



**ZILLA SWASTHYA SAMITI, KEONJHAR**  
**CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER :**  
**KEONJHAR**



Advt. No. 2/28

**PRE-PROPOSAL CLARIFICATION**

Date. 10/05/2023

**Request for Proposal (RFP) for Selection of Agency for hiring of Human Resources on contractual basis for healthcare facilities in Keonjhar district under DMF.**

With reference to this office Advt. No. 1798 dt. 21.04.2023 which was published in the daily news paper i.e. "The Times of India " & " Sambad"" on dt. 22.04.2023 & also the Tender Documents was uploaded in the District NIC website on 21.04.2023 related to Request for Proposal (RFP) for Request for Proposal (RFP) for Selection of Agency for hiring of Human Resources on contractual basis for healthcare facilities in Keonjhar district under DMF , the following Pre-proposal clarification & Addendum of TECH-13 (Format of Bid Security Declaration form Bidders In Lieu of EMD) is uploaded in the District NIC website i.e. [www.kendujhar.nic.in](http://www.kendujhar.nic.in) for intimation of interested bidders. All other terms and conditions of the said RFP will remain unchanged.

Sd/- Chief District Medical & Public Health Officer, Keonjhar

  
10/5/2023  
Chief District Medical & Public Health Officer  
Keonjhar

**TECH 13: Format of Bid Security Declaration from Bidders In Lieu of EMD**  
(On Bidders Letter head)

Bid Security Declaration Form

To,

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

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We:

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - i. fail or reuse to execute the contract, if required, or
  - ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; or
- (ii) thirty days after the expiration of the validity of my/our Bid.

Yours sincerely,

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Response to Queries received for RFP No: 1798 /2023 Date: 21.04.2023 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'

Sr. No.	Section /Page No.	Content of RFP Requesting Clarification	Change/Clarification requested	Remarks	Response to the Queries by the Client
1	Page no 7, point no 15	Performance Bank Guarantee 3% of total project cost	The Performance Bank Guarantee will be submit after award of contract of before		Explained in details in Section II, Para 1.20, Page 9
2	Section III: Terms of Reference Pg 23	4. Scope of Work.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 implementing DPEP	Please clarify the DPEP prosed by Agency shall be the final . Please confirm if there any policy or procedure to be followed & included by Agency for proposing & implementing DPEP		Explained in details in Section III, Para 4.2 and in Section III, Para 6.3
3	page no 13. point no 8	The agency has to submit the EMD of Rs. 10,00,000/-	Is that the EMD is exempted for MSME registered firm		Explained in details in Section II, Para 1.19. EMD, Page No 9
4	EMD, 19 (1) Page No.9	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.	We are a Hyderabad based organisation and provide total Security Solutions viz. Manpower Services, Security Services & Integrated Facility Management Services to all kinds of institutions across the country. We are having MSME Certificate vide Udyog Aadhaar Number TS09E0045124 and registered at Hyderabad. Can the management consider EMD exemption?		Explained in details in Section II, Para 1.19. EMD, Page No 9
5	1. Letter of Invitation, Pg 6	Refundable amount towards EMD of Rs. 1 lacs as (DD)	EMD shall be exempted on account of BID security declaration as per the relevant orders of Govt of Odisha,	Request you to please check with the relevant orders of govt. of Odisha	Yes, Attached is Bid Security Declaration (Tech 13). Bidder is requested to undertake this form for exemption
6	Section 1, Point No. 3, Page No. 6	1. The proposal, complete in all respects 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.	You have mentioned in Section 1, Point No. 3 that EMD is required for the RFP @ 1,00,000/- ( One Lac Only ) and again Section EMD, Point No. 19 (1), page no. 9, EMD is required @ 10,00,000/- ( Ten Lacs Only ) for the RFP. Management is requested to kindly clarify the same.		Refundable Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only)
7	2. Factsheet, Pg 7	14 Earnest Money Deposit (EMD), Rs. 10,00,000/- (Rupees Ten Lakhs Only)	Contradicting above clause Amt should be corrected as 1 lacs in Fact sheet details also	Correction required in EMD amount	Refundable Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only)
8	19. Earnest Money Deposit (EMD): Pg 9	Earnest Money Deposit (EMD) mentioned as 10 lacs	Correction required	Correction required in EMD amount	Refundable Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only)
9	Not mentioned in NIT		Are the staffs already deployed or there will be any fresh recruitment?		Explained in Section IV, Annexure IV, Para 5, Page 52
10	11. Human Resources Requirement Pg 26		Please confirm if any staff out of the requirement mentioned is already existing or all the staff is new recruitment.		Explained in Section IV, Annexure IV, Para 5, Page 52
11	13. General Conditions of the Contract (GCC) Page 29	6. The staff shall be in proper uniform (as per applicable)...	Please confirm the specification and nos of the uniform to be provided..		Explained in Section III, Para 13.6, Page 19

## Response to Queries received for RFP No: 1798 /2023 Date: 21.04.2023 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'

Sr. No.	Section /Page No.	Content of RFP Requesting Clarification	Change/Clarification requested	Remarks	Response to the Queries by the Client
12	20. Performance Bank Guarantee: Pg 9	20. Performance Bank Guarantee: The selected Agency shall be required to furnish a Performance Bank Guarantee @ 3% of total project cost.	The Performance Bank Guarantee is mentioned as @ 3% of total project cost. It is requested to the performance Bank Guarantee may be changed as @ 3% of annual project cost.	It is requested to the performance Bank Guarantee may be changed as @ 3% of annual project cost. Because the contract period is for three years and if PBG is as 3% on 3 years value the amount of PBG will be 3 times i.e. 9% on Annual Value. which will be an investment burden on the Agency.	No change
13	Not mentioned in NIT		All the Govt. organization around the country the stipulated minimum service charges for outsourcing tender. For that to this we would request you to let us know that what is the minimum service charges which can be quoted by a bidder?		No change
14	Not mentioned in NIT		How will the successful will decided in case more than one bidder quoted the same service charge?		Explained in Section II, Para 7.3: Financial Evaluation (3rd Stage), Page 18
15	Page 13	5. Work Experience	Any scope to reduce from 250 to 150.		Page 13, Section II, Para 3.1. Pre-qualification Criteria and Documents, 5: Work Experience to be read as: Experience of providing minimum of 150 experienced and certified clinical, paramedical/ healthcare human resources/staff for Hospital (Government or Private) / Nursing Home/ PPP in Healthcare Programmes or Healthcare Facilities / Ambulance Services / Mobile Medical Units / Laboratories & Diagnostic Centres / Clinics / Pharmaceutical Industry / National Programmes / Healthcare Consulting Services / Urban PHC etc ● Minimum Staff Strength: 150 ● Minimum Contract Value: 15 lakhs ● Minimum Contract Period: 12 months
16	1.1 /Page no-16	Average annual turnover of the last three financial years, i.e. FY 2019-20, 2020-21, 2021-22 Scoring Criteria ● INR 35 crores to INR 55 crores = 5 Marks ● INR 55.01 crores to INR 75 crores = 10 Marks ● INR 75.01 crores to INR 95 crores = 15 Marks ● INR 95.01 crores and above = 20 Marks	Average annual turnover of the last three financial years, i.e. FY 2019-20, 2020-21, 2021-22 Scoring Criteria ● INR 35 crores to INR 45 crores = 5 Marks ● INR 45.01 crores to INR 55 crores = 10 Marks ● INR 55.01 crores to INR 65 crores = 15 Marks ● INR 75.01 crores and above = 20 Marks	As the project cost is yearly 14.68 or so turnover should be slightly less for more competition in the bidding process	No Change
17	Page 16 of 55 SI No 2. Technical Evaluation Clause 1.1 Average annual turnover of the last three fy scoring criteria	Average annual turnover of the last three financial years, i.e., FY 2019-20, 2020-21, 2021-22 Scoring Criteria ● INR 35 crores to INR 55 crores = 5 Marks ● INR 55.01 crores to INR 75 crores = 10 Marks ● INR 75.01 crores to INR 95 crores = 15 Marks ● INR 95.01 crores and above = 20 Marks	INR 35 crores to INR 45 crores INR 45 crores to 55 crores INR 55 crores to 65 crores		No Change

## Response to Queries received for RFP No: 1798 /2023 Date: 21.04.2023 for 'Section of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar'

Sr. No.	Section /Page No.	Content of RFP Requesting Clarification	Change/Clarification requested	Remarks	Response to the Queries by the Client
18	2.1 /page no -16	Experience of Providing qualified and certified clinical, paramedical/ healthcare human resource staff* for any government or private (Trust) Hospital/Clinics/PPP managed Healthcare Facilities /Clinics / National Programmes, etc in the last 5 years. Minimum number of Staff provided in one contract/Work Order:250 Minimum contract value Rs. 25 Lakhs. Minimum contract period 1 year minimum of 250 staff = 10 marks cumulative of 251 to 500 staff = 15 marks cumulative of 501 to 750 staff= 20 marks cumulative of 751 to 1,000 staff= 25 marks cumulative of 1,001 to 1,250 staff = 30 marks cumulative of 1,251 to 1,500 staff = 35 marks cumulative of more than 1,501 staff	Please clarify the word cumulative with reference to marks		Section II, Para 7.2. Technical Evaluation:2.1 to be read as: Experience of providing qualified and certified clinical, paramedical/ healthcare human resources/staff* for any (Government or Private or Trust) Hospitals / Clinics / Nursing Homes / PPP in Healthcare Programmes or Healthcare Facilities / Ambulance Services / Mobile Medical Units / Laboratories & Diagnostic Centres / Clinics / Pharmaceutical Industry / National Programmes / Healthcare Consulting Services / Urban PHC etc  Scoring Criteria ● Provided cumulative/total of 250 staff = 10 marks ● Provided cumulative/total of 251 to 500 staff = 15 marks ● Provided cumulative/total of 501 to 750 staff = 20 marks ● Provided cumulative/total of 751 to 1,000 staff = 25 marks ● Provided cumulative/total of 1,001 to 1,250 staff = 30 marks ● Provided cumulative/total of 1,251 to 1,500 staff = 35 marks ● Provided cumulative/total of more than 1,501 staff = 45 marks
19	Page 16	2.1)Project Experience	Any scope to reduce the count from 1500 to 800.		*Sanitary workers, ward attendants, sweepers, security guards are excluded. Section II, Para 7.2. Technical Evaluation:2.1 to be read as: Experience of providing qualified and certified clinical, paramedical/ healthcare human resources/staff* for any (Government or Private or Trust) Hospitals / Clinics / Nursing Homes / PPP in Healthcare Programmes or Healthcare Facilities / Ambulance Services / Mobile Medical Units / Laboratories & Diagnostic Centres / Clinics / Pharmaceutical Industry / National Programmes / Healthcare Consulting Services / Urban PHC etc  Scoring Criteria ● Provided cumulative/total of 250 staff = 10 marks ● Provided cumulative/total of 251 to 500 staff = 15 marks ● Provided cumulative/total of 501 to 750 staff = 20 marks ● Provided cumulative/total of 751 to 1,000 staff = 25 marks ● Provided cumulative/total of 1,001 to 1,250 staff = 30 marks ● Provided cumulative/total of 1,251 to 1,500 staff = 35 marks ● Provided cumulative/total of more than 1,501 staff = 45 marks  *Sanitary workers, ward attendants, sweepers, security guards are excluded.

## Response to Queries received for RFP No: 1798 /2023 Date: 21.04.2023 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'

Sr. No.	Section /Page No.	Content of RFP Requesting Clarification	Change/Clarification requested	Remarks	Response to the Queries by the Client
20	Page 16 of 55 SI No 2. Technical Evaluation	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 Centres / Clinics / Pharmaceutical Industry / Healthcare Consulting Services etc in the last 5 years ●Minimum number of Staff provided in one Contract / Work Order:250 ●Minimum Contract Value: Rs. 25 Lakhs ●Minimum Contract Period: 12 months  Scoring Criteria ●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	Experience of the last Five fy scoring criteria for Minimum Staff Providing Minimum of 100 to 200 Providing Minimum of 200 to 300 Providing Minimum of 300 to 400 Providing Minimum of 400 to 500 Providing Minimum of 500 to 600 Providing Minimum of 600 to 700		Section II, Para 7.2. Technical Evaluation:2.1 to be read as: Experience of providing qualified and certified clinical, paramedical/ healthcare human resources/staff* for any (Government or Private or Trust) Hospitals / Clinics / Nursing Homes / PPP in Healthcare Programmes or HealthCare Facilities / Ambulance Services / Mobile Medical Units / Laboratories & Diagnostic Centres / Clinics / Pharmaceutical Industry / National Programmes / Healthcare Consulting Services / Urban PHC etc  Scoring Criteria ●Provided cumulative/total of 250 staff = 10 marks ●Provided cumulative/total of 251 to 500 staff = 15 marks ●Provided cumulative/total of 501 to 750 staff = 20 marks ●Provided cumulative/total of 751 to 1,000 staff = 25 marks ●Provided cumulative/total of 1,001 to 1,250 staff = 30 marks ●Provided cumulative/total of 1,251 to 1,500 staff = 35 marks ●Provided cumulative/total of more than 1,501 staff = 45 marks  *Sanitary workers, ward attendants, sweepers, security guards are excluded.
21	Page 1		Submission of proposal complete in all respects must reach the undersigned by Speed Post / registered Post but one add Courier Services.		No Change
22	Page 19	11. Governing Laws and Penalty Clause	We would request you to revisit on this clause and reduce % of penalty to 0.01%		No Change
23	Page 21	17. Replacement of Human Resources	3)Request you to increase the cap of 14 days to 30 days for replacement .		No Change
24	Page 21	17. Replacement of Human Resources	6) Please reduce the liquidity damage % from 2 to 1%		No Change
25	Page 31, 13. General Conditions of the Contract (GCC)	16.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.	We request there shall be a limit of liability of the Agency wrt the clause. The Agency liability shall not be more than one month / due month salary of the resource who is on default		In case of such instances, the liability shall be derived by mutual consent / dispute resolution
26	Page 29	13.GCC	8.c) Requesting for liability capping up till 1 month of Service fees		In case of such instances, the liability shall be derived by mutual consent / dispute resolution
27	Page 25	8. Steps in project implementation	Under 1 ) Do we need to deploy all resources within 40 days? If yes we request you to increase the timeline .		Section III, Para 8.1, Step: Execution of the project, Responsibility: Agency, Timeline for Completion: The timeline for deployment/onboarding of various position of resources, number of resources to be deployed shall be mutually decided by the Agency, HR Executive Committee and CDM&PHO, after signing of MOU.

## Response to Queries received for RFP No: 1798 /2023 Date: 21.04.2023 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'

Sl. No.	Section /Page No.	Content of RFP Requesting Clarification	Change/Clarification requested	Remarks	Response to the Queries by the Client
28	Point No.8, Page No. 25	Steps in Project Implementation	Management has mentioned 40 days to implement the project. As it is major projects and new projects, management is requested to kindly allow the agency a minimum for 02 months two to implement the projects.		Section III, Para 8.1, Step: Execution of the project, Responsibility: Agency, Timeline for Completion: The timeline for deployment/onboarding of various position of resources, number of resources to be deployed shall be mutually decided by the Agency, HR Executive Committee and CDM&PHO, after signing of MOU.
29	Page 45	Financial cover letter	Can we add cost for HRMS around INR 150.		No change
30	Point 13 (9 a). General Conditions of the Contract (GCC)	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	Management is requested to kindly clarify against leave wages, Bonus, Gratuity etc as per CLRA Act 1970 & 1971. Whether management is going to pay or not ?		The Remuneration mentioned is consolidated with all applicable statutory provisions. The Agency needs to comply as per applicable laws.
31		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	Please clarify All these payments / statutory payment will be managed by Agency whereas the same shall be paid to Agency by the CDM&PHO.		The Remuneration mentioned is consolidated with all applicable statutory provisions. The Agency needs to comply as per applicable laws.