individual treatment plans, liaising with family members, and other healthcare professionals, administering therapy and monitoring progress, and ensuring patients and their families are informed of new treatments and therapy techniques.

5. Rehabilitation Psychologist:

Rehabilitation Psychologist is a professional who works with individuals who have disabilities or chronic health conditions, helping them to adjust and cope with the physical, emotional, and psychological impacts on their lives. They use psychological assessment, counselling, and therapy techniques to help the CDM & PHO, Sundargarh build resilience, develop coping strategies, and adapt to new ways of living or working. Rehabilitation Psychologists also work closely with other healthcare professionals to provide a coordinated and holistic approach to rehabilitation care in therapeutic center.

6. Nutritionist:

The Nutritionist is responsible for providing a well-being nutrition. Collects and analyses relevant patient information including medical/social history, lab values, anthropometric data, diet history, and medications. Estimates patient nutrient needs using evidence-based guidelines. Analyses information to identify nutrition problems and develop appropriate care plans.

Provides nutrition education to patients and family members; evaluates the effectiveness of teaching; provides follow-up recommendations as needed. Develops educational materials as needed.

Evaluates appropriateness of enteral and parenteral nutrition support, including energy, protein, micronutrient, and fluid provision. Makes necessary recommendations in a timely and professional manner.

Coordinates nutrition care plans and advocates for patient nutrition needs among other therapeutic and health staff members.

5. Scope of Work

1. Agency to ensure for day to day running of Therapeutic Services Centers.
2. Agency shall provide and deploy, on the site for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades, highly competent to use the available equipment's/Instruments and who are competent to execute or manage/ supervise the work in a proper and timely manner.
3. The Agency would keep Chief District Medical & Public Health Officer, Sundargarh updated with the details of the staff members deployed on the Project. The Agency will ensure that the roster schedule of all deployed manpower for each day at the required locations is made available to Chief District Medical & Public Health Officer (CDM & PHO), Sundargarh for review. No change to the deployed manpower shall be done by the Agency without prior written approval from Chief District Medical & Public Health Officer, Sundargarh except where such removal and/or replacement becomes necessary due to exceptional circumstances like disability, resignation, termination, death, etc. of the human resource.
4. Chief District Medical & Public Health Officer, Sundargarh may at any time instruct the Agency to remove from the work / site the Agency representative or any person(s) deployed by the Agency for professional incompetence or negligence or for being deployed for work for which he/she is not suited.
5. The Agency shall maintain backup staff and shall promptly provide replacement of every person removed, pursuant to this section, with a substitute who is equally competent or higher in competence from the pool of

- backup personnel. In case of change of any staff, the Agency shall ensure a reasonable a Contract of time overlap in activities to ensure proper knowledge transfer and handover/ takeover of documents and other relevant materials between the outgoing and the new member.
6. The Agency shall also ensure that such a change does not adversely impact the quality and timelines of the Project Provision, Operation, and maintenance of Therapeutic Center, any change shall also be in due permission of CDM & PHO, Sundargarh only.
 7. The safety, security, cleanliness and proper hygienic environment of Therapeutic Centre will be maintained by the successful bidder.
 8. Successful Bidder shall conduct the periodical trainings of the deployed staff for enhancing the quality of therapeutic Services. Training action plan, training material, methodology shall have prior approval of CDM & PHO, Sundargarh.
 9. The Service Provider procure at its own cost, stationary, dressings, sanitary, and any other material or service required to run the Therapeutic Center services. After submission of the bills, the same will be reimbursed.
 10. The Service Provider has to provide uninterrupted services till the concerned CDM&PHO, Sundargarh Office is open, with capping of 09.00 AM to 05:30 PM on all days other than Sunday and Public holiday
 11. All waste should be disposed-off as per the standard guidelines issued by the State Government/ Central Government from time to time.
 12. Service Provider should intimate and co-ordinate with the CDM & PHO, Sundargarh for immediate repair in the event of breakdown of the services and make it functional at the earliest. Any damages claimed by the patient shall be the responsibility of the Service Provider. Record keeping (Details of downtime of equipment/Instruments) by the service provider in the form of a register, verifiable by the competent authority is a must. Providing uninterrupted service in the TSC is the responsibility of the service provider. In the event of breakdown of any equipment the service provider has to take prompt steps to coordinate with CDM&PHO for ensuring maintenance of equipment in case of medical equipment. In case of non-medical equipment (not covered under any AMC/Warranty) has to be to immediately be maintained by the Agency or replaced, as the case may be. For tracking such system of maintenance the agency has to maintain a breakdown register or EIF maintenance register at their level.
 13. Service Provider must keep all records in the computerized form and should be able to provide all statistics and other records in the soft copy/hard copy to the authorities regularly.
 14. The Service provider must maintain the relevant software for proper recording of Patient Demographics, Appointment Scheduler, Treatment Progress Tracker, Resource Allocation, Medication and Prescription Tracker, Reports and Analytics etc.
 15. Service Provider must issue Identity cards and uniforms to its staff.
 16. Service Provider will ensure remedial measures about any deficiency in services pointed out by the authorities.
 17. Service Provider will be authorized to make changes in fittings, cablings, etc. as per requirement of operating equipment's with permission from the Authorized official from CDM & PHO, Sundargarh. However, no modifications of structure will be allowed without permission from the Authorized official from CDM & PHO, Sundargarh.


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18. Any medico-legal issues arising during or out of treatment of patients will be the responsibility of Service Provider.
19. Provision of Consumer Protection Act, RTI act etc. shall be applicable to the Service provider also.
20. Agency to engage required manpower as per the list at Annexure- IV. The norms prescribed for engagement of manpower must be adhered.
21. To ensure day to day maintenance of all the equipment (used at the centers) in retain condition.
22. Ensure that all the 'Project Objectives' and the 'Services to be provided in the Therapeutic Services Centers as mentioned at Section III, Clause 2 and 4 must be achieved.
23. Recruit qualified and experienced personnel for the complete operationalization of the TSCs and to provide regular updates of the beneficiaries through the assigned point of contact to the CDM & PHO, Sundargarh.
24. The Agency will Submit daily, monthly, quarterly and annual progress reports to the CDM & PHO, Sundargarh and other concerned departments regularly.
25. Identify critical gaps in existing development interventions and recommend any improvements/additions required to amplify the impact of the programs to the CDM & PHO, Sundargarh.
26. Attend all meetings as required by the DMF and CDM & PHO and/or the line departments related to progress and assessment of the program.
27. The Agency is permitted to enter the therapeutic center -premises to run Centre only. Whenever the Contract agreement is terminated / ceases to exist or the Contract comes to an end or CDM & PHO, Sundargarh decides that successful bidder should not be allowed to run Therapeutic Centre in the premises, in that event, the Successful Bidder shall leave Therapeutic center premises.
28. If exigencies of circumstances so demand & in overall interest beneficiary of the Physiotherapy Centre, CDM & PHO, Sundargarh reserves the right to review the Terms and Conditions of this tender and amend the same with a deed of amendments as per mutually agreed terms and condition.
29. CDM & PHO, Sundargarh authorities are free to monitor the quality of services rendered by the Service Provider on a periodical basis also as and when required. Any shortcoming will be communicated to the Service Provider and the service Provider will be responsible for corrective action, if any without delay and the same needs to be communicated in writing. The decision of committee constituted in this regard will be final.
30. In case of unsatisfactory services, the competent authority reserves the right to terminate the Contract
31. The Service provider will execute any other relevant work for smooth functioning of TSC as directed by the CDM & PHO, Sundargarh.
32. Regular patient satisfaction survey/ grievances shall be carried out by Service Provider and share to CDM & PHO /DMF/ committee appointed for the purpose.
33. The authorized officer/ committee of CDM & PHO shall have the right to inspect the Centre at any time.
34. The Service Provider will nominate an official for liaison work and performance

6. Responsibilities of Service Provider: -

1. 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.
2. The successful bidder must submit the Detail project execution plan (DPEP) and take necessary approval from CDM & PHO, Sundargarh before executing the project.


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3. Observance of sound management practices, 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.
4. 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.
5. Service Provider 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.
6. 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.
7. Water and electricity cost shall be reimbursed to successful bidders by CDM & PHO, Sundargarh. Reimbursed will be made as per actual consumption. CDM & PHO Sundargarh shall reserve the right to assess and decide the type, quantity and specifications of the equipment to be provided.
8. Strive for continuous improvement in management of essential response services and shall ensure proper and timely monitoring of the services.
9. 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.
10. 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.
11. 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.
12. 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.


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13. All services / supplies shall be of best quality with utmost satisfaction. 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.
14. 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.
15. 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.
16. Service provider must maintain the stock register of equipment, containing the details of the equipment, along with incidence and equipment wise per day load. Which to be submitted CDM & PHO as and when required.
17. In case of non-functioning of any equipment at Therapeutic center the successful bidder will immediate coordinate for repair with the Manufacturer/AMC with immediate intimation to CDM & PHO, Sundargarh.

7. Responsibilities of CDM & PHO Sundargarh

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 Contract with the selected Agency, communicating with the Agency for providing necessary support, access etc.
3. For proper day-to-day functioning of the Therapeutic Centre, CDM & PHO, Sundargarh will provide infrastructure & facilities
4. Approve the Detailed Project Execution Plan (DPEP) formulated by the selected Agency and suggest changes, if any.
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 successful bidder and 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 Therapeutic services 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 Therapeutic service.
2. Display the IEC materials prominently at all healthcare facilities and other relevant public places to inform people about the service availability.
11. Monitor the service's performance regularly, gather feedback from stakeholders, and make improvements as needed.
12. Keep the public informed about any updates, changes, or improvements for the Therapeutic service through various communication channels.
13. Address any concerns or queries from the public regarding the service and provide satisfactory resolutions.
14. Strive for continuous improvement of the Therapeutic service by identifying areas for enhancement and implementing necessary changes based on feedback and performance evaluations.
15. Project Report System will be developed to monitor and review the project by CDM & PHO, Sundargarh. The Report system is designed to enable review of the timely outputs and outcomes. The format, content of the report will be pre-agreed with the selected agency.
16. Annual financial planning of the project, proforma for the claiming the funds against invoice, necessary documents for release of grant and submit Utilization Certificates for the fund spent by.
17. Form a committee for each TSCs consisting of the guardians of the children and PwD s and senior citizens and engage in community linkage activities and conduct by monthly meetings.
18. Outline the system linkages to the Social Security Department and other line Department with particular emphasis on the early identification, Intervention and rehabilitation.
19. Outline the system linkages to the various Health Department with particular emphasis on the early identification, Intervention and rehabilitation aspects.
20. CDM & PHO, Sundargarh shall the Nodal department to release the fund to the agency.
21. CDM & PHO, Sundargarh shall submit annual requisition of fund for the project to DMF based on assessment for approval and release.
22. The space provided to the successful bidder will not be utilized for any other purpose rather than running & managing Centre. The successful bidder shall use the said demised premises solely for the specified purpose of running of Therapeutic Centre only. The successful bidder / Agency shall not use, cause or allow to be used the demised premises for any other purposes whatsoever.
23. Ensure the availability of Water, electricity, furniture and fixtures at TSCs. CDM & PHO, Sundargarh shall reserve the right to assess and decide the type, quantity and specifications of the equipment to be provided.
24. CDM & PHO, Sundargarh should ensure to adhere the procurement guideline issued by the finance department from time to time for smooth running of TSC's.
25. CDM & PHO, Sundargarh must communicate to all the public health Institutions/ stakeholder to refer the identified cases (those who need advance therapeutic services) to TSU.
26. CDM & PHO, Sundargarh should conduct the performance evaluation committee meeting quarterly basis to judge the overall performance of the agency including the footfall of the patients and other quality indicators.

8. Responsibilities of DMF Sundargarh

1. Administratively approve the project proposal as received from CDM & PHO Sundargarh.


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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 DFM 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.

9. Human Resources for Therapeutic Centre

Sr. No.	Name of Post, Minimum Qualification and Experience	Responsibilities	Required Number in Each Therapeutic Centre
1	<p>Project Manager</p> <p>The candidate must have passed in any of the following subject from an Accredited institutions (UGC approved) or institute (AICTE) approved</p> <ul style="list-style-type: none"> • Post Graduate Degree in Hospital management health/hospital administration/ Master degree in hospital Administration/MBA in Hospital Administration/PG Degree in hospital and health management /PG degree in Hospital and health administration/PG Diploma in Hospital management.PG Diploma in Hospital administration/ PG Diploma in Hospital & Health management /PG Diploma in Hospital and Health Administration with 5 years of experience from relevant field • Working knowledge of Computer 	<ul style="list-style-type: none"> • Coordinate internal resources and third parties/vendors for the flawless execution of projects • Ensure that all projects are delivered on-time, within scope and within budget • Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility • Ensure resource availability and allocation • Develop a detailed project plan to track progress • Use appropriate verification techniques to manage changes in project scope, schedule and costs • Measure project performance using appropriate systems, tools and techniques • Development of project management documents such as project budgets, project schedules, scope statements and project plans • Execute project management administrative and bookkeeping tasks such as managing invoices, purchase orders and inventory reports, among other financial documents • Supervise the project procurement process • Meeting with project CDM & PHO, Sundargarh to assess their needs and define project requirements, acceptance criteria and project timelines 	<ul style="list-style-type: none"> • 1 (Copy of Valid Degree and duly certified relevant experience certificate has to be submitted along with bid by the bidders)

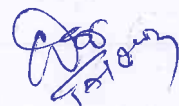
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	<ul style="list-style-type: none"> Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Coordinate the allocation of project resources to ensure the project team has what's needed at the right time Assign tasks to team members and help them understand what's expected from them in terms of project milestones and deliverables Be the liaison between the project team and project CDM & PHO, Sundargarh throughout the project life cycle Help project managers monitor project progress and team members' performance and provide updates to project stakeholders Schedule stakeholder meetings, document and generate reports Foster cross-team collaboration to help project team members complete project tasks and produce deliverables 	
2	<p>Senior Physiotherapist</p> <ul style="list-style-type: none"> Should have a recognised qualification MPT with 3 yrs. experience/BPT with 5 yrs. experience from Institute/ University recognised by Central/State Government in Physiotherapy. Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Guide, supervise, review, monitor and follow up of activities of Junior Physiotherapist as follows. Meet with new patients and give them tours of our facility Devise detailed treatment and care plans for each of the patients Communicate and coordinate with patients' physicians (Treating doctor) to ensure a consistent level of care Exercise independent judgment based on experience to implement effective treatment combinations Evaluate and report on patients' progress with colleagues and physiotherapist for further management. Assist administrative staff with on reporting inquiries Comply with National/ state physical therapy regulations 	<ul style="list-style-type: none"> 2 (Copy of Valid Degree and duly certified experience of Physiotherapy services certificate has to be submitted along with bid by the bidders)

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		<ul style="list-style-type: none"> • Helping patients recover from accident, illness, or injury. • Should be well trained in handling electrotherapy modalities with utmost care and trained the team too. • Organizing therapeutic physical exercise sessions. • Providing manual therapy. • Using specialist techniques and be updated in the branch of physiotherapy delivering it to physiotherapists. • Collecting statistics. • Writing and maintain reports. • Liaising with professionals such as doctors and team. • Making assessments of patients' physical conditions. • Formulating treatment plans to address the conditions and needs of patients. • Conducting complex mobilization techniques. • Assisting trauma patients with how to walk again. • Educating patients, family members, and the community on how to prevent injuries and live a healthy lifestyle. • Referring patients to doctors and other medical practitioners. • Planning and organizing physiotherapy and fitness programs. • Participate in all departmental teaching training educational activities. • Any other duties assigned to him/her by authorities. 	
3.	<p>Physiotherapist</p> <ul style="list-style-type: none"> • BPT with 2 yrs. experience • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • To ensure efficient and effective Physiotherapy assessments of patients using conditioning reasoning and manual assessment techniques to provide a physiotherapy management of the condition. • Formulating and executing treatment of patients and individuals consultation with the senior physiotherapist. 	<ul style="list-style-type: none"> • 6 (Copy of Valid Degree and duly certified experience of Physiotherapy services certificate has to be submitted



		<ul style="list-style-type: none"> • Regular updating and doing of reassessments of patients given by Sr PT and explaining the status to the patients. • Helping patients recover from accident, illness or injury. • Organizing therapeutic physical exercise sessions. • Should be well trained in handling electrotherapy modalities with care. • Providing manual therapy. • Using specialist techniques and be updated in the branch of physiotherapy. • Collecting statistics. • Writing and maintain reports. • Liaising with professionals such as doctors and nurses. • Making assessments of patients' physical conditions. • Formulating treatment plans to address the conditions and needs of patients. • Conducting complex mobilization techniques. • Assisting trauma patients with how to walk again. • Educating patients, family members, and the community on how to prevent injuries and live a healthy lifestyle. • Referring patients to doctors and other medical practitioners. • Planning and organizing physiotherapy and fitness programs. • Participate in all departmental teaching training educational activities. • Any other duties assigned to him/her by authorities. 	<p>along with bid by the bidders)</p>
4.	<p>Senior Occupational Therapist</p> <ul style="list-style-type: none"> • MOT with 3 yrs. experience/BPT with 5 yrs. experience. 	<ul style="list-style-type: none"> • Guide, supervise, review, monitor and follow up of activities of Junior occupational therapist as follows. 	<ul style="list-style-type: none"> • 1 (Copy of Valid Degree and duly certified experience of



RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

<ul style="list-style-type: none"> • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Conduct patient assessments and evaluations to determine their physical condition, limitations, medical histories and personal goals • Communicate with physicians and other health care providers to confirm plans of care • Advise family members and other supportive individuals about the level of care the patient needs • Provide occupational therapy guidance, support and education during patient sessions • Teach patients how to interact with adaptive technology • Show patients how to use assistive devices • Assist patients with purchasing products to help them achieve their goals • Guide patients through graded activities • Generate reports for patients and their physicians and families • Conducting physical and psychological assessments of CDM & PHO, Sundargarh and developing or following a treatment plan. • Assessing home and work environments of CDM & PHO, Sundargarh and deciding what adjustments are needed. • Advising on adaptive equipment to help CDM & PHO, Sundargarh with daily activities. • Developing rehabilitation programs to help CDM & PHO, Sundargarh regain lost skills. • Preparing CDM & PHO, Sundargarh for a return to work. • Educating caregivers and family members of CDM & PHO, Sundargarh on patient care. • Evaluating results and progress of occupational therapy on CDM & PHO, Sundargarh. • Maintaining professional knowledge and the technical progress in order to provide CDM & PHO, Sundargarh with the best treatment program available. 	<p>relevant services certificate has to be submitted along with bid by the bidders)</p>
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		<ul style="list-style-type: none"> • Complying with federal, state, and local certification requirements. • Evaluating patient condition regarding physical and basic mental health. • Conducting physical and psychological assessments of CDM & PHO, Sundargarh and developing or following a treatment plan. • Should be well trained in handling electrotherapy modalities with care. • Assessing home and work environments of CDM & PHO, Sundargarh and deciding what adjustments are needed. • Advising on adaptive equipment to help CDM & PHO, Sundargarh with daily activities. • Developing physical rehabilitation programs to help CDM & PHO, Sundargarh regain lost skills. • Preparing CDM & PHO, Sundargarh for a return to work. • Educating caregivers and family members of CDM & PHO, Sundargarh on patient care. • Evaluating results and progress of occupational therapy on CDM & PHO, Sundargarh. • Maintaining professional knowledge and the technical progress in order to provide CDM & PHO, Sundargarh with the best treatment program available. • Complying with federal, state, and local certification requirements. • Evaluating patient condition regarding physical and basic mental health. • Collecting statistics. • Writing and maintain reports. • Liaising with professionals such as doctors and team. • Making assessments of patients' physical conditions. • Formulating treatment plans to address the conditions and needs of patients. 	
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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

		<ul style="list-style-type: none"> • Participate in all departmental teaching training educational activities. • Any other duties assigned to him/her by authorities. • 	
5.	<p>Occupational Therapist</p> <ul style="list-style-type: none"> • BOT with 2 yrs experience • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Perform a comprehensive initial evaluation by administering a battery of standardized and non-standardized test to evaluate the patient level of skill and performance. • Gather pertinent information from the patients' medical record to assist in problem identification and determination of precautions. • Identify problems and formulate appropriate individual treatment plans by prioritizing and establishing treatment goals that are objective, functional and measurable, using occupational therapy theory and principles to guide the clinical reasoning goals. • Treat patients individually or individually or in groups utilizing accepted occupational therapy methods, modalities and procedures. • Activities of daily Living –self care (ADL) and daily living skill training. And psychosocial skills. Provide care while maintaining a professional demeanor and treating the patient with respect. • Use treatment procedures which address state goals and plans. • Should be well trained in handling electrotherapy modalities with care. • Analyse the effectiveness of treatment in terms of goal achievement or when patient progress reaches a plateau. • Provide patients and caregivers instructions, such as home exercise programs and time management techniques. • Record patients' evaluation, re-evaluations and care provided in the medical record in accordance with departmental documentation standards. 	<ul style="list-style-type: none"> • 2 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)

		<ul style="list-style-type: none"> Participate in quality assurance activities, suggest areas for improvement with senior OT and team in a tactful and considerate manner. Suggest quality assurance topics and alternate treatment techniques to improve occupational therapy services. Participate in all departmental teaching training educational activities. Any other duties assigned to him/her by authorities. 	
Speech Therapist	<ul style="list-style-type: none"> BSLP with 3 yrs experience Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Work to prevent, assess, diagnose, and treat speech, language, social communication, cognitive-communication, and swallowing disorders in children and adults. Evaluate and diagnose speech, language, communication, and swallowing disorders. Treat speech, language, communication, and swallowing disorders. Provide training and education to family/caregivers and other professionals. Work collaboratively with professionals from many other disciplines Maintaining proper documentation. Doing assessments in time and recording it. Be updated on latest techniques and its implementation. Participate in all departmental teaching training educational activities. Any other duties assigned to him/her by authorities. 	<ul style="list-style-type: none"> 1 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)
Clinical/Rehabilitation Psychologist	<ul style="list-style-type: none"> M.Phil in clinical or rehabilitation psychology from recognised university. (Or) Master's degree in psychology with post graduate diploma in clinical /rehab psychology. Minimum 3 to 5 years of relevant work experience Valid RCI Registration 	<ul style="list-style-type: none"> Psychological Assessment and management Guidance & Counselling Behavioural assessment & management Mental Health Screening Generating Mental health awareness in the community Conducting Screening and Identification camps Conducting Community training and sensitization Forming support groups in the community 	<ul style="list-style-type: none"> 1 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

	<ul style="list-style-type: none"> • Experience with people with disabilities • Good working knowledge of principles, methods and procedures for diagnosis and treatment • Excellent written and verbal communication skills • Behave Politely with children or any other person in school • Strong understanding of state education policies and regulations • Effective communication and counselling skills • Integrity and professionalism • State license to work as a school psychologist • In depth knowledge and experience in individual, group and family psychology. • Problem solver and innovative • Good organizational and time management skill • Giving close attention to details and demonstrated ability to handle sensitive or confidential information • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Record keeping and documentation after doing assessments and re-assessments of the CDM & PHO, Sundargarh. • Participate in all departmental teaching training educational activities. • Any other activities given time to time 	
	<p>Nutrition Specialist</p> <ul style="list-style-type: none"> • MSc in food science/home science/ food & nutrition with 2 years' experience in reputed center/hospital 	<ul style="list-style-type: none"> • Creating healthy and nutritious diets for patients • Advising eating healthy food • Monitoring eating habits and diets of individual, family members or both • Creating diet charts for those who are suffering major health issues 	<ul style="list-style-type: none"> • 1 (Copy of Valid Degree and duly certified experience of relevant services

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	<ul style="list-style-type: none"> Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Researching on various topics of health recovery and progress Creation of new age diet for people who are young or becoming health conscious Guiding old-aged or senior citizens to make changes in their eating habits Advising parents and their children in their daily diet and food they consume Creating restrictions for people who are indulging improper food habits. Analysing changes in health patterns after recommending changes in diets Maintain proper record documentation. Participate in all departmental teaching training educational activities. Any other duties assigned to him/her by authorities. 	<p>certificate has to be submitted along with bid by the bidders)</p>
	<p>Special Educator (HI-1 & ID-1)</p> <ul style="list-style-type: none"> Special B. Ed. with 2 yrs experience Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Assess students' abilities and prepare teaching plans Adapt learning materials to students' needs Keep track of and reflect on students' progress Monitor children's behavioural patterns and arrange appropriate interventions if needed Find engaging activities to teach skills (e.g. drawing and theater drama) Manage therapeutic room crises and resolve conflict Prepare students for transition to the next grade Inform parents about their children's performance and potential problems Coach/mentor other professionals who work with children with disabilities Performs a variety of assessments and observations to determine the areas in which the student may need extra or modified educational services. Assessment areas may include academic performance, behaviour, social development, or physical health. 	<ul style="list-style-type: none"> 1 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)



RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

		<ul style="list-style-type: none"> • Identifies the student's needs and develops related lesson and teaching plans. • Develops an integrated plan for the education of each child by collaborating with classroom teachers, parents, psychologists, social workers, and other medical and school staff. • Develops individualized education programs (IEPs) for each student, setting learning goals and adopting modifications as necessary; ensures each students activities and lessons are planned and organized according to his/her abilities. • Develops and teaches lessons that provide engaging learning opportunities for small groups and individual students while meeting required specifications of IEPs and plans. • Implements IEPs, provides ongoing or follow-up assessments, and continually tracks progress and makes modifications as necessary. • Collaborates with classroom and homeroom teachers to ensure each students needs are met and plans are followed. • Develops, completes, and maintains all paperwork mandated by local, state, and federal guidelines, laws, and regulations. • Maintains knowledge of special education teaching methods, research, and best practices through professional development and study. • Establishes and enforces teaching management structure and rules that ensure the academic engagement and the physical and mental safety of all students. • Celebrates the achievements and successes of students. • Performs other related duties as assigned. • Participate in all departmental teaching training educational activities. • Any other duties assigned to him/her by authorities. 	
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18/10/17

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

<p>Therapeutic Patient Attendant</p> <ul style="list-style-type: none"> • DPT with one year of experience of hospital patient attendant or 10+2 with 2 years of experience as patient attendant. • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Providing basic care to patients, including assistance with bathing, dressing, grooming, and feeding. • Monitoring and ensuring the well-being of patients during their stay at the therapeutic center. • Offering emotional support and companionship to patients, helping to alleviate any anxiety or stress they may be experiencing. • Assisting patients with mobility, such as helping them to move around the facility, providing support during walking or transferring to and from beds or chairs. • Assisting therapists during therapy sessions, ensuring that patients follow prescribed exercises and activities. • Ensuring the safety and security of patients within the therapeutic center. • Following protocols and guidelines to prevent accidents and emergencies. 	<ul style="list-style-type: none"> • 3 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)
<p>Project Assistant.</p> <ul style="list-style-type: none"> • Graduate with PGDCA/DCA • 3 years of experience • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Provide administrative assistance to the management and staff of the therapeutic center. • Manage and organize paperwork, documents, and records efficiently. • Assist in patient registration and scheduling appointments for therapy sessions and consultations. • Coordinate with patients and healthcare professionals to ensure appointments are scheduled appropriately. • Maintain accurate and up-to-date records of patients, consultancy record, and other administrative data. • Ensure confidentiality and security of all patient and center records. • Managing assigned work given by project manager. 	<ul style="list-style-type: none"> • 1 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)
<p>Receptionist</p> <ul style="list-style-type: none"> • Graduate with PGDCA/DCA 	<ul style="list-style-type: none"> • Direct patients to the appropriate areas and assist them in filling out necessary forms. 	<ul style="list-style-type: none"> • 1

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12/10/21

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

	<ul style="list-style-type: none"> Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> patients are scheduled appropriately, considering their needs and the availability of healthcare professionals. Answer phones and respond to inquiries or redirect calls to the appropriate staff. Respond to emails and other communication promptly and professionally. Maintaining Patient Records and Documentation. Ensure accurate and up-to-date patient records, including personal information, medical history, and insurance details. Handle documentation according to established protocols and maintain confidentiality. ensuring a comfortable and welcoming environment for patients. Offer information about the center's services, procedures, and policies to patients and visitors. Educate patients on their upcoming appointments and any necessary preparations. Work closely with rehab professionals to ensure seamless patient care and effective communication. Handle patient concerns, complaints, or conflicts professionally and appropriately, involving the appropriate individuals when needed. Adhere to healthcare regulations, privacy laws, and center policies to maintain compliance and protect patient rights. 	<p>(Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)</p>
	<p>Peon-cum-Sweeper</p> <ul style="list-style-type: none"> 8th pass Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> Regularly clean and maintain all areas of the therapeutic center Dust, sweep, mop, vacuum, and disinfect surfaces as needed to maintain a hygienic and tidy environment. Collect and dispose of waste and trash in a safe and appropriate manner. Ensure that trash bins are regularly emptied, and waste is segregated as per the center's waste management policies. 	<ul style="list-style-type: none"> 2 (Copy of Valid Degree and duly certified experience of relevant services certificate has to be submitted along with bid by the bidders)



RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

		<ul style="list-style-type: none">• Monitor and replenish cleaning and toiletry supplies, ensuring they are adequately stocked at all times.• Inform the relevant personnel when supplies are running low to avoid shortages.• Prepare therapy rooms and other areas for appointments, ensuring they are clean, organized, and set up appropriately.• Arrange furniture, refresh linens, and maintain an inviting and comfortable atmosphere in therapy rooms.• Offer assistance to staff and patients in a courteous and helpful manner, supporting their needs within the scope of responsibilities.• Provide directions or escort individuals to specific locations within the center.• Ensure that all safety hazards or malfunctions are immediately communicated to ensure a safe environment.• Assist in ensuring the security of the premises, reporting any suspicious activities or unauthorized persons to the appropriate authorities.	
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12/10/23

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

<p>Community Facilitator / Community Mobilizer</p> <ul style="list-style-type: none"> • Bachelors in social work / Social Science/ Medical Social Work from recognized University. • At least two years of work experience in community facilitation, awareness, outreach activities planning, implementation, and management. • Trained in Data entry, record keeping and handling of monitoring software. • Should have knowledge of English, Hindi and Odia language. 	<ul style="list-style-type: none"> • Engaging with the local community to build trust and rapport, and to understand their therapeutic services needs and concerns. • Designing and implementing awareness campaigns to educate the community about the services offered by the therapeutic center and the importance of seeking healthcare. • Facilitating referrals from the community to the therapeutic center, ensuring that individuals receive the appropriate care and support. • Training community members and healthcare workers on relevant health topics and services available at the center. • Collecting and maintaining data on community health needs, outreach activities, and the impact of the therapeutic center's services. • Gathering feedback from the community to continually improve the quality of services provided. 	<ul style="list-style-type: none"> • 1
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- The Manpower proposed above may be increase or decrease as and when required by CDM & PHO, Sundargarh.

10. Periodicity of Payment

1. 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 TDS as per Income Tax Rules and other statutory deductions as per Applicable laws.
2. The Successful Bidder will have to intimate the bank account number, and other details of the bank to enable CDM & PHO, SUNDARGARH to credit the payments into the account.
 1. No interest shall be payable for delay in making the payments. The Successful Bidder shall not be entitled to any interest with respect to any money which may be due to him from CDM & PHO, SUNDARGARH.
 2. While claiming the payment, the Successful Bidder must certify on the bill that the payment being claimed is strictly within terms of the Contract and all the obligations on his part for claiming this payment have been fulfilled as required under the Contract.

11. Project Duration

1. 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 every Two (2) years i.e., every Twenty-Four Months (24 Months) subject to satisfactory performance and approval of the competent Authority.

2. Commencement: The selected agency shall commence the work with immediate effect from the date of signing of the agreement.
3. 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.

12. Steps for Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
1	Issue of Letter of Intent (LoI)	CDM&PHO	Within 10 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 Contract	CDM&PHO with the Agency	Within 15 working days of receiving the PBG from the Agency
4	Deployment of manpower, readiness, and commencement of services of Therapeutic Center at Sundargarh and Rourkela.	Agency	Within 1 Months of signing of Contract
5	Submission of DPEP	Agency	Within 15 days of signing of Contract
6	Approval of DPEP	CDM & PHO	Within 7 working days of receiving the DPEP
8	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 20 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

13. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the CDM & PHO, SUNDARGARH 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, Sundargarh. This monthly progress report shall be verified and submitted by the CDM & PHO, SUNDARGARH 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, SUNDARGARH to assess the services provided and the compliance of the selected Agency to the Scope of Work.

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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

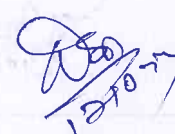
3. CDM & PHO shall undertake an 'Inspection' for evaluation of the Centre and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF. The Inspection shall be carried out after the end of each year (after project initiation) and shall take feedback from the patients of the Centre; inspect the Centre for cleanliness and security; check the geo-tagged attendance of the staffs; inspect the video recording of the CCTV cameras; financial assessments for reconciliation of funds received/expenditure incurred and other related tasks.
4. All assets, equipment and tools procured under the project will be property of the office of the CDM & PHO, SUNDARGARH, Sundargarh and the Agency will have no right over it.
5. Executive Committee: This committee shall comprise of CDM & PHO, Sundargarh (Chairperson), Mental Health Specialist (Member), DHH, Sundargarh; Project Coordinator cum Project In charge (Member Convener); and Medical Officer of the Agency (Member); and any other member as approved by the District Collector cum Managing Trustee DMF Sundargarh..

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 in the course of their deployment.
3. The Agency shall at all times indemnify and agree and undertake to defend and hold the CDM & PHO, Sundargarh, 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 CDM & PHO, Sundargarh 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.).

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 TSU 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 at their risk and cost, in the presence of an authorized officer of CDM & PHO.
5. 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.

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.
3. The selected agency must submit all relevant information on day wise footfall of Old Patient, New patient. Speciality wise session held, Equipment wise session conducted, Total no of referred cases and without referral cases, No of patient cases treated, categorized by Age, Cast, Location, List of number of functional and Non-functional equipment/Instrument (including details of downtime). Before commencement of TSC format for reporting will be designed and shared by CDM & PHO, Sundargarh to the service provider agency.

17. Termination of the Project and Contract

1. CDM & PHO, Sundargarh by written notice, suspend the agreement if the Bidder fails to perform any of his obligations as per the terms and conditions of the Contract/ 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 Therapeutic Service center within 60 days from the date of issue of LOI / LOA / Work Order.


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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 persons for running of the TSC Services.
9. Certification of un – satisfactory performance by the Evaluation Committee / Officer – in Charge of the work.

18. Payment Procedure

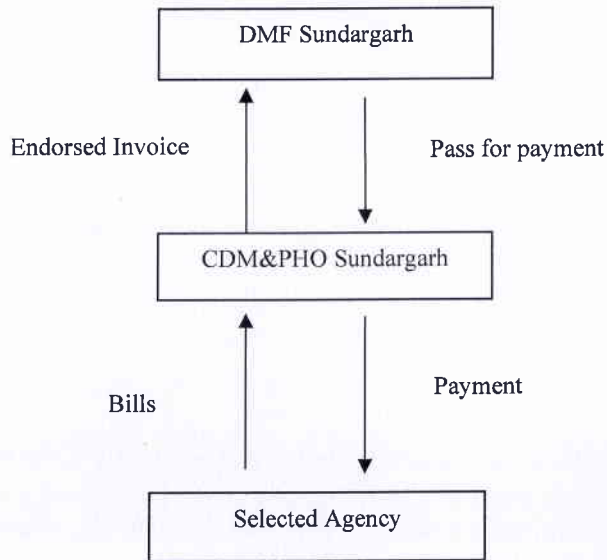
1. The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of CDM & PHO, Sundargarh. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. The Bills/Invoices shall be supported with the following documents:
2. Attendance sheets/Timesheets, Remuneration / Salary / Wages sheets of all the employees / HR Staff etc deployed at Therapeutic Center and 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.
3. The agency has to submit MPR (Monthly Progress report) on day wise patient footfall, equipment wise per day load, No. of Old and New Patient treated, Speciality wise No
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. Office of CDM&PHO Sundargarh shall submit these verified bills/invoices along with abstract and supporting documents, within 15 working days to DMF Sundargarh.
6. DMF Sundargarh shall verify the abstract and supporting documents and release payment to CDM&PHO Sundargarh.
7. Centralized payment shall be done by CDM&PHO for the single monthly bill/invoice raised by the selected agency.
8. All taxes applicable will be deducted as per provisions.
9. All assets, equipment's and tools utilized under the project will be property of the office of the CDM & PHO, Sundargarh and the Agency will have no right over it.
10. 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.
11. Invoice submitted should be in the format as specified under GST Laws viz. all details as mentioned in Invoice Rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature CGST, SGST, IGST mentioned separately, HSN (Harmonized System of Nomenclature) Code / SAC (Services Accounting Code) Code etc.
12. Payment to the successful bidder will be subjected to TDS as per rules in force from time to time. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act & GST, as amended from



time to time and a certificate to this effect shall be provided to the successful bidder by CDM & PHO, Sundargarh.

13. The Successful Bidder has to give an undertaking that GST as mentioned in the invoice has been /will be paid and also file returns as per respective extant rule

19. Fund Flow Mechanism



[Handwritten signature]
18/10/23

Section IV: Technical Proposal Submission Forms

Tech - 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

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

Subject: Selection of Agency for Operation & Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under 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 A Contract: DD No.: Date: Name of the Bank:	
7	EMD Details A Contract: 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 2020-21*	FY 2021-22*	FY 2022-23*	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 and management of Therapeutic Centre etc for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings / Joint Sector / Public Limited Company in Private Sector

Sr. No.	Name of the Project*	Type of Therapeutics services provided in TSC	CDM & PHO, Sundargarh Name, Contact Details & Address	Name of funding agency (if different from CDM & PHO, Sundargarh)	Fees in INR (In Crores)	Project Start Date in DD/MM/YY	Project End Date in DD/MM/YYYY**	Strength of Rehabilitation professional in TSC	Major Task Carried Out (Average No of Footfall per day in a year)	Page no of the Attached 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/ Contracts/ Engagement Letters/ Completion Certificates / Experience Certificate from CDM & PHO, Sundargarh 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. The supported document (experience certificate) signed by competent authority should be attached)

*** 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 15.**

I also acknowledge that in case of misrepresentation of any of the information, our proposal / Contract shall be rejected / terminated by the CDM & PHO, Sundargarh 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.


10.10.23

Tech 7: Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the CDM & PHO, Sundargarh

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 CDM & PHO, Sundargarh:

[Comment here on inputs and facilities to be provided by the CDM & PHO, Sundargarh 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 : _____


13/10/23

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 CDM & PHO, Sundargarh), 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.
- 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	Approach, Methodology and Work Plan,	10	5 minutes

[Handwritten signature]
15/10/23

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

6 to 8	Dashboard, Implementation of DBMS(Data Base Management System)	5	5 minutes
8 to 12	Similar Case Studies and Achievements of paper publication/Award received (Patient recovered from Intervention)	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 :


19.10.23

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 : _____

[Handwritten Signature]
12.10.23

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 CDM & PHO, Sundargarh, which shall be binding on us. Any loss or damage to the CDM & PHO, Sundargarh, 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 INR.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 Department of Health & FW, Govt. of Odisha / Social Security & Empowerment of Persons With Disabilities Department, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / District Administration / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal).

In case the agency has been blacklisted previously, the details of the same shall be furnished in below form at.

Sr. No.	Name of the Govt. dept/Organisation/ that blacklisted the Agency	Duration from which the blacklisting started to when it ended	Reason for being Blacklisted	Issues that led to blacklisting was resolved / Not resolved	Remarks
1					
2					

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 : _____



TECH 12: Format of Curriculum Vitae (CV) for Proposed Key Professional

Proposed Position:

Name of Firm:

Name of Staff:

Date of Birth:

Years with Firm:

Nationality:

Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]

Other Trainings:

Work Experience:

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]

Employment Record:

[Starting with present position, list in reverse order every employment held by staff member, giving for each employment (see format here below): dates of employment, name of employing organization, positions held. For experience in last ten years, also give types of activities performed and Client references, where appropriate as per the prescribed format given below]

From [Year]	To [Year]
Employer Name:	
Position Held:	
Details of the Task Assigned [List all tasks to be performed under this Assignment/job]	

Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of the Project	
Year	
Location	

Handwritten signature and date: 12/10/23

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

Name of the Client	
Project Feature	
Position Held	
Activities Performed	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to disqualification of CV.

Date:.....

Signature of Key Professional with Date :.....

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:

NB: CV write-up restricted to 3 pages only with quality information relevant to the key professional requirements.

The CVs needs to be jointly signed by the proposed professional and the authorized representative of the Bidder.

Section V: Financial Proposal Submission Forms (per TSC)

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

[Location, Date]

To,
Chief District Medical & Public Health Officer,
DHH,Sundargarh-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.	Particulars	Unit	Price quoted Per Month (In Rupees) (Inclusive of all)	Remarks
A	Human Resource Cost	24	7,53,548	The HR Cost is fixed and the employees engaged in the TSC are entitled to get the remuneration including EPF, ESI etc. as per the statutory norms & guidelines.
C	Consumables as per requirements	LS	20,000/-	The Payment shall be made as per actual basis only. Bill amounting up to Rs. 20000 shall be paid on verification of authorised Nodal Officers of TSU. The amount claimed above Rs.20000 shall be reimbursed after due verification & approval of CDM&PHO.
C	Management cost	LS		To be quoted by the bidder
D	Total Cost Exclusive of all taxes(A+B+C) in Rs.			Total Price quoted in words (Rupees)

***The HR and management cost shall be increased by 5% after completion of 3 years of project subject to satisfactory performance and due approval of appropriate Authority.**

*The GST will be applicable on and above the quoted price as per prevailing rate.

The above quoted amount is inclusive of all the applicable taxes at the time of invoicing. I do hereby undertake that, 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.

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

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,

**Authorized Signatory with
Date and Seal** :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____


12.10.23

Section VI: Annexures

Annexure I: Bid Submission Checklist

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. 2,78,000/- 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)		
19	Format of Curriculum Vitae (Tech 12)		
FINANCIAL PROPOSAL (ORIGINAL)			
19	Covering Letter for Financial Proposal (FIN 1)		

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 : _____

[Handwritten Signature]
 12/10/22

Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,
**Chief District Medical and Public Health Officer (CDM&PHO),
District Headquarter Hospital, Sundargarh – 770001, Odisha**

WHEREAS (Name and address of the Bidder/Agency) (hereinafter called “the Bidder/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 Bidder/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 Bidder/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 Bidder/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 Bidder/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 Bidder/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 - List of Equipment's used at Therapeutic Service center

List of Equipment's used at Therapeutic Service center						
Sl. No.	Item Description	Supplied quantity	Warranty	Consumables	Supplier	
1	Treadmill -2HP Noiseless AC motor	2	2 years	N.A	Fit King	
2	Bolster of Different sizes	6	N.A	N.A	Local	
3	Puzzle- Body Parts with two Facial expression with box, Animal, Birds, fruits, transports, different shapes	2	N.A	N.A		
4	Shoulder CPM	1	2 years	N.A		
5	Lower extremity CPM	1	2 years	N.A		
6	CP Chair	1	N.A	N.A		
7	Static Cycle	2	N.A	N.A		
8	Bed Cycle	1	N.A	N.A		
9	Weighing scale	1	N.A	N.A		
10	texture fruit tree	1	N.A	N.A		
11	Ball Pool (48"*48")	1	N.A	N.A		
12	Perdue Peg Board	1	N.A	N.A		
13	exercise mats-6'*3'	10	N.A	N.A		
14	exercise frame-rope mess, pip ladder & rock-climbing board	1	N.A	N.A		
15	Trampoline (48 inch)	1	N.A	N.A		
16	Quadriceps table with detachable backrest	1	N.A	N.A		
17	Stethoscope	1	N.A	N.A		Infi
18	Blood pressure apparatus	1	N.A	N.A		
19	Goniometer- 180& 360 degree	2	N.A	N.A	IMI 1433	
20	Electronic Stopwatch	1	N. A	N.A	Local	
21	Digital weighting machine	1	2 years	N.A		
22	Treatment trolley	5	N.A	N.A		
23	Stainless steel stools	10	N.A	N.A		
24	tables	4	N.A	N.A		
25	Chairs	10	N.A	N.A		
26	Waiting chairs	3	N.A	N.A		
27	Cupboards	6	N.A	N.A		
28	Computer	3	2 years	N.A	Dell	

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

29	printer & scanner	3	2 years	papers, cartridge	Dell
30	Muscle stimulator combo- with current-Galvanic, Interrupted Galvanic, Faradic, Sured Faradic & TENS	1	N.A	Gel	Physio Care
31	Micro control 4 channel tens	1	N.A	Gel	ITO
32	Weight Cuff 1/4kg, 1/2kg, 1kg, 1.5kg	2	N.A	N.A	Local
33	Thera band- different colours & ranges	2	N.A	N.A	
34	Thera putty with different colours & ranges	2	N.A	N.A	
35	Portable shoulder exerciser with pronation supination arrangement	1	N.A	N.A	
36	Grip exerciser	1	N.A	N.A	
37	Hand gym kit board	1	N.A	N.A	
38	Wrist roll	1	N.A	N.A	
39	rope pulley handle set	2	N.A	N.A	
40	Upper extremity work station	1	N.A	N.A	
41	Vestibulator with facility of platform swing, flexion disc, frog swing, Lycra swing, Bolster swing rectangular	1	N.A	N.A	
42	Vestibular board- 3'6"*2'6"*7	1	N.A	N.A	
43	Scooter board	1	N.A	N.A	
44	Wedges of different sizes	2	N.A	N.A	
45	Post box with 25 plates	1	N.A	N.A	
46	Door latch board	1	N.A	N.A	
47	Floor seater	1	N.A	N.A	
48	Stand in table with standing metal frame	1	N.A	N.A	
49	Tunnel	1	N.A	N.A	
50	Treatment Plinth	2	N.A	N.A	
51	Wooden Blocks of Different heights- set of 6	1	N.A	N.A	
52	Peanut Ball	1	N.A	N.A	
53	Stair Case	1	N.A	N.A	
54	Parallel Bars with Platform	1	N.A	N.A	
55	Suspension Frame	1	N.A	N.A	
56	Stability Disc	1	N.A	N.A	


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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

57	Vibrator (with 6 attachment)	1	2 years	N.A	
58	Ramp & Curb	1	N.A	N.A	
59	Balls for ball pool	100	N.A	N.A	
60	Ankle exercise	1	N.A	N.A	
61	Walker with 4 castors- non folding	1	N.A	N.A	
62	Circle balance disc	1	N.A	N.A	
63	Board for lower extremity-standing exercise	1	N.A	N.A	
64	foot replacement ladder	1	N.A	N.A	
65	graded spring set	1	N.A	N.A	
66	long handle thick grip spoons	1	N.A	N.A	
67	tactile bars for grip	0	N.A	N.A	
68	lotca battery test	1	N.A	N.A	
69	Minnesota test	1	N.A	N.A	
70	Exercise frame- rope mess, pip ladder and rock-climbing board	1	N.A	N.A	
71	tilt table	2	N.A	N.A	
72	wobble board	1	N.A	N.A	
73	Cryo therapy unit- crotherm HT- E12500	2	2 years	Ice gel	Fysiomed
74	Electrical traction with 3 fold Bed- TM 400	1	2 years	N.A	ITO
75	Treatment couch	1	N.A	N.A	
76	pain relief system- HM 202	2	2 years	Gel	HM- 202
77	Wheel Chair for Children	1	N.A	N.A	
78	Club foot Passive exerciser & therapy system- 5090	1	2 years	N.A	Local
79	Children Medical cycle- Corival Pediatric Ergometer cycle	1	2 years	N.A	
80	Ultrasound- 1& 3 MHz Frenquency- US 751	1	2 years	Gel,Cotton	ITO
81	Computerized Interactive Dynameter system- Luna EMG rehabilitation robot	2	2 years	N.A	EGZO-Tech
82	Lymphatic drainage system- vacuumed A.N.S	2	2 years	Surgical covers,	Weyergans
83	Bone Growth Stimulator- Osteotron IV	1	2 years	Gel.Cotton	ITO

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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

84	Two Channel combination Therapy with dual frequency Ultrasound EU921	2	2 years	Gel, Cotton	ITO
85	All teaching learning material				Local
86	Recreational gaming play station our requirement is for the gaming station for children for recreational activity along with a centralized management. The vendor must also provide 100 VIP cards along with the full setup. 2 seats Egg VR Fast & Furious Normal Basketball Machine Universal Air Hockey PP Tiger Lucky star	1	2 years	N.A	Local
87	EYE convalence System - C EYE II Pro	1	2 years	N.A	
88	EMG Biofeedback with pelvic floor Rehabilitation for Urinary Incontinence Stella bio	1	2 years	N.A	EGZO-Tech
89	Virtual Reality Stabil metric system-Alfa	1	2 years	N.A	Alfa
Consumables also include Cotton the following Item: - Gel, Gloves, Mask, tissue, Nicoplast, Sanitizer and all Sanitary Items.					

The above-mentioned list of equipment have already been installed and are operational at TSC, Sundargarh, however, for Rourkela it is under process and will be placed in due time.

RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

Annexure IV - Prescribed Manpower Structure (TSC)

Sl No	Designation	No of Person to be deployed	Rate per Person	Rate for Month	Rate for Annum
1	Project Manager	1	45,510	45,510	5,46,120
2	Senior physiotherapist	2 (One Male and Female)	40,000	80000	960000
3	physiotherapist	6 Three Male and Three Female)	35,000	210000	2520000
4	Senior Occupational Therapist	1	40,000	40000	480000
5	Occupational Therapist	2 (One Male and Female)	35000	70000	840000
6	Speech Therapist	1	40,000	40000	480000
7	Clinical/ Rehabilitation Psychologist	1	40,000	40000	480000
8	Nutritionist	1	40,000	40000	480000
9	Special Educator	1	40,000	40000	480000
10	Social Mobiliser	1	35,000	35000	420000
11	Therapeutic Patient attendant	3	15000	45000	540000
12	Office Assistant	1	20348	20348	244176
13	Receptionist	1	20348	20348	244176
14	Attendant cum Sanitary Worker	2	13671	27342	328104
Total		24	459877	753548	9042576

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Annexure V: Definitions and Acronyms

1	ADL	:	Activities of Daily Living
2	Agency / Bidder	:	Entities or persons that may provide or provides the Services to the CDM & PHO, Sundargarh under the Contract.
3	AMC	:	Annual Maintenance cost
4	ASD	:	Autism Spectrum Disorder
5	Assignment / job	:	The work to be performed by the selected Agency pursuant to the Contract.
6	BOT	:	Bachelor of Occupational Therapy
7	BPT	:	Bachelor of Physiotherapy
8	BSLP	:	Bachelor of Speech and Language Pathology
9	CA	:	Charter Accountant
10	CCTV	:	Closed Circuit Television
11	CDM&PHO	:	Chief District Medical & Public Health Officer
12	CDM & PHO, SUNDARGARH/ CDM & PHO, Sundargarh	:	Chief District Medical & Public Health Officer, Sundargarh, Government of Odisha
13	CEO	:	Chief executive Officer
14	CGST	:	Central goods and service tax
15	CV	:	Curriculum Vitae
16	Day	:	Calendar day
17	DBMS	:	Data base management system
18	DD	:	Demand Draft
19	DHH	:	District headquarters hospital
20	DMF, Sundargarh	:	District Mineral Foundation, Sundargarh
21	DPEP	:	Detail project Execution Plan
22	DPT	:	Diploma in Physiotherapy
23	DRDA	:	District Rural Development Agency
24	EC	:	Evaluation Committee
25	ECS	:	Electronic Clearing Service
26	EMD	:	Earnest Money Deposit
27	EPF	:	Employee Provident Fund
28	ESI	:	Employee State Insurance
29	ESIC	:	Employees State Insurance Corporation
30	FY	:	Financial Year
31	GST	:	Goods and Service Tax
32	GSTIN	:	Goods and Service Tax Identification Number

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RFP for Selection of an agency for the Operation and Management of Therapeutic Services Center (TSC) at Sundargarh & Rourkela under DMF Sundargarh

33	HR	:	Human Resource
34	HSN	:	Harmonized System of Nomenclature
35	IEC	:	Information Education and communication
36	IEP	:	Individualized education programs
37	IGST	:	Integrated Goods and Service Tax
38	ITR	:	Income Tax Return
39	JV	:	Joint Venture
40	LOI	:	Letter of Interest
41	LOI	:	Letter of Invitation,
42	MOT	:	Master's in occupational therapy
43	MPR	:	Monthly Progress Report
44	MPT	:	Master of Physiotherapy
45	MSME	:	Medium and Small Enterprises
46	NHM	:	National health Mission
47	PBG	:	Performance Bank Guarantee
48	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
49	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
50	QCBS	:	Quality cum Cost Based Selection
51	RFP	:	Request for Proposal, circulated by the CDM & PHO, Sundargarh for the selection of an Agency.
52	ROC	:	Requisition on Contract
53	SAC	:	Services Accounting Code
54	SGST	:	State Goods and Service Tax
55	TIA	:	Tender Inviting Authority / CDM & PHO, Sundargarh
56	TOR	:	Terms of Reference
57	TSC	:	Therapeutic Service centre
58	ADD	:	Application Due Date

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