

OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER KEONJHAR, ODISHA

Tender No. 10600

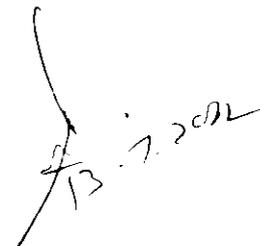
Date: 14/07/2022

**Notice for Invitation of Tender for Implementation of Computerized  
Registration Counter at Different Health Institutions of Keonjhar district Under  
DMF**

Period of Availability of Tender	: From dt.15.07.2022 to dt.26.07.2022
In the official website of the district	: <a href="http://www.kendujhar.nic.in">http://www.kendujhar.nic.in</a>
Last Date for Submission of Tender	: Dt.26.07.2022 upto 5.00 P.M.
Place, time & venue of Opening Tender	: Mini Conference Hall, NHM Keonjhar on dt. 27.07.2022 at 11.00 A.M.
Address for submission of tender documents	: Office of the CDM & PHO, Keonjhar At/Po/Dist.-Keonjhar, PIN-758001 Odisha
Tender paper cost	: Rs. 10,000/- (Non-refundable)
Earnest Money Deposit	:Rs. 1,00,000/- (Refundable without interest)

*The authority reserves the right to accept or reject summarily any or all the tenders without assigning any reason thereof.*

The Bidders may download the Tender Documents directly from the Website available <http://www.kendujhar.nic.in> from dt.15.07.2022 from 10.00 A.M. The Tender Paper cost of Rs. 10,000/- (Rupees Ten Thousand only, Non-refundable) and EMD of Rs. 1,00,000/- (Rupees One Lakh only, refundable without interest) to be submitted by way of Demand Draft drawn in favour of CDMO Keonjhar DMF, payable at Keonjhar should be enclosed along with the Technical Bid.

  
Chief District Medical & Public Health Officer  
Keonjhar

## Eligibility Criteria and Terms & Conditions for Outsourcing Agency for Implementation of Computerized Registration Counter at Different Institutions of Keonjhar District under DMF.

### 1. Scope of Proposal

CDM & PHO Keonjhar invites sealed RFP from eligible bidders for computerized registration counter for OPD & IPD services at different health institutions of Keonjhar district on outsourcing basis. The selected agency will provide Software, manpower and consumables for the issue of the OPD & IPD tickets to the patients on daily basis. The main purpose and objective of this RFP is to select a suitable and eligible bidder for computerization of outdoor, indoor counter on outsourcing basis by deploying required manpower and OeHMIS software (Online & Offline mode) mentioned above. The bidders shall operate OPD/IPD counters on 24 X 7 basis.

### 2. Eligibility

Following points should be fulfilled by the bidder to be eligible for participation in the bidding process:

1. The firm/agency/company/society/Organization should have a **valid registration certificate (Companies act 2013/Partnership Firm (Indian Partnership Act 1932/Limited Liability Partnership Act 2008, Society Registration Act 1860 and Indian Trust Act 1882 and its amendment thereof).**
2. Consortium is not allowed.
3. It shall have valid **EPF, ESI & GST** Registration Certificate.
4. Tender paper cost of Rs. 10,000/- (non refundable)
5. EMD of Rs. 1,00,000/- (refundable without interest)
6. It must have **PAN Card** in the name of the Firm/ Agency/ Company/Organisation.
7. It must have **valid labour registration certificate.**
8. Must have ISO 9001 certification
9. It must **not** have any previous record of contract termination or left out of the job etc which should be produced in the form of Court Affidavit.
10. Average Annual Turnover should be more than **Rs. 1(one) crore** during the last three **FY of 2018-19, 2019-20 & 2020-21.**The certificate must be obtained from a Chartered Accountant to this effect in original along with audited financial statement for the above said year (Receipt and payment account, Income and expenditure account and balance sheet).
11. The firm or agency should have experience in implementation and management of computerized registration counter at **Government Hospital** at least for a **period of 1 Year.** The bidders have to submit the experience certificate in specified format given as below:

Working experience in the field of implementation of computerized registration counter at Government Hospitals					
Sl No	Name of the Institution	Bed Strength	Date of engagement	Date of Completion	Years of Experience ,

RFP for implementation of computerized Registration Counter under DMF Keonjhar

  
 Chief District Medical & Public Health Officer  
 Keonjhar

**N.B – All documents (Work order/Agreement and Completion certificate by the organization) relating to the experience needs to be submitted separately with duly self attested.**

**3. Proposal Submission**

Interested eligible bidders may submit their bid by submitting EMD, Paper cost and documents as set forth in this RFP at the Office of the CDM & PHO Keonjhar – 758001. The proposal shall be submitted in two parts.

- a) Part – A – Bid Security and Technical Proposal as per format set out in RFP.
- b) Part – B – Financial Proposal as per the format set out in RFP.

**TECHNICAL BID FOR IMPLEMENTATION OF COMPUTERIZED REGISTRATION COUNTER AT DIFFERENT INSTITUTIONS OF KEONJHAR DISTRICT UNDER DMF**

**(Part-A)**

NAME OF THE AGENCY/ORGANISATION	Document submission Yes/No	Page No.
Tender Paper Cost @ Rs. 10,000/- in shape of DD (Non-Refundable)		
EMD @ Rs. 1,00,000/- in shape of DD (Refundable without interest)		
ADDRESS WITH PHONE NUMBER		
STATUS OF THE AGENCY (ATTACH SUPPORTING DOCUMENTS)		
NUMBER OF EMPLOYEES ON ROLL		
WORKING EXPERIENCE IN THE RELATED FIELD for 1 YEAR IN THE GOVERNMENT HOSPITAL (Supporting documents need to be attached).		
IMPLEMENTATION PLAN (DOCUMENTS TO BE ENCLOSED)		
REGISTRATION CERTIFICATE OF THE ORGANIZATION(Supporting documents need to be attached).		
<b><u>No. Of Staff Engaged Only In Computerized Registration Work:-</u></b>		
A. SKILLED		
B. SEMI SKILLED		
<b><u>NO OF ASSIGNMENTS FOR IMPLEMENTAION OF REGISTRATION COUNTER AT GOV. HOSPITALS</u></b>		
A. CURRENT ASSIGNMENT		
B. COMPLETED		
VAILD LABOUR LICENSE (Supporting documents need to be attached).		

RFP for implementation of computerized Registration Counter under DMF Keonjhar

  
**Chief District Medical & Public Health Officer  
Keonjhar**

GSTN CERTIFICATE (Supporting documents need to be attached).		
INCOME/ SOLVENCY PROOF OF LAST 3 YEARS • Copies of Bank Statement for FY 2018-19, 2019-20 & 2020-21 • Copies of Audit Reports with IT returns for Assessment Year 2018-19, 2019-20 & 2020-21		
PAN CARD (Supporting documents need to be attached).		
Annual Turnover should be more than Rs. One Crore during the last three FY of 2018-19, 2019-20 & 2020-21. The certificate must be obtained from a Chartered Accountant to this effect in original.		
DOCUMENTS IN SUPPORT OF EXPERIENCE		

**All supporting documents should be enclosed for above requirements.**

### General Terms & Conditions

1. The Tender should be properly sealed & super scribed on the envelope "Tender for Implementation of Computerized Registration Counter at Different Institutions of Keonjhar district Under DMF Keonjhar".
2. Cover & Documents- The following documents should be furnished in a sealed cover with Index & Page Number.
  - a. The tender document should be accompanied with Bank Draft of Rs **Rs.10,000/-** (Rupees Ten Thousand only, Non-refundable) by way of separate Demand Draft drawn in favour of **CDMO Keonjhar, DMF** payable at Keonjhar (Cost of Tender Document) from any Nationalised Bank.
  - b. Details of Name & Address along with the contact number & email address of the Director, Managing Partner/ Proprietor of the Firm/Organization/NGO are to be clearly mentioned in capital letter.
  - c. Attested Copy of the IT Return for last three Financial Years. i.e. assessment year of 2019-20, 2020-21 & 2021-22.
  - d. Attested Copy of the PAN Card.
  - e. Attested Copy of the up to date GST Clearance Certificate.
  - f. Quoted Price List signed by the Tenderer with seal.
  - g. Experience Certificate in the respective field (**Only Computerized Registration Counter work**) for 1 (one)Year or more.
  - h. An undertaking from the agency affirming that it has not been blacklisted and is not involved in criminal proceeding relating to execution of Bio Medical Waste Management services.
  - i. **EMD Rs. 1,00,000/-** in Shape of DD in any Nationalised Bank in Favour of the **CDMO Keonjhar DMF** payable at Keonjhar (Refundable without interest).
3. The EMD of the unsuccessful bidder will be returned after finalisation of the tender process & the agency need to receive the EMD from the office of the undersigned within 7 days after communication.
4. The EMD of successful bidder will be returned after signing of MOU & completion of supply of HR, Software and other consumables as per requirement.
5. The EMD will be forfeited if the bidder fails/ refuses to execute the work order within 15 days.
6. Tender documents should be computerised without any correction, overwriting and page numbering.
7. All informatics assistant engaged by the outsourcing agency (OS) shall have uniform with the logo of the Agency and ID Card. If any staffs come without uniform or ID card penalty of Rs. 100/- per day per person will be imposed.
8. All staff of the agency shall bear photo identity cards during the period of work, which shall be duly signed by the Head of the concerned Hospital (Superintendent) and representative organization.

RFP for implementation of computerized Registration Counter under DMF Keonjhar

*Chief District Medical & Public Health Officer  
Keonjhar .*

9. The Outsourcing Agency shall furnish the List of workers & supervisors (above 18 years of age only) with Bio-Data, Proof of Identity and address to the Head of the concerned Hospital after finalization of the contract for Outsourcing of services.
10. All informatics assistant to be engaged by the Organization/Agency should be covered under the statutory Government regulations (Labour laws & regulations) framed from time to time.
11. The concerned authority of the Hospital may request the bidder /Agency to withdraw any of their informatics assistant from the Hospital with 24 hours prior intimation.
12. The bidder /Agency will abide by all the rules and regulation relating to labour laws, accident, workmen compensation act, Workmen Insurance, ESI, PF, fire safety etc. This will be the sole responsibility of the bidder /Agency. The authority will not be a party at any stage to any kind of dispute arises relating to the above.
13. Any damage/pilferage to the Hospital property, Computer, Printer due to mishandling, carelessness of the contractor/agency or his workmen will be recoverable from the Agency's bill and all materials issued to the contractor/Agency shall be his/her sole responsibility for its safety and maintenance during the entire period of the contract.
14. The selected Agency/Organisation should depute qualified and dedicated staff informatics assistant - (trained in the field having Graduation in any discipline with computer knowledge PGDCA) to manage the registration counter at the institutions. It will also coordinate with the BPMU/DPMU, Superintendent Office for submission of different data relating to the patient. The informatics assistant should be provided with mobile number (24 X7 functional) for emergency need at any time by the Agency.
15. During execution of work, the Agency/Organization should follow all standard norms of safety measures/precautions to avoid accidents/damages to men, machine and infrastructure etc. On non adherence to this clause, suitable fine/penalty as decided by the Authority will be imposed.
16. The payment shall be made for issue of OPD tickets on per ticket/ receipt/ report basis, where user receipts are to be issued on two part paper.
17. An authorized representative of the firm must put his/her initials on all pages of the offer. The representative's authorization need to be confirmed by a written power of attorney accompanying the offer.
18. If any additional order will be placed subsequently, the firm is binding to execute the order in stipulated time with same rate.
19. For any delay in completing the work, the firm will be imposed a financial penalty that will be decided by the authority.
20. Agency will backup of printing stationeries like (Paper, cartridge etc) & manpower to prevent any type uninterrupted of service. Un satisfactory performance/ interrupted of service by the agency as reported by concerned Superintendent, it will penalize to the agency Rs 1000/ per day up to maximum up to forfeit of security money.
21. Authority reserves the right to cancel any or all the Tender/ quotation without any reason thereof in any stage of tender process.
22. Agency/Organisation will have to provide Software (Online and offline mode for OPD & IPD), printer cartridge (88A/110A), Paper and other consumables at and when required for the purpose of the registration counter.
23. The Outsourcing Agency/ Organization shall maintain all the records related patients at the hospital.
24. Manpower engaged by the Service Provider should not claim any type of compensation/ absorption/ regularisation/ benefit (Health Related also) of service from the office of the CDM&PHO, Keonjhar under Industrial Dispute act, 1947 & Contract Labour Act 1970.
25. The Manpower of the outsourcing agency should not consume alcohol, betel, smoking during the duty hour nor be involved in any type of criminal activities, if any staff found during the duty hour necessary penalty will be impose as per the decision of the committee.

26. The office of the concerned Health Institution will maintain attendance register in shape muster roll of the staff engaged by the Agency/Organisation. The agency will have to prepare duty list & submit to the office as mentioned above by date 25<sup>th</sup> for the next calendar month. Absence from duty is not allowed at any cost. However under unavoidable circumstances, the agency should have to make alternative arrangements with due approval by the concerned Authority.
27. The said contract will work initially for a period of two year from the date of agreement that will be renewed/extended on yearly basis up to maximum three years, if found satisfactory by the Competent Authority. During this period if at any stage of time, the Hospital Authority finds non compliance of the assigned work, the said agency/Organization will be served with a notice for a period of one month and if still non compliance is there, the said contract will be cancelled and new party will be assigned with the said service as decided by the Competent Authority.
28. After allotment of the order, the Outsourcing agency shall execute the service within 15 days of the issuance of letter.
29. The Outsourcing agency/Organization has to sign a Memorandum of Understanding (MOU) with the CDM & PHO Keonjhar.
30. The final monthly bill in triplicate to be submitted along with the consolidated monthly report to CDM&PHO/ on 1<sup>st</sup> week of each month.
31. Besides, the Outsourcing agency has to submit Monthly Progress Report/Status report duly signed by the Hospital Manager / Junior Hospital manager/ Block Programme Manager with remarks to the Superintendent, CDM&PHO as the case may be without fail. Three consecutive Adverse Remarks may be treated towards cancellation of the Contract.
32. The Outsourcing Agency shall be under the Administrative Control of the CDM&PHO, Keonjhar.
33. All the legal disputes are subject to the jurisdiction of the District Court, Keonjhar only.
34. The number of workers to be engaged by the Outsourcing Agency will be specified institution wise.

#### **PENALTY**

35. In case of deficiencies in providing quality service, the authority i.e. CDM&PHO, Keonjhar will have the right to impose penalty as per decision of the tender Committee which shall be deducted from the monthly bill.

#### **FINANCIAL**

36. The Technical Bid should be accompanied with tender paper cost along with EMD, failing which the tender shall be rejected out-rightly.
37. The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First competitive Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful bidder if the agency fails to deploy the required manpower (Informatics Assistant) against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and accordingly offer will be provided to L2 bidder.
38. The successful bidder will have to deposit a Security amount of Rs. 2,00,000/- (Rupees Two Lakh only) in the form of Fixed Deposit Receipt/Bank Guarantee made in the name of the Agency but hypothecated **CDMO Keonjhar, DMF** covering the period of contract, which will be refunded without interest in case of completion /cancellation of the contract. In case the contract is further extended beyond the initial period the FDR/bank guarantee have to be accordingly renewed by the successful bidder .

**N.B.** All documents submitted shall be consecutively numbered (As per Index) having signature with official seal of the authorized signatory on each page and **total number of pages shall be mentioned on the top sheet duly authenticated by the authorized signatory.** In case the tender document is signed by the any other signatory, a copy

---

RFP for implementation of computerized Registration Counter under DMF Keonjhar

  
Chief District Medical & Public Health Officer  
Keonjhar

of the Power of Attorney/Authorization may be enclosed along with the tender for consideration. Otherwise any lapses in number of pages enclosed, the authority will not be held responsible.

**39. Place of Work :**

Sl No	Name of the Institution	Total number of Shift	Total number of Counter	Total number of Informatics Assistant (Including Off reliever)	Total number of OPD Case per day (Approx)
1	SDH Anandpur	3	3	7	1000
2	SDH Champua	3	3	7	1000
3	CHC Ghatgaon	3	3	5	700
4	CHC Harichandanpur	3	3	4	500
5	CHC Bhandra	3	3	4	500

The project is initially for these 5 institutions which may be further extended to other institutions of Keonjhar district as per the approval from the competent authority and the selected agency need to carry out the activity to new area as per the rate approved in the Financial bid without any further increment.

  
Chief District Medical & Public Health Officer  
Keonjhar

**Format for Affidavit certifying that Entity / Promoter(s) / Director(s)/Partners of Entity are not blacklisted**

**(On a Stamp Paper of Rs.20/-)**

**Affidavit**

I, M/s. .... (the name of the agency with address of the registered office) hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the \_\_\_\_\_ (Date of Signing of this proposal).

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

Dated this .....Day of ....., 2022

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

Name and Title of Signatory: \_\_\_\_\_

(Organization Seal)

  
Chief District Medical & Public Health Officer  
Keonjhar

**FORMAT FOR FINANCIAL BID FOR IMPLEMENTATION OF COMPUTERIZED REGISTRATION  
COUNTER AT DIFFERENT INSTITUTIONS OF KEONJHAR DISTRICT UNDER DMF**

**(Part -B)**

The rate quoted by 'L1' will be accepted subject to quality & feasibility.

Name & Address of the Organisation/ Agency/NGO		
<b>Part - A</b>		
SI No	Particulars	Rate in Rs
01	Printing Charges of Online OPD/IPD Ticket (Per page) and all other Charges (Providing day to day consumables – A4 paper and HP 110 A/88 A Cartridge)	
02	Online & Offline HMIS Software (Maintenance only on monthly basis) charges (As per the SAS model OeHMIS) Issue/maintenance of OPD/IPD data.	
<b>Part - B</b>		
01	Informatics Assistant (Graduation with PGDCA) For online/offline computerized registration system including EPF/ESI and other charges (The staffs to be deployed as per the labour wages decided by the Labour commissioner of Odisha under Highly Skilled Category)	
<b>Part C</b>		
01	Total of Part A + Part B = Part C	

- ❖ Rate quoted should be exclusive of all taxes. The taxes will be paid extra as per Govt norms.
- ❖ GST % [Pl. mention the % of GST on the price {Take home Remuneration / Month (to be quoted based on 26 days Service) and Service Charge}].
- ❖ The service charge shall be quoted by taking into account all management cost mentioned in the Terms of Reference. The bidders are required to quote the price (Service Charge) in **whole Rupees & no fraction of Rupee** will be considered and quoting in fraction of Rupee will be lead to summarily rejection of financial bid. There must not be any compromise on the take home remuneration mentioned above.

Place:

(Signature and seal of the authorized signatory)

Date:

Seal

  
 Chief District Medical & Public Health Officer  
 Keonjhar