



Chief District Medical & Public Health Officer,
Keonjhar, Odisha

RFP No: 1798 /2023

Date:21.04.2023

REQUESTFORPROPOSAL

Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar

Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, Govt. of Odisha, invites sealed proposals from eligible bidders for **“Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar”**

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

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	21.04.2023
2	Deadline for Submission of Pre-Proposal Query via email	03.05.2023 on dmfkeonjharhealth@gmail.com
3	Issue of Pre-proposal Clarifications	08.05.2023 via online mode on https://kendujhar.nic.in
3	Last Date for Submission of Bid	06.06.2023 by 05.00 PM
4	Date of Opening of Technical Bid	07.06.2023 at 11.30 AM
5	Date of Technical Presentation	Will be communicated later via email (Of only those Bidders who become qualified in the Stage I of the evaluation {Pre-qualification Criteria})
6	Date of Opening of Financial Bid	Shall be communicated to the qualifying bidders via email

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post** only latest by **06.06.2023 before 5.00 PM** in a sealed envelope clearly mentioning on the top of it **“SELECTION OF AGENCY FOR HIRING OF HUMAN RESOURCES ON CONTRACTUAL BASIS FOR HEALTHCARE FACILITIES IN KEONJHAR, ODISHA UNDER DISTRICT MINERAL FOUNDATION (DMF), KEONJHAR”**. The proposals received beyond the last date and time shall 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 (CDM&PHO), Keonjhar, Odisha
District Headquarter Hospital, Keonjhar – 758001, Odisha

Chief District Medical & Public Health Officer

Request for Proposal

SELECTION OF AGENCY FOR HIRING OF HUMAN RESOURCES ON CONTRACTUAL BASIS FOR HEALTHCARE FACILITIES IN KEONJHAR, ODISHA UNDER DISTRICT MINERAL FOUNDATION (DMF), KEONJHAR



**Chief District Medical & Public Health Officer (CDM&PHO),
Keonjhar
Government of Odisha**

RFP of Agency for Human Resources for Healthcare Facilities in Keonjhar, Odisha under DMF Keonjhar

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Disclaimer

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

The purpose of this TENDER document is to provide the Bidder(s) with information to implement the following assignment '**Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar**'. This TENDER document does not purport to contain all the information each Bidder may require. This TENDER document may not be appropriate for all persons, and it is not possible for the CDM&PHO, their employees, or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this TENDER document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this TENDER document and wherever necessary obtain independent advice from appropriate sources. CDM&PHO, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the TENDER document.

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

Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No:

Dated:

Subject: 'Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar'

1. The Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, invites proposals from reputed agencies for 'Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar'. More details on the proposed study are provided at Section III: Terms of Reference (ToR) of this RFP Document.
2. A bidder shall be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a non-refundable amount of INR. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 1,00,000/- (Rupees One Lakh only) in form of Demand Draft (DD) in favor of "CDMO, Keonjhar, DMF"** drawn from any Nationalized/Scheduled Bank and payable at Keonjhar, Odisha failing which the bid shall be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode shall be rejected.
5. The last date and time for submission of proposal complete in all respects is Dt. 06.06.2023 before 5.00 PM and the date of opening of the technical proposal is 07.06.2023 in the presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
 - a. Letter of Invitation and Factsheet [Section – I]
 - b. Instructions to the Bidders / Applicant Agencies [Section –II]
 - c. Terms of Reference [Section – III]
 - d. Technical Proposal and Submission Forms [Section – IV]
 - e. Financial Proposal Submission Form [Section – V]
 - f. Annexures [Section- VI]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

**Chief District Medical and Public Health Officer,
Keonjhar, Odisha**

2. Factsheet

Sr. No.	Particular	Details
1	Name and Address of the Client	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar, Odisha – 758001 Email: dmfkeonjharhealth@gmail.com
2	Method of Selection	Quality and Cost Based Selection (QCBS)
3	Availability of RFP Document	https://kendujhar.nic.in
4	Date of Issue of RFP	21.04.2023
5	Deadline for Submission of Pre-Proposal Query	03.05.2023 via email at dmfkeonjharhealth@gmail.com
6	Issue of Pre-proposal Clarifications	08.05.2023 via online mode on https://kendujhar.nic.in
7	Last Date for submission of Proposal	06.06.2023 by 05.00 PM
8	Date of opening of Technical Proposal	07.06.2023 at 11.00 AM
9	Date of Technical Presentation and Opening of Financial Bid	Will be communicated later via email (Of only those Bidders who become qualified in the Stage I of the evaluation {Pre-qualification Criteria})
10	Bid Processing/Tender Fee (Non-Refundable)	INR 10,000/- (Rupees Ten Thousand) (including GST) in the form of demand draft drawn in favor of “CDMO, Keonjhar, DMF” drawn in any Nationalized/Scheduled Bank payable at Keonjhar, Odisha
11	Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar, At/Post: District Keonjhar, Odisha – 758001
12	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar, Odisha – 758001
13	Mode of Submission	Speed Post / Registered Post only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected.
14	Earnest Money Deposit (EMD)	Rs. 10,00,000/- (Rupees Ten Lakhs Only)
15	Performance Bank Guarantee	3% of the total project cost
16	Name of the Project	Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar

NOTE:

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

Chief District Medical & Public Health Officer, Keonjhar, Odisha


Chief District Medical & Public Health Officer

Section II: Instructions to the Bidders

1. General Instructions

1. Interested Bidders / Organizations /Agencies / Firms shall submit the proposal document as per the prescribed guidelines, instructions, formats mentioned in this RFP document.
2. Name of Project: 'Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar'. The detailed scope of the project has been described in the Terms of Reference in Section III.
3. Detailed description of the objectives, scope of services, deliverables and other requirements relating to the project are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated, and accepted is explained in this RFP document.
4. The selection of the Bidders / Organizations /Agencies / Firms shall be on the basis of an evaluation by the tender committee of the Tender Inviting Authority (TIA), through the Selection Process specified in this RFP. Bidders / Organizations /Agencies / Firms shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of TIA is without any right of appeal whatsoever.
5. The Bidders / Organizations /Agencies / Firms shall submit its Proposal in the form and manner specified in this RFP document.
6. All the pages of the proposal shall be signed in full by the authorized signatory as per the one authorized in TECH 4
7. The Proposal consists of three parts (i) Pre-Qualification documents (ii) Technical Proposal (iii) Financial Proposal. Applicants shall submit self-certified hard copy of their Technical Proposal/Bid as well as the Financial Proposal/Bid in sealed envelope, super-scribed with name of the project, nature of document (Pre-Qualification documents/Technical Proposal/Financial Proposal), due date and time.
8. Only technically qualified bidders shall be allowed to participate in financial bid process.
9. Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.
10. The Price/ rates / quotes by the bidder shall be applicable for the entire contract period.
11. No Consortium or joint venture is allowed for bidding.
12. No subletting / subcontract is permissible.
13. The Proposal submission address is: Chief District Medical & Public Health Officer, District Headquarter Hospital, Keonjhar, Odisha – 758001, Email: dmfkeonjharhealth@gmail.com
14. Last Date for Submission: The Proposal (comprising of Pre-Qualification documents, Technical Proposal and Financial Proposal) must be submitted by registered/speed post only, which shall be received by the Client, no later than as mentioned in the Section I.2: Factsheet
15. The Proposal, technical presentation, and any clarifications provided by the applicant Agencies along with the Terms of Reference provided in the RFP will be the basis for selection and ultimately for a signed Contract with the selected agency.
16. Only One Proposal: An applicant Agency may only submit one proposal. If an applicant Agency submits or participates in more than one proposal, all such proposals shall be disqualified.
17. Proposal Validity: Proposals must remain valid for 180 days after the submission date. During this period, applicant Agencies shall maintain the availability of Professional staff nominated in the Proposal and fully commit to their financial proposal, unchanged. The Client will make its best effort to complete negotiations within this period. Shall the need arise; however, the Client may request applicant Agencies to extend the validity period of their proposals. Applicant Agencies who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, unchanged, or in their confirmation of extension of validity of the Proposal, applicant Agencies

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- could submit new staff in replacement, who would be considered in the final evaluation for contract award. Applicant Agencies who do not agree, have the right to refuse to extend the validity of their Proposals, under such circumstances, the Client shall not consider such proposal for further evaluation.
18. Bid Processing Fee / Tender Fee: Tender Fee of Rupees Ten Thousand (Rs. 10,000.00), in the form of Demand Draft (DD) drawn in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, must be submitted along with the Proposal. Proposals not accompanied by Tender Fee shall be rejected as non-responsive. The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.
 19. Earnest Money Deposit (EMD):
 1. An Earnest Money Deposit (EMD) of Rupees Ten Lakhs (Rs. 10,00,000.00 in the form of Demand Draft (DD) drawn in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, must be submitted along with the Proposal.
 2. Proposals not accompanied by Tender Fee and EMD shall be rejected as non-responsive. No interest shall be payable by the Client for the sum deposited as EMD and no bank guarantee will be accepted in lieu of the EMD.
 3. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents for exemption of EMD.
 4. The EMD of the successful and unsuccessful bidders would be returned within one month of signing of the contract/MOU with the selected Agency. The EMD shall be forfeited of the applicant Agencies in the following events:
 - a. If Proposal is withdrawn during the validity period or any extension agreed by the applicant Agencies thereof.
 - b. If the Proposal is varied or modified in a manner not acceptable to the Client after opening of Proposal during the validity period or any extension thereof.
 - c. If the applicant Agencies tries to influence the evaluation process.
 - d. If the selected Agency withdraws its proposal during negotiations.
 20. Performance Bank Guarantee: The selected Agency shall be required to furnish a Performance Bank Guarantee @ 3% of total project cost in the form of an unconditional and irrevocable bank guarantee from a Nationalized/Scheduled bank in India in favor of “CDMO, Keonjhar, DMF” valid for the entire period of contract i.e., 3 years along with additional 60 days claim period. The bank guarantee must be submitted after award of contract / LOI and before signing of the contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.
 21. Language of the Proposal: The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self- certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.
 22. Applicant Agencies shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the applicant Agencies.
 23. Conflict of Interest/ Conflicting Relationships:

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- a. Client requires that the selected Agency shall perform the required services, provide professional, objective, and impartial advice and at all times hold the Client's interest's paramount, strictly avoid conflicts of interest with other assignments or their own interests and act without any consideration for future work. Without limitation on the generality of the foregoing, the agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:
- Applicant Agencies (including its Personnel and Sub-Agencies) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment, (ii) the selection process for such Assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.
- b. Applicant Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the applicant / selected Agency or the termination of its Contract.
- c. No Agency or current employees of the Client shall work as Agency under their own ministries, departments, or agencies.
- d. Unfair Advantage: If an applicant Agency could derive a competitive advantage from having provided other services related to the assignment in question, the Client shall make available to all other applicant Agencies together with this RFP all information that would in that respect give such applicant Agency any competitive advantage over competing applicant Agencies.
- e. Fraud and Anti-corruption: It is required that applicant Agencies participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract. The Client: Defines the terms set forth below as follows:
- i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official or members of the Evaluation Committee, in the selection process or in contract execution.
 - ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract.
 - iii. "Collusive practices" means a scheme or arrangement between two or more applicant Agencies with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels.
 - iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a contract.
 - v. will reject a proposal for award, if it determines that the Agency recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- f. Applicant Agencies shall be aware of the provisions on fraud and corruption stated in the specific clauses in the Contract.
- g. Applicant Agencies shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the applicant Agency is awarded the Contract.
- h. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- i. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall

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blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

2. Applicant Clarifications and Pre – proposal Queries

1. The Client invites queries from applicant Agencies (if any) as per the details mentioned in the Fact Sheet of this document.
2. The Applicants must ensure that their queries shall reach CDM&PHO, Keonjhar, on or before last date mentioned in Fact Sheet of this document only through the e-mail of the Client i.e., **dmfkeonjharhealth@gmail.com**.
3. The queries shall necessarily be submitted in the following format:

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

4. Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
5. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
6. The purpose of query clarification is to provide the Applicants with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
7. However, the Client reserves the right to hold or re-schedule the process.
8. Responses to Queries and Issue of Corrigendum:
 - a. The Authorized Representative of the Client will endeavor to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Applicants.
 - b. At any time prior to the last date for receipt of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by a corrigendum.
 - c. The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website <http://kendujhar.nic.in>. Any such corrigendum shall be deemed to be incorporated into this RFP.
 - d. To provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of Proposals.
 - e. The Client's representative is: CDM&PHO Keonjhar.

3. Evaluation Process

1. The Proposal as well as all related correspondence exchanged by the applicant Agencies and the Client, shall be written in English.
2. In preparing their Proposal, applicant Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
3. The Proposal consists of three parts (i) Pre-Qualification Documents (ii) Technical Proposal (iii) Financial Proposal.
4. As part of the evaluation, the Pre-qualification Proposal submitted as per Tech 1 / Pre-Qualification Criteria shall be checked to evaluate whether the applicant meets the prescribed Pre-qualification Criteria.
5. Subsequently the technical proposal submitted, for applicants who meet the Pre-qualification Criteria

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(Shortlisted Applicant), shall be checked for responsiveness in accordance with the requirements of the RFP.

6. Only those Technical Proposals which are found to be responsive would be further evaluated in accordance with the criteria set out in this RFP document.
7. Prior to evaluation of proposals, the client will determine whether each Proposal is responsive to the requirements of the RFP at each evaluation stage as indicated below. The client may, in its sole discretion, reject any proposal that is not responsive hereunder. A Proposal will be considered responsive at each stage only if:
 - a. **Pre-qualification Proposal:** The client will satisfy itself that the Applicants meets the Pre-qualifications prescribed before evaluating technical and financial proposals.
 - b. **Technical Proposal**
 - i. The Technical Proposal is received in the form specified in this RFP.
 - ii. It is accompanied by all the supporting documents, the Tender Fee and EMD as specified in this RFP.
 - iii. It is received by the Proposed Due Date including any extension thereof in terms hereof.
 - iv. It does not contain any condition or qualification.
 - v. It is not non-responsive in terms hereof.
 - c. **Financial Proposal**
 - i. The Financial Proposal is received in the form specified in this RFP.
 - ii. It is received by the Proposed Due Date including any extension thereof in terms hereof.
 - iii. It does not contain any condition or qualification.
 - iv. It is not non-responsive in terms hereof.

The client reserves the right to reject any proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal will be entertained by the client in respect of such proposals. However, client reserves the right to seek clarifications or additional information from the applicant during the evaluation process. The client will subsequently examine and evaluate proposals in accordance with the selection process detailed out below. As part of the evaluation, Proposals submitted should fulfil the Pre-qualification Criteria. In case an Applicant does not fulfil the Pre-qualification Criteria, the Proposal of such an Applicant will not be evaluated further.

i. Pre-qualification Criteria and Documents

The bidder must fulfil all the conditions/criteria mentioned in this section. Client is looking for Companies/Agencies who have experience in providing efficient manpower and staffing solutions for seamless delivery of holistic healthcare services. The bidder must be reputed, and experienced Firm / Company/ Private Limited / NGO / PSU registered in India.

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

Sr. No.	Basic Requirement	Specific Requirement	Documents Required*
1	Registration**	<ul style="list-style-type: none"> ● The applicant Agency / Bidder shall be organization / firm/ company / NGO in India registered under the Indian Companies Act 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited 	<ul style="list-style-type: none"> ● Copy of Certificate of Incorporation / Registration Certificate ● PAN Document ● GST No. (updated GST Clearance along with Challan 

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		<p>Liability Partnership Act, 2008 registered with an experience of providing human resources.</p> <ul style="list-style-type: none"> ● Should have been operating for the last five years as on the date of submission for this bid / RFP. 	
2	Blacklisting	Applicant/Bidder should not be blacklisted by any Central/State Government/Public Sector Undertaking / Judicial pronouncement in India.	Notarized declaration as per TECH 10
3	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney, notarized on INR 100.00 Bond paper
4	Consortium	No consortium / JVs / AOP/ Single proprietorship / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory
5	Work Experience	<p>Experience of providing minimum of 250 experienced and certified clinical, paramedical/ healthcare human resources/staff for Hospital (Government or Private) / Nursing Home/ Urban PHC / Ambulance Services / Mobile Medical Units/ Laboratories & Diagnostic Centers /Clinic/ Ambulance Services/ Pharmaceutical Industry / Healthcare Consulting Services etc (for one assignment) in the last 5 years</p> <ul style="list-style-type: none"> ● Minimum Staff Strength:250 ● Minimum Contract Value:25 lakhs ● Minimum Contract Period: 12 months 	Completion Certificate / Work Orders / MOU / MOA / Original Experience Certificate from the Applicant Agencies' Clients enumerating the project details and number of manpower deployed, experience certificates form Clients / Competent Authority etc.
6	Turnover	<p>The Bidder should have:</p> <ul style="list-style-type: none"> ● An average annual turnover of minimum Rs. 35 Crores (Rs. Thirty-five Crores) and a positive net worth in each of the previous three financial years (FY 2019-20, 2020-21, 2021-22). ● The Agency should have filed ITRs for the last 3 FYs (FY 2019-20, 2020-21, 2021-22). 	Turnover Certificate from Chartered Accountant/ statutory auditor / Audited financial statements / ITR for the three previous financial years ending March 2022 i.e., FY 2019-20, 2020-21, 2021-22 along with the photocopies of the audited financial statement (P/L and Balance Sheet) for FY2019-20, 2020-21, 2021-22
7	Cost of Tender/ Tender Fee	The Agency should furnish a Tender Fee of INR 10,000.00 (Rupees Ten Thousand Only), in the form of Demand Draft in favor of "CDMO, Keonjhar, DMF"and payable at Keonjhar, Odisha.	Cost of Tender/ Tender Fee in form of DD
8	Earnest Money Deposit (EMD)	The Agency should furnish an EMD of INR 10,00,000.00 (Rupees Ten Lakhs Only), in the form of Demand Draft in favor of "CDMO, Keonjhar, DMF"and payable at Keonjhar, Odisha.	Earnest Money Deposit Fee in form of DD
<p>* The photocopies of documents submitted towards Pre-qualification criteria are to be validated 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 of the evaluation.</p>			

**** Mandatory for the selected agency to register with Labour Department, Govt of Odisha, after receiving the LOI and before signing of the contract.**

9. Note:

- i. Bidders should submit the required supporting documents as mentioned above.
- ii. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
- iii. Submission of forged documents will also result in rejection of the bid.
- iv. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.
- v. The proposal must be complete in all respect, indexed, pages numbered and spiral bound.
- vi. 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.

4. Validity of the Proposal

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

5. Submission of Proposal

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

The procedure for submission of the proposal is described below:

1. Technical Proposal (Original):

The first envelope containing technical proposal shall be sealed and superscripted as **“Technical Proposal – Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar”** 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 second envelope containing financial proposal shall be sealed and superscripted as **“Financial Proposal – Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar”**. The duly filled-in financial proposal submission forms should contain the detail price offer for the proposed assignment and to be furnished as per the prescribed format only.

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.

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:

NAME OF THE BIDDER:
DEADLINE FOR SUBMISSION OF BID:
NAME AND ADDRESS OF THE BIDDER:
CONTACT DETAILS OF THE BIDDER:

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

6. Opening of the Proposal

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

7. Evaluation of Proposal

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

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

- Filled in Bid Submission Check List in Original (**Annexure-I**)
- Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
- Bid Processing Fee as applicable
- Copy of Certificate of Incorporation/ Registration.
- Copy of PAN
- Copy of Goods and Services Tax Identification Number (GSTIN)
- Copies of IT Return for the last three Financial Years (**FY 2019-20, 2020-21, 2021-22**)
- General Details of the Bidder (**TECH 2**).
- Financial Details of the bidder (**TECH 3**) along with all the supportive documents as applicable duly signed and certified as per the instruction
- Power of Attorney (**TECH 4**) in favor of the person signing the bid on behalf of the bidder
- List of completed assignments of similar nature, Past Experience Details, etc (**TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
- Self-Declaration on Conflict of Interest (**TECH 6**)
- Duly filled in Technical Proposal Forms

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(TECH 7 to 12)

- All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder as per Tech-4.

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

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

Sr. No.	Criteria	Maximum Points	Supporting Documents
1	Turnover	20 Marks	
1.1	<p>Average annual turnover of the last three financial years, i.e., FY 2019-20, 2020-21, 2021-22</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> ● INR35 crores to INR55 crores = 5 Marks ● INR55.01 crores to INR75 crores = 10 Marks ● INR 75.01 crores to INR 95 crores = 15 Marks ● INR 95.01 crores and above = 20 Marks 	20 Marks	Average Annual Turnover Statement (CA copy to be Attached) and TECH 3
2	Project Experience#	45 Marks	
2.1	<p>Experience of providing qualified and certified clinical, paramedical/ healthcare human resources/staff* for any (Government or Private or Trust) Hospital/ Clinics / Nursing Homes / PPP managed Healthcare Facilities / Ambulance Services / Mobile Medical Units/ Laboratories & Diagnostic Centers /Clinics / Pharmaceutical Industry / National Programmes / Healthcare Consulting Services etc in the last 5 years</p> <ul style="list-style-type: none"> ● Minimum number of Staff provided in one Contract/Work Order:250 ● Minimum Contract Value: Rs. 25Lakhs ● Minimum Contract Period: 12 months <p>Scoring Criteria</p> <ul style="list-style-type: none"> ● Provided minimum of 250 staff = 10 marks ● Provided cumulative of 251 to 500 staff = 15 marks ● Provided cumulative of 501 to 750 staff= 20 marks ● Provided cumulative of 751 to 1,000 staff= 25 marks ● Provided cumulative of 1,001 to 1,250 staff = 30 marks ● Provided cumulative of 1,251 to 1,500 staff = 35 marks ● Provided cumulative of more than 1,501 staff = 45 marks 	45 Marks	Work Order/ Contract/ Agreement is required to be submitted for each experience along with filled information in TECH 5

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3	Personnel***	5 Marks	
3.1	<p>District HR Manager cum Client Relationship Executive (CRE)</p> <ul style="list-style-type: none"> ● Master's Degree (or equivalent) in Human Resources Management from a reputed National/ International University/ Institution ● Minimum of 6 years of experience in Human Resources Management, Hiring, preparation of Job Descriptions, Roles & Responsibilities, Formulation of Salaries etc ● Comprehensive understanding of local, state and Labour employment laws. ● Desirable experience of minimum of 2 years of work experience in HR supervisory role in private/ public/ not-for-profit sector***. <p>Scoring Criteria</p> <ul style="list-style-type: none"> ● 2.5 marks - for educational qualification ● 2.5 marks - for relevant work experience 	5 Marks	TECH 12 along with photocopies of educational documents and experience certificates of the candidate being proposed
4	Technical Presentation	30 Marks	
4.1	<p>Approach and Methodology (To be evaluated through technical presentation in front of the Evaluation Committee).</p> <p>The Approach & Methodology should cover the following aspects:</p> <ul style="list-style-type: none"> ● Understanding and Approach to the assignment ● Methodology for identification and selection of Personnel ● Review/Appraisal Mechanism for performance of deployed personnel ● Provision to secure and retain professionals ● Similar case studies and experiences ● Envisaged Challenges and Conflict Resolution 	30 Marks	Technical Presentation along with filled information as per TECH 8 and 9
	Total (1 + 2 + 3+4)	100 Marks****	

Renewal of same MOU/agreement orders shall not be considered.

* Sanitary workers, ward attendants, sweepers, security guards are excluded.

*** Experiences between 1st January 2012 to 31st January 2023 only will be considered for evaluation. The CV submitted as a part of the RFP Bid submission are expected to be deployed full-time for a period of 3 years /till the validity of contract. All the claims shall be mandatorily substantiated via production of the supporting documents by attaching photocopies of educational documents and experience certificates along with the technical proposal.

****The minimum qualifying Score is: 60 from 100 Marks i.e., 60% of the Technical Bid. Bidders who secure minimum of 60 marks from the total (100 marks) in the technical proposal will be called for financial evaluation.

Photocopies of work orders / experience certificates from the clients / agreement etc must be submitted as a proof for each assignment. No assignment / contract / MOU should be repeated across various categories of evaluation parameters.

3. Financial Evaluation(3rd Stage): The financial proposals of only those bidders qualifying the technical evaluation (2nd Stage) shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives.

The lowest evaluated Financial Bid (Fm) shall be given the maximum financial score (Sf) of 100. The formula for determining the financial scores of all other bids shall be calculated as follows: $Sf = 100 \times Fm/F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the bid under consideration. The weights given to the Technical (T) and Financial (P) Bids shall be:

T = 60, and

P = 40

Bids shall be ranked according to their combined scores, calculated using the technical score (St) and financial score (Sf) and the weights as follows:

$$S = St \times T\% + Sf \times P\%$$

The bidder, who has the highest score in the QCBS and shall be called for further process leading to the award of the contract. The bid price will include all taxes as applicable and shall be in Indian Rupees. Prices quoted in the bid must be firm and final and shall not be subject to any modifications on any account whatsoever. In case of a tie, the bidder having higher technical score will be considered the preferred bidder.

For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the Client will make payment to the HR Agency/Firm including overhead expenses.

8. Contract Negotiation

Contract negotiation, if required will be held at a date, time, and address as intimated to the selected bidder/s. The bidder will, as a pre-requisite for attendance at the negotiations, confirm availability of all the proposed staff for the assignment. Representative conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be performed covering technical and financial aspects, if any and availability of proposed professionals etc.

9. Award of Contract

1. After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing an offer letter / LOI for signing the contract and promptly notifying all other bidders about the result of the selection process.
2. The successful bidders will be asked to sign the contract after submission of Performance Bank Guarantee and fulfilling all other formalities within 15 working days of issuance of the offer letter / LOI.
3. 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.
4. Mandatory for the selected agency to register with Labour Department, Govt of Odisha, after receiving the LOI and before signing of the contract.
5. The contract will be valid for **3 years** from the date of effectiveness of the contract. The contract shall be extended for every 2 years subsequently beyond these 3 years, based on satisfactorily completion of the project and assignments.
6. An increment of 5% in the remuneration/wages every year, shall be applicable for the human resources hired under this project and with satisfactory performance of their individual duties. This increment shall

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be applicable after completion of 12 months of a particular staff working with the selected Agency at the assigned healthcare facility in Keonjhar.

7. Sub-contracting / outsourcing of any form shall not be allowed for any activities under this RFP.

10. Legal Jurisdiction and Settlement of Disputes

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

11. Governing Law and Penalty Clause

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha. Penalty will be levied on the Agency in case of:

- a. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty @ 0.05% per week subject to maximum of 5% of the total contract value. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.
- b. Whenever and wherever it is found that the service is not up to the mark or the behavior of any contractual staff is found harsh / rude, and non-cooperative towards patients / attendants / staff, it will be brought to the notice of the supervisory staff of the Agency by Office of CDMO & PHO. Liquidated damages @ Rs200/- per complaint shall be imposed on each such instance. The decision of CDM & PHO, Keonjhar shall be final, in this regard.
- c. If any staff is not found in proper uniform (if applicable, as per cadre / job requirements) or not displaying photo identity card, a penalty, indulging in smoking/drinking at the time of duty, absent from the place of duty, without giving prior intimation depending on the circumstances fine of Rs 200/- will be imposed to the agency.
- d. At any point, fake documents of the candidates are found to be submitted, then a penalty @ 0.05% per week subject to maximum of 5% of the total contract value shall be imposed.
- e. Any change in personnel without due approval by the Authority will lead to implication of liquidated damages of 5% of the contract value.
- f. Penalty of 0.5% of the total monthly bill value per day will be levied in case replacement of HR is not provided from the 31st day of raising of request from the office of CDM&PHO till the replacement is provided.

12. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the 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.

13. Amendment of the RFP Document

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

14. Copyright, Patents and Other Proprietary Rights

Chief District Medical & Public Health Officer, Keonjhar, Dept. of H&FW, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the HR Manager cum Client Relationship Executive(CRE) for Keonjhar of the Agency shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

15. Force Majeure

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

16. Disqualification of Proposal, Rejection of Proposal

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders. The proposal is liable to be disqualified in the following cases as listed below:

1. Proposal submitted without Bid Processing Fee as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents / information.
7. A commercial bid submitted with assumptions or conditions.
8. Bids with any conditional technical and financial offer.
9. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
10. Proposal is not properly sealed or signed.

11. Proposal is not conforming to the requirement of the scope of the work of the assignment.
12. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
13. If, any of the bid documents (including but not limited to the hard and soft/electronic copies of the same, presentations during evaluation, clarifications provided by the bidder), excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
14. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

17. Replacement of Human Resources

The human resources that shall be deployed under this contract are expected to be dedicated for the entire contract period. However, any change shall be allowed under following circumstances only after due approval:

1. In case of non-satisfactory performance of any of the hired human resource/staff/personnel, the client reserves the right to request for a replacement. Once a request is raised, the Agency must provide the CV and other qualification and details of the replacement personnel so as to permit evaluation within 14 working days.
2. Any proposed substitute CV shall have equivalent or better qualifications and experience than the original candidate. The substitute /replacement CV must be submitted to the Client within 14 working days of submission of resignation of the original staff/professional deployed. The engaged staff/ HR who has resigned, is bound to serve a 30 days' notice period.
3. On receipt of such CVs, the client must process the same within 14 working days and communicate its approval / rejection. In case of failure to provide substitute /replacement CV within 14 working days of communication of the request for a change to the satisfaction of the client, the client reserves the right to not make payment for the resource and the resource may be treated as withdrawn after 31 days of communication of such rejection.
4. Under unavoidable circumstances of one or more personnel becoming unavailable / leave the place of posting for any reason there off, the Agency must notify the client at least 14 working days in advance, explaining the circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient details to permit evaluation of the impact. On being duly satisfied, the request for change may be approved / rejected by the client within 14 working days of receipt of the same.
5. Once the proposal for replacement is accepted, the Agency must replace the staff/professional within 31 days of the communication of such approval. Client reserves the right to invoke the right to claim liquidated damages in case of failure of the Agency to provide replacement personnel to the satisfaction of the Client after 2 such attempts.
6. Further, acceptance of such replacement by the client shall not relieve the Agency from responsibility for failure to meet the requirements of the contract. Any change in personnel without due approval by the Authority will lead to implication of liquidated damages of 2% of the contract value.
7. In case there is a gap in replacement of any personnel, no remuneration will be provided for that period.
8. Any misconduct/misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks, and responsibilities, with written intimation to CDM & PHO, Keonjhar. The HR/staff shall be provided an opportunity for explanation before the HR Executive Committee.

Section III: Terms of Reference

1. Background

The increasing demand and the continuous constraint in providing adequate and quality healthcare services to the tribal and rural areas have remained as major challenges in Odisha. One of the reasons for this is the inadequate numbers of healthcare service providers and infrastructure. The situation has stimulated the demand for experienced, qualified, certified, and trained human resources.

In response to the situation, The National Health Mission (NHM) and Health and Family Welfare Department of Govt. of Odisha have taken initiatives to embrace Public Private Partnership (PPP) model in the existing structure of healthcare services. The objective is to enhance the availability and accessibility of healthcare services, improve the quality of healthcare and add to the already existing manpower in the healthcare system.

Keonjhar, which is an administrative district of Odisha State has 1 District Headquarter Hospital (DHH), 2 Sub- District Hospitals (SDH), 17 Community Health Centers (CHCs) 66 Primary Health Centre (PHCs), and 4 Urban Primary Health Centre (UPHC). In Keonjhar, Health is one of the serious concerns correlated with the mining economy. The mining and its subsequent health hazards are a common phenomenon in the district which needs prudent steps for immediate redressal of the issue. Besides, the already available staff of healthcare service providers is disproportionately low to attend to the patients. According to Section 10.A.III (a) of Odisha District Mineral Foundation Rules, 2015, emphasis should be given on necessary staffing in healthcare facilities. DMF Keonjhar endeavors to adopt a sensitive attitude towards effective utilization and provision of services in the healthcare facilities for proper and timely treatment of the people.

2. Definitions

1. Paramedical Personnel: Paramedical Personnel are healthcare providers who have special training in supplementing and supporting medical work by providing clinical services to the patients under the supervision of a doctor/physician/specialist. They include Staff Nurses, Auxiliary Nurse & Midwife (ANM), Lab Technicians, Pharmacists, Radiographer, etc.
2. Human Resources: Human Resources are the set of people who make up the workforce of an organization, facility, institution, business sector, industry, or economy. The personnel of a business or organization, who are regarded as a significant asset in terms of skills and abilities.

3. Project Objectives

1. To provide required number of human resources for smooth operations and management of clinical, administrative, and auxiliary functions in the healthcare facilities in Keonjhar.
2. To assist the doctors in quick service delivery of clinical services.
3. To ensure necessary and timely treatment of patients in government hospitals.

4. Scope of Work

1. Providing Human Resources:
 - i. The selected Agency shall provide trained, skilled, certified, qualified, experienced human resources as per

- the requirement (Certifications as relevant to the designation and qualifications of the job).
- ii. The personnel shall be on the payroll of the selected agency and the agency shall be responsible for their timely payment.
 - iii. The selected agency shall conduct a thorough Antecedent Verification/Background Verification (BGV) of the personnel to be deployed and submit an undertaking letter to the client regarding the verification of the same. Antecedent Verification/BGV is to be performed by the Bidder/Agency at its own cost.
 - iv. The selected Agency shall undertake in writing from the hired human resources, that they understand that this is a contractual engagement, and they have no claim over the permanent/government positions by the nature of their employment under the Agency. That they shall never go into the court of law for any matter regarding it nor carry out / participate in any demonstrations or strikes; or retort to any unjust/unfair measures for the same.
 - v. Non-compliance by the engaged staff with respect to the assignments will be considered as poor/ negligent performance. In such cases, the CDM&PHO, Keonjhar / Client shall request the agency to withdraw the candidate through official letter citing proper reasons and justifications for termination. The new CV(s) of all the replacement candidates should be provided to the CDM&PHO, Keonjhar within 14 working days, and upon approval of the replacement CV by the CDM&PHO, replacement HR/staff shall be provided by the Agency within 31 days. Detailed Terms for Replacement of Human Resources are mentioned in the next section
 - vi. Additional to the requirement put forth by the Client, mandatory to depute at least one dedicated, experienced Human Resources Manager cum Client Relationship Executive (CRE), as Bidding Agency's representative posted at Keonjhar to manage the day-to day HR requirements, liaison, coordinate with the Client and other stakeholders. CV of the to be HR Manager cum Client Relationship Executive (CRE) as representatives of the Agency shall be submitted as a part of the technical proposal in the bid.
 - vii. Development/Implementation of applications for Human Resources Management System (HRMS) including but not limited to online Attendance Management, Leave Management System (LMS), Timesheets etc for efficient planning and human resources management. This shall be done in consultation with the HR Executive Committee and CDM&PHO.
2. Formulate and submit a Detailed Project Execution Plan (DPEP) for the hiring, selection, and appointment of human resources. The DPEP shall include details regarding:
- i. Procedure of hiring of the human resources as per the requirement.
 - ii. Procedure of selection of new candidates: written exam/ interview/ years of work experience, etc whichever as applicable in consultation with the HR Executive Committee.
 - iii. Method(s) for Antecedent Verification of the selected personnel.
 - iv. Training modules and plan for training (if, any).
 - v. SOP for different emergency scenarios such as: withdrawal and replacement of the candidates.
 - vi. Copy of approvals / permissions required under relevant statutes and rules.
 - vii. Formats for registers, MIS, and other related documentation. The format, content, frequency circulation of the MIS should be decided in consultation with the office of the CDM&PHO, Keonjhar.
 - viii. Implementation schedules for placement of personnel, adoption/development of MIS, Dashboard/Application for Human Resources Management System (HRMS) etc and other deliverables under this project.

5. Responsibilities of Agency

1. Execute the approved Detailed Project Execution Plan (DPEP).
2. Ensure that all the 'Project Objectives, and Scope of Work' as mentioned in Section 4.3 and 4.4 are met.
3. Finalize the candidates after due diligence wrt screening of CVs as per educational qualifications criteria, conducting interviews of candidates, and submit the appropriate finalized CV of the candidates to the office of CDM&PHO, Keonjhar.
4. Ensure proper documentation and record keeping of the

personnel hired under the project.

5. In case of exigencies, transfer the deployed staff in consultation with CDM&PHO, Keonjhar and District Collector cum Managing Trustee, DMF Keonjhar.
6. The HR deployed by the Agency should have essential certifications, be adequately qualified, have requisite experience, skills, be properly trained, for carrying out the work assigned.
7. The Agency shall provide the requisite contractual human resources /staff for round the clock healthcare services. **Number of contractual human resources /paramedical staff can be increased / decreased as per actual need basis.**The total requirement has been approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.
8. Provide an alternate/replacement CV in case of need for replacement of candidates, in case the previously appointed candidate resigns / the previously appointed candidate is found guilty of negligence of duty or poor performance etc within 14 working days. The engaged staff/ HR who has resigned, is bound to serve a 30 days' notice period. Detailed Terms for Replacement of Human Resources are mentioned in the next section.
9. In consultation with concerned stakeholders, formulate the modules for application HRMS/MIS etc for efficient monitoring of deployed personnel, appropriate authentication of monthly reports of the staff, swift computation of monthly bills etc.
10. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the funds utilized.
11. Submit monthly, quarterly, and annual performance reports to the office of the CDM&PHO, Keonjhar. Work /Performance Reports on monthly, quarterly, and annually basis shall be submitted. The formats shall be discussed jointly post signing of the MOU/Contract with the selected agency.
12. Attend all meetings as required by the office of the CDM&PHO, Keonjhar and/or DMF related to progress and assessment of the project.
13. Take feedback from the CDM&PHO, Keonjhar and act on the complaints/feedback received and take corrective measures.
14. Any other relevant work as directed by the CDM&PHO, Keonjhar.

6. Responsibilities of CDM&PHO Keonjhar

CDM&PHO, Keonjhar 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 formulate the necessary committees for the same.
2. Signing of MOU with the selected Agency, appointment, withdrawal, and replacement of the hired human resources at the respective healthcare facilities in coordination with the selected Agency.
3. Approve the Detailed Project Execution Plan (DPEP) formulated by the selected Agency and suggest changes, if any.
4. Constitute a 'HR Executive Committee' which shall have representatives from CDM&PHO Office, CEO DMF Keonjhar, NHM Office and selected Agency [HR Manager cum Client Relationship Executive (CRE) for Keonjhar as an invitee]; which shall overlook the overall execution of the project.
5. Accord approval to the CV submitted by the Agency within 7 days and process for subsequent deployment.
6. Assign, supervise and monitor the work of the human resources engaged in the healthcare facilities on a regular basis.
7. In coordination with the respective facility heads/Medical Superintendents (MS) /Medical Officer Incharge (MOICs) etc carry out the following:
 - i. Assign and allot work to the appointed staff and personnel under different departments of the respective hospitals via the heads of the respective healthcare

RFP of Agency for Human Resources for Healthcare Facilities in Keonjhar, Odisha under DMF Keonjhar

- facilities/hospitals.
- ii. Provide necessary official space and necessary tools, items, equipment's etc in the respective hospitals for the personnel engaged for performance of their duties in an efficient manner.
 - iii. Ensure quality service delivery by the hired human resources and personnel through regular inspections at the respective healthcare facilities/hospitals.
 - iv. Ensure the availability and maintenance of medical equipment's, instruments, and tools to the hired human resources in the various hospital(s).
8. Inform the Agency, HR Executive Committee, and Collector cum Managing Trustee DMF for non-compliance or poor performance of the hired human resources with valid documents/proofs of poor performances/negligence of duties 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. Centralized payment will be done for the single monthly bill/invoice raised by the selected agency.
 10. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

7. Responsibilities of DMF Keonjhar

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

8. Steps in Project Implementation

Sr. No.	Steps	Responsibility	Timeline for Completion
1	Execution of the project	Agency	Within 40 days of signing of the MOU
2	Preparation of Detailed Project Execution Plan	Agency	Within 55 working days of signing of the MOU
3	Approval of DPEP	CDM & PHO, Keonjhar	Within 60 working days of receiving the DPEP
4	Submission of monthly bills complete in all respect	Agency	By the 10 th of every month
5	Fund release to the selected Agency on submission of bills (monthly)	CDM & PHO, Keonjhar	Within 25 working days of receiving of bills from the Agency (Centralized payment will be done for the single monthly bill/invoice raised by the selected agency)
6	Review and monitoring of the project	CDM & PHO, Keonjhar	Quarterly

9. Project Duration

1. The duration of the contract will be for **Three (3) years** and may be subsequently extended for period of **every Two (2) years** at a time, subject to satisfactory performance as determined by the Client.
2. After satisfactory completion of the contract for initial 3 (three) years of the contract with the Agency, the contract can be extended for every 2 (two) years.
3. The Remuneration of each HR shall be increased by additional 5% every year after satisfactorily completion of 12 months of duties under this project at healthcare facilities of Keonjhar District, Odisha.
4. Commencement: The selected Agency shall commence the work with immediate effect from the date of signing of the agreement/MOU.
5. Validity: Unless terminated earlier, the agreement shall be valid up to 36 months from the date of execution of agreement and automatically expire after completion of the agreement period.

10. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project. The selected Agency shall submit the progress report on monthly basis in the desired format as per given schedule to the office of the CDM&PHO, Keonjhar. This monthly progress report shall be verified and submitted by the CDM&PHO to the office of DMF Keonjhar on a regular basis.
2. Yearly review (atleast one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM&PHO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. The selected Agency shall onboard an 'Impact Evaluation Agency' at the start of the project itself. The Impact Evaluation Agency shall carry out a Baseline Evaluation, Midline Evaluation (at various intervals as fixed by the Agency in consultation with the Client), as well as the Final Evaluation. All the reports of the evaluations carried out by the Impact Evaluation Agency shall be submitted by the selected Agency to the office of CDM&PHO Keonjhar and CEO DMF Keonjhar. The 'Final Evaluation' shall be carried out by this 'Third Party / Impact Evaluation Agency' at the end of the project (i.e., 3 years) and will consider the following aspects in addition to those addressed in the in every evaluation:
 - i. The project's achievement with respect to the objectives.
 - ii. The improvement in healthcare services, patient satisfaction, reduced referrals outside the district, reduced turnaround time for provision of services etc due to increase in the human resources deployed etc.
 - iii. Suitability for continuation of the Agency, regarding extension of the contract.
 - iv. Impact generated, increase in healthcare indicators, opportunities of improvements, and recommendations etc.
4. 'Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to CDM&PHO Keonjhar and CEO DMF Keonjhar within three months of completion of a Financial Year.
5. No additional funds shall be provided for these audits and evaluations.

11. Human Resources Requirement

1. Currently the following requirements of Human Resources have been identified; wherein the vacancies range from various fields, education, and experiences i.e., from AYUSH/Dentist doctors, staff nurses, lab technicians, other technicians, data entry operators, biomedical engineer, fire safety officers, physiotherapists, occupational therapists, assistant hospital managers, consultants, junior engineers, etc.
2. The number of positions is subject to change based on

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the actual vacancy position at the time of on boarding the Human Resources and shall be mutually decided by the HR Executive Committee.

3. These HR are to be deployed on a contractual basis in lieu of/owing to the vacancy of sanctioned staff and shortfall of HR as per increased patient load as per IPHS/NABH and other applicable Healthcare Quality Accreditation standards.
4. In case a vacant staff position is fulfilled by the State Government in a particular Healthcare facility, the contractual HR appointed by the Agency shall have to be redeployed/adjusted at some other vacant position as per the requirement in consultation with the HR Executive Committee. In case if there is no vacant position/requirement, then the contractual HR shall have to be terminated promptly as per applicable rules.
5. The total requirement has been approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.

Sr. No.	Designation	Qualification	Number of Employees
1	HR Manager cum Client Relationship Executive (CRE)	<ul style="list-style-type: none"> • Master's Business Administration (MBA) Degree (or equivalent) in Human Resources Management from a reputed National/ International University/ Institution. • Minimum of 6 years of experience in Human Resources Management, Hiring, preparation of Job Descriptions, Roles & Responsibilities, Formulation of Salaries etc. • Comprehensive understanding of local, state and Labour employment laws. • Desirable experience of minimum of 2 years of work experience in HR supervisory role in private/ public/ not-for-profit sector. 	1
2	Medical Officer - AYUSH	Bachelors in any AUYSH stream with experience of working in Hospitals	20
3	Medical Officer - Dental	Bachelor of Dental Surgery with experience of working in Hospitals/Dental Clinics	10
4	Nursing In-charge	B Sc-Nursing with working experience in hospital	22
5	Staff Nurse - ICU	BSc Nursing/GNM Staff Nurse with relevant experience in ICU	65
6	Staff Nurse - OT	BSc Nursing/GNM Staff Nurse with relevant experience in OT	10
7	Nursing Assistant	Diploma in Auxiliary Nursing and & Mid-wifery	100
8	Audiometrician	Diploma in Audiometry Technician	6
9	Clinical Psychologist	Master's Degree in Clinical Psychology	1
10	Counsellors	Bachelor's Degree in Counselling/Psychology	6
11	CSSD Technician	Diploma/Certificate with relevant working experience	6
12	X-Ray Technician	B. Sc./ Diploma / Certificate in X-Ray Technology/DMRT	16
13	ICU Technician	EMT /D-Pharma with relevant experience in working in ICU	8

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14	OT Technician	Diploma in Operation Theatre Technology with relevant experience in working in OT	10
15	Ophthalmic Assistant / Technician	Diploma in Ophthalmic Assistant / Optometrist	22
16	MGPS Technician	Diploma/Certificate with relevant working experience	15
17	Store Executive	Graduate in any Discipline with relevant working experience / B-Pharma/D-Pharma	90
18	Dental Assistant / Technician	Diploma/Certificate in Dental Technician / Assistant	6
19	Dialysis Technician	Certificate in Dialysis Technology	2
20	Dietician	BA in Nutrition/B Sc in Food & Nutrition	6
21	ECG Technician	Diploma / Certificate with relevant working experience	12
22	Physiotherapist/Occupational Therapist	B.P. Th / B.O. Th with relevant experience	10
23	Multi Rehabilitation Worker	Diploma in Rehabilitation Therapy	6
24	Phlebotomist/Lab Technician	BMLT/DMLT	90
25	Hospital Manager	MBA/Masters in Hospital Administration with working experience in hospitals	1
26	District Project Coordinator	Master's in Medical Social Work / MBA in Healthcare Administration & Management	1
27	Biomedical Engineer	Degree /Diploma in Biomedical Engineering	4
28	Medical Record Department Executive / Technician	MRT with relevant working experience	6
29	Patient Coordinator	Graduate in any discipline with working experience in Hospital	16
30	Statistical Assistant	Bachelor's in Economics/Statistic/Mathematics	2
31	Junior Hospital Manager	Bachelors in Hospital Administration/Bachelor's in Business Administration with atleast four years working experience in Hospital	6
32	Information Technology Executive	B-Tech/BCA/MCA with relevant working experience in Hardware, Software and Networking	2
33	Finance / Accounts Executive	M.Com with 3 years' experience in Accounts Dept., with knowledge of Tally	6
34	Fire Safety Technician	Diploma/Certificate with relevant working experience	16
35	Maintenance Executive	Diploma / ITI in Electrical, Plumbing Maintenance etc	20
36	Maintenance Manager	B. Tech Electrical / Mechanical with atleast four years relevant experience	1
		Total	621

N.B – The deployment is subject to IPHS norm which may be increase or decrease.

12. Provision of Leaves

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

13. General Conditions of the Contract (GCC)

1. The selected Agency shall be wholly responsible for the acts & omissions of the manpower engaged as per the provisions of the contract.
2. For selection of human resources, first preference shall be given to local people of Keonjhar district as per the criteria mentioned at Section 4.11
3. Refresher Training, Capacity Building etc for the staff may be undertaken by Agency in consultation with the office of the CDM&PHO, Keonjhar, based on need, at the time of deployment or periodically during the time the HR is deployed. Similarly, intra/inter district travel might also need to be undertaken for training, capacity building, and normal performance of duty assigned. The cost for such training, capacity building and travelling etc will be reimbursed to the selected Agency in addition to their management fee as and when need arises for additional training as per written request from CDM&PHO Keonjhar.
4. The Agency shall employ manpower above the age of 18 (Eighteen) years only. Employment of child labor will lead to the termination of the contract. The Agency shall engage only such human resources, whose antecedents have been thoroughly verified, including character, police verification and other formalities etc. Maximum age limit for engagement shall be 80 years.
5. The Agency should ensure the health and safety of its employees.
6. The staff shall be in proper uniform (as per applicable staff cadre) and with their identity card properly displayed. Uniform (as per applicable staff cadre) shall be provided by selected agency at its own cost. The staff cadre to whom the uniform is to be provided, the specifications of uniform, and the quantity of uniforms etc shall be mutually decided by the selected agency and HR executive committee at the time of actual onboarding/deployment of the HR/Staff.
7. The Agency shall not in any condition engage any Sub-Agency or transfer the contract to any other person. If found guilty, the contract shall be cancelled immediately at the cost and expense of the Agency.
8. Indemnification:
 - a. The Agency shall be fully responsible for the conduct of the HR hired.
 - b. CDM&PHO Keonjhar 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.
 - c. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of the following as applicable (CDM & PHO, Keonjhar, NHM and DMF shall not own any responsibility in this regard.).
9. Payment of Appropriate Wages by the selected agency in a timely manner:
 - a. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:
 - i. Payment of Wages Act, 1936
 - ii. Minimum Wages Act, 1948
 - iii. Employer's Liability Act, 1938
 - iv. The Workmen Compensation Act, 1923
 - v. Industrial Disputes Act, 1947
 - vi. Maternity Benefit Act, 1961
 - vii. Any other relevant Act
 - b. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in this hospital within time stipulated as per labor laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof.
 - c. Payment of wages/remuneration to the contractual staff engaged is to be paid/ensured by selected Agency on -time before 7th of every month.
Payment wages/remuneration to the contractual staff

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- engaged shall not be linked with clearance of Bill/Invoice of the selected Agency from the office of CDM&PHO Keonjhar.
- d. In case any complaint is received, or it is observed that payment to deployed staff is not being made as per law, the selected Agency shall have to make payment to these staff in the hospital premises at their risk and cost, in the presence of an authorized officer from CDM&PHO Keonjhar.
10. Default of service: Any instance(s) of Violation and/or Refusal and/or Non- performance towards any of the obligations/terms described in the Scope of Work would be treated as default of service by the selected Agency. Upon default of service, the Client reserve the right to forfeit the payment outstanding (if any) for the said till that particular stage.
11. The Agency shall take due care to comply with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like policy changes proposed by the Government or legal amendments from time to time, during the period of the Contract.
12. The agency shall enroll contractual staff into EPF (if applicable) immediately on engagement of contractual staff. Providing of uniform (if applicable, as per cadre / job requirements) shall be the responsibility of the Agency.
13. Payment Procedure: The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of CDM & PHO, Keonjhar. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. The Bills/Invoicesshall be supported with the following documents:
- Attendance sheets/Timesheets along with Remuneration certificates (generated via HRMS).
 - Remuneration / Salary / Wages sheets of all the employees / HR Staff etc deployed in Keonjhar (generated via HRMS).
 - Copy of EPF Challan along with details of deduction of each employee and ESIC certificate. The EPF challan along with details of deduction of each employee and GST of the previous months shall be attached.
 - After submission of a centralized monthly bill/invoice complete in all respect, it shall be scrutinized for its correctness, verified, and approved for payment by the CDM & PHO, Keonjhar.
 - Office of CDM&PHO Keonjhar shall submit these verified bills/invoices along with abstract and supporting documents, within 15 working days to DMF Keonjhar.
 - DMF Keonjhar shall verify the abstract and supporting documents and release payment to CDM&PHO Keonjhar.
 - Centralized payment shall be done by CDM&PHO for the single monthly bill/invoice raised by the selected agency.
 - All taxes applicable will be deducted as per provisions.
 - All assets, equipment's and tools utilized under the project will be property of the office of the CDM & PHO, Keonjhar and the Agency will have no right over it.
 - CDM&PHO, Keonjhar may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower.
14. Adequate Manpower Pool: The Agency shall ensure to maintain information/record of adequate number of manpower and also arrange a pool of stand by manpower if required. In case any staff is absent from the duty (without due approval), the reliever of equal status shall be provided by the Agency from an existing pool of staff.
15. Risk Clause and Termination of Contract: The Agency shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. CDM&PHO reserves the right for termination of the contract at any time by giving 30 days written notice, if the services are found unsatisfactory and also has the right to award the contract to any other Agency at the cost, risk, and responsibilities of Agency. Excess expenditure incurred on account of this will be recovered by CDM&PHO from the Agency's Performance Bank Guarantee or pending bill or by raising a separate claim.
16. Reporting and Protection of Property:

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- a. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the CDM&PHO.
- b. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the office of CDM & PHO, Keonjhar.
- c. In the event of loss/damage of equipment's etc. at / of the hospital premises of the due to negligence of Agency staff, then the Agency shall compensate the loss to CDM&PHO.
- d. If any personnel engaged by the Agency indulge in illegal activities or professional misconduct, action deemed fit against him/her will be taken.

Section IV: Technical Proposal Submission Forms

TECH 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

To,

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarter Hospital, Keonjhar – 758001,
Odisha**

Subject: Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation Keonjhar [TECHNICAL PROPOSAL]

Dear Sir/Mam,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for 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**


Chief District Medical & Public Health Officer

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

TECH 2: Bidder's Organization (General Details)

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

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

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

TECH 3: Bidders Financial Details

Annual Average Turnover Statement

(To be furnished on the letter head of the Chartered Accountant)

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

Financial Information (In INR)				
Details	FY 2019-20*	FY 2020-21*	FY 2021-22*	Average
Consulting Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
* <i>Provisional audited statement shall not be considered.</i>				
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)				
<i>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.</i>				

Signature and Seal of the Company Auditor with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: _____

UDIN no. Chartered Accountant and UDIN number

Authorized Signatory with :
 Date and Seal

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

*[NB: No Scanned Signature will be entertained]
Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.*

TECH 4: Format for Power of Attorney

(On Notarized INR 100 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 favor 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:

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

TECH 5: Bidders Past Experience Details

Sr. No.	Client Name & Address *	Number of Clinical / Paramedical / Admin, Managerial HR/ Consultants / Manpower Provided	Project Costs INR (In Crores)	Start Date (DD/MM/YY)	Completion Date (DD/MM/YY)	Page no of the Attached Work Order / Experience Certificate**

* Kindly mention the projects year-wise starting from the most recent project undertaken. Project undertaken for Government Establishment / Government Hospital / Government Laboratory / Government Clinic / Government Healthcare Facility etc at Central/State/District/ PSUs etc only shall be mentioned here.

**Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates of equivalent projects to be attached. More lines can be added for enumerating experience in Healthcare projects. Mention the Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed.

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


 Chief District Medical & Public Health Officer

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 II: Instructions to the Bidder, Sr. No. 1 General Instructions, Point 23 for Conflict of Interest / Conflicting Relationships. If yes, please furnish details of any such activities.

If no, please certify,

On Bidders Letter

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section II: Instructions to the Bidder, Sr. No. 1 General Instructions, Point 23 for Conflict of Interest / Conflicting Relationships.**

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

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

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


Chief District Medical & Public Health Officer

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

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

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

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

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

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

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

[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, they should 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 sections]

- A. Technical Approach and Methodology:** Understanding and Approach to the assignment, Envisaged Challenges and Conflict Resolution, Possible conflicts, and way to handle them amicably.
- B. Work Plan and Staffing:** Methodology for identification and selection of Personnel, Review/Appraisal Mechanism for performance of deployed personnel, Provision to secure and retain professionals.
- C. Similar case studies:** Similar projects, the success, and outcomes from similar experiences etc.

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

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

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

Maximum Number of Slides	Slide Heading	Maximum Marks (30)	Maximum Time for Presentation
1 to 3	Technical Approach and Methodology <ul style="list-style-type: none"> ● Understanding and Approach to the assignment ● Envisaged Challenges and Conflict Resolution 	10	5 minutes
4 to 8	Work Plan <ul style="list-style-type: none"> ● Methodology for identification and selection of Personnel ● Review/Appraisal Mechanism for performance of deployed personnel ● Provision to secure and retain professionals 	15	10 minutes

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9 to 10	Similar Case Studies and experiences	5	5 minutes
	Question & Answer Session		5 minutes

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

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

TECH 9: Proposed Plan to Carry out the Assignment

Duration	1st	2nd	3rd	4th
Sequence of Activities / Sub Activities				

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

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


Chief District Medical & Public Health Officer

TECH 10: Format for Affidavit certifying that Entity / Promoter(s) /Director(s)/Partners of Entity are not blacklisted

(To be furnished in the technical proposal)

(Notarized on Non-JudicialStamp Paper of Rs.100/-)

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, 2023

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


Chief District Medical & Public Health Officer

TECH 11: Anti Collusion Certificate

(To be furnished in the technical proposal)

(On the letter Head of the Agency)

Anti-Collusion Certificate

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

Dated this _____ Day of _____, 2023

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


Chief District Medical & Public Health Officer

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

1.	Proposed Position	District HR Manager cum Client Relationship Executive (CRE)		
2.	Name of Agency			
3.	Name of Staff			
4.	Date of Birth			
5.	Education			
	Name of Institution	Degree(s) or Diploma(s) obtained:	Date/Year of Qualifying	
6.	Membership in Professional Associations/ Trainings attended			
7.	Languages			
	Language	Reading	Speaking	Writing
	English			
	Odia			
	Hindi			
	Any other			
8.	Employment Record			
	From		To	
	Employer			
	Position/s held			
	Responsibilities/ Activities performed:			
	From		To	
	Employer			
	Position/s held			
	Responsibilities/ Activities performed			
	From		To	
	Employer			
	Position/s held			

9.	Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned	
	Name of assignment or project	
	Year	
	Location	
	Client	
	Main project features:	
	•	
	Position/s held	
	Responsibilities/Activities performed	
	•	
	Name of assignment or project	
	Year	
	Location	
	Client	
	Main project features	
	•	
	Position/s held	
	Responsibilities/Activities performed	
	•	
10.	Certification	
	<p>I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to my disqualification or dismissal, if engaged.</p>	

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

Note:

1. CV writeup restricted to 3 pages only with quality information relevant to the key professional requirements. The CVs needs to be jointly signed by the proposed professional and the authorized representative of the Bidder.
2. Information provided in the form shall correspond to the Key Personnel Criteria of the Technical Qualification form.
3. All the claims shall be mandatorily substantiated via production of the supporting documents by attaching photocopies of educational documents and experience certificates along with the technical proposal.
4. Experiences between 1st September 2012 to 31st August 2022 only will be considered for evaluation.
5. CVs submitted as a part of the RFP Bid submission are expected to be deployed full-time for a period of 3 years.

Section V: Financial Proposal Submission Forms

FIN 1: Covering Letter

(On Bidders Letter Head)

[Location, Date]

To,

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarter Hospital, Keonjhar – 758001
Odisha**

Subject: Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha [FINANCIAL PROPOSAL]

Sir/Mam,

I, the undersigned, offer to provide the consulting services for _____ [Insert title of assignment] in accordance with your Request for Proposal No. _____, Dated: _____. Our attached Financial Proposal is for the sum of _____ [Insert amount(s) in words and figures*].

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

Sr. No.	Particular	Fee (in %)*
1	Total Monthly Service/Management Fees (as percentage of total cost as mentioned in Annexure IV. The fee % should not be in	

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	decimals/fractions.)*	
--	-----------------------	--

*This will exclude the applicable taxes.

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 also undertake to negotiate on the Management Fee proposed.

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

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

We remain,

Yours sincerely,

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

Section VI: Annexures

Annexure I: Bid Submission Checklist

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

Sr. No.	Description	Submitted (Yes/No)	Page No.
Technical Proposal (Original)			
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH1)		
3	Bid Processing Fee of Rs. 10,000/- in form of DD		
4	EMD of Rs. 10,00,000/- in form of DD		
5	Copy of Certificate of Incorporation/Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		


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8	Copies of IT Returns for the last 3 FYs (2019-20, 2020-2021 & 2021-22)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favor of the person signing the Bid		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the photocopies of work orders / experience certificates for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Affidavit Format for Not Blacklisting (TECH 10)		
18	Anti-Collusion Certificate (TECH 11)		
19	Curriculum Vitae (CV) for Proposed Key Professional (TECH 12)		
	Financial Proposal (Original)		
20	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 (in full) by the authorized representative.*

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

Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarter Hospital, Keonjhar – 758001, Odisha**

(To be issued by a Bank _____)

This deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head/Registered Office at _____ (hereinafter referred to as “the Guarantor”) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors, and assigns.

In favor of “**CDMO, Keonjhar, DMF**” having its office at (Keonjhar) (hereinafter called **CDM&PHO**, Keonjhar, which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors, and assigns).

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


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

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

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

1. The Agency shall implement the project– ‘**Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar, Odisha**’ in accordance with the term and subject to the conditions of the Agreement and fulfil its obligations there under
2. We, the Guarantor, shall, without demur, pay to **CDM&PHO, Keonjhar** an amount not exceeding ₹ _____ (Rupees _____only) within 7(seven) days of receipt of a written demand from **CDM&PHO, Keonjhar** stating that the Agency has failed to fulfil its obligations as stated in Clause 1 above.
3. The above payment shall be made by us without any reference to the Agency or any other person and irrespective of whether the claim of the **CDM&PHO, Keonjhar** is disputed by the Agency or not.
4. The Guarantee shall come into effect from _____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the **CDM&PHO, Keonjhar** under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from **CDM&PHO, Keonjhar** prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to **CDM&PHO, Keonjhar**.
5. In order to give effect to this Guarantee, **CDM&PHO, Keonjhar** shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by **CDM&PHO, Keonjhar** or by the extension of time of performance granted to the Agency or any postponement for any time of the power exercisable by **CDM&PHO, Keonjhar** against the Agency or forbear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation extension forbearance or omission on the part of **CDM&PHO, Keonjhar** to the Agency to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
6. The Guarantee shall be irrevocable and shall remain in full force and effect until all our Obligations under this guarantee are duly discharged.
7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

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

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

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

.....
Name and designation of the officer

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


Chief District Medical & Public Health Officer

Annexure III: Acronyms and Definitions

1	Agencies/ Human Resources Sourcing Firm / Organization / Bidder / Companies	:	Entities or Company of Private Limited Firms that may provide the Services to the Client under the Contract
2	Assignment / Job	:	The work to be performed by the selected Agency pursuant to the Contract
3	BGV	:	Background Verification
4	CA	:	Chartered Accountant
5	CDM&PHO	:	Chief District Medical and Public Health Officer
6	CEC	:	Consultant Evaluation Committee
7	CEO	:	Chief Executive Officer
8	CHC	:	Community Health Centers
9	Client	:	Chief District Medical and Public Health Officer, Keonjhar, Odisha
10	CV	:	Curriculum Vitae
11	Day	:	Means calendar day
12	DD	:	Demand Draft
13	DHH	:	District Headquarters Hospital

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14	DMF, Keonjhar, Odisha	:	District Mineral Foundation, Keonjhar, Odisha
15	DPEP	:	Detailed Project Execution Plan to be submitted by the selected Agency to CDM & PHO, Keonjhar, Odisha pursuant to the Contract
16	ECS	:	Electronic Clearing System
17	EMD	:	Earnest Money Deposit
18	EPF	:	Employees Provident Fund
19	EPFO	:	Employees' Provident Fund Organization
20	ERP	:	Enterprise Resources Planning
21	ESIC	:	Employees State Insurance Corporation
22	FY	:	Financial Year
23	H&FW	:	Health & Family Welfare Department
24	HR	:	Human Resources
25	HR EC	:	Human Resources Executive Committee
26	HRA	:	House Rent Allowance
27	HRMS	:	Human Resources Management System
28	Human Resources / Professional / Staff / Manpower / Employees	:	Human Resources are the set of people who make up the workforce of an organization, facility, institution, business sector, industry, or economy. The personnel of a business or organization, who are regarded as a significant asset in terms of skills and abilities.
29	IPHS	:	Indian Public Health Standards
30	ITR	:	Income Tax Returns
31	JV	:	Joint Ventures
32	LMS	:	Leave Management System
33	LOI	:	Letter of Invitation
34	MIS	:	Management Information System
35	MOA	:	Memorandum of Association
36	MOIC	:	Medical Officer Incharge
37	MOU	:	Memorandum of Understanding
38	MS	:	Medical Superintendent
39	NABH	:	National Accreditation Board for Hospitals and Healthcare Providers
40	NEFT	:	National Electronic Fund Transfer
41	NHM	:	National Health Mission, Department of Health and Family Welfare, Government of Odisha
42	P&L	:	Profit and Loss
43	Paramedical Personnel	:	The healthcare providers who have special training in supplementing and supporting medical work by providing clinical services to the patients under the supervision of a doctor/physician/specialist
44	PBG	:	Performance Bank Guarantee
45	PF	:	Provident Fund
46	PHC	:	Primary Health Centre
47	PI	:	Personal Interview
48	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal
49	PSU	:	Public Sector Unit
50	QCBS	:	Quality cum Cost Based Selection
51	RFP	:	Request For Proposal, circulated by the Client for the selection of an Agency
52	RTGS	:	Real Time Gross Settlement
53	SDH	:	Sub-Divisional Hospitals
54	SOP	:	Standard Operating Procedures

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55	TIA	:	Tender Inviting Authority who is the Chief District Medical and Public Health Officer (CDM&PHO), Keonjhar, Odisha
56	TOR	:	Terms of Reference, means the information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency
57	Wrt	:	with respect to

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Annexure IV: Approximated Human Resources Requirement and Yearly Renumeration

1. Currently the following requirements of Human Resources have been identified; wherein the vacancies range from various fields, education, and experiences i.e., from AYUSH/Dentist doctors, staff nurses, lab technicians, other technicians, data entry operators, biomedical engineer, fire safety officers, physiotherapists, occupational therapists, assistant hospital managers, consultants, junior engineers, etc.
2. The number of positions is subject to change based on the actual vacancy position at the time of onboarding the Human Resources and shall be mutually decided by the HR Executive Committee.
3. These HR are to be freshly deployed on a contractual basis in lieu of/owing to the vacancy of sanctioned staff, and shortfall of HR as per increased patient load as per IPHS/NABH and other applicable Healthcare Quality Accreditation standards.
4. In case a vacant staff position is fulfilled by the State Government in a particular Healthcare facility, the contractual HR appointed by the Agency shall have to be redeployed/adjusted at some other vacant position as per the requirement in consultation with the HR Executive Committee. In case if there is no vacant position/requirement, then the contractual HR shall have to be terminated promptly as per the applicable rules.
5. The following total new / fresh requirement have been approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.
6. The remuneration* mentioned herein is inclusive of EPF share of the employees only. The monthly bill that shall be raised by the selected agency can include all the applicable statutory provisions.
7. The remuneration* mentioned herein (except for sr. no. 1 of the HR Manager cum Client Relationship Executive [CRE]) is the minimum remuneration that shall be provided. At the time of actual onboarding/deployment, the change in remuneration, wrt educational qualifications and number of years of experience etc for a given position shall be mutually decided in consultation with the selected agency and HR Executive Committee, as per market analysis of benchmarked remuneration offered.

Sr No	Designation	Qualification	Number of Employees	Remuneration / Employee*	Monthly Renumeration	Yearly Renumeration (in INR)
1	HR Manager cum Client Relationship Executive (CRE)	Master's Degree (or equivalent) in Human Resources Management from a reputed National/ International University/ Institution. Minimum of 6 years of experience in Human Resources Management, Hiring, preparation of Job Descriptions, Roles & Responsibilities, Formulation of Salaries etc. Comprehensive understanding of local, state and Labour employment laws. Desirable experience of minimum of 2 years of work experience in HR supervisory role in private/ public/ not-for-profit sector.	1	50000	50000	600000
2	Medical Officer - AYUSH	Bachelors in any AUysh stream with experience of working in Hospitals	20	30000	600000	7200000


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Sr No	Designation	Qualification	Number of Employees	Renumeration / Employee*	Monthly Renumeration	Yearly Renumeration (in INR)
3	Medical Officer - Dental	Bachelor of Dental Surgery with experience of working in Hospitals/Dental Clinics	10	40000	400000	4800000
4	Nursing In-charge	B Sc-Nursing with working experience of hospitals	22	25000	550000	7150000
5	Staff Nurse - ICU	BSc Nursing/GNM Staff Nurse with relevant experience in ICU	65	20000	1300000	15600000
6	Staff Nurse – OT	BSc Nursing/GNM Staff Nurse with relevant experience in OT	10	20000	200000	2400000
7	Nursing Assistant	Diploma in Auxiliary Nursing and & Mid-wifery	100	13000	1300000	15600000
8	Audiometrician	Diploma in Audiometry Technician	6	20000	120000	1440000
9	Clinical Psychologist	Master's Degree in Clinical Psychology	1	30000	30000	360000
10	Counsellors	Bachelor's Degree in Counselling/Psychology	6	20000	120000	1440000
11	CSSD Technician	Diploma/Certificate with relevant working experience	6	15000	90000	1080000
12	X-Ray Technician	BSc. / Diploma / Certificate in X-Ray Technology	16	20000	320000	3840000
13	ICU Technician	EMT /D-Pharma with relevant experience in working in ICU	8	20000	160000	1920000
14	OT Technician	Diploma in Operation Theatre Technology with relevant experience in working in OT	10	20000	200000	2400000
15	Ophthalmic Assistant / Technician	Diploma in Ophthalmic Assistant / Optometrist	22	20000	440000	5280000
16	MGPS Technician	Diploma/Certificate with relevant working experience	15	20000	300000	3600000
17	Store Executive	B-Pharma/D-Pharma / Graduate in any Discipline with relevant working experience	90	20000	1800000	21600000
18	Dental Assistant / Technician	Diploma/Certificate in Dental Technician / Assistant	6	20000	120000	1440000


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Sr No	Designation	Qualification	Number of Employees	Renumeration / Employee*	Monthly Renumeration	Yearly Renumeration (in INR)
19	Dialysis Technician	Certificate in Dialysis Technology	2	20000	40000	480000
20	Dietician	BA in Nutrition/B Sc in Food & Nutrition	6	25000	150000	1800000
21	ECG Technician	Diploma / Certificate with relevant working experience	12	20000	240000	2880000
22	Physiotherapist/Occupational Therapist	B.P. Th / B.O. Th with relevant experience	10	30000	300000	3600000
23	Multi Rehabilitation Worker	Diploma in Rehabilitation Therapy	6	15000	90000	1080000
24	Phlebotomist/Lab Technician	BMLT/DMLT	90	20000	1800000	21600000
25	Hospital Manager	MBA/Masters in Hospital Administration with atleast six years working experience in hospitals	1	35000	35000	420000
26	District Project Coordinator	Master's in Medical Social Work / MBA in Healthcare Administration & Management	1	35000	35000	420000
27	Biomedical Engineer	Degree /Diploma in Biomedical Engineering	4	35000	140000	1680000
28	Medical Record Department Executive / Technician	MRT with relevant working experience	6	15000	90000	1080000
29	Patient Coordinator	Graduate in any discipline with atleast 2 years working experience in Hospital	16	15000	240000	2880000
30	Statistical Assistant	Bachelor's in Economics/Statistic/Mathematics	2	15000	30000	360000
31	Junior Hospital Manager	Bachelors in Hospital Administration/Bachelor's in Business Administration with atleast four years working experience in Hospital	6	25000	150000	1800000
32	Information Technology Executive	B-Tech/BCA/MCA with relevant working experience in Hardware, Software and Networking	2	20000	40000	480000
33	Finance / Accounts Executive	M.Com with 3 years' experience in Accounts Dept., with knowledge of tally	6	30000	180000	2160000


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Sr No	Designation	Qualification	Number of Employees	Remuneration / Employee*	Monthly Remuneration	Yearly Remuneration (in INR)
34	Fire Safety Technician	Diploma/Certificate with relevant working experience	16	15000	240000	2880000
35	Maintenance Executive	Diploma/ITI in electrical, plumbing maintenance etc	20	15000	300000	3600000
36	Maintenance Manager	B. Tech Electrical / Mechanical with atleast four years relevant experience	1	35000	35000	420000
		Total	621		1,22,35,000.00	14,68,20,000.00

***The Remuneration mentioned herein is inclusive of EPF share of the employees only. The monthly bill that shall be raised by the selected agency can include all the applicable statutory provisions. The remuneration mentioned herein (except for sr. no. 1 of the HR Manager cum Client Relationship Executive [CRE]) is the minimum remuneration that shall be provided. At the time of actual onboarding/deployment, the change in remuneration, wrt educational qualifications and number of years of experience etc for a given position shall be mutually decided in consultation with the selected agency and HR Executive Committee, as per market analysis of benchmarked remuneration offered.**


 Chief District Medical & Public Health Officer
 Keonjhar