



Governor of Odisha represented by
Chief District Medical & Public Health Officer
Keonjhar, Odisha

RFP No: 4979

Date: 25.10.2023

REQUEST FOR PROPOSAL

Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF), Keonjhar

Chief District Medical & Public Health Officer, Keonjhar, Govt. of Odisha, invites sealed proposals from eligible bidders for “**Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, 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	27.10.2023
2	Deadline for Submission of Pre-Proposal Query	13.11.2023 on dpmu.nhmkeonjhar@gmail.com
3	Issue of Pre-proposal Clarifications	18.11.2023 via online mode on https://kendujhar.nic.in/
4	Last Date for Submission of Bid	05.12.2023 before 5.30 PM
5	Date of Opening of Technical Bid	06.12.2023 at 11.30 AM
6	Date of Technical Presentation	Will be communicate to those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria}
7	Method of Selection	QBS

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post /Courier** only latest by **05.12.2023 before 5.30 PM** in a sealed envelope clearly mentioning on the top of it “**Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF) Keonjhar**”. The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

Address for Submission of Proposal:

Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,
District Headquarter Hospital (DHH), Keonjhar -758001

Request for Proposal

Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District under District Mineral Foundation (DMF) Keonjhar



**Governor of Odisha represented by
Chief District Medical & Public Health Officer
Keonjhar, Odisha**

October 2023

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Disclaimer

This Request for Proposal (RFP) is issued by the Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, Govt. of Odisha, hereinafter referred to as CDM&PHO Keonjhar, Government of Odisha.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither CDM&PHO Keonjhar nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of the CDM&PHO Keonjhar who is the Client. It does not claim to contain all the information that a recipient may require for the purposes for deciding for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RFP includes certain statements, information, projections, and forecasts with respect to the proposed assignment. Such statements, information, projections, and forecasts reflect various assumptions made by the management, officers, and employees of the CDM&PHO Keonjhar / Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation, or warranty.

CDM&PHO Keonjhar, Government of Odisha shall be the sole and final authority with respect to selection of an Agency/ Consultant / Technical Service Provider for the purpose through this RFP.

Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No: 4979

Dated: 25.10.2023

Name of the Assignment: Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF) Keonjhar.

1. The “Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, Govt. of Odisha” (The Client) invites sealed proposal from eligible bidder under the process for “Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF) Keonjhar”. More details on the proposed study are provided at Section-3: Terms of Reference (ToR) of this RFP Document.
2. A bidder will be selected under QBS 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 **Rs. 10,000/- (Rupees Ten Thousand only)** towards Bid Processing Fee and a **Refundable amount towards EMD of INR 1,00,000/- (Rupees One Lakhs only)** in form of **Demand Draft** in favour of “**CDMO, Keonjhar, DMF**” drawn from any Nationalized/Scheduled Bank payable at Keonjhar, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is Dt. 29.11.2023 before 12.30 PM and the date of opening of the technical proposal is Dt. 29.11.2023 at 4.00PM in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
 - a. Letter of Invitation [Section – I]
 - b. Instructions to the Bidder [Section – II]
 - c. Terms of Reference [Section – III]
 - d. Technical Proposal Submission Forms [Section – IV]
 - e. Annexure [Section – V]
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.

Sd/-

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

2. Bidder Data and Factsheet

Sr. No	Particular	Details
1	Name of the Client / Contact Person / Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO) District Headquarter Hospital, Keonjhar – 758001 Email: dpmu.nhmkeonjhar@gmail.com
2	Method of Selection	Quality Based Selection (QBS)
3	Availability of RFP Document	https://kendujhar.nic.in
4	Date of Issue of RFP	27.10.2023
5	Deadline for Submission of Pre-Proposal Query	13.11.2023 by email to dpmu.nhmkeonjhar@gmail.com
6	Issue of Pre-proposal Clarifications	18.11.2023 via online mode on https://kendujhar.nic.in
7	Last Date for submission of Proposal	05.12.2023 by 05.30 PM
8	Date of opening of Technical Proposal	06.12.2023 at 11.30 AM
9	Date of Technical Proposal Presentations	Will be communicate to those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria}
10	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar – 758001
11	Mode of Submission	Speed Post / Registered Post / Registered Courier 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
12	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft drawn in favour of “CDMO, Keonjhar, DMF” Keonjhar drawn from any Nationalized/Scheduled Bank payable at Keonjhar. The bid processing fee shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
13	Earnest Money Deposit (EMD) (Refundable)	INR 1,00,000/- (Rupees One Lakhs only) in the form of demand draft drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized/Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
14	Performance Bank Guarantee	3% of the entire contract value
15	Name of the Project	Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, 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. Proposals that are received after the deadline will not be considered.

Sd/-

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

Section II: Instructions to the Bidders

1. Pre-Qualification Criteria

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

Sr. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
1.	Legal Entity	The Agency shall be organization / NGO registered under registered under 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 Liability Partnership Act, 2008 registered	<ul style="list-style-type: none"> • Certificate of Incorporation • Registration Certificate • PAN No. • GST No.
2.	Operation	The Agency shall have been in operation for the past three (3) years as on 31/10/2023 and filed ITRs for the last 3 FYs i.e., 2020-21, 2021-22 and 2022-23	Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2020-21, 2021-22 and 2022-23 (TECH-3)
3.	Financial Capacity	The Agency shall have an average annual turnover of at least Rupees One crores over the last three FYs 2020-21, 2021-22 and 2022-23. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement (TECH-3)
4.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory. (TECH-10)
5.	Blacklist	The Agency shall not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies at the time of submission of the proposal. In case the agency has been black listed previously, the details of the same shall be furnished.	Undertaking by the Authorized Signatory. (TECH-11)
6.	Experience	The Bidders having cumulative work experience in operations and management of at least five (5) of any of the following, with a call centre: <ol style="list-style-type: none"> i. Hearse Van / Dead Body Carrier Vehicles ii. Basic Life Support (BLS) Ambulances 	Copies of Work Orders/ Sanction Orders/ MoUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided as proof. Documents in other languages shall be supplemented by an English translated copy. (TECH-5)

		iii. Advanced Life Saving (ALS) Ambulances iv. Mobile Medical Unit (MMU) / Mobile Health Unit (MHU)	
7.	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney (Notarized on a Rs. 100/- Non-Judicial Stamp Paper) (TECH-4)
8.	Cost of Tender/ Tender Fee	The Agency shall furnish a Tender Fee of Rs. 10,000.00 (Rupees Ten Thousand Only), in the form of Demand Draft in favor of "CDMO, Keonjhar, DMF" Keonjhar, and payable at Keonjhar.	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 1,00,000.00 (Rupees One Lakhs Only), in the form of Demand Draft in favor of "CDMO, Keonjhar, DMF" and payable at Keonjhar.	Original Demand Draft

10. NOTE:

- i. The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till signing of the MOU.
- ii. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above shall lead to rejection of the bid.
- iii. Submission of forged documents shall also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.
- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.
- v. Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

2. Documents / Formats for submission along with Technical Proposal

The bidder must furnish the following documents duly signed in along with their Technical Proposal:

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder's letterhead requesting to participate in the selection Process
3. Bid Processing Fee & EMD as applicable
4. Copy of Certificate of Incorporation/ Registration
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
7. Copies of IT Return for the last three Financial Years (FY 2020-21, 2021-22 and 2022-23)

8. General Details of the Bidder (TECH – 2)
9. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
10. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder or Board of Directors
11. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration regarding Conflict of Interest (TECH - 6)
13. TECH - 7 till TECH – 12
14. Note:
 - i. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
 - ii. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP document.
 - iii. The photocopies of documents submitted for Technical Proposal are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till issuance of Supply Order / signing of MOA.
 - iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.

3. Bid Processing Fee

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 10,000/- (Ten Thousand Rupees Only) in shape of DD from any Nationalized/Scheduled Bank in favour of “CDMO, Keonjhar, DMF”. Proposals received without bid processing fee will be out rightly rejected.

4. Earnest Money Deposit (EMD)

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 1,00,000/- (Rupees One Lakhs only) in shape of DD from any scheduled/nationalized bank in favor of “CDMO, Keonjhar, DMF” payable at Keonjhar.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.
3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:

- i. Bidder withdraws its proposal during the bid validity period as specified in RFP.
- ii. Bidder does not respond to requests for clarification of its proposal.
- iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
- iv. If the bidder fails to:
 - a. Provide any clarifications to the Client.
 - b. Agree to the decisions of the contract negotiation meeting.
 - c. Sign the contract within the prescribed time period. Furnish required Performance Bank Guarantee in time.
- v. Any other circumstance which holds the interest of the Client during the overall selection process.

5. Validity of the Proposal

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The 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.

6. 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., dmpu.nhmkeonjhar@gmail.com.
- 3. The queries shall necessarily be submitted in the following format:

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

- 4. 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:

- i. The Authorized Representative of the Client will endeavour to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Applicants.
- ii. 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.
- iii. The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website [http:// kendujhar.nic.in](http://kendujhar.nic.in) Any such corrigendum shall be deemed to be incorporated into this RFP.
- iv. 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.
- v. The Client's representative is: CDM&PHO Keonjhar.

7. Submission of Proposal

Bidder must submit their proposals by **Registered Post / Speed Post/Courier 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 envelope containing technical proposal shall be sealed and superscripted as "**Technical Proposal - Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, 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.

The "**Technical Proposal**" must be submitted in separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as "**TECHNICAL PROPOSAL (Selection of Agency for Operations & Management of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF) Keonjhar)**".

The above envelopes must be sealed and placed inside a main envelope with proper labelling of following information in bold:

NAME OF THE ASSIGNMENT:

RFP NUMBER AND DATE:

DEADLINE FOR SUBMISSION OF BID:

NAME OF THE BIDDER:

NAME AND ADDRESS OF THE BIDDER:

CONTACT NUMBER OF THE BIDDER:

EMAIL ID OF THE BIDDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in outright 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 outrightly 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.

8. 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's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) 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.

9. Evaluation of Proposal

A two-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:
 - i. Filled in Bid Submission Check List in Original (**Annexure-I**)
 - ii. Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
 - iii. Bid Processing Fee and EMD as applicable
 - iv. Copy of Certificate of Incorporation/ Registration.
 - v. Copy of PAN
 - vi. Copy of Goods and Services Tax Identification Number (GSTIN)
 - vii. Copies of IT Return for the last three Financial Years (**FY 2020-21, 2021-22 and 2022-23**).
 - viii. General Details of the Bidder (**TECH 2**).
 - ix. Financial Details of the bidder (**TECH 3**) along with all the supportive Documents as applicable duly signed and certified as per the instruction
 - x. Power of Attorney (**TECH 4**) in favour of the person signing the bid on behalf of the bidder
 - xi. List of completed assignments of similar nature (Past Experience Details, **TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
 - xii. Self-Declaration on Conflict of Interest (**TECH 6**)
 - xiii. Duly filled in Technical Proposal Forms (**TECH 7 to 12**)
 - xiv. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

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

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

Sr. No.	Criteria	Maximum Marks
1	Turnover	10 Marks
1.1	<p>Average annual turnover of the last three financial years, i.e., FY 2020-21, 2021-22 and 2022-23</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> • INR 1 crores to 5 crores = 2 marks • INR 5.01 crores to INR. 10 crores = 4 marks • INR 10.01 crores to INR 15 crores = 6 marks • INR 15.01 crores to INR 20 crores = 8 marks • INR 20.01 crores and above = 10 marks 	<p>10 Marks (Original copy of TECH 3)</p>
2	Experience of the Bidder**	60 Marks
2.1	<p>Number of operational/completed cumulative units of Hearse Van / Dead Body Carrier Vehicles / Basic Life Support (BLS) Ambulances / Advanced Life Saving (ALS) Ambulances / Mobile Medical Unit (MMU) / Mobile Health Unit (MHU) for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings / Joint Sector / Public Limited Company / NGO / CSR funding / Private Hospitals in the past 10 years till the bid application due date .</p> <p>(Marks awarded will be dependent on the summation of number of work orders, i.e., $P = P_1 + P_2 + P_3 + \dots + P_n$)</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> • 5 units to 20 units = 20 Marks • 21 units to 35 units = 40 Marks • More than 36 units = 60 Marks 	<p>60 Marks (TECH 5)</p>
3	Technical Presentation	30 Marks
3.1	<p>Presentation on Approach, Methodology and Work Plan</p> <p>1. Understanding of the Assignment and Issues/Challenges (10 Marks)</p> <p>2. Approach, Methodology and Work Plan (15 Marks)</p> <p>3. Similar Case Studies (5 Marks)</p>	<p>30 Marks Technical Presentation (TECH 8 and 9)</p>
	Total (1 + 2 + 3)	100 Marks*
<p>4. Note:</p> <p>1. * The minimum qualifying mark is: 80 (80%).</p> <p>2. ** Photocopies of work orders / original experience certificates from the clients / MOU / MOA / agreements etc must be submitted as a proof for each assignment. No assignment should be repeated across various</p>		

categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.

3. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.

4. Valid certificate means the certificates should be valid on the date of opening of technical bid.

5. Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

10. Final selection of Agency

All applicant Agencies who are technically qualified (i.e., obtain minimum 80 % in Technical Evaluation) shall be ranked based on marks obtained in the Technical Evaluation and the Agency scoring the highest marks will be selected by the Client.

11. Contract Negotiation

1. Negotiations will be held (if necessary) at the office of CDM&PHO Keonjhar. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.

i. Technical Negotiations: Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, penalties, and any suggestions made by the selected Agency to improve the Terms of Reference. The Client and the selected Agency will finalize the Terms of Reference, staffing schedule, work schedule, and reporting etc. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the selected Agency.

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

12. Award of Contract

1. After completing negotiations, the Client shall issue a Letter of Intent (LOI) / award of contract / offer letter for to the selected Agency, for signing of the contract.
2. The Client shall notify all applicant Agencies who have submitted proposals about the decision taken.
3. The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within Fifteen (15) working days of issuance of the Letter of Intent (LOI)/Award of Contract.
4. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.

5. The contract shall be valid for three (3) years i.e., Thirty-six Months from the date of effectiveness of the contract.
6. The contract can be extended for next Two (2) years ie Twenty-four months, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

13. Performance Bank Guarantee (PBG)

1. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the qualified bidder shall have to furnish a Performance Bank Guarantee amounting to **3% of the contract value** from a Scheduled / Nationalized Bank situated in Keonjhar in favour of **“CDMO Keonjhar, DMF”** as per the format at Annexure- II, for a period of **Sixty (60) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of **60 days** beyond the contract period) as its commitment to perform services under the contract.
2. The bank guarantee must be submitted after award of contract/LOI but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any.
3. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected Agency, and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract.
4. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.
5. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.

14. Conflict of Interest

Conflict of interest exists in the event of:

1. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
2. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly.
3. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

15. Disclosure

1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
2. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.

3. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - i. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - ii. Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 - iii. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

16. Anti-corruption Measure

1. 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.
2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

17. Language of Proposals

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.

18. Cost of Bidding

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. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Civil Court of Keonjhar only.

20. Governing Law and Liquidated Damages

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. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty @ **1% per week subject to maximum of 10% of the total contract value**. The

amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

21. Confidentiality

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

22. 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.

23. Client's right to accept any proposal, and to reject any or all proposals

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding / provide additional time period for submission of missing documents / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

24. Copyright, Patents and Other Proprietary Rights

CDM&PHO Keonjhar and DMF Keonjhar, 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 Bidder/Agency shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

25. 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.

26. 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. District Magistrate and Collector -cum- Chairman and Managing Trustee DMF Keonjhar, Govt of Odisha shall be the final authority to resolve the dispute arising between and the Client and the Agency.

27. Disqualification of Proposal

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

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents / information.
7. Bids with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

28. Damages for Mishap/Injury

1. The Service provider shall be fully responsible damages of any kind or for any mishap/injury/ accident caused to any personnel/property of the Service provider while performing the duty, scope of services etc.
2. All liabilities, legal or monetary, arising in that eventuality shall be borne by the service provider/ Agency.
3. The service provider shall keep the Client indemnified against damages from all of the above mishaps/injuries/accidents.

Section III: Terms of Reference

1. Introduction

In Keonjhar District approximately 16,880 numbers death were registered yearly, out of which 8000 deaths occur in Hospitals. The lack of specialized Mahaprayan Vehicles resulted in challenges related to the timely and respectful transportation of deceased individuals. During distressing situations, families face emotional stress and logistical difficulties due to the unavailability of a dedicated vehicle. Moreover, the absence of trained personnel and proper infrastructure can lead to mishandling and delays, causing additional anguish to the bereaved families.

The District Mineral Foundation (DMF) took the initiative to support the district health administration in procuring dedicated Mahaprayan vehicles and their operationalization and management cost for a dignified, efficient, and compassionate system for the transportation of deceased individuals during emergencies and unfortunate incidents.

The project aims to address the existing gap in handling deceased bodies during emergencies, accidents, and other unfortunate incidents. This vital initiative would contribute significantly to the well-being and support of the community during times of loss and grief.

This humanitarian service would be initiated with 9 numbers of vehicles (list of vehicles along with the place of deployment is mentioned in Table-1) to cover the entire district. The number of vehicles required has been specified below, this is a tentative figure, and the authority reserves the right to increase or decrease the number of vehicles as per requirement during the period of the contract.

Table-1 Details of Mahaprayan Vehicles available in Keonjhar District

Sr No	Name of the Healthcare facility	Block	Quantity	Responsible Medical Authority
1	DHH, Keonjhar	Sadar /Keonjhar	2	CDM&PHO Keonjhar / Medical Superintendent of DHH
2	SDH Anandapur	Anandpur	1	Sub Divisional Medical Officer (SDMO)
3	CHC-Telkoi	Telkoi	1	Medical Superintendent
4	CHC-Barbil	Joda	1	Medical Superintendent
5	SDH Champua	Joda	1	Sub Divisional Medical Officer (SDMO)
6	CHC-Patna	Patna	1	Medical Superintendent
7	CHC- Harichandanpur	Harichandanpur	1	Medical Superintendent
8	CHC- Ghatgaon	Ghatgaon	1	Medical Superintendent
TOTAL			9	

2. Objective of the Project

1. To ensure the safe and dignified transfer of the dead bodies from the Government health facility to either the resident of the deceased within the district or may to cremation or burial ground within the district as per the request of the family member of the deceased.
2. Operationalize the 9 numbers of Mahaprayan vehicles available with CDM & PHO, Keonjhar.
3. Provide 24x7 Mahaprayan services for Government Health Facilities.

3. Scope of Work for the Service Provider

The Agency shall ensure the following services and deliverables for smooth management of Mahaprayan service

- 1.** Formulate a Detailed Project Execution Plan (DPEP) for the Operationalisation and Management of the Mahaprayan service along with the establishment of a call centre at DHH. The DPEP shall include details regarding:
 - i. Recruitment, Training Modules and Plan for training of Mahaprayan as well as call centre staff.
 - ii. Standard Operating Procedures (SOP) for the day-to-day Operations to ensure proper operationalization and management of Mahaprayan services, SOPs for handling emergency management, pandemic situations, and disease outbreaks.
 - iii. Copy of approvals/permissions required under relevant statutes and rules.
 - iv. Formats for registers, logbooks, duty slips and other related documentation. The format, content, frequency etc shall be decided in consultation with the office of the CDM&PHO Keonjhar.
 - v. Implementation schedules for placement of personnel, and other deliverables under this project.

2. Vehicle Specification:

The agency shall maintain a fleet of specialized vehicles designed for the transportation of deceased bodies such as

- i. Install the metal stretcher without a mattress and equipments like Fumigator, Vacuum cleaner etc.
- ii. Fitted with GSM or smart phone
- iii. Fitted with 5G smart Camera.
- iv. Enable and install IOT and GPS Technology in all Vehicles for tracking and monitoring.
- v. Dashboard for live and history monitoring of the Mahaprayan movement as and when required.
- vi. Branding of all the Mahaprayan Vehicles to be carried out with the logo of DMF Keonjhar, and the Government of Odisha logo.

3. Vehicles Maintenance:

- i. Regular maintenance and inspections will be conducted to ensure that all vehicles are in optimal working condition and meet the necessary safety standards.
- ii. The optimal target is to have 9 Mahaprayan Vehicles on the road daily. However, during scheduled maintenance, only one vehicle should be dispatched at a time, leaving 8 vehicles in operations and on road condition. The Agency is required to notify the Authority atleast one week in advance before the sending any of the vehicle for the scheduled maintenance.
- iii. Down-time of each vehicle shall not exceed above 8 hours.

4. Trained Personnel for Mahaprayan:

- i. The agency shall employ trained and licensed Driver, Support Staff / Attendant to handle the transportation of deceased bodies each Mahaprayan Vehicle.
- ii. Staff members will receive appropriate training in handling bodies with sensitivity and respect, as well as adherence to safety protocols during transportation.
- iii. Driver shall also ensure that the death slip is issued by the concerned health facility before transport of dead bodies through Mahaprayan Vehicle.

5. 24/7 Availability:

- i. The agency will operate on a 24/7 basis to provide prompt and efficient services to government healthcare facilities.

- ii. Availability during weekends and public holidays is essential to meet the demands of the community.
- iii. In case of the breakdown of the vehicles in the middle of the journey alternative vehicles should be arranged within 1 hour of time. In case there is a delay of more than 1 hour, the call centre shall inform the concerned Medical authority/Medical Officer/Attendant of deceased accordingly.

6. Prompt Response and Timely Delivery:

The agency will prioritize prompt response times to calls for transportation services. Mahaprayan vehicles will be dispatched quickly to the location and ensure timely delivery to the designated destination, such as the mortuary or the family's chosen facility, cremation within the district.

7. Dignified Handling:

The agency shall handle deceased bodies with the utmost care and respect, ensuring that all transportation activities are carried out discreetly and with sensitivity to the feelings of the bereaved families.

8. Call Centre:

- i. Set up a fully equipped, IT-enabled toll-free Centralized Call Centre at DHH Keonjhar. Managed by one manager and three (4) call centre executives.
- ii. The phone numbers of the call centre shall be displayed at prominent and conspicuous places in all government health facilities.

9. Hygiene and Sanitation:

- i. The agency shall adhere to and maintain strict hygiene and sanitation standards practices preventing the spread of infectious diseases during transportation.
- ii. All vehicles shall be thoroughly cleaned and disinfected after each use.
- iii. Staff of Mahaprayan Vehicles shall wear appropriate Personal Protective Equipment's (PPEs) like masks, gloves, etc during handling and transportation of dead body.

10. Compliance with Regulations:

The agency shall comply with all relevant local, state, and federal regulations concerning the transportation of deceased bodies. This includes obtaining necessary permits, licenses, and adhering to any transportation guidelines outlined by the authorities.

11. Documentation and Communication:

Accurate and comprehensive documentation will be maintained for each transportation Operations. The agency shall also prioritize effective communication with hospitals, mortuaries, and other stakeholders to ensure smooth coordination of services. Logbook / Duty slip (Annexure-II) shall be maintained by the driver of each Mahaprayan Vehicle and the Log Book/Duty slip must contain information regarding

- i. Registration number of the Mahaprayan Vehicle
- ii. Death slip number and date, name of the deceased,
- iii. Name of the deceased attendant
- iv. Name of the Driver
- v. Name of the destination
- vi. Date and time
- vii. Total KM covered

12. Emergency Response:

The agency shall have a well-defined protocol for emergency situations, such as mass fatalities or natural disasters, to respond swiftly and efficiently.

13. Privacy and Confidentiality:

The agency shall uphold strict confidentiality standards to safeguard the privacy of the deceased and their families throughout the transportation process.

14. Continuous Improvement:

The agency shall consistently evaluate its processes and services to identify areas for improvement and implement necessary changes to enhance the overall quality and efficiency of its operations.

15. Cost-Effective Solutions:

The agency shall strive to provide cost-effective transportation solutions without compromising on the quality of service provided.

16. Community Outreach and Education:

The agency will engage in community outreach programs to raise awareness about its services, provide information on bereavement resources, and promote understanding and empathy towards those dealing with loss.

17. Insurance:

The Drivers, Attendants along with the vehicles must have been insured with third-party insurance.

4. Human Resource (HR) Requirement

Table-2 Human Resource requirement

1. For Mahaprayan Vehicle			
Sr No	Personnel	Qualification & Experience	
1	Driver	1. 10 th Standard Pass 2. Minimum 3 Years of experience as a driver in Mahaprayan vehicles/ School Vans/ transportation vehicles/ Ambulance 3. Should not have a criminal record, past history of alcoholism and drug addiction. 4. Having a valid license LMV (Commercial) and badge license. 5. Should be cooperative and amiable in nature. 6. Should have Physical fitness certificates and Mental fitness certificates. 7. Should not be aged above 60 years 8. Good command on local language (Oriya)	
2	Attendant (Male)	1. Atleast 7 th Standard Pass 2. 1 Year Experience as an attendant (Govt or Private Hospital) 3. Good command on local language (Oriya)	
2. Call Center set up			
Sr No	Personnel Required	Quantity Required	Qualification & Experience
1	Manager	1	1. Any Master's Degree 2. Minimum 3 years of Managerial Experience in the Health Sector (Govt / Private)
2	Call centre Executive	4	1. Graduate in any discipline 2. Having Basic Computer Knowledge 3. Minimum 2 years of experience in working in a call centers (Govt /Private sector) 4. Good command on local language (Oriya)
3. Note			

All the personnel engaged Mahaprayan Services should be registered under ESI and EPF and should be provided with valid ESIC cards and EPF members.

5. Call Centre Set-up

- 1. Infrastructure and Facilities:** Set up a suitable call centre infrastructure with necessary hardware, software, and communication systems. Ensure that the facility is equipped to handle sensitive and confidential information.
- 2. Staff and Training:** Hire compassionate and empathetic staff who can handle difficult situations with sensitivity. Proper training should be provided to address customer inquiries and handle various scenarios with professionalism and care.
- 3. Emergency Response:** Implement a robust emergency response system to dispatch Mahaprayan vehicles promptly when called upon by hospitals. Ensuring the death slip is already issued by the health facility.
- 4. Response to the call:**
 - i. Shall ensure all calls must be attended to without fail.
 - ii. Receive all call within 10 seconds of the first ring. If, by any chance, a call is missed, the call centre executive shall promptly return the call within a span of 3 minutes.
- 5. Monitoring of Mahaprayan Vehicles:**
 - i. Monitoring all 9 Mahaprayan vehicles through GPS tracking and Web Application.
 - ii. Install Hospital Mahaprayan Management System (HMMS) web application in call centre.
 - iii. Integration of Mahaprayan GPS with HMMS.
 - iv. Customised the web application with details of vehicle and drivers.
 - v. Dashboard for live and history monitoring of the Mahaprayan movement as and when required.
Features of Dashboard:
 - a. Monitor updated position of the Mahaprayan vehicle
 - b. Details of live movement of the Mahaprayan Vehicle
 - c. Record the Kilometre
 - d. Record the customised Cost
 - e. Record the deceased details as per the input
 - f. Maintain historical data
 - g. Can booked the Mahaprayan Service form the Dashboard
 - h. Booking conformation through SMS
 - vi. In Case of the breakdown of the vehicles in the middle of the journey alternative vehicles should be arranged within 1 hour of time. In case there is a delay of more than 1 hour, the call centre shall inform the concerned Medical authority/Medical Officer/Attendant of deceased accordingly and arrange for provision if a back-up vehicle accordingly.
- 6. Crisis Management:** Have a well-defined crisis management plan in place to handle unexpected situations or emergencies effectively.
- 7. Quality Improvement:** Taking feedback from the decease relative/ attendant for better improvement through a defined mechanism.

6. Project Duration

1. The duration of the assignment / contract / project shall be for Three (3) years from the date of effectiveness of the Contract.
2. The Agency and Client shall maximize their efforts for achieving the key milestones set in the project within the duration of assignment / contract / project.
3. Commencement: The selected Agency shall commence the work with immediate effect from the date of signing of the Agreement/MoU.
4. Validity: Unless terminated earlier, the agreement shall be valid up to 36 (Thirty-six) months from the date of execution of agreement and automatically expire after completion of the agreement period.
5. The contract can be extended beyond these three years, for period of two year, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties

7. Steps in Project Implementation

Table-3 Steps in Project implementation

Sr. No.	Steps	Responsibility	Timeline for Completion
1	Issue of LOI / Award of contract to the selected Agency for project implementation	CDM&PHO	Within 7 working days of finalizing the Agency
2	Submission of PBG and other requisites	Agency	Within 15 working days of receiving the LOI / Award of contract
3	Signing of the MOU/Agreement	CDM&PHO with the Selected Agency	Within 15 working days of receiving the PBG
4	Handover of all 9 Mahaprayan Vehicles to the Selected Agency	CDM&PHO Keonjhar	Within 10 days of Signing of MoU/Agreement
5	Get the vehicle examined by RTO/MVI/Appropriate authority for fitness and road worthiness. Carryout any repair & maintenance required for obtaining fitness certificate. Payment shall be reimbursement to the Agency after submission of bills as per actuals.	Agency	Within 10 days of signing of MoU/Agreement
6	Branding & interior Change, GPS & IT enables etc as per requirement	Agency	Within 10 days of receiving all 9 Mahaprayan Vehicles
7	Operationalisation of Mahaprayan Services	Agency	Within 30 days of Signing of MoU /Agreement
8	Submission of monthly bills complete in all respect	Agency	By the 5 th of every month
9	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
10	Review and monitoring of the project	CDM & PHO, Keonjhar	By 30 th of every month

8. Budget and Payment Terms

1. Abstract of Budget of Operationalization of Mahaprayan Services over Three Years

Table-4 Details of Abstract of Budget

Cost of Operationalizing Mahaprayan Vehicles (Over Three Years)					
Sr No	Item	Costs in 1 st Year (in INR)	Cost in 2 nd Year (in INR)	Cost in 3 rd Year (in INR)	Remarks
1	Capital Cost	3,34,000.00			
2	HR Cost / Personnel Cost	77,76,000.00	81,64,800.00	85,73,040.00	5% increment in subsequent year (as per NHM norms)
3	Running/ Recurring Cost***	10,83,000.00	11,26,320.00	11,71,372.80	4% increment in subsequent year (considering average inflation of 3.86% in last three years)
4	Management cum Service Fee	4,42,950.00	4,64,556.00	4,87,220.64	5% of (Personnel Cost + Running/Recurring Cost)
Total		96,09,700.00	97,28,376.00	1,02,03,241.44	
		2,96,23,259.44			
5. Note:					
<p>1. ***The expenses for Fuel shall be reimbursed at Rs. 10.00 per km per vehicle as per actuals. All the bills/vouchers, logbook readings etc shall be submitted to the office of CDM&PHO Keonjhar for reimbursement of this cost of fuel as per actuals. The approximated budget towards the same has not been added herein, which shall be reimbursed by the Client to the selected Agency.</p> <p>2. ***Fitness certificates from RTO/MVI/Appropriate authority shall be obtained by the service provider for all the vehicles as and when required. The approximated expenditure towards the same has not been added herein, but which shall be reimbursed by the Client to the selected Agency as per actuals.</p>					

2. Details of CAPEX of Mahaprayan Services

Table-5 Details of CAPEX

CAPEX					
1. Mahaprayan Vehicle					
Sl. No.	Item	Quantity	Price/Unit	Total Cost	Remarks
1	Sanitizer Pump	9	20,000.00	1,80,000.00	
2	GPS	9	8,000.00	64,000.00	
Sub Total				2,44,000.00	
2. Call centre					
1	Computer set	1	70,000.00	70,000.00	
2	Computer table	1	5,000.00	5,000.00	
3	Chair	2	3,000.00	6,000.00	

4	Headphone	2	2,000.00	4,000.00	
5	Table	1	2,000.00	2,000.00	
6	Toll-Free telephone (LAN Connection)	1	3,000.00	3,000.00	
Sub Total				90,000.00	
TOTAL				3,34,000.00	

3. Details of HR / Personnel Cost and Requirements

Table-6 Details of HR Cost

Personal Cost/HR Cost									
1. HR Cost for Mahaprayan Vehicle									
Sr. No.	Position	Number of Positions for each Mahaprayan	Shift	No of vehicle	Leave reliever	Total Positions for 9 nos of Mahaprayan Vehicles	Cost per position per month (In INR) *	Cost Estimate per month for all the positions (In INR)	Annual Cost (In INR)
1	Driver	1	2	9	2	20	15,000.00	3,00,000.00	36,00,000.00
2	Attendant	1	2	9	2	20	13,000.00	2,60,000.00	31,20,000.00
Sub Total								5,60,000.00	67,20,000.00
2. HR for Call Centre									
Sr. No.	Position	Number of Positions	Shift	Leave Reliever	Total Qty	Cost per person per month (In INR) *	Cost Estimate per month for all positions (In INR)	Annual	
1	Call Centre Manager	1	1		1	20,000.00	20,000.00	2,40,000.00	
2	Call centre executives	1	3	1	4	17,000.00	68,000.00	8,16,000.00	
Sub Total									10,56,000.00
TOTAL									77,76,000.00
* Maximum limit for payment of salary to be provided per month per person for the first year of operations of the services by the Agency									

4. Details of Running cost/ Recurring Cost

Table-7 Details of Running Cost/Recurring Cost

Running Cost					
Sr. No.	Item	Cost Estimate Per Vehicle	Total cost (In INR) Per Month	Annual Costs (in INR)	Remarks
1	Maintenance cost	3,500.00	31,500.00	3,78,000.00	

2	Insurance cost	25,000.00		2,25,000.00	
3	Contingency (Sanitiser, Soap, Detergent, gloves, masks PPEs etc)	4,000.00	36,000.00	4,32,000.00	
4	Contingency for Call centre (Including Internet charges, telephone charges & other)		4,000.00	48,000.00	
5	Fuel (Rs. 10.00 per KM)		-	-	Shall be paid as per actual KM covered by the vehicle.
Total			71,500.00	10,83,000.00	

5. Note:

1. Management cum Service Fee will be based on actual expenditure incurred each month on Personnel and Recurring i.e., Running cost.
2. This Management cum Service Fee is at the discretion of the selected agency for its usages.
3. However, training of all the staff for upskilling from institutes of repute, other industry specific professional courses for staff for provision and improvement in the quality of services of Mahaprayan Service. Third Party audit fees, miscellaneous operational expenses, and any other services as requested by the Client, etc shall be met out from the Management cum Service Fees.
4. The selected Agency shall enter all the expenditure occurred for these activities in appropriate ledger as well as maintain the receipts/bills/vouchers of the same for scrutiny and verification, whenever requested by the Client.
5. Funds provisioned under Capital Cost shall be utilized by the selected agency to procure the items as per tentative list provided at Table-5, Details of CAPEX by following a due procedure of rate realisation (lowest quotation) subject to the budget provisioned. If in case the procurement cost exceeds with respect to the budget, then the matter shall be put up before Executive Committee for its due approval and further approval of funds under DMF.
4. Personnel cost shall be calculated on the reports generated from biometric system/Attendance sheet duly signed by the Medical Superintendent/ MO I/C for staff as per their attendance in the particular month.
5. Recurring i.e., Running Cost shall be reimbursed to the agency after submission of original bill, vouchers etc.
6. Repairing cost of exiting Mahaprayan Vehicles shall be reimbursed to the agency after submission of:
 - i. Fitness certificate by RTO/MVI/Appropriate Authority Keonjhar.
 - ii. Original Bills and Vouchers (Certified by RTO/MVI/Appropriate Authority Keonjhar).

9. Service Level Indicators

Table-8 Service Level Indicator

Sr No	Details of Indicator	Units
1	Number of Mahaprayan Vehicle on the road every day	<ul style="list-style-type: none"> The optimal target is to have 9 Mahaprayan Vehicles on the road daily. However, during scheduled maintenance, only one vehicle should be dispatched at a time, leaving 8 vehicles in Operations. The Agency is required to notify the Authorities atleast one week in advance before sending any of the vehicles for scheduled maintenance.
2	Response time	Maximum of 1 hour
3	Down time /Off Road	8 hours (Maximum)
4	Receiving call within 10 seconds of first ring. There shall be no call unattended by the call center, If, by any chance, a call is missed, the call center executive shall promptly return the call within a span of time.	

10. Performance Parameter & Penalty

Table-9 Performance Parameter & Penalty

Sr. No.	Performance Parameter	Within agreed limits / Requirements	Penalty
1.	Operationalize services (Mahaprayan Services and Call Centre)	within 30 days of signing of MoU/ Agreement	Rs 500.00 per day/vehicle for delay in deployment.
2.	Average Response Time (Call to health facility)	1 hour	0.05% of the total monthly billing amount per each minute of such delay. (To be calculated as monthly average over the entire fleet of vehicle)
3.	Availability of vehicle after completion of one trip	3 hours	0.05% of the total monthly billing amount per each minute of such delay. (To be calculated as monthly average over the entire fleet of vehicle).
4.	Eligible Call Attended	100% (All the eligible calls from relevant authority to be attended by dispatching Mahaprayan services)	Rs 5,000/- shall be deducted from the overall monthly if call attend level falls below 95% in a month.
5.	Down Time / Off Road days	i. 8 hours per vehicle per completed month. (No vehicle can be off road for more than the balance of accumulated off-road days.) ii. At any given point of time more than 90% of the Mahaprayan Vehicle should be on road (ready to attend the call)	Rs 1,000.00 per day/vehicle in excess of allowed 8 hours. ii. Rs 100.00 per vehicle hour in excess of 10% limit (Vehicle which are off road for more than 1 hour) Above penalties with respect to off roading are concurrent in nature. (i.e., both penalties shall be levied simultaneously in case of default).

6.	Any other shortfall/default found on inspection by Authorized representatives or officials	i. Poor General cleanliness staff-uniform and availability ii. Improper maintenance/non-updating of logbook, stock register, duty slips, vehicle maintenance record as prescribed by Authority;	Penalty of INR 800.00 per Mahaprayan Vehicle 1st time for every shortfall/default and subsequently Rs. 1500/- per vehicle (Individually for every shortfall/default)
7.	Call Centre down time limit	Call Centre Down Time beyond permissible limit of 0.5%, calculated over a month. (Mechanical or Operational). This is non-cumulative.	INR 4000.00 per each hour of downtime. Average down time each month beyond allowed limit of 0.5%.
8.	Availability of call takers during working hours in Call Centre.	Absent for more than an hour during the working hours.	15% of the proportionate charges (Month Bills)
9.	<p>*Off-road Condition (for the purpose of Penalty Calculation):</p> <p>Any Mahaprayan Vehicle shall be counted as 'Off-road' condition in any one of the following instances:</p> <ol style="list-style-type: none"> 1. GPS is not working for more than 8 hours at stretch. 2. vehicle is not working (vehicle breakdown) for more than 8 hours. at a stretch. 3. "Off-road" does not include 30 days permissible for force majeure cases including accident and mob violence vehicle under repair. 4. No Vehicles can operate without insurance coverage and valid fitness certificate and shall be treated as off-road in such situation. However, in case of renewal of fitness certificate where application for renewal is made within stipulated timeline (i.e., 30 days before date of expiry of validity) but fresh certificate has not been issued by the authority then it will not be treated as off-road. 5. The Mahaprayan vehicle cannot have an operational status in a sequence like Off road to on road to Off Road unless a minimum of one case is successfully attended in between two off road conditions. That means there can't be an on-road condition between two Off road condition of an Mahaprayan vehicles unless a call is attended successfully in between. Such, On-road condition shall be treated as Off-road condition for all practical purpose where not even a single call is attended successfully. 6. In case the Mahaprayan Vehicle does not attend the call when the vehicle is showing on-road status then it shall be treated as off-road. 		

11. 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/Agreement with the selected Agency, overview of the implementation and adherence to the project objectives.
3. Approve the Detailed Project Execution Plan (DPEP) formulated by the selected Agency and suggest changes, if any
4. Handover of 9 numbers of Mahaprayan Vehicles to the selected agency.
5. Provide parking shed and driver restroom in hospital campus.

6. Ensure the toll-free number of call centre shall be displayed in all hospital premises so that deceased relatives/ attendants shall be contacted for availing of such services.
7. To ensure efficient management of the Mahaprayan service, the Chief District Medical and Public Health Officer (CDM&PHO) Keonjhar shall issue instructions to all medical superintendents and Medical Officers In-Charge (MO I/Cs) regarding the timely dispatch of death slips. In case the attendant of the deceased encounters difficulties in accessing the services, they should facilitate the provision of a vehicle. The In-charge sister will inform the help desk promptly to facilitate the Mahaprayan service for the attendant of the deceased as soon as a death occurs. This will also involve offering bereavement counselling to the attendants of the deceased and providing a clear explanation of the Mahaprayan service. The attendants shall be given written consent to either avail or decline the service, and the Mahaprayan service shall be facilitated accordingly.
8. Ensure the requestion of service shall be made by the authorized officers /Staffs from government hospital through a toll-free number linked to the call centre.
9. Assign, supervise and monitor the work of the selected Agency on a regular basis.
10. Carry out regular inspection, testing and quality control though a designated officer /MS/MOIC. Submit the inspection report and provide feedback of the inspection to the selected Agency and the CEO DMF Keonjhar.
11. The inspection shall have full and free access at any time during the implementation of the project for the inspection of selected Agency's work:
 - i. Cleanliness
 - ii. Staff wearing ID card and in uniform during duty hours
 - iii. Checking Logbook /Duty Register /Duty slip/ Vehicle maintenance record/Insurance
12. Inform the Agency, Executive Committee, and Collector cum Managing Trustee DMF for non-compliance or poor performance of the Agency.
13. 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.
14. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

12. 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 DMF 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.

13. Responsibilities of the Selected Agency

1. Ensure all the objectives, scope of work mentioned above are met.
2. Execute the approved DPEP.

3. Mahaprayan service shall be provided to all bodies for which “Death Slip” has been issued by the respective hospitals. For carriage of body within the district in a manner that the dispatch time of vehicles is 24x7.
4. Service shall be provided within One (1) hour of issue of Death Slip and adequacy of carrier vehicles (with AC at 16 degree) shall be maintained.
5. Transport vehicle for carrying the dead bodies with dignity & respect without hurting the sentiment and cultural belief and avoid further financial hardship on of next of kin.
6. While transporting the dead bodies, 2 - 4 attendants may be allowed in the vehicle along with dead body.
7. In case of breakdown of the vehicle in the middle of the journey alternative vehicles should be arranged within 1 hour. In case there is a delay of more than 1 hour, the call centre shall inform the concerned Medical authority/Medical Officer/Attendant of deceased accordingly.
8. The vehicle driver shall mandatory get all the details filled up in the duty slip for each trip completed.
9. The Agency should provide all HR (Drivers, Attendants and Call Centre staffs) for required operations of Mahaprayan services.
10. Should manage the shift timing of the driver as well as for the Call-centre in such a manner that the 24 hours service should not be interrupted.
11. The driver engaged shall always be ready for duty during duty hour.
12. The vehicles should keep ready for 24 hours in a day in a week without any kind of break and according to the agency should arrange for replacement/ alternative in case of normal wear and tear/temporary out of service.
13. All Mahaprayan Vehicles integrated with GPS tagging and Internet of Things (IoT)integrated for cloud base monitoring of the vehicles and the attendant of deceased. Booking conformation send through SMS to the phone of the attendant of the decease along with the details of name of the driver with phone number, and vehicle number.
14. Provide the ‘Real Time Dashboard for live tracking of vehicle movement, history/ movement logs etc’ and monitoring of the Mahaprayan movement as and when required.
15. Obtain insurance, licences and permit as required by the law from the respective competent Authority.
16. All the vehicles shall be branded with ‘Supported by DMF Keonjhar’ and DMF Logo as provided by the Client. In case of wear and tear of the logo it shall be replaced with a new logo immediately.
17. Shall conduct periodic training to the drivers and managerial staffs as per industry based good practices.
18. ‘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.
19. The service provider must issue identity card (ID) and uniform to the staffs and ensure staff should wear ID card and uniform while on duty.
20. Shall ensure all calls must be attended to without fail. Receive all call within 10 seconds of first ring. If, by any chance, a call is missed, the call centre executive shall promptly return the call within a span of 3 minutes.
21. Provide regular updates to the CDM&PHO Keonjhar through the assigned point of contact in the office of the CDM&PHO Keonjhar
22. Identify critical gaps and recommend any improvements/additions required to amplify the impact of the project.

23. Attend all meetings as required by the office of the CDM&PHO Keonjhar related to progress and assessment of the program.
24. Take feedback from the deceased attendant, act on the complaints/feedback received and take corrective measures.
25. Any other relevant work as directed by the CDM&PHO Keonjhar.

14. 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 (at least one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM&PHO Keonjhar to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. CDM&PHO Keonjhar shall undertake an 'Inspection' for Operationalisation of Mahaprayan Services and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF. The Inspection shall be carried out after the end of each year (after project initiation) and shall take feedback from the deceased family; inspect the log book & duty slips of driver of the Mahaprayan; Inspect the call centre; financial assessments for reconciliation of funds received/expenditure incurred and other related tasks.
4. 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. Suitability of the Agency, regarding extension of the contract.
 - iii. Impact generated, opportunities of improvements, and recommendations etc.
5. '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.
6. No additional funds shall be provided for these audits and evaluations.
7. All assets, equipment and tools procured under the project will be property of the office of the CDM&PHO, Keonjhar and the Agency will have no right over it.
8. Executive Committee: This committee shall comprise of CDM&PHO Keonjhar (Chairperson), Medical superintendent of SDHs, Vehicle In-charge from the CDM&PHO office, Call Center Manager of the selected Agency (invitee); and any other member as approved by the District Collector cum Managing Trustee DMF Keonjhar. It shall be responsible for overall execution and management of the project. The process of finalizing the capital/one time purchase items, approval if excess funds if required, requirement of a greater number of Mahaprayan vehicles, requirement of more number of staffs (both for Mahaprayan

and Call Center), etc shall be firstly approved by this committee.

15. Indemnification

1. CDM&PHO Keonjhar shall not be responsible for any injury or loss of life of personnel deployed, Patient's attendant, Vehicles etc., during the entire duration of the project.
2. 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.).

16. Payment of Appropriate Wages by the Selected Agency

1. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:
 1. Payment of Wages Act,1936
 2. Minimum Wages Act,1948
 3. Employer's Liability Act,1938
 4. The Workmen Compensation Act,1923
 5. Industrial Disputes Act, 1947
 6. Maternity Benefit Act,1961
 7. Any other relevant Act
2. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in Mahaprayan & Call centre within time stipulated as per labour laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof.
3. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill/Invoice of the selected Agency from the office of CDM&PHO Keonjhar.
4. In case any complaint is received, or it is observed that payment to deployed staff is not being made as per law, the Agency shall have to make payment to these staff in front of representative of the Client at their risk and cost.

17. Reporting Arrangements

1. The selected Agency direct shall work under supervision of the Chief District Medical and Public Health Officer, Keonjhar; and CEO, DMF Keonjhar, Government of Odisha.
2. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project and achievement of objectives.

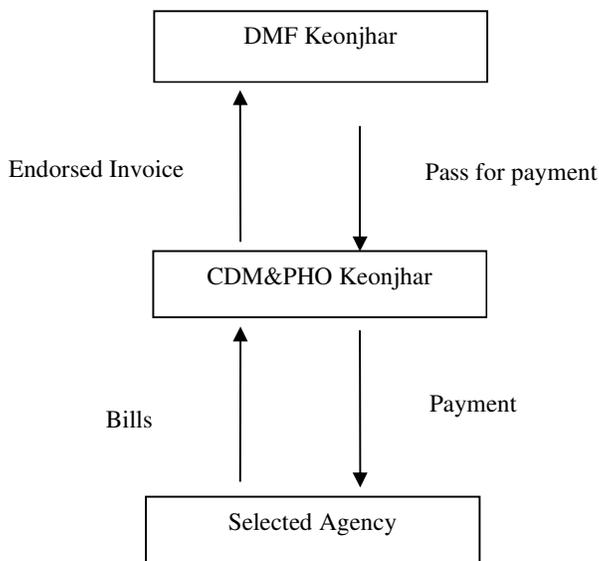
18. Payment Procedure

The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of CDM & PHO, Keonjhar.

1. Bills/Invoices must be raised based on the actual expenditure by the agency. The Bills/Invoices shall be supported with the following documents:
 - i. Attendance sheets

- ii. Remuneration / Salary / Wages sheets of all the employees.
 - iii. 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.
 - iv. Repairing & maintenance cost of vehicles (if any)
 - v. Fuel cost as per actual expenditure.
 - vi. Logbook and GPS tracker reports.
2. 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.
 3. Office of CDM&PHO Keonjhar shall submit these verified bills/invoices along with abstract and supporting documents, within 20 working days to DMF Keonjhar.
 4. DMF Keonjhar shall verify the abstract and supporting documents and release payment to CDM&PHO Keonjhar.
 5. Centralized payment shall be done by CDM&PHO for the single monthly bill/invoice raised by the selected agency.
 6. All taxes applicable will be deducted as per provisions.
 7. 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.
 8. CDM&PHO, Keonjhar may order variations in the scope or quantum of work through a written variation order.

19. Fund Flow Mechanism



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),

District Headquarter Hospital, Keonjhar – 758001, Odisha

Subject: Selection of Agency for Operations & Management of 9 numbers of Mahaprayan (Dead Body Carrier) Vehicle in Keonjhar District, under District Mineral Foundation (DMF) Keonjhar

[TECHNICAL PROPOSAL]

Dear Sir,

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

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

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

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

Yours faithfully,

**Authorized Signatory with :
Date and Seal**

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 2: Bidder's Organization (General Details)

S. No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel: Email id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No.:Email id:	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If yes, please furnish contact details	Yes / No
6	Bid Processing Fee Details 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 in the letter head of the Chartered Accountant)

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

Financial Information (In INR)				
Details	FY 2020-2021*	FY 2021-22*	FY 2022-23*	Average
Consulting Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
<p>* Provisional audited statement shall not be considered.</p> <p>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).</p> <p>Filled in information in this format shall have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.</p>				

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: _____

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

[NB: No Scanned Signature will be entertained]

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

TECH 4: Format for Power of Attorney

(Notarized on INR 100.00 Stamp Paper)

I, _____, the _____ (Designation) of (Name of the Organization) in witness where of certify that <Name of person> is authorized to execute the attorney on behalf of <Name of Organization>, <Designation of the person> of the company acting for and on behalf of the company under the authority conferred by the < Notification/ Authority order no.> Dated <date of reference> has signed this Power of attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized :
Representative

(Signature of the Authorized Representative with Date)

CERTIFIED :

Signature of person executing attorney

Name of person executing :
attorney

Designation of person :
executing attorney

Date and Seal

Address of Bidder :

Contact Number of Bidder :

Email id of Bidder :

TECH 5: Bidders Past Experience Details

1. Experience of Operations of Hearse Van / Dead Body Carrier Vehicles / Basic Life Support (BLS) Ambulances / Advanced Life Saving (ALS) Ambulances / Mobile Medical Unit (MMU) / Mobile Health Unit (MHU) etc for Central Govt / State Govt / District Government Health Authority / Public Sector Undertakings / Joint Sector / Public Limited Company in Private Sector

Sr. No.	Name of the Project*	Number of Hearse Van / Dead Body Carrier Vehicles / BLS / ALS Ambulances / MMU / MHU / Vehicle operationalized	Client Name, Contact Details & Address	Name of funding agency (if different from Client)	Fees in INR (In Crores)	Project Start Date in DD/MM/YYYY	Project End Date in DD/MM/YYYY***	Major Task Carried Out	Page no of the Attached Work Order / Experience Certificate**
1									
2									

* Kindly mention the Work-order / project year-wise starting from the most recent Work-order / project undertaken.

**Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates / Experience Certificate from Clients for completion of work [s] of equivalent projects to be attached. More lines can be added for enumerating the relevant experiences. Mention the Page no (s) in your bid application where the copies of the relevant work order / contract is (are) placed.

*** For the projects which are already closed, submission of completion certificate is mandatory.

Authorized Signatory :
with Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

: _____

TECH 6: Declaration of Conflict of Interest and Activities

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2 [Information to the Bidder]: Para 14. If yes, please furnish details of any such activities.

If no, please certify,

On Bidders Letter

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in Section 2 [Information to the Bidder]: Para 14.

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.

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 provide by the Client:

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

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

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

[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, the bidder shall highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections viz 'Technical Approach & Methodology, Work Plan, Organization & Staffing, Challenges Envisaged']

1. **Technical Approach and Methodology:** In this chapter, you shall explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You shall highlight the problems being addressed and their importance and explain the technical approach you shall adopt to address them. You shall also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
2. **Work Plan:** In this chapter, you shall propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan shall be consistent with the technical approach and methodology, **showing understanding of the TOR** and ability to translate and implement **each of the objectives, services, and care to be provided, and scope of work** into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output etc., shall be included here. The work plan shall be consistent with the Work Schedule.
3. **Organization and Staffing:** In this chapter, you shall propose the structure and composition of your team. You shall list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Technical Form – 5 and 6.
4. **Challenges Envisaged:** In this chapter, you shall list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.

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

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

Maximum Number of Slides	Slide Heading	Maximum Marks (30)	Maximum Time for Presentation
1 to 3	Understanding of the Assignment and Issues/Challenges	10	5 minutes
4 to 6	Work Plan and Staffing	15	5 minutes
7 to 10	Similar Case Studies	5	5 minutes
	Question & Answer Session		5 minutes

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

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

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 9: Proposed Plan to Carry out the Assignment

Month	1▶	2	3	4
Sequence of Activities / Sub Activities				

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

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 10: Non-Consortium Declaration

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

We declare that we are submitting this proposal as an independent agency, and not as a part of any consortium/Joint Venture/Associations.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Dated this _____ Day of _____, 2023

:
**Authorized Signatory with
Date and Seal**

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 11: Affidavit Format for Not Blacklisting

(Notarized on Rs.100/- Non-Judicial Stamp Paper)

Affidavit

I, M/s. _____(the name of the Organization) having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Social Security & Empowerment of Persons With Disabilities Department, Govt. of Odisha / 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). In case the agency has been blacklisted previously, the details of the same shall be furnished in below format.

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

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

Dated this _____ Day of _____, 2023

:
**Authorized Signatory with
 Date and Seal**

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

TECH 12: Format of Bid Security Declaration from Bidders In Lieu of EMD

(On Bidders Letter head)

Bid Security Declaration Form

Date:

Tender No:

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 : _____

Section V: Annexures

Annexure I: Bid Submission Checklist

Sr. No.	Description	Submitted (Yes/No)	Page No.
	Technical Proposal (Original)		
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	Bid Processing Fee of Rs. 10,000/- in form of DD		
4	EMD of Rs. 1,00,000/- in form of DD		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (20-21,21-22 &22-23)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favour of the personsigning the bid on behalf of the bidder		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the copies of work orders for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Non-Consortium Declaration (TECH 10)		
18	Affidavit Format for Not Blacklisting (TECH 11)		
19	Format of Bid Security declaration Lieu of EMD (TECH 12)		

Undertaking:

1. All the information has been submitted as per the prescribed format and procedure.
2. 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.
3. All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory with :

Date and Seal

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Signature : _____

Annexure II: Performance Bank Guarantee Format

[Location, Date]

To,

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

WHEREAS (Name and address of the Agency) (hereinafter called “the Agency”) has undertaken, in pursuance of RFP no..... dated to undertake the service (Description of services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract Documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

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

Our branch at Keonjhar (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of the claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Keonjhar branch a written claim or demand and received by us at our Keonjhar branch on or before Dt.....otherwise, the bank shall be discharged of all liabilities under this guarantee thereafter.

.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

.....

Seal, name & address of the Bank & Branch

Annexure III: Duty Slip of Mahaprayan Driver

MAHAPRAYAN SERVICES						
DUTY SLIP						
Duty Slip No:	Address:			Phone No:		
Date:				Cell No:		
Name of the Healthcare Institution: (Place of dispatch)						
District:						
Name of the Deceased:						
Destination Address: (Cremation/ Resident)						
Death Slip No: (Attached the photocopy of the Death Slip)				Date:		
Name of the relative of the Deceased availing the services:						
Address of the Relative of the Deceased:						
Telephone No:						
Vehicle No:						
Driver Name:						
Date	Starting KM	Starting Time	Closing KM	Total KM	Closing Date	Remarks
For the Service Provider			Signature of the Relative of the Deceased availing the Service.			

Annexure IV: Definitions and Acronyms

1	Agency / Bidder	:	Entities or persons that may provide or provides 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	ALS	:	Advanced Life Saving
4	BLS	:	Basic Life Support
5	CDM&PHO	:	Chief District Medical & Public Health Officer
6	Client	:	Chief District Medical & Public Health Officer, Keonjhar, Government of Odisha
7	CA	:	Chartered Accountant
8	CSR	:	Corporate Social Responsibility
9	Day	:	Calendar day
10	DBC	:	Dead Body Carrier
11	DD	:	Demand Draft
12	DMF, Keonjhar	:	District Mineral Foundation, Keonjhar
13	DPEP	:	Detailed Project Execution Plan
14	EC	:	Evaluation Committee
15	EMD	:	Earnest Money Deposit
16	EPF	:	Employee Provident Fund
17	ESIC	:	Employee State Insurance Corporation
18	FY	:	Financial Year
19	GSTIN	:	Goods and Services Tax Identification Number
20	HR	:	Human Resource
21	HMMS	:	Hospital Mahaprayan Management System
	IoT	:	Internet of Things, is a network of interrelated devices that connect and exchange data with other IoT and the Cloud.
22	LOI	:	Letter of Invitation, (Section 1 of the RFP) means the 'Letter of Invitation' being sent by the Client.
23	MHU	:	Mobile Health Unit
24	MMU	:	Mobile Medical Unit
25	MoA	:	Memorandum of Agreement
26	MoU	:	Memorandum of Understanding
27	MVI	:	Motor Vehicle Inspector
28	NGO	:	Non-profitable Government Organisation
29	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
30	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
31	PBG	:	Performance Bank Guaranty
32	QBS	:	Quality Based Selection
33	RFP	:	Request for Proposal, circulated by the Client for the selection of an Agency.

34	RTO	:	Road Transport Officer
35	SLA		Service Level Agreement
36	TIA	:	Tender Inviting Authority /Client
37	TOR	:	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.