



Chief District Medical & Public Health Officer
Sundargarh, Odisha

RFP No: CDM & PHO/SNG/2023-24/06

Date:08-02-2024

REQUEST FOR PROPOSAL

Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh. Chief District Medical & Public Health Officer, Sundargarh, Govt. of Odisha, invites sealed proposals from eligible Service Providers for "Selection of an agency for Comprehensive Annual Maintenance Contract services for all the Therapeutic Services Center's Equipment installed at NTPC Medical College, Sundargarh, under District Mineral Foundation (DMF), Sundargarh.

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

The major events under the bid process are:

Sl. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	08-02-2024
2	Deadline for Submission of Pre-Proposal Query	15-02-2024 through email to sngcdmo@gmail.com
3	Issue of Pre-proposal Clarifications	17-02-2024 via online mode on https://sundargarh.nic.in/ .
4	Last Date for Submission of Bid	23-02-2024 by 05:00 PM
5	Date of Opening of Technical Bid	26-02-2024 at 11.00 AM
6	Date of Technical Presentation	26-02-2024 at 12.:30 PM
7	Date of Opening of Financial Bid	26-02-2024 at 4.:30 PM

The proposal complete in all respects must reach the undersigned by Speed Post/Registered Post only latest by 23-02-2024 before 05.00 PM in a sealed envelope clearly mentioning on the top of it "Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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

K. Gayak

Request for Proposal

Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Centre, Sundargarh under District Mineral Foundation (DMF), Sundargarh



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

February-2024

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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 Service Provider 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

I. Letter of Invitation

RFP No: CDM & PHO/SNG/2023-24/06

Dated: 07-02-2024

Name of the Assignment: Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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 Service Provider under the process for **"Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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 Service Provider 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. 25914/F, Dated: 13.09.2023 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 1,00,000/- /- (One Lakh 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 Service Provider 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. **23.02.2024** before **05:00 PM** and the date of opening of the technical proposal is Dt. **26.02.2024** in the presence of the Service Provider's representative at the specified address as mentioned in the Service Provider Data Sheet. Representatives of the Service Providers may attend the meeting with due authorization letter on behalf of the Service Provider.
6. This RFP includes following sections:
 - a. Letter of Invitation [Section – I]
 - b. Instructions to the Service Provider [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 Service Provider 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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2. Service Provider 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	08-02-2024
5	Deadline for Submission of Pre-Proposal Query	15-02-2024 by email to sngcdmo@gmail.com
6	Issue of Pre-proposal Clarifications	17-02-2024 via website-www.sundargarh.nic.in
7	Last Date for submission of Proposal	23-02-2024 by 05.00 PM
8	Date of opening of Technical Proposal	26-02-2024 at 11.00 AM
9	Date of Technical Proposal Presentations	26-02-2024 at 12.30 PM (only those Service Providers who got qualified in the Stage I of the evaluation (Pre-qualification Criteria))
10	Date of opening of Financial Bid	26-02-2024 at 04.30 PM (Only for Qualified Bidders)
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 1,00,000/- (Rupees One lakh only) in the form of demand draft drawn in favour of "ZSS DMF Sundargarh" drawn in any Nationalized/Scheduled Bank payable at Sundargarh. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	INR 5% of the entire contract value
16	Name of the Project	Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh .

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RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (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**

Section II: Instructions to the Service Providers

I. Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, each Service Provider will be assessed based on the following pre-qualification criteria. The Service Provider 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 Service Provider 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

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			<ul style="list-style-type: none"> • Copy of the Registration Deed and Byelaws, in case of an NGO or Society • Certified copy of Trust Deed • Any other supporting document, as may be required
2.	Operation	<ul style="list-style-type: none"> • The Agency shall have been engaged in the business of Comprehensive Annual Maintenance/ AMC Contract For Biomedical Equipment/ Therapeutic equipment in Govt. / Private hospitals (Registered Private hospital). 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 Service Provider stating that the Service Provider has been in operation in business For Comprehensive Annual Maintenance Contract for Biomedical Equipment/ Therapeutic equipment gov't/ Private hospitals (Registered Private hospital)
3.	Experience	<p>The Service Provider should have at least two (2) projects of providing Comprehensive Annual Maintenance/AMC for Biomedical Equipment's / Therapeutic Equipment's, in the preceding three (3) financial years i.e. 2020-21, 2021-22 & 2022-23 with work order value of Rupees 25 Lakhs or more (≥ Rs. 25 Lakhs) cumulative/combined.</p>	<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

			<p>work, date of commencement and all 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 Service Provider's letter head shall not be accepted
4.	Financial Capacity	The Agency shall have an average annual financial turnover of at least Rupees 50 (Lakhs) over the last three (3) FYs 2020-21, 2021-22 and 2022-23 and must have filed the ITR for the financial year 2020-21, 2021-22 and 2022-23. 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 Service Provider during the stated Financial Years must be submitted.
5	GST Return	GST clearance certificate. (GST return for last 6 months i.e. August, September, October November & December, 2023)	Certified Documents should be submitted by Service Providers
6	Human Recourses (Biomedical Engineering)	The Service Provider should have adequate numbers of skilled Biomedical engineering human resource to meet the work load.	An undertaking to this effect shall be furnished in the technical bid.
7.	Consortium	No consortium / JVs / associations / sub-Contracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.
8.	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

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RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

9.	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)
10.	Cost of Tender/ Tender Fee	10,000 in the form of Demand Draft in favour of ZSS-DMF Sundargarh payable at Sundargarh	Original Demand Draft
11.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 1,00,000/- in the form of Demand Draft in favor of ZSS-DMF Sundargarh and payable at Sundargarh.	Original Demand Draft

12. 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.
- ii. Service Providers 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. Service Providers 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 Service Provider 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 Service Provider'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)

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7. Goods and Services Tax Return for the last 6 months i.e. August, September, October November & December, 2023
8. Copies of IT Return for the last three financial years (FY 2020-21, 2021-22 and 2022-23)
9. General Details of the Service Provider (TECH – 2)
10. Financial Details of the Service Provider (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
11. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the Service Provider or Board of Directors
12. 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
13. Self-Declaration regarding Conflict of Interest (TECH - 6)
14. 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)
15. Description of Approach, Methodology and Work plan to Undertake the Assignment (TECH – 8)
16. Proposed Plan to Carry out the Assignment (TECH – 9)

17. Non-Consortium Declaration (TECH – 10)
18. Affidavit Format for Not Blacklisting (TECH – 11)
19. All document required in pre-qualification criteria, need to be provided by Service Provider.
20. Note:
 - i. Service Providers 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. Service Providers 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 Service Provider 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 Service Provider must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 1,00,000/- in shape of DD from any scheduled/nationalized bank in

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favor of "ZSS DMF Sundargarh" payable at Sundargarh.

2. If the Service Provider 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 Service Providers shall be refunded after finalization of selection process and award of Contract.
4. The EMD of the successful Service Provider 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. Service Provider withdraws its proposal during the bid validity period as specified in RFP.
 - ii. Service Provider does not respond to requests for clarification of its proposal.
 - iii. Service Provider 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 Service Provider fails to:
 - a. Provide any clarifications to the CDM & PHO, Sundargarh.
 - 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., ngcdmo@gmail.com.
3. The queries shall necessarily be submitted in the following format:

Sl. 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.
 - 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>. Any such corrigendum shall be deemed to be incorporated into this RFP. Hence all Service Providers 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 Service Provider

1. Service Providers 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 Service Provider 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

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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 Service Provider 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

Service Provider 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 Service Provider 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 Service Provider 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 Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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 Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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 Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh)**".

The second envelope must be marked as "**FINANCIAL PROPOSAL Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh 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 SERVICE PROVIDER:

NAME AND ADDRESS OF THE SERVICE PROVIDER:

CONTACT NUMBER OF THE SERVICE PROVIDER:

EMAIL ID OF THE SERVICE PROVIDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the Service Provider. Bids with any conditional offer shall be outrightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the Service Provider. 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 Service Provider's representatives at the location, date specified in the Service Provider Data Sheet. The CDM & PHO, Sundargarh will constitute a Evaluation Committee to evaluate the proposals submitted by Service Providers. Only one representative with proper authorization letter from the participating Service Provider will be allowed to attend the bid opening meeting. The **SECOND ENVELOPE** containing **FINANCIAL PROPOSAL** only of the technically qualified Service Providers 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 Service Provider 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 Service Provider's letterhead requesting to participate in the selection process
 3. Bid Processing Fee and EMD as applicable
 4. Copy of Certificate of Incoorporation/ Registration.
 5. Copy of PAN
 6. Copy of Goods and Services Tax Identification Number (GSTIN)
 7. Copy of Goods and Services Tax return for the last 6 months i.e. August, September, October, November & December, 2023
 8. Copies of IT Return for the last three Financial Years (**FY 2020-21, 2021-22 & 2022-23**).
 9. General Details of the Service Provider (**TECH 2**).
 10. Financial Details of the Service Provider (**TECH 3**) along with all the supportive

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RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

Documents as applicable duly signed and certified as per the instruction

11. Power of Attorney (**TECH 4**) in favour of the person signing the bid on behalf of the Service Provider
12. 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
13. Self-Declaration on Conflict of Interest (**TECH 6**)
14. Duly filled in Technical Proposal Forms (**TECH 7 to 11**)
15. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the Service Provider

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

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Technical Evaluation (2nd Stage): Technical proposal will be opened and evaluated for those Service Providers 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 50 Lakhs up to 80 Lakhs = 3 marks • More than INR 80 Lakhs up to INR. 1 crores = 6 marks • More than INR 1 Crores = 10 Marks 	10 Marks (Original copy of TECH 3)
2	Experience of the Service Provider**	10 Marks
2.1	No. of years of experience in providing CMC/AMC of Biomedical & Therapeutic equipment. (Please submit supported documents) <ul style="list-style-type: none"> • More than 3 up to 5 years- 3 marks • More than 05 up to 7 years-6 marks • More than 7 years-10 marks 	10 Marks (TECH 5)
3	Technical Presentation	10 Marks
3.1	Presentation on Approach, Methodology and Work Plan <ol style="list-style-type: none"> 1. Understanding of the Assignment and Issues/Challenges (03 Marks) 2. Approach, Methodology, Work Plan and Work force (03 Marks) 3. Dashboard, Implementation of DBMS (Data Base Management System) (04 Marks) 	10 Marks Technical Presentation (TECH 8 and 9)
	Total (1 + 2 + 3)	30 Marks*
<p>4. Note:</p> <ol style="list-style-type: none"> 1. * The minimum qualifying mark is: 15 (50%). 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. 3. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5. 4. Valid certificate means the certificates should be valid on the date of opening of technical bid. 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. 		

2. **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 15 marks from 30 total marks only, shall be considered for opening of financial proposals. The financial proposals shall be opened in the presence of the Service Provider's representative who wishes to attend the meeting with proper authorization letter. The name of the Service Provider 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 Service Providers will be opened on the prescribed date in the presence of Service Provider's representatives.
2. Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain minimum 21 marks in Technical Evaluation) shall be opened.
3. The financial bid will be opened only of the shortlisted/qualified Service Providers. Accordingly, the financial score (F) for each of these shortlisted/qualified Service Providers will be calculated. The lowest Service Provider would be awarded a financial score of 100. The Cumulative score (C) will be evaluated based on the following ratio 30 (T) : 70 (F)

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

4. The Service Provider 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.

K. G. Singh

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 Five (5) years i.e., Sixty Months from the date of effectiveness of the Contract.

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 Service Provider 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 **Sixty (60) days** beyond the entire Contract period (i.e., PBG must be valid from the date of effectiveness of the Contract to a period of **60 days** beyond the Contract period) as its commitment to perform services under the Contract.
2. The bank guarantee must be submitted after award of Contract/LOI but before signing of Contract. The successful Service Provider 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 Service Provider. 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.

K. Gupta

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 Service Provider.
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 Service Providers 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. Service Providers have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the Service Provider or termination of its Contract.
2. Service Providers 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 Service Provider, including but not limited to appointment of any officer such as a receiver in relation to the Service Provider's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
3. Service Providers 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 Service Provider(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 Service Provider 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 Service Provider either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

19. Language of Proposals

The proposal and all related correspondence exchanged between the Service Provider 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 Service Provider 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. Service Provider'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 Service Provider 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 Service Provider. The payment or deduction of such sums shall not relieve the Service Provider from his obligations and liabilities under the Contract. The rights and obligations of the CDM & PHO, Sundargarh and the Service Provider under this Contract will be governed by the prevailing laws of Government of India / Government of Odisha. Failure on Service Provider'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 Service Provider shall be final.

23. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Providers 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 Service Provider/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 antifraud and corruption policy. During the execution of the assignment except with prior written consent of the CDM & PHO, Sundargarh, the Service Provider/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 Service Providers. To give Service Providers 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 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 Service Providers.

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

26. 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 Service Providers.

27. Force Majeure

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a Force Majeure situation arises, the agency shall promptly notify 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.

K Nayal

28. 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.

29. Disqualification of Proposal

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

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the Service Provider 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 Service Provider 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. Service Provider 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 Service Provider is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the Service Providers or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. For financial proposal not quoted for all instruments/equipment's.
14. Any other condition / situation which holds the Para-Contract interest of the CDM & PHO, Sundargarh during the overall section process.

30. 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.

31. 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) while repairing or maintenance 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 Service Provider 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 Service Provider 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 Service Provider. The representation shall be suitably considered by CDM & PHO, Sundargarh and decision taken shall be final and binding.
3. If no representation is received from the Successful Service Provider, then decision as considered appropriate by CDM & PHO, Sundargarh shall be taken, without any further reference to the Successful Service Provider. The decision shall be final and binding.
4. The said damages/fines imposed, shall be deductible/recoverable from payments due to the Successful Service Provider and/or from the Security Deposit, as the case may be. In the event the payments due to the Successful Service Provider and the security deposit available with CDM & PHO, Sundargarh falls short of the total damages/fines, the Successful Service Provider 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 Service Provider.
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 Service Provider 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 Service Provider understands and agrees that without prejudice to CDM & PHO, Sundargarh 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 Service Provider omits or neglects to adhere to the following qualitative, quantitative and time requirements.

9. As per clause - Scope of work1-(i), while managing the prescribed limits of downtime, the service provider shall ensure that at no point in time, any equipment is dysfunctional beyond 7 days of registering of the complaint at the user end. In case the equipment is dysfunctional beyond 7 days, the following penalty would apply to every extra day beyond 7 days:
 - i. For equipment whose declared asset value is below Rs. 10,000 - a penalty of Rs.300 every extra day beyond 7 days
 - ii. For equipment whose declared asset value is above Rs.10, 000 but below Rs. 1,00,000- a penalty of Rs.500 every extra day beyond 7 days
 - iii. For equipment whose declared asset value is above Rs.1,00, 000 but below Rs. 10,00,000- a penalty of Rs.1000 every extra day beyond 7 days
 - iv. For equipment whose declared asset value is above Rs.10,00,000- a penalty of Rs.2000 every extra day beyond 7 days.
 - v. The penalty for not conducting the Preventive maintenance and associated work for the equipment's mentioned in financial proposal (Section-V) would attract penalty @1% of quarterly dues.

Section III: Terms of Reference

1. Introduction

In Sundargarh District to address the gaps of Development Disorder, Disability, Autism Spectrum Disorder (ASD) and geriatric mobility One Therapeutic Services Centre equipped with Advanced & quality equipment's and experienced professionals has been established at NTPC Medical College, Sundargarh and another Therapeutic service centre is to be functional at Ved Vyaas House, Rourkela. 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 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.

Therapeutic equipment's play an indispensable role in improving therapeutic service delivery and meeting the needs of people. Its availability and upkeep is one of the key interventions for ensuring access to diagnostic, preventive, assistive and therapeutic services in Sundargarh District.

The objective of a Comprehensive Maintenance Contract (CAMC) for therapeutic service centre equipment typically revolves around ensuring the consistent functionality, reliability, and longevity of the specialized Therapeutic instruments and devices used within the centre.

2. Objective

- i. Maintain the optimal functioning of high-end therapeutic equipment to avoid downtime or disruptions in patient care.
- ii. Ensure that the equipment consistently meets performance benchmarks and technical specifications.
- iii. Ensure that equipment operates safely and effectively, adhering to regulatory and safety standards.

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- iv. Minimize unforeseen breakdowns or repairs that can lead to unplanned expenses.
- v. Increase the lifespan of equipment through regular servicing and timely interventions.
- vi. Reduce equipment downtime that could affect patient care or clinical procedures.
- vii. Provide timely support and rapid response to equipment failures or emergencies.
- viii. Maintain thorough documentation of maintenance activities for compliance and auditing purposes.
- ix. Deliver consistent and high-quality maintenance services to maintain Beneficiaries confidence.
- x. Ensure effective customer service to address any concerns or issues promptly.

3. Functioning of the Therapeutic Centre

1. The Therapeutic Services Centre (TSC) has been established by DMF at Sundargarh and already installed with necessary therapeutic equipment, materials, furniture & fixture, electrical equipment, etc. The detail of equipment list is attached at Annexure -III.
2. Another Therapeutic Services Centre (TSC) is proposed to be established at Rourkela by installing necessary therapeutic equipment, materials, furniture & fixture, electrical equipment, etc. The tentative equipment's list to be installed is attached at Annexure -III. After completion of warranty period of these instrument, The CDM&PHO, Sundargarh may decide to add these instrument under CAMC after approval of executive committee of DMF.

4. Scope of Services

1. CDM&PHO, Sundargarh seeks to engage Service Provider for Maintenance of Therapeutic Equipment with an aim:

- i. To provide CAMC services for Equipment/Instrument of Therapeutic Services Center, Sundargarh supported by 24 X 7, 365 days in a year with Toll free number.
- ii. Maintenance service provider shall provide an exclusive 24x7- Toll Free number for accepting calls and managing the maintenance services.
- iii. The service provider will establish complaint management system using TOLL-FREE automated call logs. Facility for OTP based complaint registration by user and its resolution using QR code and SMS to CDM&PHO, Sundargarh.
- iv. At no point of time in a single breakdown the breakdown should not be more than 7 working days (Excluding Government Holiday also) from the date and time of registration of fault.
- v. To map all TSC's equipment and to tag the equipment using barcode conforming to GS1 standards with equipment details and history. All equipment in the inventory list of the Therapeutic Service centres including equipment under warranty/AMC/CAMC will be tagged with Bar-codes/QR codes.
- vi. Maintenance costs for equipment that are in any AMC/CMC/warranty Contract shall be added by the service provider only after the expiry of AMC/CMC/warranty for the respective equipment.
- vii. The service provider will establish onsite repair facility using his own resources and trained engineers. The service provider shall provide real time dashboard with integrated data analytics highlighting fault/breakdown analysis, preventive maintenance and associated work, and status of critical Therapeutic equipment.
- viii. The service provider shall identify and respond to requests seeking maintenance of all Therapeutic Equipment available in the TSC's through the Maintenance Process Tracking Identification Number (MPT-IDs) compliant to GS1 standards of bar-coding.

2. Operationalization of Maintenance services will be regarded as:

- i. Maintenance activities conducted on all Therapeutic equipment.
- ii. Providing **Toll Free number** to accept calls for fault registration.
- iii. Recruitment of trained engineering and administrative human resource.
- iv. Provide Equipment Management Information System.
- v. To provide categorization of all equipment, clearly identifying critical equipment.
- vi. Provide preventive and corrective maintenance for all Therapeutic equipment at both TSC's. The Service Provider shall have to provide **preventive maintenance services in a year (quarterly once)**, besides attending the calls as and when required and submit bills along with service report of equipment's duly countersigned by head of concern dept.
- vii. Repair should be done in the TSC's premises, as far as possible. If it is necessary to take equipment's to the work- shop, proper written permission or gate pass should be obtained from competent Authority. The equipment/ instrument shall be returned under all cases within a week of its removal from the hospital premises, otherwise it is the responsibility of the Service Provider/ firm to provide an alternative arrangement at their cost. No charges will be paid for taking Instrument/equipment to workshop and reinstallation in the hospital
- viii. Firm's representative/engineer shall be required to specify which spare parts need to be changed/replaced on the service report before leaving the hospital premises. Agency is bound to submit details of spares need to be changed within 48 hours of inspection in Centre.
- ix. To furnish the format of equipment identification code system. The Authority shall have the right to increase the number of Equipment beyond the present number from the date of execution of the Agreement. In the event of any such increase in the number and density of equipment by the Authority, the Service Provider shall operate and maintain the additional equipment/ till the remaining Term/duration of the Agreement in the given year and the monetary value for the maintenance of the added equipment shall be included in the subsequent quarter, as part of the existing scope of work and upon the same terms and condition specified in the Agreement.
- x. In case of addition of new equipment (not similar to the item mentioned in Annexure III), The rate of CAMC shall be finalised on the mutual consent of CDM & PHO, Sundargarh and Selected bidder.
- xi. For confirmation/verification with regards to repair of equipment's system Generated verified report shall be accepted for releasing the payments.

3. IT Dashboard & Software Application

- i. The software should provide Equipment Management Information System including analytics and equipment tracking with different category of equipment, namely equipment of Physio- Occupational therapy unit, Sport Material, and foreign made equipment's.
- ii. It shall be of web-enabled software application for the equipment maintenance programme with complete inventory and equipment details. A dashboard shall be provided in the website of CDM&PHO, Sundargarh. The dashboard shall be customized to display Therapeutic centre wise details of equipment and respective functionality status.
- iii. The Service provider shall provide online access with all privileges to the CDM&PHO, Sundargarh. The application shall be able to calculate the penalty, minimum time taken for attending each call,

K. Nayak

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time taken to complete each complaint, uptime maintained for each Therapeutic centre & equipment, history of maintenance of an equipment, service undertaken during each call, Preventive maintenance done & due date and to generate reports as required by CDM&PHO, Sundargarh.

- iv. The maintenance activities, corrective action taken for each equipment shall be recorded using digital register consisting of digital logs and action taken. The history of any equipment shall be available at any point of time which shall be retrievable through this unique equipment barcode in conformity with GS1 standards.
- v. The Service provider dashboard shall capture the following KPIs on dashboard:
 - a. Profile of existing equipment and new additions in future as Asset register/Inventory
 - b. Identification of Critical and Non-Critical Equipment
 - c. Total No. of equipment in Critical and Non-Critical Equipment category
 - d. Warranty status of equipment
 - e. AMC/CMC status, if any, with other agency and details
 - f. Preventive maintenance history, schedule and compliance
 - g. Functional status of equipment
 - h. Uptime and downtime of equipment
 - i. Repair requisition raised, resolved, pending, duration of breakdown calls – resolved and pending.
 - j. Details about repairs including labour time/ and spares
 - k. Nodal officer of TSC's and Service Provider engaged in repair requisition ticket
 - l. Auto generation of flags on due date of warranty, existing AMC/CMC, preventive maintenance
 - m. Training to engineers of Service Provider and TSC's staff regarding preventive maintenance.
 - n. Percentage of asset value under CAMC/AMC.

4. Barcoding

- i. The Service provider shall establish an equipment identification code system. This shall tag all equipment of both the TSC's.
- ii. The barcode stickers shall be on vinyl laminated sheets and should not be faded over a period of time. The faded barcodes shall be replaced with fresh stickers without any delay.
- iii. The service provider shall provide QR codes for all equipment as a part of complaint management system with the facility of user reporting breakdown of the equipment scanning the QR code and gets confirmation of resolution through OTP/SMS.

5. Equipment Asset

- i. The assets of TSC's have to be mapped and provided in the Dashboard. This mapping exercise shall capture Therapeutic Center wise details of all Therapeutic equipment with asset value, installation date, barcode etc.
- ii. The decision of CDM&PHO, Sundargarh is final in case of any dispute in the asset value or other related details.
- iii. In case of addition of any new equipment after warranty/AMC/CAMC, the value of equipment will be taken from the invoice value (on the basic value of the equipment) less taxes, duties, packing, forwarding, loading, unloading, handling charges, etc. after approval.
- iv. The new equipment shall be barcoded and added into the inventory in succeeding month. The list of equipment to be added into the inventory shall be given by the concerned institution /

CDM&PHO, Sundargarh. The Service Provider shall add the equipment into the inventory within 10 days of getting the intimation.

- v. The CAMC Service Provider shall always comply with applicable laws and regulations pertaining to the Therapeutic equipment especially those pertaining to radiation, safety, security, environment, all general public general and national laws and the requirements of competent and/or Regulatory Authority whose jurisdiction applies in the area where the services are being provided.

6. Toll-free number

- i. The service provider shall establish a well-equipped service network through "toll-free number". For TSC's. There would be a nodal officer(s) to whom a confirmation call may be given by the maintenance service provider after acceptance of a breakdown call from any user from the TSC's. After Resolving/ fixing of the fault must be followed by the closure of communication loop (call closure) via e mail /SMS/Software to the concerned TSC's and CDM&PHO, Sundargarh.
- ii. The service provider should have automatic call logging capacity and the backup log shall be available for entire contract period at any given point of time. The old log details shall be archived by the Service Provider for future references and verification.
- iii. Each complaint registered should have a complaint ID and shall be closed after resolving the same. The call shall be closed by obtaining a service report signed by the nodal officers of each institution. These service reports shall be uploaded in the software and should be viewable at any point of time and should be under the safe custody of the Service Provider (in case of hard copy reports) and shall be produced for verification at any point of time during the contract period.
- iv. The name, designation and contact number of the officer signing the report shall be captured in the call closing service reports for future verification. If case of dispute on the call closure date and if the relevant details are not available on the service report used for closing the call, then such reports will not be considered, and the closure of call also will not be considered.
- v. Complaints calls should be closed only after completely rectifying the reported complaint of the machine and confirmation OTP sent to the user for call closure based on user feedback. Calls should not be closed by providing a partial solution. If calls are closed without actually resolving the complaint, penalty will be levied from the date of registering the first call till the actual date of closing the calls.
- vi. The Service Provider shall ensure that all the calls are attended by the Engineers only after registering through the toll-free number. The Service Provider shall promptly educate the users periodically to register the calls only through toll free number and should ensure strictly that calls are not reported to the contact numbers of the field Engineers directly. CDM&PHO, Sundargarh reserves right to levy penalty, if the calls are attended without registering through the TOLL-FREE number.

7. User Training

1. A trained representative of the maintenance Service Provider shall be available during installation, commissioning and associated trainings provided by the suppliers of new equipment during all new installations and commissioning.

- ii. The service provider shall arrange for periodic user trainings of all equipment not less than four times per year per TSC irrespective of the equipment being within/outside the warranty period.

8. Preventive Maintenance and associated Work

- i. The Service provider should provide preventive and corrective maintenance for TSC's equipment.
- ii. Preventive maintenance stickers shall be affixed on every machine with date of activity and next due date.
- iii. The Service Provider shall prepare monthly preventive maintenance schedule and execute the same.
- iv. A consolidated report for breakdown, preventive and maintenance activities carried out including the uptime maintained for each equipment, total downtime days, time taken for rectifying each complaint shall be generated from the software and submitted / send email to the respective institution every month and the same shall be forwarded to the CDM&PHO, Sundargarh after approval. The format of the report shall be provided by the CDM&PHO, Sundargarh.

9. Spares and Accessories

- i. The Service Provider must supply all necessary spares parts and accessories for repairing equipment and ensuring its proper functioning throughout the contract period. This includes items like electrodes, cables, probes, sensors, batteries, pneumatic parts, bulbs, fuses, All required software with updation and any other components essential for all the equipment cover under CAMC to make it functional. Additionally, it covers accessories, all the internal and external spare's part require to its operation, even if not explicitly mentioned above.
 - ii. All ancillary equipment (Like UPS, PC etc.) provided along with main equipment forms part of the contract, including the software, UPS, measuring and instrumentation equipment.
 - iii. It is the responsibility of the Service Provider to execute necessary agreements / arrangements with OEMs, direct importers of the equipment for the required spare and service support.
 - iv. The Service Providers are encouraged to submit their respective bids only after visiting the Therapeutic Service Centres, Sundargarh for ascertaining the condition of the existing equipment at his own cost after obtaining permission from the authority.
10. The Service Provider shall be penalized by the Authority for not conforming to the obligations and services as per provisions of the Agreement.
 11. The prospective Service Provider may visit site on any working day between 10 AM to 5:30 PM at TSC's GMCH, Sundargarh. And They may contract Nodal Officer (Dr. C. M. Shankar, TSC, Sundargarh, Mob- 9885150585) for permission of site visit.
 12. Comprehensive Annual Maintenance Contract period should be for minimum of 05 (five) years.
 13. The vendor should provide services of maintenance personnel at TSC's Sundargarh for preventive maintenance of the equipment as per requirement.
 14. If the vendor, fails to respond to take action to repair or replace the defect(s) within 48 hours on a 24(hrs) X 7 (days) X 365 (days) basis, CDM&PHO, Sundargarh may proceed to take such remedial action(s) as deemed fit, at the risk and expense of the vendor and without prejudice to other contractual rights and remedies.

K. Goyal

15. The price bid should be valid for a period of five years from the date of contract and if required CDM&PHO, Sundargarh, at its own discretion may assign additional unit at same price and same conditions from the selected vendor.
16. The Authority will be responsible for providing all necessary support to provide the access to all the equipment available at TSC, Sundargarh.
17. 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 Service Providers which may lead to termination of the agency. The Agency will not be entitled to any compensation whatsoever in respect of such termination.
18. 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.
19. If found that the Successful Service Provider 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 Service Provider 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 Service Provider, negotiation maybe considered to bring down their price nearer to the originally Evaluated or Lowest Service Provider in consideration herewith.

5. 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. 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.
3. To provide Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh, at no point of time in a single breakdown the breakdown should be more than 7 working days (Excluding Government Holiday also) from the date and time of registration of fault.
4. The CMC Service Provider shall at all times comply with applicable laws and regulations pertaining to the Therapeutic equipment especially those pertaining to radiation, safety, security, environment, all general public general and national laws and the requirements of competent and/ or Regulatory Authority whose jurisdiction applies in the area where the services are being provided.
5. The service provider will be responsible for procuring all the necessary tools, spare parts, manpower, vehicles, and other services required for the satisfactory completion of the contract. The service provider shall be responsible for the safety and occupational health of its staff involved with performance of various duties towards the fulfilment of this contract.
6. Comprehensive Annual Maintenance Contract costs include servicing, repairing, replacement of defective parts, replacement of accessories, and placement of maintenance personnel. The Service Provider will bear all costs of spare parts, accessories & software upgrade.
7. CAMC provider will be mandated to open office/centre in Odisha preferably at Sundargarh/ Rourkela.

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8. The vendor should place services of maintenance personnel at TSC's Sundargarh for preventive maintenance of the equipment quarterly.
9. In case of any claim arising within the contract period, the vendor shall promptly response, within 48 hours on a 24(hrs) X 7 (days) X 365 (days) basis respond to take action to repair or replace the defective goods or parts thereof, free of cost, at the ultimate destination. The supplier shall take over the replaced parts/goods after providing their replacements and no claim, whatsoever shall lie on the CDM&PHO, Sundargarh for such replaced parts/goods thereafter. The penalty clause for non-rectification will be applicable as per tender conditions fault (page no.-30, Sub clause: 31- Damages, fines, Recovery of Losses etc., point 9).
10. Training & orientations on use of equipment should be provided at least one training to TSC staff per quarter to the user by the Service Provider.
11. The service provider shall be permitted to use any management information system of its own choice. However, the service provider shall provide a set of key performance indicators and interface it with the management information system of CDM&PHO, Sundargarh. Additionally, the service provider shall provide username and password to the CDM&PHO, Sundargarh to access any required information on the functioning of equipment through the management information system of the service provider.
12. The service provider shall establish a well-equipped service network through a "toll-free number" for Therapeutic Service Centers (TSCs). In the event of a breakdown or non-functioning of any equipment or instrument installed in the Therapeutic Centre covered under the Comprehensive Annual Maintenance Contract (CAMC), the staff of the Therapeutic Service Centre will notify the service provider through the toll-free number. The service provider shall confirm the query through official mail/letter within one day from the registration of the complaint with CDM&PHO, Sundargarh, or the Nodal Officer, TSC.
13. CDM&PHO, Sundargarh, will confirm through official mail within two days from the date of receiving correspondence (official mail/letter) from the service provider. The service provider shall resolve the complaint within 7 days from the date of registration of the complaint and send an SMS/email to CDM&PHO regarding the resolution of the complaint.
14. The service provider must ensure that all communication regarding the complaint resolution is documented and properly maintained for record-keeping purposes. This documentation should include details such as the nature of the complaint, steps taken for resolution, and the time taken for the query resolution process.
15. Strive for continuous improvement in management of essential response services and shall ensure proper and timely monitoring of the services.
16. 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 Service Provider.
17. The Service Provider should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Service Provider 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 Service Provider shall be signed by the Authorized Signatory and shall bear the stamp of the firm.

18. The Service Provider 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.
19. 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.
20. In case of non-functioning of any equipment at Therapeutic center the successful Service Provider will immediately coordinate for repair with the Manufacturer/CAMC with immediate intimation to CDM & PHO, Sundargarh.

6. 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. The CDM&PHO, Sundargarh shall be responsible for providing all necessary support to the Service Provider for access to all the equipment available at TSC, Sundargarh.
5. Assign, supervise and monitor the work of the selected Agency on a regular basis.
6. Carry out regular inspection, testing and quality control, submit the inspection report and provide feedback of the inspection to the selected Agency and CEO DMF, Sundargarh.
7. 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 Service Providers which may lead to termination of the agency. The Agency will not be entitled to any compensation whatsoever in respect of such termination.
8. 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.
9. 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.
10. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.
11. Monitor the service's performance regularly, gather feedback from stakeholders, and make improvements as needed.
12. Strive for continuous improvement of the Therapeutic service by identifying areas for enhancement and implementing necessary changes based on feedback and performance evaluations.

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13. 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.
14. CDM & PHO, Sundargarh shall the Nodal department to release the fund to the agency.
15. CDM & PHO, Sundargarh shall submit annual requisition of fund for the project to DMF based on assessment for approval and release.
16. 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.

7. Responsibilities of DMF Sundargarh

1. Administratively approve the project proposal as received from CDM & PHO Sundargarh.
2. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Sundargarh for performance assessment of the Agency.
3. Take necessary action as per the information received from CDM & PHO Sundargarh during review of the concerned Agency as per instructions of Collector and Managing Trustee 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.

8. Periodicity of Payment

1. The payment will be made on quarterly 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 Service Provider 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 Service Provider 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 Service Provider 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.

9. Project Duration

1. The duration of the project will be for Five (5) Years i.e., Sixty Months (60 Months) from the date of signing of agreement.
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 60 months from the date of execution of agreement and automatically expire after completion of the agreement period.

10. Steps for Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
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K. Gayal

1	Issue of Letter of Intent (LoI)	CDM&PHO	Within 10 working days of finalization of the agency
2	Acceptance of LOI	Agency	Within 3 working days of receiving the LOI
	Issue of Letter of Award	CDM&PHO, Sundargarh	Within 3 working day of receiving Letter of Acceptance from the Agency
2	Submission of Performance Bank Guarantee	Agency	Within 7 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	Submission of quarterly bills by the Agency to the CDM&PHO	Agency	By 4 th day after ending of each Quarter.
5	Fund release to the selected Agency on submission of bills (monthly)	CDM&PHO	Within 20 working days of receiving of bills from the Agency
6	Supervision, Monitoring and Review of the project (monthly)	CDM&PHO	By 20 th of every month

11. 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. 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. Quarterly review 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.
3. CDM & PHO shall undertake an 'Inspection' for evaluation of the Centre and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF.
4. All assets, equipment and tools procured under the project will be property of the office of the CDM & PHO, Sundargarh and the Agency will have no right over it.

12. Indemnification

1. 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.
2. 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,

K. Gayal

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under the provisions of the following as applicable (CDM & PHO, Sundargarh, NHM and DMF shall not own any responsibility in this regard.)

13. 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 functionality of Therapeutic Service centres equipment's.
3. The Service Provider shall prepare quarterly preventive maintenance schedule well on advance and duly submitted to the CDM&PHO and execute the same. A consolidated/summary report for breakdown, preventive and maintenance activities carried out including the uptime maintained for each equipment, total downtime days, time taken for rectifying each complaint shall be prepared, signed and sealed by the respective nodal officers of the concerned districts every month after physical verification of service report and preventive maintenance checklists which are already acknowledged by respective Medical officers of the concerned institutions and the same shall be submitted to the CDM&PHO, Sundargarh. The format of the report shall be finalized by the selected Service Provider and has to be approved by the CDM&PHO, Sundargarh.

14. Termination of the Project and Contract

1. CDM & PHO, Sundargarh by written notice, suspend the agreement if the Service Provider 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 Service Provider does not rectify a failure in the performance of his obligations within 30 days of receipt of notice.
 2. If the Service Provider becomes insolvent or bankrupt.
 3. If, as a result of force majeure, the Service Provider is unable to perform a material portion of the services for a period of not less than 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 comply with the statutory requirements, Clinical Establishment Acts, Rules and other applicable Acts / Rules / Regulations.
 6. 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.
 7. Engagement of unqualified persons for running of the TSC Services.

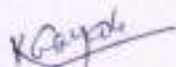
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15. Payment Procedure

1. Payment will be made on quarterly basis. The vendor is required to submit the bill along with (a) satisfactory service report duly verified by the Nodal officer/ I/C of Therapeutic Centre unit.
2. The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent quarter to the office of CDM & PHO, Sundargarh. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. Service Provider to prepare following reports (TSC's Wise and month wise) for processing the Bills:

No	REPORTS	RECORD
1	Breakdown Report Service Report	Service Report duly signed by respective Nodal officer.
2	Preventive Maintenance Report	PM report with Check List and report.
3	Penalty Report	Service Report
4	User Training Report	Attendance record & Feedback Form
5	Lists of Out of Warranty Equipment	Installation Reports / Copy of Department Register
6	Lists of Out of AMC / CAMC Equipment	AMC / CAMC Agreement
7	Lists of newly Registered Equipment	Equipment Registration form

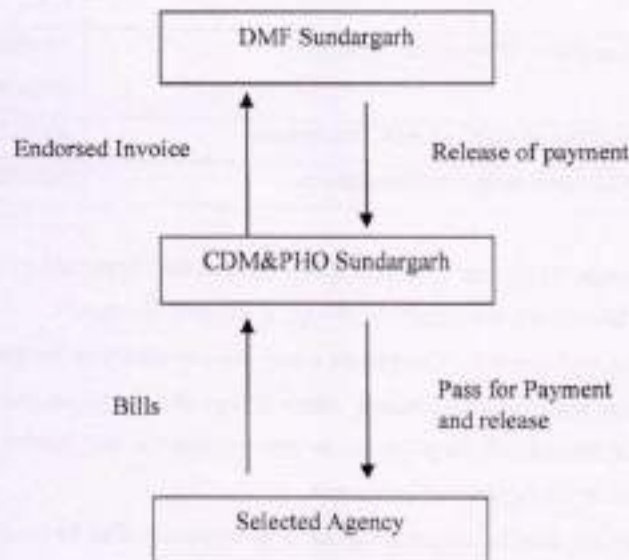
3. Service Provider to prepare TSC's all above reports, duly approved by the TSC's in charge and submit to CDM&PHO, Sundargarh with copy of Support Document.
4. Service Provider Prepare the Therapeutic centre Wise Summary as per the quarterly Reports.
5. Nodal Officer shall verify the reports within 7 days of submission and forward the same to the CDM&PHO, Sundargarh for payment. In case of objection the invoice may be sent back to the service provider stating the reasons thereof.
6. After submission of bills/invoice complete in all respect, it shall be scrutinized for its correctness, verified, and approved for payment by the CDM & PHO, Sundargarh.
7. CDM&PHO, Sundargarh to clear the payment within 30 days of receipt of invoice by the TSC's in charge/ Nodal officer.
8. Office of CDM&PHO Sundargarh shall submit these verified bills/invoices along with abstract and supporting documents, within 15 working days to DMF Sundargarh.
9. DMF Sundargarh shall verify the abstract and supporting documents and release payment to CDM&PHO Sundargarh.
10. Centralized payment shall be done by CDM&PHO for the bill's/invoice raised by the selected agency.
11. All taxes applicable will be deducted as per provisions.
12. 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.



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13. 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.
14. Payment to the successful Service Provider 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 Service Provider by CDM & PHO, Sundargarh.
15. The Successful Service Provider 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.

16. Fund Flow Mechanism



Section IV: Technical Proposal Submission Forms

Tech - 1 Covering Letter

(On Service Provider's Letter Head)

[Location, Date]

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

Subject: Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

[TECHNICAL PROPOSAL]

Dear Sir,

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

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

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

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

Yours faithfully,

**Authorized Signatory with
Date and Seal** :

Name : _____

Designation : _____

Address of Service Provider : _____

**Contact Number of Service
Provider** : _____

**Email id of Service
Provider** : _____

K. Gajapati

Tech 2: Service Provider's Organization (General Details)

S. No.	Description	Full Details
1	Name of the Service Provider	
2	Address for communication: Tel: Email id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Service Provider: 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 Service Provider : _____
 Contact Number of Service Provider : _____
 Email id of Service Provider : _____

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

Gayal

Tech 3: Service Providers 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 Service Provider 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 Service Provider : _____
Contact Number of Service Provider : _____
Email id of Service Provider : _____

[NB: No Scanned Signature will be entertained]

Service Providers 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

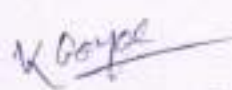
Name of person executing :
attorney

Designation of person :
executing attorney
Date and Seal

Address of Service :
Provider

Contact Number of Service :
Provider

Email id of Service :
Provider



Tech 5: Service Providers Past Experience Details

1. Experience of providing AMC/CAMC of Bio medical /Therapeutic equipment's etc in Government hospitals/ register private hospitals/ Physiotherapy centre/ Therapeutic Service Centre 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*	Name of The Institution	Type of Contract(AMC/CA MC of Bio medical /Therapeutic/Physiotherapy centre equipmen t's)	Name of funding agency (if different from CDM & PHO, Sundarga rh)	Total Contract Value (In Crores)	Project Start Date in DD/MM /YYYY	Project End Date in DD/MM/ YYYY***	Major Task Carried Out	Page no of the Attac hed Exper ience Certif icate* *
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 Service Provider :

Contact Number of Service Provider :

Email id of Service Provider :

K. Gajpal

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 Service Provider]: Para 14. If yes, please furnish details of any such activities.

If no, please certify,

On Service Providers 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 Service Provider]: 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 Service Provider : _____

Contact Number of Service
Provider : _____

Email Id of Service
Provider : _____

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

KCoyal

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 Service Provider : _____

Contact Number of Service Provider : _____

Email id of Service Provider : _____

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

[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, Service Provider 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 Service Provider 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.

Service Providers 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	03	3 minutes
4 to 6	Approach, Methodology and Work Plan,	03	3 minutes

K Gayal

RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

6 to 8	Dashboard, Implementation of DBMS(Data Base Management System)	4	4 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 Service Provider :

**Contact Number of Service
Provider** :

**Email id of Service
Provider** :

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 Service Provider :

**Contact Number of Service
Provider** :

**Email id of Service
Provider** :

K. Goyal

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 Service Provider 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 _____, 2024

Authorized Signatory with
Date and Seal

Name : _____

Designation : _____

Address of Service Provider : _____

Contact Number of Service
Provider : _____

Email id of Service
Provider : _____

K. Gopal

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 format.

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 _____, 2024

Authorized Signatory with
Date and Seal

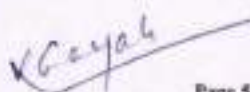
Name : _____

Designation : _____

Address of Service Provider : _____

Contact Number of Service
Provider : _____

Email id of Service
Provider : _____



Section V: Financial Proposal Submission Forms (per TSC)

Fin 1: Covering Letter for Financial Proposal (On Service Providers 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	Name of the Equipment	Quantity	Purchase Price (in Rs.)	Price to be quoted (In Rs.) For CAMC for five years
1	2	3	4	5
1	Treadmill- 2HP Noiseless AC motor	2	2,85,600.00	
2	Shoulder CPM	1	3,79,490.72	
3	Lower extremity CPM	1	2,38,176.96	
4	Vibrator (with 6 attachments)	1	36,960.00	
5	Cryo Therapy Unit— Cryotherm HT-E12500	2	40,32,000.00	
6	Electrical traction with 3 fold Bed- TM 400	1	5,04,000.00	
7	Pain Relief System HM 202	2	20,16,000.00	
8	Club foot Passive exerciser & Therapy System - 5090	1	16,52,633.92	
9	Children Medical Cycle- Corival pediatric Ergometer Cycle	1	11,84,512.00	
10	Ultrasound- 1 and 3 MHz Frequency -US-751	1	3,92,000.00	
11	Computerized Interactive Dynamometer System:- Luna EMG rehabilitation robot	2	3,65,25,175.68	
12	Lymphatic drainage system- Vacumed A. N.S	2	4,03,20,000.00	
13	Bone Growth Stimulator - OSTEOTRON-IV	1	5,29,200.00	
14	Two Channel Combination Therapy With Dual Frequency Ultrasound- EU 921	2	20,96,640.00	
15	Recreational Gaming Play Station For the gaming station for children for recreational activity along with a centralized management. 2 Seats Egg VR Fast & Furious Normal Basketball Machine Universal Air Hockey PP Tiger Lucky Star	1	53,57,228.80	
16	Eye Convalescence System	1	60,21,982.40	

17	EMG Biofeedback With Pelvic Floor Rehabilitation For Urinary Incontinence	1	15,90,506.40	
18	Virtual Reality Stabilometric System	1	28,47,174.40	
Total Price Quoted for CAMC for all the above equipment In Figure ()				
Total Price Quoted for CAMC for all the above equipment In Word ()				

- i. The GST will be applicable over and above the quoted price as per prevailing rate.
- ii. The quoted cost will be valid for five years.
- iii. The financial evaluation will be based on total price quoted for CAMC.
- iv. The Service Provider must quote all the Therapeutic equipment's mentioned above for CAMC services failing which the financial bid of the respective bidder will not be considered for evaluation. In case of discrepancy between the price quoted in words and figures, lower of the two shall be considered.
- v. The financial bid should not contain any commercial conditions variation in the commercial terms and conditions of the RFP will not be accepted.

The above quoted amount is inclusive of all the applicable taxes as per prevailing rate 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.

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 Service Provider : _____

Contact Number of Service Provider : _____

Email id of Service Provider : _____

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. 1,00,000/- in form of DD		
5	Copy of Certificate of Incorporation / Registration of the Service Provider		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (2020-21, 2021-22 & 2022-23)		
9	Copies of Last Six Month GST return (July, August, September, October, November, December 2023.)		
10	General Details of the Service Provider (TECH 2)		
11	Financial details of the Service Provider (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
12	Power of Attorney (TECH 4) in favour of the personsigning the bid on behalf of the Service Provider		
13	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the copies of work orders for the respective assignments		
14	Self-Declaration on Potential Conflict of Interest (TECH 6)		
15	Comments and Suggestions (TECH 7)		
16	Description of Approach, Methodology & Work Plan (TECH 8)		
17	Work Plan (TECH 9)		
18	Non-Consortium Declaration (TECH 10)		
19	Affidavit Format for Not Blacklisting (TECH 11)		
20	Format of Curriculum Vitae (Tech 12)		
FINANCIAL PROPOSAL (ORIGINAL)			
21	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 Service Provider : _____
 Contact Number of Service : _____
 Provider : _____
 Email id of Service : _____
 Provider : _____

K. Gayak

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 Service Provider/Agency) (hereinafter called "the Service Provider/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 Service Provider/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 Service Provider/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 Service Provider/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 Service Provider/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 Service Provider/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.

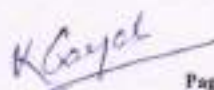
This performance bank guarantee shall be valid until the day of (month and year),

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 Installed at Therapeutic Service centre, Sundargarh

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

Sl No.	NAME OF THE EQUIPMENT	PRODUCT CODE AND COMPANY NAME	DATE OF PURCHASE	NOS. OF EQUIPMENT	TOTAL EQUIPMENT PRICE
PHYSIO-OCCUPATIONAL THERAPY UNIT					
1	Treadmill- 2HP Noiseless AC motor	fit king	08-09-2021	2	2,85,600.00
2	Bolsters of different sizes		08-09-2021	6	185220.00
3	Puzzle - Body parts with two facial expressions with box, Animal, Birds, fruits, transports, Different shapes	na	08-09-2021	2	20,160.00
4	Shoulder CPM	unvo	08-09-2021	1	3,79,490.72
5	Lower extremity CPM	unvo	08-09-2021	1	2,38,176.96
6	CP chair		08-09-2021	1	9,240.00
7	Static cycle	local	08-09-2021	1	7,980.00
8	Bed cycle	local	08-09-2021	1	2,856.00
9	weighing scale	local	08-09-2021	1	1,428.00
10	texture fruit tree	local	08-09-2021	1	537.60
11	Ball pool (48"X 48")	local	08-09-2021	1	36,960.00
12	perdue peg board	local	08-09-2021	1	70,560.00
13	exercise mats - 6'X3'	local	08-09-2021	10	1,00,800.00
14	exercise frame - rope mess, pip ladder and rock climbing board	local	08-09-2021	1	1,64,640.00
15	Trampoline (48 Inch)	local	08-09-2021	1	20,160.00
16	Quadriceps Table with detachable backrest	local	08-09-2021	1	12,600.00
17	Stethoscope	BIO PLUSE	08-09-2021	1	2,520.00
18	blood pressure apratus	welch allyn	08-09-2021	1	3,360.00
19	Goniometer - 180 & 360 degree	local	08-09-2021	2	5040.00
20	Electronic stopwatch	local	08-09-2021	1	588.00
21	Digital weighting machine	local	08-09-2021	1	2,352.00
22	Treatment trolley	local	08-09-2021	5	15,120.00
23	Stainless steel stools	local	08-09-2021	10	42,000.00
24	Tables	local	08-09-2021	4	43,680.00
25	Chairs	local	08-09-2021	10	50,400.00
26	Waiting chairs	local	08-09-2021	3	49,392.00
27	Cupboards	local	08-09-2021	6	75,600.00
28	Computer	dell	08-09-2021	3	1,51,200.00
29	Printer & scanner	Canon	08-09-2021	3	75,600.00
30	Muscle stimulator Combo- with Current -Galvanic, Interrupted Galvanic, Faradic, Surged Faradic and TENS	SN 1901	08-09-2021	1	8,064.00
31	Micro control 4 channel tens	SN 1092	08-09-2021	1	7,560.00

K. Garg

RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

32	Weight cuff- 1/4 kg, 1/2 Kg, 1 Kg, 1.5 kg -	local	08-09-2021	2	3,528.00
33	Thera band- different colors and ranges -	local	08-09-2021	2	5580.96
34	Thera putty with different colors & ranges -	local	08-09-2021	2	7660.80
35	Portable shoulder exerciser with pronation supination arrangement	local	08-09-2021	1	1,680.00
36	Grip exerciser	local	08-09-2021	1	840.00
37	Hand Gym Kit Board -	local	08-09-2021	1	6,384.00
38	Wrist roll -	local	08-09-2021	1	5,880.00
39	Rope pulley handle set -	local	08-09-2021	2	1,982.40
40	Upper extremity work station -	local	08-09-2021	1	1,29,360.00
41	Vestibulator with facility of Platform swing, flexion disc, frog swing, Lycra swing , Bolster swing rectangular	local	08-09-2021	1	60,480.00
42	Vestibular board - 3'.6" X 2'.6" X 7 -	local	08-09-2021	1	26,880.00
43	Scooter board -	local	08-09-2021	1	8,400.00
44	Wedges of different sizes -	local	08-09-2021	2	73920.00
45	Post box with 25 plates -	local	08-09-2021	1	8,400.00
46	Door latch board -	local	08-09-2021	1	13,440.00
47	Floor seater -	local	08-09-2021	1	9,240.00
48	Stand in table with Standing Metal Frame -	local	08-09-2021	1	36,960.00
49	Tunnel -	local	08-09-2021	1	36,960.00
50	Treatment Plinth-	local	08-09-2021	2	18,480.00
51	Wooden blocks of different heights- set of 6-	local	08-09-2021	1	10,080.00
52	Peanut ball-	local	08-09-2021	1	5,880.00
53	Staircase-	local	08-09-2021	1	60,480.00
54	Parallel bars with platform-	local	08-09-2021	1	42,000.00
55	Suspension frame	local	08-09-2021	1	73,920.00
56	Stability Disc-	local	08-09-2021	1	2,385.60
57	Vibrator (with 6 attachments) -	local	08-09-2021	1	36,960.00
58	Ramp and curb-	local	08-09-2021	1	50,400.00
59	Balls for ball pool-	local	08-09-2021	100	5,040.00
60	Ankle exerciser-	local	08-09-2021	1	2,268.00
61	Walker with 4 castors - non folding-	local	08-09-2021	1	9,240.00

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62	Circle balance disc-	local	08-09-2021		1	6,048.00
63	Board for lower extremity - standing exercise	local	08-09-2021		1	13,440.00
64	Foot placement ladder-	local	08-09-2021		1	35,280.00
65	Graded spring set-	local	08-09-2021		1	4,200.00
66	Long Handle thick grip spoons-	local	08-09-2021		1	1,008.00
67	Tactile balls for grip-	local	08-09-2021		1	12,600.00
68	Lotca battery test-	local	08-09-2021		1	1,37,760.00
69	Minnesota test-		08-09-2021		1	50,400.00
70	Exercise frame - rope mess, pip ladder and rock climbing board	local	08-09-2021		1	47,040.00
71	Tilt Table-	local	08-09-2021		2	8,400.00
72	Wobble Board-	local	08-09-2021		1	6,048.00
73	Cryo Therapy Unit-	fysiomed HT- E12500 SN 1407	08-09-2021		2	40,32,000.00
74	Electrical traction with 3 fold Bed-		08-09-2021		1	5,04,000.00
75	Treatment couch-		08-09-2021		1	36288.00
76	Pain Relief System -	chuo medica HM 202	08-09-2021		2	20,16,000.00
77	Wheel Chair for Children-		08-09-2021		1	20,160.00
78	Club foot Passive exerciser & Therapy System -		08-09-2021		1	16,52,633.92
79	Children Medical Cycle		08-09-2021		1	11,84,512.00
80	Ultrasound- 1 and 3 MHz Frequency	SN 2021093700 47	08-09-2021		1	3,92,000.00
81	Computerized Interactive Dynamometer System:-	A) SN 125ECF B) SN E68EEB	08-09-2021		2	3,65,25,175.68
82	Lymphatic drainage system :-	11211063	08-09-2021		2	4,03,20,000.00
83	Bone Growth Stimulator -	SN 421	08-09-2021		1	5,29,200.00
84	Two Channel Combination Therapy With Dual Frequency Ultrasound	ITO physiotherap & rehab A) SN/ 2018086000 32, SN/2021076 30014 B) SN/2021056 00021, SN/2021096 30006	08-09-2021		2	20,96,640.00
TEACHING LEARNING MATERIAL-						

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85	Rattle toys-(Age Group 0 to 3 Years)	NA	08-09-2021	5	784.00
86	Fruit Tray-(Age Group 0 to 3 Years)	NA	08-09-2021	5	548.00
87	Parts of body-(Age Group 0 to 3 Years)	NA	08-09-2021	5	548.00
88	Building Towers-(Age Group 0 to 3 Years)	NA	08-09-2021	5	1293.60
89	Different Balls-(Age Group 0 to 3 Years)	NA	08-09-2021	5	672.20
90	Zig saw Puzzle-(Age Group 0 to 3 Years)	NA	08-09-2021	5	1293.60
91	Dolls-(Age Group 0 to 3 Years)	NA	08-09-2021	5	627.20
92	Wooden Blocks-(Age Group 0 to 3 Years)	NA	08-09-2021	5	1288.00
93	Drum-(Age Group 0 to 3 Years)	NA	08-09-2021	4	504.00
94	English Alphabets & Numbers-(Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1624.00
95	Flash Card of Alphabets & Numbers- (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1,176.00
96	Eye hand coordination (Beads)-(Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1,176.00
97	Abacus- (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1,411.20
98	Shape, Size, Colour, Concept & puzzle box - (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	862.40
99	Zig saw Puzzle- (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1293.60
100	Colour book with crayon holder-(Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	504.00
101	Easel and Board- (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1,400.00
102	Magic Slate-(Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	940.80
103	Blowing toys- (Age Group 3 To 6 Yrs.)	NA	08-09-2021	5	1,176.00
104	Picture and Ward Cards - (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	1,568.00
105	Assembly Kit- (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	2,408.00
106	Number Cards- (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	784.00
107	Zig Shaw Puzzle - (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	1,293.60
108	Telling Time Kit - (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	952.00
109	Count and Match - (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	1,411.20
110	Puzzle body parts - (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	851.20
111	Coloring Books with Crayons-(Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	1624.00
112	Beads- (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	1,568.00
113	Magic Slate- (Age Group 7 To 11 Yrs.)	NA	08-09-2021	5	940.80

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RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

114	Duplicate Currency- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	784.00
115	General Knowledge Flash Cards- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,411.20
116	Mobile Phone- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,988.00
117	Calculator- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,612.80
118	Digital Watch- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	3,108.00
119	Number Cubes- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	257.60
120	Multiplication Tactile Board- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,624.00
121	Worksheet, Pen & Duster, Story Books- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	784.00
122	Coloring Books with Crayons- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,411.20
123	Kitchen Set- (Age Group 12 To 15 Yrs. & 16 To 18 Yrs.)	NA	08-09-2021	5	1,624.00
SPORTS MATERIALS					
124	Recreational Gaming Play Station for children for recreational activity along with a centralized management 2 Seats Egg VR Fast & Furious Normal Basketball Machine Universal Air Hockey PP Tiger Lucky Star		08-09-2021	1	53,57,228.80
125	Eye Convalescence System	SN D7P-0462	08-09-2021	1	60,21,982.40
126	EMG Biofeedback With Pelvic Floor Rehabilitation For Urinary Incontinence	SN 202104150036	08-09-2021	1	15,90,506.40
127	Virtual Reality Stabilometric System	SN-0308/2021 W	08-09-2021	1	28,47,174.40
	Total (Rupees Ten Crores Eighty-three Lakhs Eighteen Thousand Six Hundred Forty-Nine only)				10,83,18,649

Annexure IV: Definitions and Acronyms

1	ADL	:	Activities of Daily Living
2	Agency / Service Provider	:	Entities or persons that may provide or provides the Services to the CDM & PHO, Sundargarh under the Contract.
3	CAMC	:	Comprehensive 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	CA	:	Charter Accountant
7	CDM&PHO	:	Chief District Medical & Public Health Officer
8	CDM & PHO, SUNDARGARH/ CDM & PHO, Sundargarh	:	Chief District Medical & Public Health Officer, Sundargarh, Government of Odisha
9	CEO	:	Chief executive Officer
10	CGST	:	Central goods and service tax
11	Day	:	Calendar day
12	DBMS	:	Data base management system
13	DD	:	Demand Draft
14	DHH	:	District headquarters hospital
15	DMF, Sundargarh	:	District Mineral Foundation, Sundargarh
16	DPEP	:	Detail project Execution Plan
17	EC	:	Evaluation Committee
18	ECS	:	Electronic Clearing Service
19	EMD	:	Earnest Money Deposit
20	FY	:	Financial Year
21	GST	:	Goods and Service Tax
22	GSTIN	:	Goods and Service Tax Identification Number
23	HR	:	Human Resource
24	HSN	:	Harmonized System of Nomenclature
25	IEC	:	Information Education and communication
26	IEP	:	Individualized education programs
27	IGST	:	Integrated Goods and Service Tax
28	ITR	:	Income Tax Return
29	JV	:	Joint Venture
30	LOI	:	Letter of Interest
31	LOI	:	Letter of Invitation,
32	MPR	:	Monthly Progress Report
33	MPT-IDs	:	Maintenance Process Tracking Identification Number
34	MSME	:	Medium and Small Enterprises
35	NHM	:	National health Mission
36	PBG	:	Performance Bank Guarantee
37	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
38	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
39	QCBS	:	Quality cum Cost Based Selection
40	RFP	:	Request for Proposal, circulated by the CDM & PHO, Sundargarh for the selection of an Agency.

KGoyal

RFP for Selection of an agency for Comprehensive Annual Maintenance Contract services for Equipment/Instrument of Therapeutic Services Center, Sundargarh under District Mineral Foundation (DMF), Sundargarh

41	ROC	:	Requisition on Contract
42	SAC	:	Services Accounting Code
43	SGST	:	State Goods and Service Tax
44	TIA	:	Tender Inviting Authority
45	TOR	:	Terms of Reference
46	TSC	:	Therapeutic Service centre
47	ADD	:	Application Due Date

XGaya