



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

RFP No: 5581 /2023

Date: 30.11.2023

**REQUEST FOR PROPOSAL**

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

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

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

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	<b>01.12.2023</b>
2	Last Date for Submission of Bid	<b>20.12.2023 before 12.30 PM</b>
3	Date of Opening of Technical Bid	<b>20.12.2023 at 04.30 PM</b>
4	Date of Technical Presentation	<b>21.12.2023 at 04.30 PM</b> of only those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria}
5	Date of Opening of Financial Bid	<b>Shall be communicated to the qualifying bidders via email</b>

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post / Courier** only latest by **20.12.2023 before 12.30 PM** in a sealed envelope clearly mentioning on the top of it “**SELECTION OF AGENCY FOR HIRING OF HUMAN RESOURCES ON CONTRACTUAL BASIS FOR HEALTHCARE FACILITIES IN KEONJHAR, ODISHA UNDER DISTRICT MINERAL FOUNDATION (DMF), KEONJHAR**”. The proposals received beyond the last date and time shall be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

**Address for Submission of Proposal:**

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

## **Request for Proposal**

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



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

**December 2023**

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## **Disclaimer**

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

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

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

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

## Section I: Letter of Invitation and Factsheet

### 1. Letter of Invitation

RFP No:

Dated:

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

1. The Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, invites proposals from reputed agencies for 'Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar'. More details on the proposed study are provided at Section III: Terms of Reference (ToR) of this RFP Document.
2. A bidder shall be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a non-refundable amount of INR. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 10,00,000/- (Rupees Ten Lakh only) in form of Demand Draft (DD) in favour of "CDMO, Keonjhar, DMF"** drawn from any Nationalized/Scheduled Bank and payable at Keonjhar, Odisha failing which the bid shall be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post / Courier only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode shall be rejected.
5. **The last date and time for submission of proposal complete in all respects is Date. 20.12.2023 before 12.30 PM and the date of opening of the technical proposal is 20.12.2023 at 04.30 PM** in the presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
  - a. Letter of Invitation and Factsheet [Section – I]
  - b. Instructions to the Bidders / Applicant Agencies [Section –II]
  - c. Terms of Reference [Section – IV]
  - d. Technical Proposal and Submission Forms [Section – VI]
  - e. Financial Proposal Submission Form [Section – V]
  - f. Annexures [Section- VI ]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

-S/D

Chief District Medical and Public Health Officer,  
Keonjhar, Odisha

## 2. Factsheet

Sr. No.	Particular	Details
1	Name and Address of the Client and Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar, Odisha – 758001 Email: <a href="mailto:dpmu.nhmkeonjhar@gmail.com">dpmu.nhmkeonjhar@gmail.com</a>
2	Method of Selection	Quality and Cost Based Selection (QCBS)
3	Availability of RFP Document	<a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a>
4	Date of Issue of RFP	01.12.2023
5	Last Date for Submission of Bid	20.12.2023 before 12.30 PM
6	Date of Opening of Technical Bid	20.12.2023 at 04.30 PM
7	Date of Technical Presentation	21.12.2023 at 04.30 PM
8	Date of Opening of Financial Bid	Shall be communicated to the qualifying bidders via email
9	Bid Processing/Tender Fee (Non-Refundable)	INR 10,000/- (Rupees Ten Thousand) (including GST) in the form of demand draft drawn in favor of “CDMO, Keonjhar, DMF” drawn in any Nationalized/Scheduled Bank payable at Keonjhar, Odisha
10	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar, Odisha – 758001
11	Mode of Submission	Speed Post / Registered Post / 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	Earnest Money Deposit (EMD)	Rs. 10,00,000/- (Rupees Ten Lakhs Only)
13	Performance Bank Guarantee	3% of entire contract value
14	Name of the Project	Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar

NOTE:

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

-S/D

Chief District Medical & Public Health Officer, Keonjhar, Odisha

## **Section II: Instructions to the Bidders**

### **1. General Instructions**

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

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15. The Proposal, technical presentation, and any clarifications provided by the applicant Agencies along with the Terms of Reference provided in the RFP will be the basis for selection and ultimately for a signed Contract with the selected agency.
16. Only One Proposal: An applicant Agency may only submit one proposal. If an applicant Agency submits or participates in more than one proposal, all such proposals shall be disqualified.
17. Proposal Validity: Proposals must remain valid for 180 days after the submission date. During this period, applicant Agencies shall maintain the availability of Professional staff nominated in the Proposal and fully commit to their financial proposal, unchanged. The Client will make its best effort to complete negotiations within this period. Shall the need arise; however, the Client may request applicant Agencies to extend the validity period of their proposals. Applicant Agencies who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, unchanged, or in their confirmation of extension of validity of the Proposal, applicant Agencies could submit new staff in replacement, who would be considered in the final evaluation for contract award. Applicant Agencies who do not agree, have the right to refuse to extend the validity of their Proposals, under such circumstances, the Client shall not consider such proposal for further evaluation.
18. Bid Processing Fee / Tender Fee: Tender Fee of Rupees Ten Thousand (Rs. 10,000.00), in the form of Demand Draft (DD) drawn in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, must be submitted along with the Proposal. Proposals not accompanied by Tender Fee shall be rejected as non-responsive. The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.
19. Earnest Money Deposit (EMD):
  1. An Earnest Money Deposit (EMD) of Rupees Ten Lakhs (Rs. 10,00,000.00 in the form of Demand Draft (DD) drawn in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, must be submitted along with the Proposal.
  2. Proposals not accompanied by Tender Fee and EMD shall be rejected as non-responsive. No interest shall be payable by the Client for the sum deposited as EMD and no bank guarantee will be accepted in lieu of the EMD.
  3. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents for exemption of EMD.
  4. The EMD of the successful and unsuccessful bidders would be returned within one month of signing of the contract/MOU with the selected Agency. The EMD shall be forfeited of the applicant Agencies in the following events:
    - a. If Proposal is withdrawn during the validity period or any extension agreed by the applicant Agencies thereof.
    - b. If the Proposal is varied or modified in a manner not acceptable to the Client after opening of Proposal during the validity period or any extension thereof.

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- c. If the applicant Agencies tries to influence the evaluation process.
  - d. If the selected Agency withdraws its proposal during negotiations.
20. Performance Bank Guarantee: The selected Agency shall be required to furnish a Performance Bank Guarantee of 3% of the entire contract value in the form of an unconditional and irrevocable bank guarantee from a Nationalized/Scheduled bank in India in favor of “CDMO, Keonjhar, DMF” valid for the entire period of contract i.e., 3 years along with additional 90 days claim period. The bank guarantee must be submitted after award of contract / LOI and before signing of the contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.
21. Language of the Proposal: The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self- certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.
22. Applicant Agencies shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the applicant Agencies.
23. Conflict of Interest/ Conflicting Relationships:
  - a. Client requires that the selected Agency shall perform the required services, provide professional, objective, and impartial advice and at all times hold the Client’s interest’s paramount, strictly avoid conflicts of interest with other assignments or their own interests and act without any consideration for future work. Without limitation on the generality of the foregoing, the agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:
    - a. Applicant Agencies (including its Personnel and Sub-Agencies) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment, (ii) the selection process for such Assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.
    - b. Applicant Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the applicant / selected Agency or the termination of its Contract.

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- c. No Agency or current employees of the Client shall work as Agency under their own ministries, departments, or agencies.
- d. Unfair Advantage: If an applicant Agency could derive a competitive advantage from having provided other services related to the assignment in question, the Client shall make available to all other applicant Agencies together with this RFP all information that would in that respect give such applicant Agency any competitive advantage over competing applicant Agencies.
- e. Fraud and Anti-corruption: It is required that applicant Agencies participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract. The Client: Defines the terms set forth below as follows:
  - i. “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official or members of the Evaluation Committee, in the selection process or in contract execution.
  - ii. “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract.
  - iii. “Collusive practices” means a scheme or arrangement between two or more applicant Agencies with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels.
  - iv. “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a contract.
  - v. will reject a proposal for award, if it determines that the Agency recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- f. Applicant Agencies shall be aware of the provisions on fraud and corruption stated in the specific clauses in the Contract.
- g. Applicant Agencies shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the applicant Agency is awarded the Contract.
- h. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- i. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

## **2. Evaluation Process**

1. The Proposal as well as all related correspondence exchanged by the applicant Agencies and the Client, shall be written in English.
2. In preparing their Proposal, applicant Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
3. The Proposal consists of three parts (i) Pre-Qualification Documents (ii) Technical Proposal (iii) Financial Proposal.
4. As part of the evaluation, the Pre-qualification Proposal submitted as per Tech 1 / Pre-Qualification Criteria shall be checked to evaluate whether the applicant meets the prescribed Pre-qualification Criteria.
5. Subsequently the technical proposal submitted, for applicants who meet the Pre-qualification Criteria (Shortlisted Applicant), shall be checked for responsiveness in accordance with the requirements of the RFP.
6. Only those Technical Proposals which are found to be responsive would be further evaluated in accordance with the criteria set out in this RFP document.
7. Prior to evaluation of proposals, the client will determine whether each Proposal is responsive to the requirements of the RFP at each evaluation stage as indicated below. The client may, in its sole discretion, reject any proposal that is not responsive hereunder. A Proposal will be considered responsive at each stage only if:
  - a. **Pre-qualification Proposal:** The client will satisfy itself that the Applicants meets the Pre-qualifications prescribed before evaluating technical and financial proposals.
  - b. **Technical Proposal**
    - i. The Technical Proposal is received in the form specified in this RFP.
    - ii. It is accompanied by all the supporting documents, the Tender Fee and EMD as specified in this RFP.
    - iii. It is received by the Proposed Due Date including any extension thereof in terms hereof.
    - iv. It does not contain any condition or qualification.
    - v. It is not non-responsive in terms hereof.
  - c. **Financial Proposal**
    - i. The Financial Proposal is received in the form specified in this RFP.
    - ii. It is received by the Proposed Due Date including any extension thereof in terms hereof.
    - iii. It does not contain any condition or qualification.
    - iv. It is not non-responsive in terms hereof.

The client reserves the right to reject any proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal will be entertained by the client in respect of such proposals. However, client reserves the right to seek clarifications or additional information from the applicant during the evaluation process. The client will subsequently examine and evaluate proposals in accordance with the selection process detailed out below. As part of the evaluation, Proposals submitted should fulfil the Pre-qualification Criteria.

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In case an Applicant does not fulfil the Pre-qualification Criteria, the Proposal of such an Applicant will not be evaluated further.

**i. Pre-qualification Criteria and Documents**

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

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

Sr. No.	Basic Requirement	Specific Requirement	Documents Required*
1	Registration**	<ul style="list-style-type: none"> <li>The applicant Agency / Bidder shall be organization / firm/ company / NGO in India registered under the Indian Companies Act 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 registered with an experience of providing human resources.</li> <li>Should have been operating for the last five years as on the application due date (ADD) for this bid / RFP.</li> </ul>	<ul style="list-style-type: none"> <li>Copy of Certificate of Incorporation / Registration Certificate</li> <li>PAN Document</li> <li>GST No. (updated GST Clearance along with Challan</li> </ul>
2	Blacklisting	Applicant/Bidder should not be blacklisted by any Central/State Government/Public Sector Undertaking / Judicial pronouncement in India.	Notarized declaration as per TECH 10
3	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney, notarized on INR 100.00 Bond paper as per TECH 4
4	Consortium	No consortium / JVs / associations/ Single proprietorship / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency / Anti Collusion Certificate from the Authorized Signatory as per TECH 11.
5	Work Experience	Experience of providing minimum of 150 experienced and certified clinical, paramedical/ healthcare human resources / staff*** for Hospitals (Government or Private or Trusts) / Nursing Homes / PPP managed Healthcare Facilities / Urban PHCs / Ambulance Services / Mobile Medical Units / Mobile Health Units / Laboratories & Diagnostic Centers /Clinic/ Ambulance Services / Pharmaceutical Industry / National Health Programmes / Healthcare Information Technology	Completion Certificate / Work Orders / MOU / MOA / Original Experience Certificate from the Applicant Agencies' Clients enumerating the project details and number of manpower deployed, experience certificates form Clients / Competent

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		(IT) Firms / Hospital Management Information Systems (HMIS) firms / Healthcare Consulting Services / Medical Colleges & Hospitals etc (for one assignment) <ul style="list-style-type: none"> <li>• Minimum Staff Strength:150</li> <li>• Minimum Contract Value:15 lakhs</li> <li>• Minimum Contract Period: 12 months</li> </ul> <p>***Sanitary workers, ward attendants, sweepers, security guards are excluded</p>	Authority etc and filled up information as per TECH 5
6	Turnover	The Bidder should have: <ul style="list-style-type: none"> <li>• An average annual turnover of minimum Rs. 35 Crores (Rs. Thirty-five Crores) and a positive net worth in each of the previous three financial years (FY 2020-21, 2021-22, 2022-23).</li> <li>• The Agency should have filed ITRs for the last 3 FYs (FY 2020-21, 2021-22, 2022-23).</li> </ul>	Turnover Certificate from Chartered Accountant/ Sstatutory auditor / Audited financial statements / ITR for the three previous financial years ending March 2022 i.e., FY 2020-21, 2021-22, 2022-23 along with the photocopies of the audited financial statement (P/L and Balance Sheet) for FY 2020-21, 2021-22, 2022-23 along with filled up information as per TECH 3
7	Cost of Tender/ Tender Fee	The Agency should furnish a Tender Fee of INR 10,000.00 (Rupees Ten Thousand Only), in the form of Demand Draft in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, Odisha.	Cost of Tender/ Tender Fee in form of DD
8	Earnest Money Deposit (EMD)	The Agency should furnish an EMD of INR 10,00,000.00 (Rupees Ten Lakhs Only), in the form of Demand Draft in favor of “CDMO, Keonjhar, DMF” and payable at Keonjhar, Odisha.	Earnest Money Deposit Fee in form of DD
<p><b>9. Note:</b></p> <p><b>i. * The photocopies of documents submitted towards Pre-qualification criteria are to be validated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time of the evaluation.</b></p> <p><b>ii. ** Mandatory for the selected agency to register with Labour Department, Govt of Odisha, after receiving the LOI and before signing of the contract.</b></p> <p><b>iii. Bidders should submit the required supporting documents as mentioned above.</b></p> <p><b>iv. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.</b></p> <p><b>v. Submission of forged documents will also result in rejection of the bid.</b></p> <p><b>vi. Bidders are advised to study all instructions, forms, terms &amp; conditions, and other important information as mentioned in the RFP Document.</b></p> <p><b>vii. The proposal must be complete in all respect, indexed, pages numbered and spiral bound.</b></p> <p><b>viii. 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.</b></p> <p><b>ix. Client at it’s 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.</b></p>			

### **3. 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.

### **4. 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 first envelope containing technical proposal shall be sealed and superscripted as **“Technical Proposal – Selection of Agency for Hiring of Human Resources on Contractual Basis for Healthcare Facilities in Keonjhar District, Odisha under District Mineral Foundation (DMF) Keonjhar”** and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

#### **2. Financial Proposal (Original):**

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

The **"Technical Proposal"** and **"Financial Proposal"** must have to be submitted in two separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document.

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

**NAME OF THE ASSIGNMENT:**

**RFP NUMBER AND DATE:**

**DEADLINE FOR SUBMISSION OF BID:**

**NAME OF AUTHORIZED REPRESENTATIVE:**

**NAME OF THE BIDDER AGENCY:**

**ADDRESS OF THE BIDDER:**

**CONTACT DETAILS OF THE BIDDER:**

**EMAIL ID OF THE BIDDER:**

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

## **5. Opening of the Proposal**

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

## **6. Evaluation of Proposal**

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

**1. Preliminary Evaluation (1<sup>st</sup> 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:**

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 and 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, 2022-23**)
8. General Details of the Bidder (**TECH 2**).
9. Financial Details of the bidder (**TECH 3**) along with all the supportive documents

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as applicable duly signed and certified as per the instruction

10. Power of Attorney (**TECH 4**) in favor of the person signing the bid on behalf of the bidder
11. List of completed assignments of similar nature, Past Experience Details, etc (**TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration on Conflict of Interest (**TECH 6**)
13. Duly filled in Technical Proposal Forms (**TECH 7 to 12; Colored PPT as per TECH 8 and 9; TECH 13 if required**)
14. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder as per Tech-4.

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

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

Sr. No.	Criteria	Maximum Points	Supporting Documents
<b>1</b>	<b>Turnover</b>	<b>20 Marks</b>	
<b>1.1</b>	<p>Average annual turnover of the last three financial years, i.e., FY 2020-21, 2021-22, 2022-23</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>● INR 35 crores to INR 55 crores = 5 Marks</li> <li>● INR 55.01 crores to INR 75 crores = 10 Marks</li> <li>● INR 75.01 crores to INR 95 crores = 15 Marks</li> <li>● INR 95.01 crores and above = 20 Marks</li> </ul>	20 Marks	Average Annual Turnover Statement (CA copy to be Attached) and TECH 3
<b>2</b>	<b>Project Experience#</b>	<b>45 Marks</b>	
<b>2.1</b>	<p>Experience of providing qualified and certified clinical, paramedical/ healthcare human resources/staff* for any Hospitals (Government or Private or Trusts) / Nursing Homes / PPP managed Healthcare Facilities / Urban PHCs / Ambulance Services / Mobile Medical Units / Mobile Health Units / Laboratories &amp; Diagnostic Centers / Clinics / Ambulance Services / Pharmaceutical Industry / National Health Programmes / Healthcare Information Technology (IT) Firms / Hospital Management Information Systems (HMIS) firms / Healthcare Consulting Services / Medical Colleges &amp; Hospitals etc</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>● Provided cumulative/total of 150 to 250 staff = 10 marks</li> </ul>	45 Marks	Work Order/ Contract/ Agreement is required to be submitted for each experience along with filled information in TECH 5

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	<ul style="list-style-type: none"> <li>● Provided cumulative/total 251 to 500 staff = 15 marks</li> <li>● Provided cumulative/total 501 to 750 staff = 20 marks</li> <li>● Provided cumulative/total 751 to 1,000 staff = 25 marks</li> <li>● Provided cumulative/total 1,001 to 1,250 staff = 30 marks</li> <li>● Provided cumulative/total 1,251 to 1,500 staff = 35 marks</li> <li>● Provided cumulative/total of more than 1,501 staff = 45 marks</li> </ul> <p>*Sanitary workers, ward attendants, sweepers, security guards are excluded</p>		
<b>3</b>	<b>Personnel***</b>	<b>5 Marks</b>	
<b>3.1</b>	<p>District HR Manager cum Client Relationship Executive (CRE)</p> <ul style="list-style-type: none"> <li>● Master's Degree (or equivalent) in Human Resources Management from a reputed National/ International University/ Institution</li> <li>● Minimum of 6 years of experience in Human Resources Management, Hiring, preparation of Job Descriptions, Roles &amp; Responsibilities, Formulation of Salaries etc</li> <li>● Comprehensive understanding of local, state and Labour employment laws</li> <li>● Desirable experience of minimum of 2 years of work experience in HR supervisory role in private/ public/ not-for-profit sector***.</li> </ul> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>● 2.5 marks - for educational qualification</li> <li>● 2.5 marks - for relevant work experience</li> </ul>	5 Marks	TECH 12 along with photocopies of educational documents and experience certificates of the candidate being proposed
<b>4</b>	<b>Technical Presentation</b>	<b>30 Marks</b>	
<b>4.1</b>	<p>Approach and Methodology (To be evaluated through technical presentation in front of the Evaluation Committee).</p> <p>The Approach &amp; Methodology should cover the following aspects:</p> <ul style="list-style-type: none"> <li>● Introduction, Similar Experiences &amp; Capability</li> <li>● Understanding and Approach to the assignment</li> <li>● Methodology for identification and selection of Personnel</li> <li>● Review/Appraisal Mechanism for performance of deployed personnel</li> <li>● Provision to secure and retain professionals</li> <li>● Envisaged Challenges and Conflict Resolution</li> </ul>	30 Marks	Technical Presentation along with filled information as per TECH 8 and 9
	<b>Total (1 + 2 + 3+4)</b>	<b>100 Marks****</b>	
<p><b>5. Note:</b></p> <p><b>1. * Sanitary workers, ward attendants, sweepers, security guards are excluded.</b></p> <p><b>2. *** Experiences between 1<sup>st</sup> January 2012 to 30<sup>th</sup> June 2023 only will be considered for evaluation. The CV submitted as a part of the RFP Bid submission are expected to be deployed</b></p>			

full-time for a period of 3 years /till the validity of contract. All the claims shall be mandatorily substantiated via production of the supporting documents by attaching photocopies of educational documents and experience certificates along with the technical proposal.

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

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

5. Photocopies of work orders / experience certificates from the clients / agreement etc must be submitted as a proof for each assignment. No assignment / contract / MOU should be repeated across various categories of evaluation parameters. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.

6. Client at it's 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.

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

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

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

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

T = 60, and

P = 40

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

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

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

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

## **7. Contract Negotiation**

1. Negotiations will be held (if necessary) at a date, time, and address as intimated to the selected bidder/s. 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.
  1. Technical Negotiations: Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, 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, liquidated damages, penalties, 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. Financial Negotiations: After the technical negotiations are over, financial negotiations will be carried out to discuss any changes in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations. Under ordinary circumstances, the financial negotiation shall not result in any increase in the proposed budget. However, in case of exceptional reasons/circumstances, the client may consider an increase/modification in the budget.
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.

## **8. Award of Contract**

1. After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing an offer letter / Letter of Intent (LOI) / Award of Contract for the bidder selection, invitation for signing the contract.
2. The Client shall notify all other bidders about the result of the selection process.
3. The successful bidders shall be asked to sign the contract / MOU after fulfilling all formalities and submission of Performance Bank Guarantee (PBG) within 15 working days of issuance of the Offer Letter / LOI/ Award of Contract.
4. After signing of the contract/MOU, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
5. Mandatory for the selected agency to register with Labour Department, Govt of Odisha, after receiving the LOI and before signing of the contract/MOU.

6. The contract shall be valid for **3 years** from the date of effectiveness of the contract. The contract shall be extended for every 2 years subsequently beyond these 3 years, based on satisfactory completion of the project and assignments.
7. An increment of 5% in the remuneration/wages every year, shall be applicable for the human resources/staff hired under this project and with satisfactory performance of their individual duties. This increment shall be applicable only after completion of 12 months of a particular human resource/staff working with the selected Agency at the assigned healthcare facility in Keonjhar.
8. **Sub-contracting / Sub-letting / outsourcing of any form shall not be allowed for any activities under this RFP.**

## **9. Performance Bank Guarantee (PBG)**

1. Within 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 any Nationalized / Scheduled Bank situated in Keonjhar in favour of “CDMO, Keonjhar, DMF” as per the format at Annexure- II, as per the format at Annexure- II, for a period of **Ninety (90) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of Ninety (90) days beyond the contract period) as its commitment to perform services under the contract.
2. The bank guarantee must be submitted after issuance of award of contract/LOI by the Client, 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.

## **10. Legal Jurisdiction and Settlement of Disputes**

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

## **11. 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. 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. Liquidated Damages (LD) may be levied on the Agency in case of:

- a. Failure on bidder's part to furnish the deliverables as per the agreed timelines, without justifiable delay, from the selected bidder; can enforce a LD @ 0.01% per week subject to maximum of 5% of the total contract value. The amount will be deducted from the subsequent payment. In addition, the PBG amount can also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.
- b. Whenever and wherever it is found that the service is not up to the mark or the behavior of any contractual staff is found harsh / rude, and non-cooperative towards patients / attendants / staff, it will be brought to the notice of the managerial staff of the Agency by Office of CDM&PHO. Fine of Rs 200/- per complaint shall be imposed on each of such instances.
- c. If any staff is found indulging in smoking / drinking at the time of duty, absent from the place of duty, without giving prior intimation, depending on the circumstances, fine of Rs 200/- shall be imposed.
- d. At any point, fake documents of the candidates are found to be submitted, then the candidate shall be immediately removed from the duties and no payment shall be made to the agency for the candidate, from that month itself. The Agency shall have to provide an appropriate replacement at the earliest.
- e. Any change in personnel without due approval by the Authority shall lead the authority for non-payment of the unjustified replacement of the personnel.
- f. LD for 0.01% of the total monthly bill value, per week shall be levied in case replacement of HR is not provided from the 45<sup>th</sup> working day of raising of request from the office of CDM&PHO till the replacement is provided.

## **12. Confidentiality**

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

with prior written consent of the Client, the Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

**13. Amendment of the RFP Document**

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

**14. Client's right to accept any proposal, and to reject any or all proposal/s**

**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.**

**15. Copyright, Patents and Other Proprietary Rights**

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

**16. 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.

## **17. Disqualification of Proposal, Rejection of Proposal**

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

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

## **Section III: Terms of Reference**

### **1. Background**

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

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

Keonjhar, which is an administrative district of Odisha State has 1 District Headquarter Hospital (DHH), 2 Sub- District Hospitals (SDH), 17 Community Health Centers (CHCs) 66 Primary Health Centre (PHCs), and 3 Urban Primary Health Centre (UPHC). In Keonjhar, Health is one of the serious concerns correlated with the mining economy. The mining and its subsequent health hazards are a common phenomenon in the district which needs prudent steps for immediate redressal of the issue. Besides, the already available staff of healthcare service providers is disproportionately low to attend to the patients. According to Section 10.A.III (a) of Odisha District Mineral Foundation Rules, 2015, emphasis should be given on necessary staffing in healthcare facilities. DMF Keonjhar endeavors to adopt a sensitive attitude towards effective utilization and provision of services in the healthcare facilities for proper and timely treatment of the people.

### **2. Definitions**

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

### **3. Project Objectives**

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

### **4. Scope of Work**

1. Designing detailed and suitable job specifications with thorough understanding of the job descriptions,

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- required academic qualifications, experience, desired skills, in co-ordination with the Client for various positions as per requirement.
2. Undertake remuneration / compensation survey and analysis as per market standards, remuneration / compensation paid in other similar organizations; and finalize the remuneration / compensation structure in consultation with Client.
  3. Recruitment of Human Resources:
    - i. Sourcing, Selection, Recruitment and provide trained, skilled, certified, qualified, experienced human resources as per the requirement (Certifications as relevant to the designation and qualifications of the job).
    - ii. Perform 360-degree reference check and education qualification verification for the finalist candidate/s.
    - iii. Conduct a thorough Antecedent Verification/Background Verification (BGV) of the personnel to be deployed and submit an undertaking letter to the client regarding the verification of the same. Antecedent Verification/BGV is to be performed by the Bidder/Agency at its own cost.
    - iv. The selected Agency shall undertake in writing from the hired human resources, that they understand that this is a contractual engagement, and they have no claim over the permanent/government positions by the nature of their employment under the Agency. That they shall never go into the court of law for any matter regarding it nor carry out / participate in any demonstrations or strikes; or retort to any unjust/unfair measures for the same.
    - v. The personnel shall be on the payroll of the selected agency and the agency shall be responsible for their timely payment.
    - vi. Payroll management of the hired personnel for the Client.
    - vii. Non-compliance by the engaged staff with respect to the assignments will be considered as poor/negligent performance. In such cases, the CDM&PHO, Keonjhar / Client shall request the agency to withdraw the candidate through official letter citing proper reasons and justifications for termination. The new CV(s) of all the replacement candidates should be provided to the CDM&PHO, Keonjhar within 14 working days, and upon approval of the replacement CV by the CDM&PHO, replacement HR/staff shall be provided by the Agency within 31 days. Detailed Terms for Replacement of Human Resources are mentioned in the below paras.
    - viii. Additional to the requirement put forth by the Client, mandatory to depute atleast one dedicated, experienced Human Resources Manager cum Client Relationship Executive (CRE), as Bidding Agency's representative posted at Keonjhar to manage the day-to day HR requirements, liaison, coordinate with the Client and other stakeholders. CV of the to be HR Manager cum Client Relationship Executive (CRE) as representatives of the Agency shall be submitted as a part of the technical proposal in the bid.
    - ix. Development/Implementation of applications for Human Resources Management System (HRMS) including but not limited to online Attendance Management, Leave Management System (LMS), Timesheets etc for efficient planning and human resources management. This shall be done in consultation with the HR Executive Committee and CDM&PHO.
    - x. End to end process from identification of the vacancies by the client to selection and joining of the candidates within a specified time frame.

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4. Formulate and submit a Detailed Project Execution Plan (DPEP) for the hiring, selection, and appointment of human resources. The DPEP shall include details regarding:
  - i. Procedure (as per the discretion of the selected agency) of hiring of the human resources as per the requirement.
  - ii. Procedure of selection of new candidates (as per the discretion of the selected agency): written exam/ interview/ years of work experience, etc whichever as applicable in consultation with the HR Executive Committee.
  - iii. Method(s) for Antecedent Verification of the selected personnel.
  - iv. Training modules and plan for training (if, any).
  - v. SOP for different emergency scenarios such as: withdrawal and replacement of the candidates.
  - vi. Copy of approvals / permissions required under relevant statutes and rules.
  - vii. Formats for registers, MIS, and other related documentation. The format, content, frequency circulation of the MIS should be decided in consultation with the office of the CDM&PHO, Keonjhar.
  - viii. Implementation schedules for placement of personnel, adoption/development of MIS, Dashboard/Application for Human Resources Management System (HRMS) etc and other deliverables under this project.
5. Refresher Training, Capacity Building etc for the staff may be undertaken by Agency in consultation with the office of the CDM&PHO, Keonjhar, based on need, at the time of deployment or periodically during the time the HR is deployed. Similarly, intra/inter district travel might also need to be undertaken for training, capacity building, and normal performance of duty assigned. The cost for such training, capacity building and travelling etc will be reimbursed to the selected Agency in addition to their management fee as and when need arises for additional training as per written request from CDM&PHO Keonjhar.

**5. Responsibilities of the Selected Agency**

1. Execute the approved Detailed Project Execution Plan (DPEP).
2. Ensure that all the 'Project Objectives, and Scope of Work' as mentioned in Section 4.3 and 4.4 are met.
3. Finalize the candidates after due diligence wrt screening of CVs as per educational qualifications criteria, conducting interviews of candidates, and submit the appropriate finalized CV of the candidates to the office of CDM&PHO, Keonjhar.
4. Ensure proper documentation and record keeping of the personnel hired under the project.
5. In case of exigencies, transfer the deployed staff in consultation with CDM&PHO, Keonjhar and District Collector cum Managing Trustee, DMF Keonjhar.
6. The HR deployed by the Agency should have essential certifications, be adequately qualified, have requisite experience, skills, be properly trained, for carrying out the work assigned.
7. The Agency shall provide the requisite contractual human resources /staff for round the clock healthcare services. **Number of contractual human resources /paramedical staff can be increased / decreased as per actual need basis.** The total requirement has been approximated

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considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.

8. Provide an alternate/replacement CV in case of need for replacement of candidates, in case the previously appointed candidate resigns / the previously appointed candidate is found guilty of negligence of duty or poor performance etc within 14 working days. The engaged staff/ HR who has resigned, is bound to serve a 30 days' notice period. Detailed Terms for Replacement of Human Resources are mentioned in the next section.
9. In consultation with concerned stakeholders, formulate the modules for application HRMS/MIS etc for efficient monitoring of deployed personnel, appropriate authentication of monthly reports of the staff, swift computation of monthly bills etc.
10. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the funds utilized.
11. Submit monthly, quarterly, and annual performance reports to the office of the CDM&PHO, Keonjhar. Work /Performance Reports on monthly, quarterly, and annually basis shall be submitted. The formats shall be discussed jointly post signing of the MOU/Contract with the selected agency.
12. Attend all meetings as required by the office of the CDM&PHO, Keonjhar and/or DMF related to progress and assessment of the project.
13. Take feedback from the CDM&PHO, Keonjhar and act on the complaints/feedback received and take corrective measures.
14. Any other relevant work as directed by the CDM&PHO, Keonjhar.

**6. Responsibilities of CDM&PHO Keonjhar**

CDM&PHO, Keonjhar will be the nodal department having overall responsibility for the project with following responsibilities:

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

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

**7. Responsibilities of the Deployed Personnel**

1. The personnel provided by the Agency will not claim to become the employees of the Client.
2. There will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in Healthcare Facilities under the Client.
3. The day-to-day functioning of the service shall be carried out by the deployed persons in consultation of the Clients / Clients representatives ie MSs / MOICs / Incharge etc.
4. The Agency shall ensure good behavior from personnel on duty with the Clients.
5. They shall abstain from taking part in any staff unions, strikes and association activities.
6. The Client shall not be liable to provide any residential accommodation to the personnel.
7. The personnel engaged by the Agency will be bound to observe all instructions issued by Clients authority concerning general discipline and behavior.
8. In case the personnel engaged by the Agency commit any act of omission or commission constituting mis-conduct or indiscipline, the Agency shall be liable and responsible to take disciplinary action against the personnel / staff, including suspension, dismissal from service, removal from Clients premises / campus or police prosecution.
9. In case of the termination of this contract/ agreement on its expiry or otherwise, the personnel engaged and deployed/deputed by the agency, will not be entitled to and will not claim any absorption in the Regular or otherwise services of the Clients.
10. The Agency has to provide the photo identity cards to the persons employed by it during the office hours. These cards are to be constantly displayed and their loss reported immediately.
11. The Agency shall provide substitute immediately any of its personnel upon receiving written notice

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from Client, if they are unacceptable to Client because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct.

12. The Agency personnel's working should be polite, cordial, positive and efficient, while handling the assigned work and their action shall promote good will and enhance the image of the office. The Agency shall be responsible for any act of indiscipline on the part of persons deployed by them. The Agency shall ensure proper conduct of this person on duty in healthcare facilities premises.
13. The person deployed shall not claim any master and servant relationship against CDM&PHO Keonjhar.

**8. Responsibilities of DMF Keonjhar**

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

**9. Steps in Project Implementation**

Sr. No.	Steps	Responsibility	Timeline for Completion
1	Issue of LOI / Award of contract to the selected Agency	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	CDM&PHO with the Selected Agency	Within 15 working days of receiving the PBG
4	Initiation of the project	Agency	Within 20 working days of signing of the MOU
5	Deployment of Resources	Agency	The timeline for deployment/onboarding of various position of resources, number of resources to be deployed shall be mutually decided by the Agency, HR Executive Committee and CDM&PHO, after signing of MOU.
6	Preparation of Detailed Project Execution Plan	Agency	Within 45 working days of signing of the MOU

7	Approval of DPEP	CDM & PHO, Keonjhar	Within 25 working days of receiving the DPEP
8	Submission of monthly bills complete in all respect	Agency	By the 5 <sup>th</sup> 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  (Centralized payment will be done for the single monthly bill/invoice raised by the selected agency to the CDM&PHO Keonjhar)
10	Review and monitoring of the project	CDM & PHO, Keonjhar	Quarterly

### **10. Project Duration**

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

### **11. Monitoring and Evaluation**

1. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project. The selected Agency shall submit the progress report on monthly basis in the desired format as per given schedule to the office of the CDM&PHO, Keonjhar. This monthly progress report shall be verified and submitted by the CDM&PHO to the office of DMF Keonjhar on a regular basis.
2. Yearly review (atleast one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with CDM&PHO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. The selected Agency shall onboard an 'Impact Evaluation Agency' at the start of the project itself. The Impact Evaluation Agency shall carry out a Baseline Evaluation, Midline Evaluation (at various intervals as fixed by the Agency in consultation with the Client), as well as the Final

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Evaluation. All the reports of the evaluations carried out by the Impact Evaluation Agency shall be submitted by the selected Agency to the office of CDM&PHO Keonjhar and CEO DMF Keonjhar. The 'Final Evaluation' shall be carried out by this 'Third Party / Impact Evaluation Agency' at the end of the project (i.e., 3 years) and will consider the following aspects in addition to those addressed in the in every evaluation:

- i. The project's achievement with respect to the objectives.
  - ii. The improvement in healthcare services, patient satisfaction, reduced referrals outside the district, reduced turnaround time for provision of services etc due to increase in the human resources deployed etc.
  - iii. Suitability for continuation of the Agency, regarding extension of the contract.
  - iv. Impact generated, increase in healthcare indicators, opportunities of improvements, and recommendations etc.
4. 'Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to CDM&PHO Keonjhar and CEO DMF Keonjhar within three months of completion of a Financial Year.
  5. No additional funds shall be provided for these audits and evaluations.

## **12. Human Resources Requirement**

1. Currently the following requirements of Human Resources have been identified; wherein the vacancies range from various fields, education, and experiences i.e., from AYUSH/Dentist doctors, staff nurses, lab technicians, other technicians, data entry operators, biomedical engineer, fire safety officers, physiotherapists, occupational therapists, assistant hospital managers, consultants, junior engineers, etc.
2. The number of positions is subject to change based on the actual vacancy position at the time of onboarding the Human Resources and shall be mutually decided by the HR Executive Committee.
3. **These HR are to be freshly hired and deployed on a contractual basis in lieu of/owing to the vacancy of sanctioned staff and shortfall of HR as per increased patient load as per IPHS / NQAS / NABH and other applicable Healthcare Quality Accreditation standards.**
4. In case a vacant staff position is fulfilled by the State Government in a particular Healthcare facility, the contractual HR appointed by the Agency shall have to be redeployed/adjusted at some other vacant position as per the requirement in consultation with the HR Executive Committee. In case if there is no vacant position/requirement, then the contractual HR shall have to be terminated promptly as per applicable rules.
5. The total requirement has been approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.
6. **The Agency shall provide the requisite contractual human resources /staff for round the clock healthcare services. Number of contractual human resources /paramedical staff can be increased / decreased as per actual need basis. The total requirement has been approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.**
7. **The following total new / fresh requirement have been**

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**approximated considering/inclusive of the round the clock staff required for healthcare services provision considering leave reliver, leaves, etc.**

<b>Sr. No.</b>	<b>Designation</b>	<b>Qualification</b>	<b>Number of Employees</b>
1	HR Manager cum Client Relationship Executive (CRE)	<ul style="list-style-type: none"> <li>• Master's Business Administration (MBA) Degree (or equivalent) in Human Resources Management from a reputed National/ International University/ Institution.</li> <li>• Minimum of 6 years of experience in Human Resources Management, Hiring, preparation of Job Descriptions, Roles &amp; Responsibilities, Formulation of Salaries etc.</li> <li>• Comprehensive understanding of local, state and Labour employment laws.</li> <li>• Desirable experience of minimum of 2 years of work experience in HR supervisory role in private/ public/ not-for-profit sector.</li> </ul>	1
2	Medical Officer - AYUSH	Bachelors in any AUUSH stream with experience of working in Hospitals	20
3	Medical Officer - Dental	Bachelor of Dental Surgery with experience of working in Hospitals/Dental Clinics	10
4	Nursing In-charge	B Sc-Nursing with working experience in hospital	22
5	Staff Nurse - ICU	BSc Nursing/GNM Staff Nurse with relevant experience in ICU	65
6	Staff Nurse - OT	BSc Nursing/GNM Staff Nurse with relevant experience in OT	10
7	Nursing Assistant	Diploma in Auxiliary Nursing and & Mid-wifery	100
8	Audiometrician	Diploma in Audiometry Technician	6
9	Clinical Psychologist	Master's Degree in Clinical Psychology	1
10	Counsellors	Bachelor's Degree in Counselling/Psychology	6
11	CSSD Technician	Diploma/Certificate with relevant working experience	6
12	X-Ray Technician	B. Sc./ Diploma / Certificate in X-Ray Technology/DMRT	16
13	ICU Technician	EMT /D-Pharma with relevant experience in working in ICU	8
14	OT Technician	Diploma in Operation Theatre Technology with relevant experience in working in OT	10
15	Ophthalmic Assistant / Technician	Diploma in Ophthalmic Assistant / Optometrist	22
16	MGPS Technician	Diploma/Certificate with relevant working experience	15
17	Store Executive	Graduate in any Discipline with relevant working experience / B-Pharma/D-Pharma	90
18	Dental Assistant / Technician	Diploma/Certificate in Dental Technician / Assistant	6

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

### **13. Provision of Leaves**

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

### **14. Replacement of Human Resources**

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

1. In case of non-satisfactory performance of any of the hired human resource/staff/personnel, the client reserves the right to request for a replacement. Once a request is raised, the Agency must provide the

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CV and other qualification and details of the replacement personnel so as to permit evaluation within 14 working days.

2. Any proposed substitute CV shall have equivalent or better qualifications and experience than the original candidate. The substitute /replacement CV must be submitted to the Client within 14 working days of submission of resignation of the original staff/professional deployed. The engaged staff/ HR who has resigned, is bound to serve a 30 days' notice period.
3. On receipt of such CVs, the client must process the same within 14 working days and communicate its approval / rejection.
4. In case of failure to provide substitute /replacement CV within 14 working days of communication of the request for a change to the satisfaction of the client, the client reserves the right to not make payment for the resource and the resource may be treated as withdrawn after 31 days of communication of such change.
5. Under unavoidable circumstances of one or more personnel becoming unavailable / leave the place of posting for any reason there off, the Agency must notify the client at least 14 working days in advance, explaining the circumstances necessitating the proposed replacement and submit justification and qualification of replacement personnel in sufficient details to permit evaluation. On being duly satisfied, the request for change may be approved / rejected by the client within 14 working days of receipt of the same.
6. Once the replacement CV is accepted by the client, the Agency shall replace the staff/professional within 31 days of the communication of such approval from the client.
7. Further, acceptance of such replacement by the client shall not relieve the Agency from responsibility for failure to meet the requirements of the contract.
8. In case there is a gap in replacement of any personnel, no remuneration will be provided for that period.
9. Any misconduct/misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks, and responsibilities, with written intimation to CDM & PHO, Keonjhar. The HR/staff shall be provided an opportunity for explanation before the HR Executive Committee.

**15. General Conditions of the Contract (GCC)**

1. The selected Agency shall be wholly responsible for the acts & omissions of the manpower engaged as per the provisions of the contract.
2. For selection of human resources, first preference shall be given to local people of Keonjhar district as per the criteria mentioned at Section 4.11
3. The Agency shall employ manpower above the age of 18 (Eighteen) years only. Employment of child labor will lead to the termination of the contract. The Agency shall engage only such human resources, whose antecedents have been thoroughly verified, including character, police verification and other formalities etc. Maximum age limit for engagement shall be 80 years.
4. The Agency should ensure the health and safety of its employees.
5. The staff shall be in proper uniform (as per applicable staff cadre) and with their identity card properly displayed. Uniform (as per applicable staff cadre) shall be provided by selected agency at its own cost. The staff cadre to whom the uniform is to be provided, the

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specifications of uniform, and the quantity of uniforms etc shall be mutually decided by the selected agency and HR executive committee at the time of actual onboarding/deployment of the HR/Staff.

6. The Agency shall not in any condition engage any Sub-Agency or transfer the contract to any other person. If found guilty, the contract shall be cancelled immediately at the cost and expense of the Agency.
7. Indemnification:
  - a. The Agency shall be fully responsible for the conduct of the HR hired.
  - b. CDM&PHO Keonjhar shall not be responsible for any injury or loss of life of personnel deployed/deputed by the Agency which may take place in the course of their deployment.
  - c. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of the following as applicable (CDM & PHO, Keonjhar, NHM and DMF shall not own any responsibility in this regard.).
8. Payment of Appropriate Wages by the selected agency in a timely manner:
  - a. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:
    - i. Payment of Wages Act,1936
    - ii. Minimum Wages Act,1948
    - iii. Employer's Liability Act,1938
    - iv. The Workmen Compensation Act,1923
    - v. Industrial Disputes Act, 1947
    - vi. Maternity Benefit Act,1961
    - vii. Any other relevant Act
  - b. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in this hospital within time stipulated as per labor laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof.
  - c. Payment of wages 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.
  - d. 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 the hospital premises at their risk and cost, in the presence of an authorized officer of hospital.
9. The Remuneration that shall be paid to the employees shall be a consolidated one with all applicable statutory provisions. The Agency needs to comply as per applicable laws.
10. Default of service: Any instance(s) of Violation and/or Refusal and/or Non- performance towards any of the obligations/terms described in the Scope of Work would be treated as default of service by the

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selected Agency. Upon default of service, the Client reserve the right to forfeit the payment outstanding (if any) for the said till that particular stage.

11. The Agency shall take due care to comply with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like policy changes proposed by the Government or legal amendments from time to time, during the period of the Contract.
12. The agency shall enroll contractual staff into EPF (if applicable) immediately on engagement of contractual staff. Providing of uniform (if applicable, as per cadre / job requirements) shall be the responsibility of the Agency.
13. Payment Procedure: The selected Agency shall submit the Bills/Invoices by the 5<sup>th</sup> day of each subsequent month to the office of CDM & PHO, Keonjhar. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. The Bills/Invoices shall be supported with the following documents:
  - a. Attendance sheets/Timesheets along with Renumeration certificates (generated via HRMS).
  - b. Remuneration / Salary / Wages sheets of all the employees / HR Staff etc deployed in Keonjhar (generated via HRMS).
  - c. 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.
  - d. 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.
  - e. Office of CDM&PHO Keonjhar shall submit these verified bills/invoices along with abstract and supporting documents, within 15 working days to DMF Keonjhar.
  - f. DMF Keonjhar shall verify the abstract and supporting documents and release payment to CDM&PHO Keonjhar.
  - g. Centralized payment shall be done by CDM&PHO for the single monthly bill/invoice raised by the selected agency.
  - h. All taxes applicable will be deducted as per provisions.
  - i. 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.
  - j. CDM&PHO, Keonjhar may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower.
14. Adequate Manpower Pool:
  - a. The Agency shall ensure to maintain adequate number of manpower and also arrange a pool of stand by workers / supervisors. In case any worker /supervisor is absent from the duty, the reliever of equal status shall be provided by the Agency from an existing pool of staff. The cost for such additional manpower shall be borne out of the management fee only.
15. Risk Clause and Termination of Contract: The Agency shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.

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CDM&PHO reserves the right for termination of the contract at any time by giving 30 days written notice, if the services are found unsatisfactory and also has the right to award the contract to any other Agency at the cost, risk, and responsibilities of Agency. Excess expenditure incurred on account of this will be recovered by CDM&PHO from the Agency's Performance Bank Guarantee or pending bill or by raising a separate claim.

16. Reporting and Protection of Property:

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

## **Section IV: Technical Proposal Submission Forms**

### **TECH 1 Covering Letter**

*(On Bidder's Letter Head)*

[Location, Date]

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

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

Dear Sir/Mam,

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

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

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

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

Yours faithfully,

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

**TECH 2: Bidder’s Organization (General Details)**

Sr. No.	Description	Full Details
1	<b>Name of the Bidder</b>	
2	<b>Address for communication:</b> Tel: Email id:	

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

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

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

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

### **TECH 3: Bidders Financial Details**

#### **Annual Average Turnover Statement**

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

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

<b>Financial Information (In INR)</b>
---------------------------------------

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

Details	FY 2020-21*	FY 2021-22*	FY 2022-23*	Average
Consulting Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
<p><b>* Provisional audited statement shall not be considered.</b></p> <p><b>Supporting Documents:</b></p> <p>Audited certified financial statements for the last three FYs (Submission of copies of Income &amp; Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)</p> <p><b>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.</b></p>				

Signature and Seal of the Company Auditor with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: \_\_\_\_\_

Membership No. Chartered Accountant and UDIN number

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

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

**TECH 4: Format for Power of Attorney**

**(On Notarized INR 100 Stamp Paper)**

I, \_\_\_\_\_, the \_\_\_\_\_ (Designation) of \_\_\_\_\_ (Name of the Organization) in witness where of certify that \_\_\_\_\_ <Name of person> is authorized to execute the attorney on behalf of \_\_\_\_\_ <Name of Organization>, \_\_\_\_\_ <Designation of the person> of the company acting for and on behalf of the company under the authority conferred by the \_\_\_\_\_ <Notification/ Authority

  
 Chief District Medical & Public Health Officer  
 Keonjhar

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

order no.>Dated \_\_\_\_\_<date of reference>has signed this Power of attorney at \_\_\_\_\_<place> on this day of \_\_\_\_\_<day><month>, \_\_\_\_\_<year>.

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

Name of the Authorized Representative:

**(Signature of the Authorized Representative with Date)**

\_\_\_\_\_

CERTIFIED:

\_\_\_\_\_

**Authorized Signatory with Date and Seal** :

**Name** :

**Designation** :

**Address of Bidder** :

**Contact Number of Bidder** :

**Email id of Bidder** :

**TECH 5: Bidders Past Experience Details**

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

  
 Chief District Medical & Public Health Officer  
 Keonjhar


\* Kindly mention the details of assignments / projects year-wise starting from the most recent ones undertaken. Assignments / Projects undertaken for Hospitals (Government or Private or Trusts) / Nursing Homes / PPP managed Healthcare Facilities / Urban PHCs / Ambulance Services / Mobile Medical Units / Mobile Health Units / Laboratories & Diagnostic Centers / Clinics / Ambulance Services / Pharmaceutical Industry / National Health Programmes / Healthcare Information Technology (IT) Firms / Hospital Management Information Systems (HMIS) firms / Healthcare Consulting Services / Medical Colleges & Hospitals etc shall be mentioned here.

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

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

### 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 5: Instructions to the Bidder, Sr. No. 1 General Instructions, Point 19 for Conflict of Interest / Conflicting Relationships. If yes, please furnish details of any such activities.

If no, please certify,

On Bidders Letter

  
Chief District Medical & Public Health Officer  
Keonjhar

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

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 5: Instructions to the Bidder, Sr. No. 1 General Instructions, Point 19 for Conflict of Interest / Conflicting Relationships.**

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

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

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

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

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

[The Agency needs to present and justify in this section, if any modifications to the Terms of Reference they are proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process

modifications). Such suggestions should be concise and to the point and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

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

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

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

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

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

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

- A. Introduction, Experience & Capability:** Brief information on the Applicant's organizational set-up, size, and experience in Recruitment of Healthcare Personnel on contractual basis, expertise in the proposed work. Details of similar type of work undertaken for Hospitals (Government or Private or Trusts) / Nursing Homes / PPP managed Healthcare Facilities / Urban PHCs / Ambulance Services / Mobile Medical Units / Mobile Health Units / Laboratories & Diagnostic Centers / Clinics / Ambulance Services / Pharmaceutical Industry / National Health Programmes / Healthcare Information Technology (IT) Firms / Hospital Management Information Systems (HMIS) firms / Healthcare Consulting Services / Medical Colleges & Hospitals etc. Applicant's international set-up and experience if any.
- B. Understanding of Scope of work:** Details of Applicant's perception of the nature and scope of and key issues related to scope of work involved, implementation of efficient tool for execution of strategy.
- C. Technical Approach and Methodology:** Approach to the assignment, Envisaged Challenges and Conflict Resolution, Possible conflicts and way to handle them amicably. This should include details of overall approach to the areas listed in the RFP along with specific potential proposals / solution on each of these areas, covering the conceptualization, design and implementation stages. Submission should clearly articulate the deliverables at each stage of the work with key milestones. The Applicant should also explain why the methodology adopted is consistent with the objective of the programme, and the specific objectives outlined for each pillar of the assignment.
- D. Work Plan and Staffing:** Methodology for identification and selection of Personnel, Review / Appraisal Mechanism for performance of deployed personnel, Provision to secure and retain professionals.

*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:

<b>Maximum Number of Slides</b>	<b>Slide Heading</b>	<b>Maximum Marks (30)</b>	<b>Maximum Time for Presentation</b>
1 to 3	Introduction, Similar Experiences & Capability	5	2 minutes
4 to 8	Technical Approach and Methodology <ul style="list-style-type: none"><li>• Understanding and Approach to the assignment</li><li>• Envisaged Challenges and Conflict Resolution</li></ul>	10	5 minutes
9 to 10	Work Plan <ul style="list-style-type: none"><li>• Methodology for identification and selection of Personnel</li><li>• Review/Appraisal Mechanism for performance of deployed personnel</li><li>• Provision to secure and retain professionals</li></ul>	15	10 minutes
	Question & Answer Session		5 minutes

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

Note 1: Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT in the above format 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**

<b>Duration</b>	<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>
<b>Sequence of Activities / Sub Activities</b>				

  
Chief District Medical & Public Health Officer  
Keonjhar

--	--	--	--	--

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

*(to be furnished in the technical proposal)*

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

**Affidavit**

*30/11/2023*  
Chief District Medical & Public Health Officer  
Keonjhar

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

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

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

Dated this ..... Day of ....., 2023

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

**TECH 11: Anti Collusion Certificate**

*(to be furnished in the technical proposal)*

*(On the letter Head of the Agency)*

**Anti-Collusion Certificate**

  
Chief District Medical & Public Health Officer  
Keonjhar

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

We hereby certify and confirm that in the preparation and submission of our Proposal for \_\_\_\_\_ (name of the Project) under this RFP Reference No. \_\_\_\_\_, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 2023

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

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

1.	<b>Proposed Position</b>	District HR Manager cum Client Relationship Executive (CRE)	
2.	<b>Name of Agency</b>		
3.	<b>Name of Staff</b>		
4.	<b>Date of Birth</b>		
5.	<b>Education</b>		
	<b>Name of Institution</b>	<b>Degree(s) or Diploma(s) obtained:</b>	<b>Date/Year of Qualifying</b>
6.	<b>Membership in Professional Associations/ Trainings attended</b>		
7.	<b>Languages</b>		

Language	Reading	Speaking	Writing
English			
Odia			
Hindi			
Any other			
<b>8.</b>	<b>Employment Record</b>		
<b>From</b>			<b>To</b>
<b>Employer</b>			
<b>Position/s held</b>			
<b>Responsibilities/ Activities performed:</b>			
<b>From</b>			<b>To</b>
<b>Employer</b>			
<b>Position/s held</b>			
<b>Responsibilities/ Activities performed</b>			
<b>From</b>			<b>To</b>
<b>Employer</b>			
<b>Position/s held</b>			
<b>9.</b>	<b>Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned</b>		
	<b>Name of assignment or project</b>		
	<b>Year</b>		
	<b>Location</b>		
	<b>Client</b>		
	<b>Main project features:</b>		
	•		
	<b>Position/s held</b>		
	<b>Responsibilities/Activities performed</b>		
	•		
	<b>Name of assignment or project</b>		
	<b>Year</b>		
	<b>Location</b>		
	<b>Client</b>		
	<b>Main project features</b>		
	•		
	<b>Position/s held</b>		
	<b>Responsibilities/Activities performed</b>		
	•		
<b>10.</b>	<b>Certification</b>		
	<p>I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to my disqualification or dismissal, if engaged.</p>		

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

**Note:**

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

**TECH 13: 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 refuse 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: Financial Proposal Submission Forms**

### **FIN 1: Covering Letter**

*(On Bidders Letter Head)*

[Location, Date]

To,

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

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

Sir/Mam,

I, the undersigned, offer to provide the services for \_\_\_\_\_ [Insert title of assignment] in accordance with your Request for Proposal No. \_\_\_\_\_, Dated: \_\_\_\_\_.

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

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

\*This will exclude the applicable taxes.

I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **180 days**. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly. We also undertake to negotiate on the Management Fee proposed.

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

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

We remain,

Yours sincerely,

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

## Section VI: Annexures

### Annexure I: Bid Submission Checklist

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

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

forms, terms & conditions, and other important information as mentioned in the RFP Document.

Sr. No.	Description	Submitted (Yes/No)	Page No.
	<b>Technical Proposal (Original)</b>		
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. 10,00,000/- in form of DD		
5	Copy of Certificate of Incorporation/Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (2020-21, 2021-22, 2022-23)		
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 favor of the person signing the Bid		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the photocopies of workorders / experience certificates for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Affidavit Format for Not Blacklisting (TECH 10)		
18	Anti-Collusion Certificate (TECH 11)		
19	Curriculum Vitae (CV) for Proposed Key Professional (TECH 12)		
20	Bid Security Declaration (TECH 13)		
	<b>Financial Proposal (Original)</b>		
20	Covering Letter for Financial Proposal (FIN 1)		

**Undertaking:**

- All the information has been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- *All pages of the proposal have been sealed and signed (in full) by the authorized representative.*

**Authorized Signatory with :**

**Date and Seal**

**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Address of Bidder** : \_\_\_\_\_  
**Contact Number of Bidder** : \_\_\_\_\_  
**Email id of Bidder** : \_\_\_\_\_

**Annexure II: Performance Bank Guarantee Format**

[Location, Date]

To,

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

(To be issued by a Bank \_\_\_\_\_)

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

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

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

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

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

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

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

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give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

6. The Guarantee shall be irrevocable and shall remain in full force and effect until all our Obligations under this guarantee are duly discharged.
7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under \_\_\_\_\_.

In witness, whereof the Guarantor has set its hands hereunto on the day, month, and year first here-in-above written.  
Signed and Delivered by \_\_\_\_\_ Bank by the hand of Shri \_\_\_\_\_ its \_\_\_\_\_ and authorized office.

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

.....  
**Name and designation of the officer**

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

**Annexure III : Acronyms and Definitions**

1	Agencies/ Human Resources Sourcing Firm / Organization / Bidder / Companies	:	Entities or Company of Private Limited Firms that may provide the Services to the Client under the Contract
2	Assignment / Job	:	The work to be performed by the selected Agency pursuant to the Contract
3	BGV	:	Background Verification
4	CA	:	Chartered Accountant
5	CDM&PHO	:	Chief District Medical and Public Health Officer

  
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6	CEC	:	Consultant Evaluation Committee
7	CEO	:	Chief Executive Officer
8	CHC	:	Community Health Centers
9	Client	:	Chief District Medical and Public Health Officer, Keonjhar, Odisha
10	CV	:	Curriculum Vitae
11	Day	:	Means calendar day
12	DD	:	Demand Draft
13	DHH	:	District Headquarters Hospital
14	DMF, Keonjhar, Odisha	:	District Mineral Foundation, Keonjhar, Odisha
15	DPEP	:	Detailed Project Execution Plan to be submitted by the selected Agency to CDM & PHO, Keonjhar, Odisha pursuant to the Contract
16	ECS	:	Electronic Clearing System
17	EMD	:	Earnest Money Deposit
18	EPF	:	Employees Provident Fund
19	EPFO	:	Employees' Provident Fund Organization
20	ERP	:	Enterprise Resources Planning
21	ESIC	:	Employees State Insurance Corporation
22	FY	:	Financial Year
23	H&FW	:	Health & Family Welfare Department
24	HR	:	Human Resources
25	HR EC	:	Human Resources Executive Committee
26	HRA	:	House Rent Allowance
27	HRMS	:	Human Resources Management System
28	Human Resources / Professional / Staff / Manpower / Employees	:	Human Resources are the set of people who make up the workforce of an organization, facility, institution, business sector, industry, or economy. The personnel of a business or organization, who are regarded as a significant asset in terms of skills and abilities.
29	IPHS	:	Indian Public Health Standards
30	ITR	:	Income Tax Returns
31	JV	:	Joint Ventures
32	LMS	:	Leave Management System
33	LOI	:	Letter of Invitation
34	MIS	:	Management Information System
35	MOA	:	Memorandum of Association
36	MOIC	:	Medical Officer Incharge
37	MOU	:	Memorandum of Understanding
38	MS	:	Medical Superintendent
39	NABH	:	National Accreditation Board for Hospitals and Healthcare Providers
40	NEFT	:	National Electronic Fund Transfer

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41	NHM	:	National Health Mission, Department of Health and Family Welfare, Government of Odisha
42	NQAS	:	National Quality Accreditation Standards
43	P&L	:	Profit and Loss
44	Paramedical Personnel	:	The healthcare providers who have special training in supplementing and supporting medical work by providing clinical services to the patients under the supervision of a doctor/physician/specialist
45	PBG	:	Performance Bank Guarantee
46	PF	:	Provident Fund
47	PHC	:	Primary Health Centre
48	PI	:	Personal Interview
49	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal
50	PSU	:	Public Sector Unit
51	QCBS	:	Quality cum Cost Based Selection
52	RFP	:	Request For Proposal, circulated by the Client for the selection of an Agency
53	RTGS	:	Real Time Gross Settlement
54	SDH	:	Sub-Divisional Hospitals
55	SOP	:	Standard Operating Procedures
56	TIA	:	Tender Inviting Authority who is the Chief District Medical and Public Health Officer (CDM&PHO), Keonjhar, Odisha
57	TOR	:	Terms of Reference, means the information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency
58	wrt	:	with respect to

**Annexure IV: Approximated Human Resources Requirement and Yearly Renumeration**

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

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

  
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Sr No	Designation	Qualification	Number of Employees	Remuneration / Employee*	Monthly Remuneration	Yearly Remuneration (in INR)
2	Medical Officer - AYUSH	Bachelors in any AUYSH stream with experience of working in Hospitals	20	30000	600000	7200000
3	Medical Officer - Dental	Bachelor of Dental Surgery with experience of working in Hospitals/Dental Clinics	10	40000	400000	4800000
4	Nursing In-charge	B Sc-Nursing with working experience of hospitals	22	25000	550000	7150000
5	Staff Nurse - ICU	BSc Nursing/GNM Staff Nurse with relevant experience in ICU	65	20000	1300000	15600000
6	Staff Nurse – OT	BSc Nursing/GNM Staff Nurse with relevant experience in OT	10	20000	200000	2400000
7	Nursing Assistant	Diploma in Auxiliary Nursing and & Mid-wifery	100	13000	1300000	15600000
8	Audiometrician	Diploma in Audiometry Technician	6	20000	120000	1440000
9	Clinical Psychologist	Master’s Degree in Clinical Psychology	1	30000	30000	360000
10	Counsellors	Bachelor’s Degree in Counselling/Psychology	6	20000	120000	1440000
11	CSSD Technician	Diploma/Certificate with relevant working experience	6	15000	90000	1080000
12	X-Ray Technician	BSc. / Diploma / Certificate in X-Ray Technology	16	20000	320000	3840000
13	ICU Technician	EMT /D-Pharma with relevant experience in working in ICU	8	20000	160000	1920000
14	OT Technician	Diploma in Operation Theatre Technology with relevant experience in working in OT	10	20000	200000	2400000
15	Ophthalmic Assistant / Technician	Diploma in Ophthalmic Assistant / Optometrist	22	20000	440000	5280000
16	MGPS Technician	Diploma/Certificate with relevant working experience	15	20000	300000	3600000
17	Store Executive	B-Pharma /D-Pharma / Graduate in any Discipline with relevant working experience	90	20000	1800000	21600000
18	Dental Assistant / Technician	Diploma/Certificate in Dental Technician / Assistant	6	20000	120000	1440000

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

  
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35	Maintenance Executive	Diploma/ITI in electrical, plumbing maintenance etc	20	15000	300000	3600000
36	Maintenance Manager	B. Tech Electrical / Mechanical with atleast four years relevant experience	1	35000	35000	420000
		<b>Total</b>	<b>621</b>		<b>1,22,35,000.00</b>	<b>14,68,20,000.00</b>

**\*The Remuneration mentioned herein is inclusive of EPF share of the employees only. 9. The Remuneration\* mentioned is consolidated with all applicable statutory provisions. The Agency needs to comply as per applicable laws. The monthly bill that shall be raised by the selected agency can include all the applicable statutory provisions. The remuneration mentioned herein (except for sr. no. 1 of the HR Manager cum Client Relationship Executive [CRE]) is the minimum remuneration that shall be provided. At the time of actual onboarding/deployment, the change in remuneration, wrt educational qualifications and number of years of experience etc for a given position shall be mutually decided in consultation with the selected agency and HR Executive Committee, as per market analysis of benchmarked remuneration offered.**

  
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**Annexure V: List of Block-wise Healthcare Facilities**

Sr. No.	Name of Block	Name of Institution	No of Hospital Beds Sanctioned
1	Anandapur Block	Fakirpur CHC	16
2	Anandapur SDH	Anandapur SDH	123
3	Bansapal(T) Block	Bansapal CHC	16
4	Champua SDH	Champua SDH	79
5	Champua Block	Bhanda CHC	16
6	Ghasipura Block	Sainkul CHC	16
7	Ghasipura Block	Kesudarapal CHC	16
8	Ghatgaon Block	Ghatgaon CHC	30
9	Harichandanpur Block	Harichandanpur CHC	16
10	Harichandanpur Block	Bhagamunda CHC	16
11	Hatadihi Block	Salania CHC	16
12	Hatadihi Block	Hadagada OH	6
13	Hatadihi Block	Hatadihi OH	6
14	Jhumpura(T) Block	Jhumpura CHC	16
15	Jhumpura(T) Block	Ukhunda OH	6
16	Joda(T) Block	Basudevpur CHC	16
17	Joda(T) Block	Barbil CHC	16
18	Joda(T) Block	Joda CHC	16
19	Keonjhar DHH	Keonjhar DHH	330
20	Keonjhar(T) Block	Padampur CHC	16
21	Patana(T) Block	Patana CHC	16
22	Patana(T) Block	Dumuria OH	6
23	Saharpada(T) Block	Udaypur CHC	16
24	Telkoi(T) Block	Telkoi CHC	16
25	Telkoi(T) Block	Sirigida OH	6
26	Telkoi(T) Block	Kaliahata OH	6
	<b>Total</b>		<b>854</b>

**List of PHCs and OHs**

Sl. No.	Block	Facility Name
1	Anandapur Block	Anandapur PHC(N)
2	Anandapur Block	Dhakota PHC(N)
3	Anandapur Block	Panasadiha PHC(N)
4	Anandapur Block	Panchupalli-Fakirpur PHC(N)
5	Anandapur Block	Salabani-Fakirpur PHC(N)
6	Anandapur Block	Tartara PHC(N)
7	Bansapal(T) Block	Gonasika PHC(N)
8	Bansapal(T) Block	Kanjipani PHC(N)
9	Bansapal(T) Block	Kolanda PHC(N)
10	Bansapal(T) Block	Phuljhar PHC(N)
11	Bansapal(T) Block	Suakati PHC(N)
12	Bansapal(T) Block	Talajagar PHC(N)

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13	Champua(T) Block	Bhuinpur PHC(N)
14	Champua(T) Block	Chimila PHC(N)
15	Champua(T) Block	Jyotipur PHC(N)
16	Champua(T) Block	Kalikaprasad PHC(N)
17	Champua(T) Block	Karanjia PHC(N)
18	Champua(T) Block	Rimuli PHC(N)
19	Ghasipura Block	Batto PHC(N)
20	Ghasipura Block	Bhandaridiha PHC(N)
21	Ghasipura Block	Degaon PHC(N)
22	Ghasipura Block	Khalpal PHC(N)
23	Ghasipura Block	Nipania PHC(N)
24	Ghasipura Block	Odapada PHC(N)
25	Ghasipura Block	Purunabandhagoda PHC(N)
26	Ghatagaon(T) Block	Dhenkikote PHC(N)
27	Ghatagaon(T) Block	Jharbeda-Ghatagaon PHC(N)
28	Ghatagaon(T) Block	Pandapada PHC(N)
29	Harichandapur(T) Block	Baxi-Barigaon PHC(N)
30	Harichandapur(T) Block	Janghira PHC(N)
31	Harichandapur(T) Block	Kalapat PHC(N)
32	Harichandapur(T) Block	Pithagola PHC(N)
33	Harichandapur(T) Block	Rebanapalasapal PHC(N)
34	Hatadihi BlocK	Hadagara OH
35	Hatadihi BlocK	Hatadihi OH
36	Hatadihi BlocK	Mugapur PHC(N)
37	Hatadihi BlocK	Orali PHC(N)
38	Hatadihi BlocK	Soso PHC(N)
39	Hatadihi BlocK	Sundarpal PHC(N)
40	Hatadihi BlocK	Tukuna PHC(N)
41	Jhumpura(T) Block	Asanpat PHC(N)
42	Jhumpura(T) Block	Jamadapal PHC(N)
43	Jhumpura(T) Block	Malada PHC(N)
44	Jhumpura(T) Block	Ukhunda. OH
45	Joda(T) Block	Guali PHC(N)
46	Joda(T) Block	Kalimati PHC(N)
47	Keonjhar(T) Block	Baradapal PHC(N)
48	Keonjhar(T) Block	Jagannathpur. PHC(N)
49	Keonjhar(T) Block	Jodipada PHC(N)
50	Keonjhar(T) Block	Maidankela PHC(N)
51	Keonjhar(T) Block	RaisuanPadmapur PHC(N)
52	Patana(T) Block	Dumuria OH
53	Patana(T) Block	Kendupasi PHC(N)
54	Patana(T) Block	Khireitangiri PHC(N)
55	Patana(T) Block	Rajanagar PHC(N)
56	Patana(T) Block	Turumunga PHC(N)
57	Saharpada(T) Block	Baikala PHC(N)
58	Saharpada(T) Block	Golakunda PHC(N)
59	Saharpada(T) Block	Raidiha PHC(N)

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60	Saharpada(T) Block	Saharpada PHC(N)
61	Telkoi(T) Block	Jagamohanpur PHC(N)
62	Telkoi(T) Block	Kaliahata OH
63	Telkoi(T) Block	Kardangi PHC(N)
64	Telkoi(T) Block	Krushnapur PHC(N)
65	Telkoi(T) Block	Raisuan PHC(N)
66	Telkoi(T) Block	Sirigida OH

**List of SCs/HW SCc**

Sl. No.	Block	Facility Name	NOS
1	Anandapur Block	Bailo SC	19
2		Baladuan SC	
3		Baunsagarh SC	
4		Belbahali SC	
5		Beldal1 SC	
6		Bhogpur SC	
7		Dhakothe SC	
8		Fakirpur_Mc SC	
9		Gayalmunda SC	
10		Janjali SC	
11		Kantipal SC	
12		Kanto SC	
13		Kodapada SC	
14		Kumuda SC	
15		Manoharpur SC	
16		Panchupalli1 SC	
17		Salabani SC	
18		Taratara SC	
19		Tolangapada SC	
20	Bansapal(T) Block	Bansapal_Mc SC	25
21		Baragoda SC	
22		Bayakumutia SC	
23		Champey SC	
24		Gonasika SC	
25		Govindpur2 SC	
26		Ichinda SC	
27		Jantari SC	
28		Jatra SC	
29		Kadakala SC	
30		Kalanda SC	
31		Kanjipani SC	
32		Karangadihi SC	
33		Kumundi SC	
34		Kundhei SC	
35		Kushakala SC	
36		Nayakote SC	

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37		Padakasada SC	
38		Phuljhar SC	
39		Raigoda SC	
40		Saukati SC	
41		Singpur(A) SC	
42		Singpur(B) SC	
43		Talabirikela SC	
44		Taramakanta SC	
45	Champua(T) Block	Badanoi SC	34
46		Bala SC	
47		Banka1 SC	
48		Basira SC	
49		Bhanda_Mc SC	
50		Bhodapasi SC	
51		Bhuinpur1 SC	
52		Chandrasekharpur SC	
53		Chimila SC	
54		Godhuli SC	
55		Ichinda1 SC	
56		Jajapasi SC	
57		Jally SC	
58		Jamadalak SC	
59		Jyotipur SC	
60		Kadagodia SC	
61		Kalikaprasad SC	
62		Kanchanpur SC	
63		Karanjia SC	
64		Kasipal SC	
65		Kutaripasi SC	
66		Nandapur2 SC	
67		Padua SC	
68		Parsala SC	
69		Rajia SC	
70		Rangamatia SC	
71		Raruangoda SC	
72		Remuli SC	
73		Sadangi1 SC	
74		Sananai(Bhanda) SC	
75		Sarei SC	
76		Sasang1 SC	
77		Taduabahal SC	
78		Uchhabali SC	
79	Ghasipura Block	Alati SC	23
80		Angarua SC	
81		Atta SC	
82		Badapadana SC	
83		Balarampur4 SC	

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84		Baripal SC	
85		Barpada_Sainkul SC	
86		Batto SC	
87		Bhandaridiha SC	
88		Daradipal SC	
89		Deogaon2 SC	
90		Godabandhagada SC	
91		Gohira1 SC	
92		Kansa1 SC	
93		Keshudurapal_Mc SC	
94		Khaliamenta SC	
95		Khalpal SC	
96		Machhal SC	
97		Madanpur2 SC	
98		Nandabara SC	
99		Saladei SC	
100		Tarimul SC	
101		Taruan SC	
102		Badajamposi SC	
103		Badamosinabilla SC	
104		Badapichula SC	
105		Balipokhari1 SC	
106		Basantapur1 SC	
107		Bholabeda SC	
108		Binida SC	
109		Dhenkikote SC	
110		Gadadharpur1 SC	
111		Ghatgaon_Mc SC	
112		Jharbeda SC	
113		Kaspada SC	
114		Kundapitha SC	
115		Monaharpur SC	
116		Muktapur SC	
117		Mukundapurpatna SC	
118		Pandapada SC	
119		Patilo SC	
120		Pipilia SC	
121		Poipani SC	
122		Purumunda SC	
123		Santrapur1 SC	
124		Sarasposi SC	
125		Tara SC	
126		Toranipokhari SC	
127		Uperdiha SC	
128		Badakamrda SC	
129	Harichandapur(T) Block	Badapalaspal SC	38
130		Badasialimal SC	

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131		Bailobeda SC	
132		Baliparbat SC	
133		Baxibarigaon SC	
134		Bhagamunda(Gajamba) SC	
135		Bhagamunda_Mc SC	
136		Bhanarpur SC	
137		Billa SC	
138		Bolaniposi SC	
139		Boreigoda SC	
140		Brahmanipal SC	
141		Budhakhaman SC	
142		Chilikidhara SC	
143		Daitari SC	
144		Daitari-Ii SC	
145		Dhagotha SC	
146		Dhurudiamba SC	
147		Gandadiha SC	
148		Gaunighasa SC	
149		Harichandanpur SC	
150		Hunda SC	
151		Jamujodi SC	
152		Janghira SC	
153		Jiranga SC	
154		Junga SC	
155		Kaliaduma SC	
156		Nolla SC	
157		Pitapiti SC	
158		Pithagola SC	
159		Revenapalaspal SC	
160		Sagadapatta SC	
161		Sunapentha SC	
162		Taladihi SC	
163		Tambahara SC	
164		Tangiriapal SC	
165		Tentalaposi SC	
166	Hatadihi Block	Amba SC	22
167		Bangore SC	
168		Boniapanka SC	
169		Chenapadi SC	
170		Dadibamanpur SC	
171		Danar SC	
172		Dhenka SC	
173		Gedema SC	
174		Girigaon SC	
175		Hadgarh SC	
176		Hatadihi SC	
177		Jambhira SC	

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178		Jasabantapur SC	
179		Kalinga1 SC	
180		Orali SC	
181		Raighati SC	
182		Ramps SC	
183		Salania_Mc SC	
184		Samana SC	
185		Soso SC	
186		Sundarapal SC	
187		Tentulinanda SC	
188		Arsala SC	
189		Asanpat SC	
190		Asuki SC	
191		Bad-Dumuria SC	
192		Badaneuli SC	
193		Balibandha1 SC	
194		Baria SC	
195		Basantapur2 SC	
196		Chauthia SC	
197		Chipinda SC	
198		Gidhibasa SC	
199		Gumura SC	
200		Hariposi SC	
201		Jhumpura_Mc SC	
202	Jhumpura(T) Block	Kasia SC	28
203		Kasipal1 SC	
204		Khendra SC	
205		Khuntapada SC	
206		Malda SC	
207		Nahabeda SC	
208		Naradapur SC	
209		Nayadhanurjayapur SC	
210		Nayagarh SC	
211		Nischintapur SC	
212		Sarasinga SC	
213		Soulgoda SC	
214		Tukudia SC	
215		Ukhunda SC	
216		Aseneikala SC	
217		Bamebari SC	
218		Basudevpur1. SC	
219		Belda2 SC	
220	Joda(T) Block	Benuapani SC	34
221		Bhadrasahi SC	
222		Bhunyarohida SC	
223		Birkala SC	
224		Bolagoda SC	

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225		Bolani SC	
226		Bolani-Ii SC	
227		Chamakpur SC	
228		Chormalda SC	
229		Dabuna SC	
230		Daduana SC	
231		Dhobakuchada SC	
232		Guali SC	
233		Guruda SC	
234		Gurutuan SC	
235		Harmath SC	
236		Jajanga SC	
237		Jalahari SC	
238		Jurudi SC	
239		Kalimati SC	
240		Kandra SC	
241		Karakhendra SC	
242		Kiriburu SC	
243		Kolhahundula SC	
244		Kolharaida SC	
245		Palasa2 SC	
246		Rugudi SC	
247		Sayabali SC	
248		Serenda SC	
249		Sialijoda SC	
250	Keonjhar(T) Block	Badapalasa SC	30
251		Badaposi SC	
252		Baradapal SC	
253		Bauripada SC	
254		Birakishorpur SC	
255		Ghatur SC	
256		Gobardhan SC	
257		Handibhanga SC	
258		Jajapasi. SC	
259		Janardanpur SC	
260		Jhardhelda SC	
261		Kampasada SC	
262		Kandrapasi SC	
263		Kathabari SC	
264		Kaunrikala SC	
265		Mahadeijoda SC	
266		Maidankela SC	
267		Naranpur2 SC	
268		Nuagaon8 SC	
269		Padmapur_Mc SC	
270		Parjanpur SC	
271		Patunga SC	

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272		Polaspanga SC	
273		Raghunathpur5 SC	
274		Raikala SC	
275		Raisuan SC	
276		Sankiri SC	
277		Saraskala SC	
278		Sirispal SC	
279		Tentulinanda. SC	
280	Patana(T) Block	Balibandha2 SC	25
281		Banamahuladiha SC	
282		Barudiposi SC	
283		Baunsuli SC	
284		Bhuluda SC	
285		Budhikapudi SC	
286		Chakundapal SC	
287		Chemana SC	
288		Childa SC	
289		Chinamalliposi SC	
290		Denuan SC	
291		Dumuria SC	
292		Erandei SC	
293		Jamunaposi SC	
294		Kendeiposi SC	
295		Ketanga SC	
296		Khreitangri SC	
297		Malliposi SC	
298		Mirigikhoji SC	
299		Patna_Mc SC	
300		Rajanagar SC	
301		Saradhapur SC	
302		Saraskala1 SC	
303		Tangarpada SC	
304		Turumunga SC	
305	Saharpada(T) Block	Badbil SC	23
306		Baikala SC	
307		Baliposi2 SC	
308		Bartunia SC	
309		Billa1 SC	
310		Danuatangarpada SC	
311		Dhanabeni SC	
312		Digposi SC	
313		Domabuda SC	
314		Gojitangiri SC	
315		Goras SC	
316		Jamda SC	
317		Khadibeda SC	
318		Khadikapada SC	

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319		Khajirapat SC	
320		Machhagada SC	
321		Pipilia1 SC	
322		Raidiha SC	
323		Raipur2 SC	
324		Saharpada SC	
325		Silipada SC	
326		Tendra SC	
327		Udaypur_Mc SC	
328		Akul SC	
329		Balabhadrapur2 SC	
330		Benamunda SC	
331		Bhimkanda SC	
332		Binjhabahal SC	
333		Deulidiha SC	
334		Dubulapal SC	
335		Golabandh SC	
336		Halpudi SC	
337		Jharbeda1 SC	
338		Kaliahata SC	
339	Telkoi(T) Block	Kardangi SC	24
340		Khuntapada1 SC	
341		Laxminarayanpur SC	
342		Oriya SC	
343		Podanga SC	
344		Raisuan1 SC	
345		Saleikena SC	
346		Saruali1 SC	
347		Sibanarayanpurgoda SC	
348		Sinduria SC	
349		Sirigida SC	
350		Talapada3 SC	
351		Telkoi_Mc SC	